

Calgary



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Water Utility Report to the Business Advisory Committee on Indemnified Contractors

Business Advisory Committee
July 30, 2019
ISC: Unrestricted



What are Indemnified Contractors (ICs)

To work on public drinking water, wastewater, and stormwater infrastructure, Contractors need to be indemnified by The City. These agreements cover:

- Construction on City property complies with City standards and ensure public health and safety
- Work conducted by ICs are warranted for up to two years
- Protect The City from potential legal actions that could arise from work performed on City property



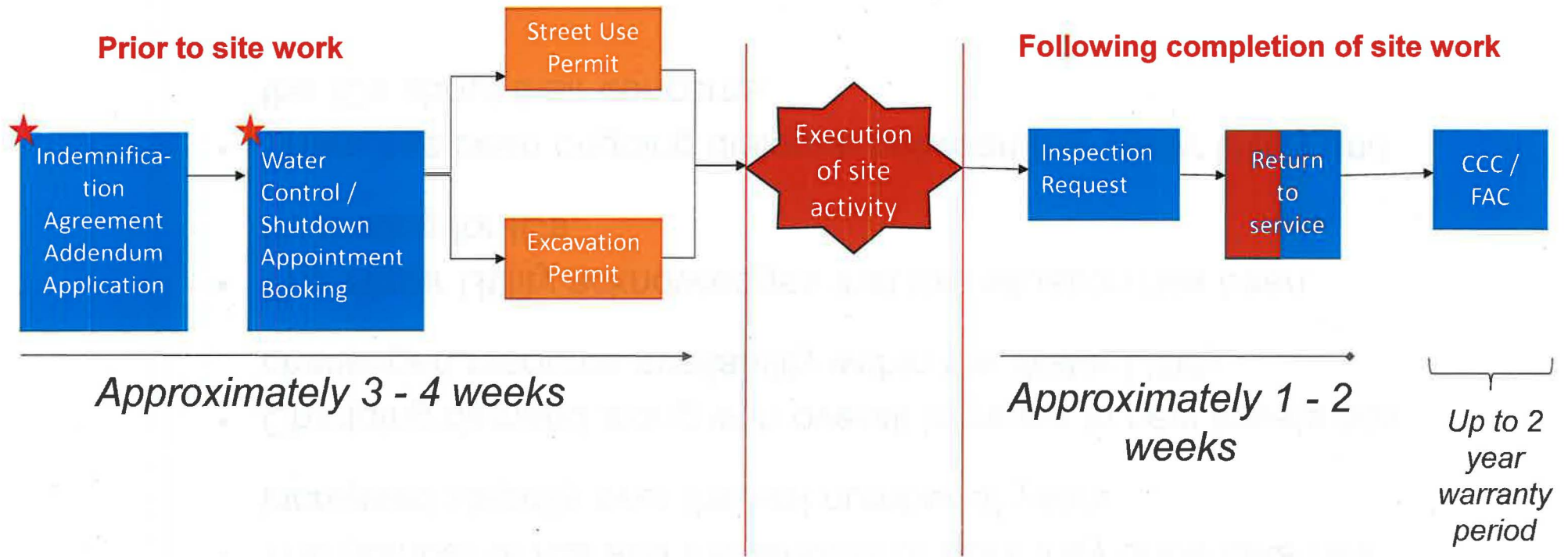


History and context

- The number of ICs and the amount of work they undertake has increased steadily over the last number of years.
- Changing demand along with overall increase in new assets has challenged resource availability within the Water Utility.
- The Water Utility acknowledges that this situation has been frustrating for ICs.
- There has been ongoing dialogue between the Water Utility and the ICs about their concerns.



Indemnified Contractor customer journey map in the Water Utility



Water Utility

Roads

Indemnified Contractors

Areas identified for improvement



Proposed actions

The Water Utility is proposing four focus areas to address the key barriers identified in the Business Advisory Committee what we heard report:

- **Focus Area 1: Scheduling IC Appointment Process**
- **Focus Area 2: City Resources**
- **Focus Area 3: Roles and Responsibilities**
- **Focus Area 4: City Operational Practices**

The Water Utility strives to provide solutions that are fair, flexible and functional to the ICs customer experience.



Recommendations

That the Business Advisory Committee (BAC) approves Administration to:

1. Report back in Q4 2019 on the resolved actions as a result of ongoing dialogue between the Water Utility and the ICs; and
2. Engage as part of a corporate-wide process to identify opportunities for improvement to the ICs customer experience across The City of Calgary.