


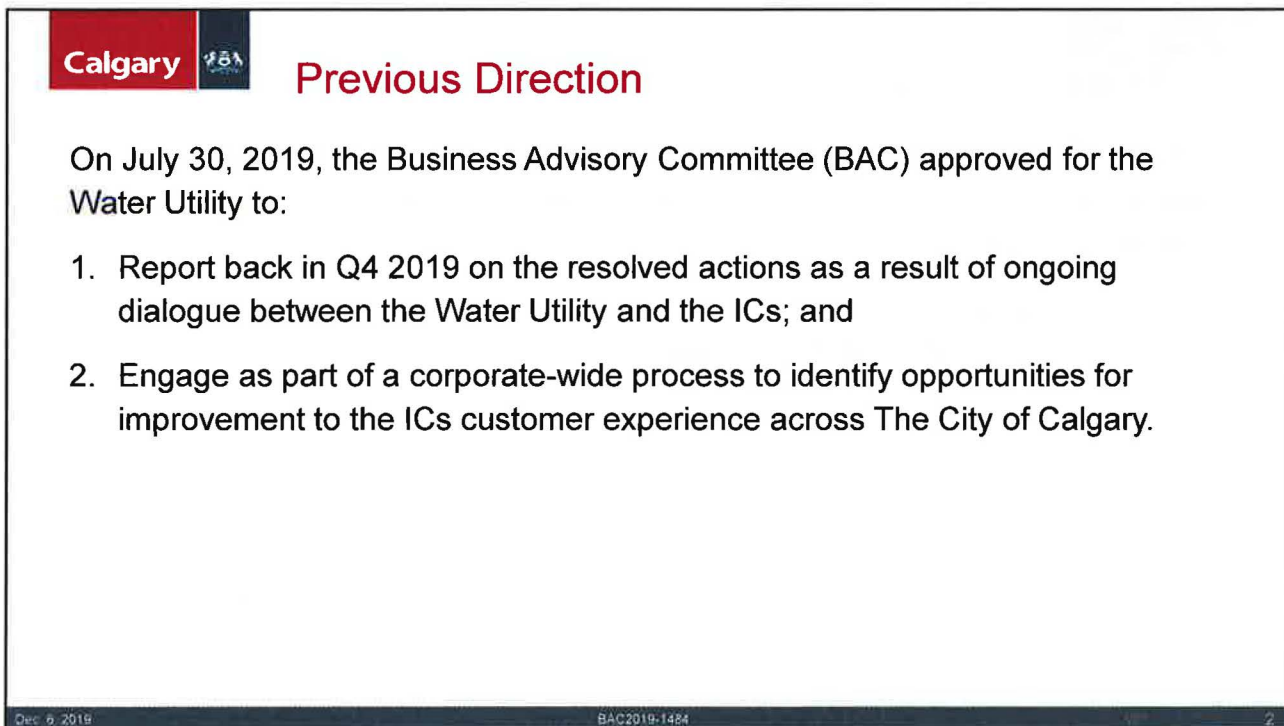
Calgary 


Water Utility report back to the Business Advisory Committee on Indemnified Contractors

Business Advisory Committee
December 6, 2019

ISC: Unrestricted

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Previous Direction

On July 30, 2019, the Business Advisory Committee (BAC) approved for the Water Utility 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.

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Update on Actions Taken by the Water Utility

Focus area	Highlights	Results
Scheduling IC Appointment Process	The process has been reviewed and improved. Escalation procedures were clarified.	<ul style="list-style-type: none"> For July and August 2019, 92% of requests were accommodated on or before the requested date.
City Resources	More Water Utility crews are involved in addressing ICs requests when needed.	<ul style="list-style-type: none"> Increased ability to address increased demands for appointments.
Roles and Responsibilities	Roles and Responsibilities between the Water Utility and ICs have been clarified verbally and in meeting follow up emails.	<ul style="list-style-type: none"> One of the Monthly Industry Bulletins produced by Water Resources Inspection Services will summarize this information by the end of 2019.
Review City Operational Practices	A few changes were made to existing internal practices including streamlining Return to Service procedure to eliminate sampling procedure and implementing new ways to address requests.	<ul style="list-style-type: none"> Considerable amount of time has been saved Return to Service. Significant reduction in backlogs for return to service. Implementing new processes to reduce backlog in future.

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Proposed Corporate Approach

The proposed innovation method for improving ICs experience will take a design thinking lens to explore and surface new possibilities. This approach looks at the following:

- Solve the Right Problem
- Integrate Diverse Perspectives
- Test Assumptions

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Corporate Approach Participants

Coordination

Business and Local Economy Team

Facilitation

Civic Innovation Lab

Participants in the continued improvement Indemnified Contractors experience process

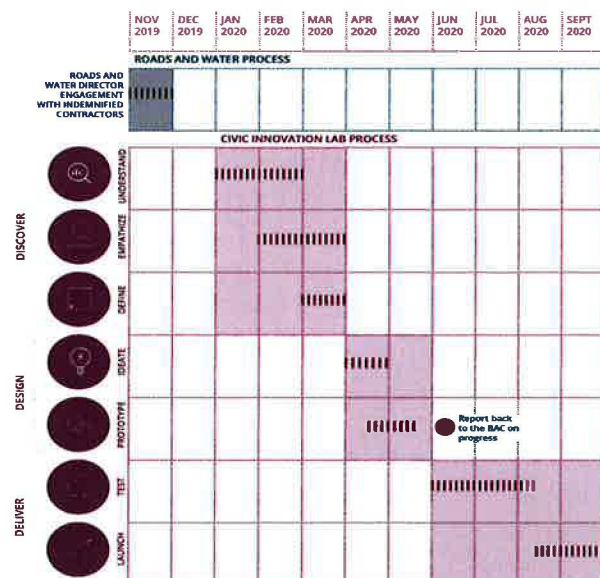
- Delegates from the IC community
- Water Services, Drinking Water Distribution
- Water Resources, Infrastructure Delivery
- Roads, Traffic
- Other BU's, as identified through the process

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Corporate Approach Timelines



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Recommendations

That the Business Advisory Committee (BAC) recommends that Council:

1. Approve the proposed corporate-wide process for continued improvement of the Indemnified Contractor experience, and
2. Direct the Business and Local Economy Program to report back to the BAC with an update on the corporate-wide improvement process by the end of Q2 2020.

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