

Making Choices That Matter Phase 3 Community Conversation Cafes May 2012 Corporate Administration

Total Number of Participants: 203

Note: Not all respondents answered ALL of the questions.

CITY CLERKS OFFICE	Increases:	Decreases: 5	Leave as Is: 1	Eliminate: -	N/A: 4
COMMENTS RELATED TO STATUS QUO:					
<ul style="list-style-type: none"> The city and federal government should get together on doing the census. The information is the same. The money comes from the same taxpayer. Do it on line. Start thinking outside the box! Start saving money! 					
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> No noticeable impact on citizens City Clerk's Office can apparently absorb a 5% reduction with "no noticeable impact". For City Clerks Office More will be a minimal impact on services and these may be an opportunity to find out a new way of doing things more efficiently and effectively. Consequently, fewer complaints will be received. 					
ADDITIONAL COMMENTS:					
<ul style="list-style-type: none"> More accountability of alderman required in spending the public's dollars. They should budget and be fiscally responsible as if it was their own hard earned dollars. Allocate resources to ensure broadcast of Standing Policy Committee meetings. 					
CITY MANAGERS OFFICE	Increases: 2	Decreases: 7	Leave as Is: -	Eliminate: -	N/A: 5
COMMENTS RELATED TO INCREASES:					
<ul style="list-style-type: none"> Specifically, I would like to see an increase to the City Manager's Office in the area of public policy. It is imperative that the city develops a poverty policy with a gendered lens. More needs to be done about poverty in Calgary. Those affected by poverty (50% of which should be women) should be an advisory committee to the City. To develop and guide. Welcoming community policies and policies related to it to ensure we have a good immigrant integration policy. 					
COMMENTS RELATED TO DECREASES:					
<ul style="list-style-type: none"> City Manager's Office can probably afford to reduce services, even if public expectations are impacted. Trim the level of administration back to develop a stronger sense of commitment to accountable performance. Try it out for a term to see if there is any discernible difference. The city manager's office could delegate policy work to the respective business unit, therefore decrease its operational cost. Too many layers of administration contribute to decreased understanding of work on the front lines. Front line doesn't have access to service administrations - there seems to be an unnecessary & costly wall there. 					

ADDITIONAL COMMENTS:

- More accountability of alderman required in spending the public's dollars. They should budget and be fiscally responsible as if it was their own hard earned dollars.
- Public policy & integration with provincial & federal governments is essential particularly as we must try to increase the profile of cities in the "governing" conversation. The sustainability department is essential as we rethink how we live in OUR CITY.

FINANCE & SUPPLY	Increases: -	Decreases: 12	Leave as Is: -	Eliminate: 1	N/A: 3
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COMMENTS RELATED TO ELIMINATE:

- Business Unit department heads should be able to do their own business planning. This unit is redundant.

COMMENTS RELATED TO DECREASES:

- I see so many incompetent and inefficient Finance positions. Have fewer Finance positions. Eliminate positions where staff are not required to make decisions. Use less educated staff for repetitive functions. Get rid of positions that do not add any value. Less paper shuffling. More electronic filing. More strategic roles
- Transparency is key. Public engagement is key. Increase funding to the City Clerks Office and decrease funding to all the other offices.
- The Finance and Supply department should find ways to decrease its budget by 5%. New practice should be identified to streamline the process.
- This could easily be cut in the "middle management" salaries...too many managers, not enough "rubber meeting the road"
- Improve efficiencies – more lean operation of city admin – merging of business units.
- Decrease or more accountability. Greater public input/send bids out to 2 multiple vendors (e.g.: Peace Bridge)
- Finance business unit to go through an audit process to eliminate duplication & fragmentation.
- Make do with less.
- It seems to be a really high budget and corporate admin is over 10% of the whole city budget.
- More automation. More effective use & allocation of staffing. There could be some resource re-allocation between sub-units. I.e.: finance, law & city clerk.
- Finance/Supply – Is there a way to make systems more efficient so it costs less.

ADDITIONAL COMMENTS:

- More accountability of alderman required in spending the public's dollars. They should budget and be fiscally responsible as if it was their own hard earned dollars.
- This department does not provide information a real way. It is believed as not to assessable.

LAW	Increases: -	Decreases: 5	Leave as Is: -	Eliminate: -	N/A: 5
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COMMENTS RELATED TO DECREASES:

- Ineffective & cause for unnecessary time spent on minutiae. In particular - interface with community groups. Has been part of ineffective & highly unprofessional work. Cause blocks to actual work being done. Sees community groups as opponents rather than assets. Think that often outsource work to outside firms.
- Also, are there more efficient systems that can make this cheaper?

ADDITIONAL COMMENTS:

- More accountability of alderman required in spending the public's dollars. They should budget and be fiscally responsible as if it was their own hard earned dollars.

GENERAL COMMENTS (CORPORATE ADMIN)

Decreases: 14

- From all Departments
- Both Finance and the Manager's Office have management positions that are too highly paid. There is also excess staff in Finance. A portion of the work such as audit procedure could be outsourced to create a greater arms length appearance. Outsourcing can also eliminate benefits and other union staff costs.
- City Hall operates on the "untouchable" principle. Too much staff. Too many perks. Too much duplication. Little efficiency. The choice is made because there is very little information how the city works, whether it could do the job better, and whether we get "a bang" for a buck. Outside audit of performance is necessary.
- Finance and Supply/Law. I'm sure that these programs could become more efficient and operate in a lower budget.
- Mayor Nenshi in his pre-election campaign said he would have all department managers use zero-based budgeting. Is this happening? Look after the small things.
- I do not have enough info to comment. I only proposed a budget decrease to off set increases I'd like to make to CSPS, PDA & Transportation.
- Everyone else is doing more with less staff - why not the city??
- Productivity improvement is the important thing for the department.
- Improved IT should allow for more efficient centralized services.

Eliminate: 5

- Corporate Project Management Centre (information and infrastructure services) I strongly suggest that CPMC be eliminated or that we come to a full stop with it and do a review. CPMC was created to increase internal capacity for effective project management. Yet CPMC has it failed to attract and retain staff and continues to rely heavily on external consultants. External consultants continue to be hired for many large-scale projects. This is unnecessary. CPMC should be modeling the behaviour. It directs its clients to adopt, instead of paying highly inflated fees to external consultants. Not a good use of tax dollars.
- Free parking for councilors at City Hall - charge them for it. Middle management in private industry probably pays for parking. Is free parking not a taxable benefit? Charging councilors for parking stalls would be a token recognition of "user fees" - implement it! No citizen gets free parking when doing business at City Hall. I dare you!
- With tight budgets and an attitude not to increase taxes substantially, there is no need to devote 1% of the budget for decoration of future berms, you drive past them anyway. The 1% could be better spent to improve safety, more yellow light pedestrian crosswalks.
- Why is the chairman of the SDAB paid \$500.00 per session? The present chair (R.G.) has made it a full-time career of this position. Members of Boards should not be paid excessive honorariums. After all, citizens volunteer for civic committees and isn't Calgary the centre of volunteerism?
- Food services in city buildings.

Leave As Is: 3

- Corporate Administration - maintain total funding level, but I did recommend some re-distribution within corporate administration. The city of Calgary is a large corporation that requires an adequate level of corporate infrastructure to protect the corporation (as public dollars support this corporation and should not be put at risk due to an absence of internal support for the business of running a large municipality).
- Calgary has the most disposable income. Taxes are the lowest in Canada. What is the issue to increase taxes for community services, policing, transportation, and environment?
- Corp Admin - Appears to be working well, but would advise an efficiency audit, to ensure appropriate balance of resources.

- Corporate Administration - Supply Management - Keep SEEPE social, environmental & ethical purchasing policy and ensures it's implemented through targeted purchasing via local suppliers that pay living wages and is environmentally sustainable.
- Appears the system seems to be efficient in its funding & services.

N/A: 5

- Reduce funding to city manager's office by 2%. Increase funding to Law department to maintain current staffing and to continue to attract top-notch lawyers who are committed to public service. Maintain funding to Finance and Supply.
- Want to be part of the discussion in determining whether departments are being efficient. As a community association, I feel like I'm defending myself to city administration. Want to. Conversation from the public on the assessment of services - how are they working? Want to be involved in that discussion.