

# Council & Committee Support

Led by: City Clerk's Office

## Description:

Council & Committee Support (CCS) provides the structure by which the City of Calgary's legislative decision-making meetings and protocol functions are conducted.

## Customers:

- Public
- Council
- Councillors & Mayor
- Attendees at recognition and protocol events
- Report authors
- The Administrative Leadership Team
- Administration

## What is delivered to customers:

A legislative Council or Committee meeting, policies and agreements, or protocol activities including flag raisings, proclamations, or recognitions by Council.

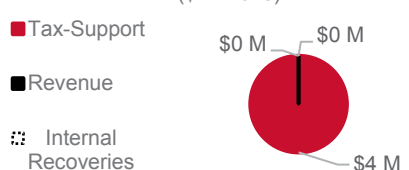
## Partners:

- Corporate Security
- Audiovisual Vendor(s)
- Information Technology
- Mayor's Office & Office of the Councillors
- Administration's Executive Offices
- Law
- Recreation
- Facility Management
- Boards, Commissions and Committees

## Service need (value proposition):

The Council and Committee Support service manages meetings and events of City Council and its Committees, providing both avenues for public participation in the legislative process and appropriate protocol support.

## Current state service value

<p><b>368</b> Protocol events and activities (2017)</p> <p><b>83.6%</b> On-time minutes publication (2017)</p>	<p><b>698</b> Hours of Legislative Meetings (2017)</p> <p><b>98.3%</b> On-time agenda publication (2017)</p>	<p>2018 Budgeted Gross Operating Expenditures Funding Breakdown (\$ Millions)*</p>  <p><b>\$3</b> Annual operating cost per resident</p> <p>* Gross operating budget and the service cost ratio may include internal recoveries that are also included in other services' gross operating budget.</p>
<p><b>Connections to Citizen Priorities</b></p> <ul style="list-style-type: none"> <li>A Well Run City</li> <li>A Healthy and Green City</li> <li>A City that Moves</li> <li>A City of Safe and Inspiring Neighbourhoods</li> <li>A Prosperous City</li> </ul>		<p><b>What the service includes (\$000s)</b></p> <ul style="list-style-type: none"> <li>• Policy and Contract Support = \$399;</li> <li>• Legislative Coordination = \$2,345;</li> <li>• Boards, Commissions, and Committee management = \$303;</li> <li>• Protocol = \$717.</li> </ul> <p><b>Key Capital Investments</b></p> <p>Capital investments were not recommended for this service.</p>



## What we've heard and service outlook

### What we heard: Research & Engagement Results

There is recognition that the provision of citizen recognitions and protocol services, Council policy support, and support for legislative meetings is valuable and well delivered. Council Members have, on occasion, expressed a desire for enhanced services, such as ensuring greater diversity on Boards, Commissions and Committees, or by implementing technological solutions to support legislative meetings. External customers have expressed general satisfaction with the services provided, although recent engagement showed a desire to continually invest in both the facilities and technology that support meetings attended by the public.

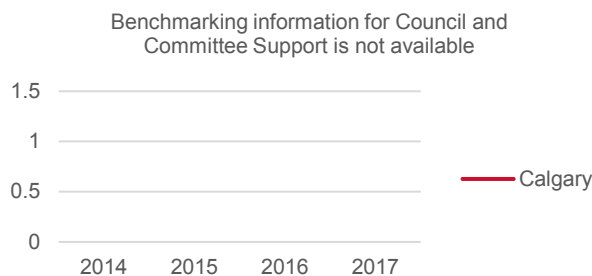
### What Council has directed

- W1 – Council and Committee Support provides venues and channels for Calgarians to learn about The City and provides opportunities for them to provide input.
- W2 – Council and Committee Support provides the venues for Council and its Committees to make service decisions and direct Administration.
- W4 – The service strives for innovation, particularly by leveraging technology within the bounds of legislation and policy.
- W5 – Protocol will continue to ensure that cultural understanding and sensitivity with respect to indigenous partners is incorporated into The City's protocol activities.
- The Council and Committee Support service does not align with any specific long-term plans.

### What are we watching?

The desire for greater transparency and accessibility of the legislative process continues to grow. This trend continues to drive appropriate investments in technology to ensure agendas, minutes and related material are available in a timely manner and in easily accessible formats. Improvements to responsiveness are also expected. For all sub-services in this service, there has been a trend towards increasing volume, complexity, and velocity of requests, particularly as they relate to governance and policy, protocol, and legislative meeting coordination. The City's efforts towards Reconciliation will involve the incorporation of protocol expertise. Failing to meet any of these expectations would impact public trust in the organization. The volume of transactions driven by new large corporate projects poses a risk to the ability to administer contracts and agreements.

### Benchmarking



No direct benchmarks have been identified for this service, as the service is largely driven by local influencing factors, including Council direction, governance models, and local frameworks.

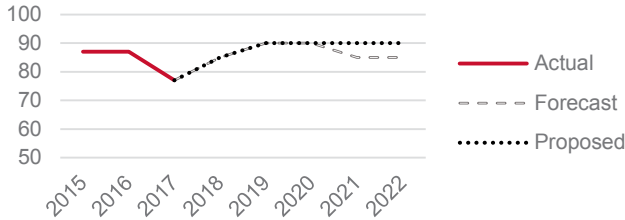
### What matters to Calgarians

VALUE DIMENSION	DESCRIPTION
Accessibility	Council and Committees conduct business in facilities that are physically accessible and open to public participation.
Legislative Compliance	Meetings and administrative processes are conducted in accordance with provincial legislation and municipal direction.
Quality	Council's decisions and records are published quickly and accurately and protocol events are of a high standard.
Responsiveness	Responses to requests for clarification, advice, and information are timely.
Informs	Provide accurate, clear, and reliable information about processes and events.



# How is the Service performing? Where we are headed and where do we want to go?

Accurate and on-time minutes publication rate (Percentage)

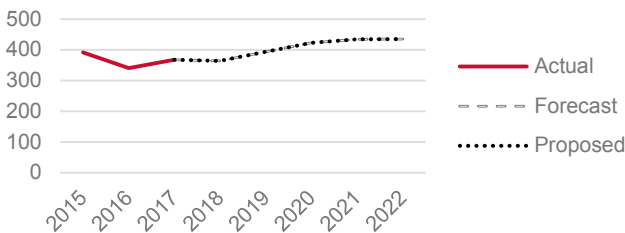


## Story behind the curve

Accurate and on time minutes publication rate

-Percentage of Council and Committee meeting minutes that are published three business days or fewer from the conclusion of the meeting and did not require correction after initial unconfirmed publication. The publication of minutes has been impacted by the increased volume and complexity of meetings. Multi-day meetings of Council often require additional time to complete the minutes accurately, and the number of hours of Committee meetings has increased. Sustained resources will ensure that this key service deliverable improves.

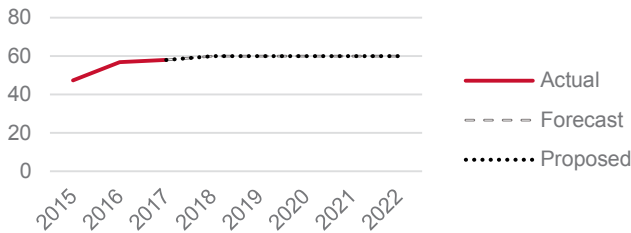
Protocol events and activities (Number)



Protocol events and activities

-Number of recognitions in Council Chamber, Calgary Award nominations, flag raising requests, sport recognitions, proclamations and letter of recognition requests, half-masts completed, events and protocol support, visits and consultations. The number of events and activities supported by Citizen Recognitions & Protocol are largely driven by external factors. However, the work unit is planning to raise the profile of its services both internally and externally, to ensure consistency of advice and execution across the corporation.

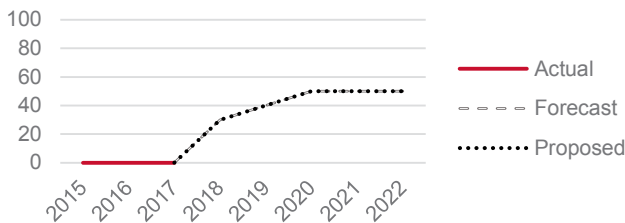
Hours of Council and Committee meetings (Hours per month)



Hours of Council and Committee meetings

-Duration in hours of Council and standing committee meetings staffed by City Clerk's employees per month. The influencing factors in the number and duration of meetings include public hearings for secondary suites and the degree of public and/or media interest in items on the agenda.

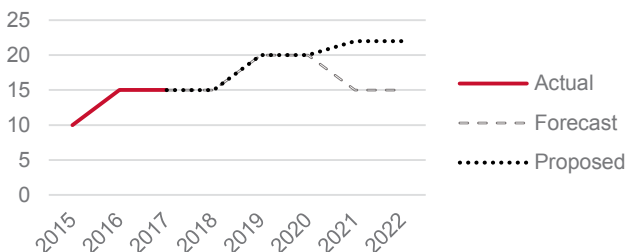
Diversity of Boards, Commissions and Committee applicants (Percentage)



Diversity of Boards, Commission and Committee applicants

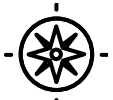
-Percentage of Boards, Commissions, and Committees' (BBC) applicants completing the demographics survey and who self-identify as a member of a minority group. Historical information is unavailable. Future application intake processes will provide applicants the opportunity, on a voluntary basis, to provide demographic information. This information will be used to develop enhanced communication and recruitment strategies.

Volume of Outreach (Hours)



Volume of outreach

-Number of hours of in-person public education/outreach that were delivered by City Clerk's Office staff on the topic of public involvement in the legislative process. Limited resources have impacted the ability of staff to organize, prepare and deliver public education on the legislative process. Materials and curricula have been developed over recent years, and sustained resources will ensure that an increase in outreach is continued and enhanced.



# What do we propose to do?

## What we propose to continue doing

STRATEGY
Support the structure by which The City’s legislative decision-making meetings are conducted
Implement the outcomes of the 2018 business process review
Support the structure by which The City’s Protocol functions are conducted

### Why?

This service will continue to support the framework and structures that support the legislative process and The Corporation's protocol functions. The service will seek to find efficiencies and alignment to both improve outcomes and find cost savings where possible. This includes implementation of the recommendations of the 2018 business process review to ensure that resources are aligned to priorities and well-designed processes are in place.

## What we propose to do less of

STRATEGY

### Why?

## What we propose to do more of or include as a new offering

STRATEGY
Enhance transparency through the improved use of technology and available tools
Develop enhanced processes to coordinate the appropriate release of confidential reports
Better Protocol support for visiting delegations and dignitaries
Enhance communication and recruitment processes for Boards, Commissions and Committees
Retrofit the Engineering Traditions Committee Room.

### Why?

This service will seek to improve the use of technology and tools, improve public access to legislative meetings, and improve processes for the public release of confidential reports. Enhanced Protocol support to visiting delegations and dignitaries, including improving the intake and coordination process, will be implemented. Communication and recruitment for Boards, Commissions and Committees will be enhanced to ensure a diversity of applicants.



## What Operating Budget do we need to achieve these results and strategies?

For Council Approval

SERVICE PERFORMANCE RESULTS FOR 2019-2022	CURRENT	TREND
Accurate and on-time minutes publication rate(Percentage)	85	↔
Protocol events and activities (Number)	364	↑
Hours of Council and Committee meetings (Hours per month)	60	↔
Diversity of Boards, Commissions and Committee applicants (Percentage)	30	↑
Volume of Outreach (Hours)	15	↑

### Breakdown of net operating budget (\$000s)

	2019	2020	2021	2022
Previous Year's Budget	3,666	3,825	4,724	4,073
Less Previous Year one Time	-	-	(700)	-
Base	3,666	3,825	4,024	4,073
Revenue Changes	-	-	-	-
Internal Recovery Changes	-	-	-	-
Inflation	49	199	49	49
Operating Impact of Previously Approved Capital	-	-	-	-
Operating Impact of New Capital (Incremental)	-	-	-	-
Efficiencies	(20)	-	-	-
Service Reductions	-	-	-	-
Service Increases	130	-	-	-
One Time	-	700	-	-
Realignments	-	-	-	-
Total	3,825	4,724	4,073	4,122

### Total Operating Budget (\$000s) for Approval

	2018 Budget	2019			2020			2021			2022		
	At Mar 31	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total
Expenditure	3,764	3,923	-	3,923	4,122	700	4,822	4,171	-	4,171	4,220	-	4,220
Recoveries	(71)	(71)	-	(71)	(71)	-	(71)	(71)	-	(71)	(71)	-	(71)
Revenue	(27)	(27)	-	(27)	(27)	-	(27)	(27)	-	(27)	(27)	-	(27)
Net	3,666	3,825	-	3,825	4,024	700	4,724	4,073	-	4,073	4,122	-	4,122



# Recommended Capital Investment to Support Service Delivery

For Council Approval

## Capital Budget for Council Approval

ACTIVITY	DESCRIPTION	2019 REQUEST (\$000s)	2020 REQUEST (\$000s)	2021 REQUEST (\$000s)	2022 REQUEST (\$000s)	2023+ REQUEST (\$000s)	Total REQUEST (\$000s)
Annual Investment Program(s)		-	-	-	-	-	-
Project(s)		-	-	-	-	-	-
Program(s)		-	-	-	-	-	-
<b>Sub-Total (New Budget Requests)</b>		-	-	-	-	-	-
Previously Approved Budget Remaining		-	-	-	-	-	-
<b>Total Capital Investment</b>		-	-	-	-	-	-

## Explanation of Capital Budget Requests

No new Capital Budget for approval.