

Council & Committee Support

Led by: City Clerk/Director of City Clerk's Office

Description

Council & Committee Support provides the governance structures and processes by which The City of Calgary's legislative decision-making and protocol functions are conducted.

Value and benefits

In accordance with legislation, bylaws and Council policies, we facilitate the governance functions of City Council and its Committees, providing avenues for transparency and public participation in the legislative process, as well as appropriate protocol support.

Without this function, City Council and Council Committees that make decisions on behalf of Calgarians would be unable to give direction to City Administration, and Calgarians would be unable to participate in their local government.

Customers

Calgarians, through access to legislative meetings and decisions; appointments to boards, commissions or committees, or through recognition and protocol events; Council, Mayor and Councillors, The Executive Leadership Team, Administration.

What we deliver

Council and Committee meetings and their related documents (bylaws, agendas, minutes), agreements and Council policies; appointments to boards, commissions and committees; governance documents; and protocol activities including flag raisings, proclamations, or recognitions by Council.

Partners

Corporate Security, Vendors, Information Technology, Mayor's Office, General Manager's Offices, Law, Recreation, Customer Service and Communications, Facility Management, boards, commissions, and committees' administrative supports and chairs / vice chairs.

140	Meeting minutes produced - 2021
123	Council policies reviewed - 2021
446	Protocol activities delivered - 2021
1022	Agreements executed - 2021

Council and Committee Support

2022 Budgeted Gross Operating Expenditures Funding Breakdown (\$ Millions)*



* Gross operating budget may include internal recoveries that are also included in other services' gross operating cost.

Note: Internal recoveries is how The City accounts for the costs of goods or services between services

Key assets

Audiovisual and control system technology required to support and broadcast legislative meetings.

What we have heard & what we are watching

What we have heard

The Public, Administration and Members of Council have indicated their support for continued remote participation in Council and Committee meetings. Participants in protocol activities have expressed satisfaction with the support provided, even as adaptations have been undertaken to reflect a remote or hybrid environment. Administration feedback demonstrates that Council & Committee Support is valuable and well delivered.

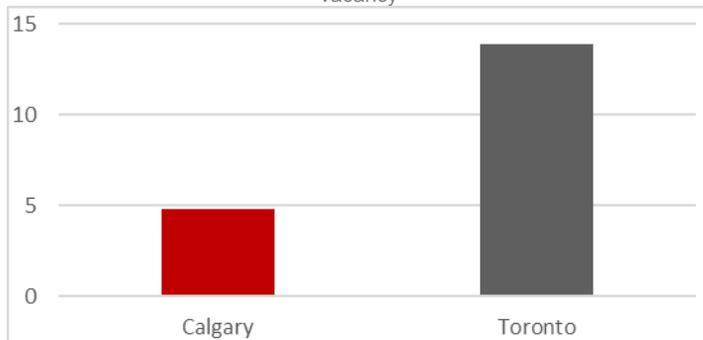
What Council has directed

- **Modernizing government:** Our service will continue the ongoing review of Council policies, embrace Indigenous representation in protocol and recognition activities, and propose further improvements to the accessibility and transparency of the legislative process.
- **Strengthen relationship with Calgarians:** Through legislative meetings, we will enhance the avenues by which Council and The City share information with, and receive feedback from, Calgarians, as well as providing meaningful opportunities for Calgarians to participate in their government.
- **Social equity:** We will continue the development, analysis and implementation of improvements to the public hearing process to make it more inclusive and convenient.

What we are watching

- **Transparency and technology:** Public expectations of greater transparency and accessibility are expected to grow, as is the need to adapt to new and changing technology. This trend continues to drive appropriate investments in meeting management technology and support for remote participation in legislative meetings.
- **Event protocol:** Supporting The City's contributions to advancing Indigenous Reconciliation.
- **Changing service expectations:** For all sub-services in this service, there has been a trend towards increasing volume, complexity, and velocity of requests, reflecting new and evolving expectations from customers.
- **Public Trust:** Failing to meet these expectations may impact public trust in The City and poses a reputational risk.

Number of citizen applications per Boards, Commissions and Committees vacancy



Scan of comparable municipalities

Comparing our service

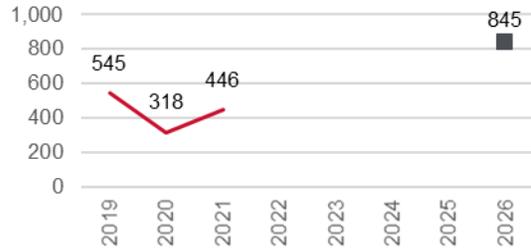
This benchmark reflects the effectiveness of recruitment and marketing of volunteer opportunities, as well as the level of public interest in participating in The City's Boards, Commissions and Committees. It is influenced by engagement, advertising, public awareness and other factors.

Measuring performance & where we want to go

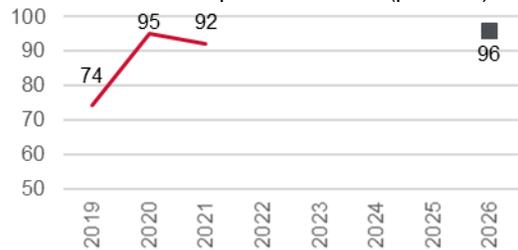
For Council Approval

— Actuals ■ Expected Future Performance

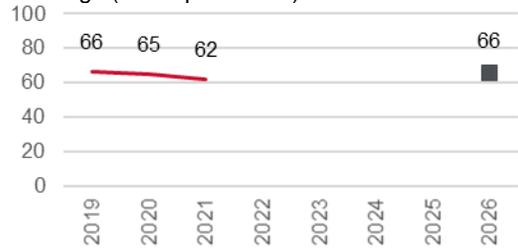
PM1: Number of recognition and protocol activities per year



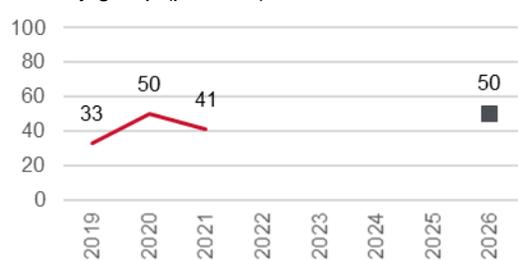
PM2: Accurate and on-time Council and Council Committee minutes publication rate (per cent)



PM3: Hours of Council and Council Committee Meetings (hours per month)



PM4: Applicants who self-identify as a member of a minority group (per cent)



PM5: Boards, Commissions and Committees' leadership's rate of satisfaction with governance support (per cent)



Story behind the curve

This performance measure is an indicator of demand. An increasing number of activities over the coming years would be reflective of new citizen recognition activities and an increased awareness of the services available. A decreased number of activities performed would likely be an indicator of an environmental change that reduced the need for public-facing activities, such as the COVID-19 pandemic having caused a reduction in demand for in-person travelling delegation support.

Percentage of Council and Council 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. Additional resources assigned to legislative meeting management are expected to increase performance.

Duration in hours of Council and Council Committee meetings that are staffed by City Clerk's employees per month. The number of hours per month of Council and Council Committee meeting time is influenced by the number of bodies, number of times they meet, and duration of each meeting.

Of those Board, Commission and Committee (BCC) applicants who completed the demographics survey, the percentage who self-identify as a member of a minority group (per cent identifying minority). The diversity of applicants to BCCs is expected to be an area of focus for Administration over the 2023-2026 period.

New performance measure. No historical data. Future expected performance will be developed based on first round of data collected. This measure will evaluate the satisfaction with City Clerk's Office support for BCC leadership, distinct from the support provided by each BCC's administrative liaison.

What we plan to do

Result for 2023-2026

We will continue to provide the transparent and accessible governance structures by which The City's legislative decisions are made. The service will also continue to deliver protocol and citizen recognition activities.

How we are going to get there

Support the Mayor's Office and City Administration on matters of protocol and citizen recognition by providing knowledgeable and expert advice.

Maintain standards of excellence in Citizen Recognition and Protocol by ensuring related policies are up-to-date, accurate and reflect leading practices.

Improve ease of participation in public hearings by modernizing the process to include new technology for participants to register for Public Hearings, receive reminder notifications, and access mobility supports to enhance inclusion and accessibility.

Enhance support for users of The City's legislative meeting management system including report writers, Mayor's Office, Councillors' Offices and General Managers' Offices.

Maintain the hybrid delivery of legislative meetings by investing in technology systems, and the proactive replacement of audiovisual and technology systems that are reaching obsolescence.

Enhance support for Boards, Commissions and Committees, by providing education, training, and sharing of best practices.

Maintain service excellence by continuing to support the timely and accurate execution of corporate contracts and agreements.

Support public transparency and participation in local government by continuing to provide public access to records of Council decisions, including bylaws and meeting minutes.

Support the successful evolution of The City's policy program by contributing to the establishment of a Service Policy & Governance program within the Corporate Governance service line.

Support effective decision-making and governance by delivering legislative coordination excellence and providing the structures and processes by which The City of Calgary's legislative decisions are made.

Operating budget needed to achieve results

For Council Approval

Breakdown of net operating budget (\$000s)

	2023		2024		2025		2026	
	Base	One-time	Base	One-time	Base	One-time	Base	One-time
Previous Year's Net Budget	3,702		3,917		4,008		4,036	
Previously approved One-time budget		-		-		-		-
2022 One-time carry forward		-		-		-		-
Revenue Changes	-	-	-	-	-	-	-	-
Internal Recoveries Changes	-	-	-	-	-	-	-	-
Inflation	19	-	26	-	28	-	25	-
Operating Impact of Previously Approved Capital	-	-	-	-	-	-	-	-
Operating Impact of New Capital (Incremental)	-	-	-	-	-	-	-	-
Service Reductions	-	-	-	-	-	-	-	-
Service Increases	196	8	65	-	-	-	-	-
Transfers to/(from) reserves	-	-	-	-	-	-	-	-
Transfers (to)/from services	-	-	-	-	-	-	-	-
Total net budget	3,917	8	4,008	-	4,036	-	4,061	-

Total Operating Budget (\$000s) for Approval

	2022 Budget	2023			2024			2025			2026		
	At April 30	Base	One-Time	Total									
Expenditures	3,744	3,959	8	3,967	4,050	-	4,050	4,078	-	4,078	4,103	-	4,103
Recoveries	(23)	(23)	-	(23)	(23)	-	(23)	(23)	-	(23)	(23)	-	(23)
Revenue	(19)	(19)	-	(19)	(19)	-	(19)	(19)	-	(19)	(19)	-	(19)
Net	3,702	3,917	8	3,925	4,008	-	4,008	4,036	-	4,036	4,061	-	4,061

Note: Figures may not add up due to rounding.

Capital budget needed to deliver service

For Council Approval

Activity	Investment Name	2023 Request (\$000s)	2024 Request (\$000s)	2025 Request (\$000s)	2026 Request (\$000s)	2027+ Request (\$000s)	Total Request (\$000s)
Annual Investment Program(s)							
481001	CC AV Tech Lifecycle	300	325	-	-	-	625
Program(s)							
		-	-	-	-	-	-
Projects(s)							
Sub-Total (New Budget Requests)		300	325	-	-	-	625
Previously Approved Budget Remaining		-	-	-	-	-	-
Total Capital Investment		300	325	-	-	-	625

Explanation of capital budget requests

Annual Investment Program(s)

Activity 481001: CC AV Tech Lifecycle

Lifecycle replacements of AV systems and components. Audiovisual system components are reaching the end of their useful life in several City Clerk's facilities.

Funding From: Lifecycle Maintenance & Upgrade Reserve (\$625 thousand)

Contributing Services: None

Operating Impact: None