

City Manager's Quarterly Report Q3-Q4 2022

RECOMMENDATION(S):

That Executive Committee recommend that Council:

1. Direct Administration close out the Community Representation Framework (Attachment 10); and
2. Accept the withdrawal of the Council Innovation Fund application for Operation Social Enterprise – Urban Agriculture Pilot (Attachment 10).

HIGHLIGHTS

- The City Manager's quarterly report is a tool used by the City Manager to share information with Council and citizens about City services and work underway within the organization to support Council's direction and advance important initiatives.
- This edition of the quarterly report includes updates on the organization realignment project, where we successfully transitioned 15,000 employees to the new department structure on 2022 August 1, as well as The City's journey to becoming an anti-racist organization, where we continue to take actions to remove systemic racism through education, engagement, collaboration, and policy changes, leading towards a racially just Calgary (see Attachment 3).
- What does this mean to Calgarians? This report increases transparency into the work directed by Council to Administration and provides a single source for sharing back motions and Notices of Motion, and outstanding Administrative Inquiries.
- Why does it matter? The City of Calgary is a large, complex organization, and it is important citizens and members of Council have additional line of sight into the work underway to advance Council's priorities.
- This report is separated into multiple attachments, including:
 - Better Every Day, a medium to share a selection of stories from the previous two quarters with Council and members of the public. These stories help showcase the impact City service delivery has on the lives of Calgarians from the perspectives of Calgarians. The theme for this edition is our organizational focus on customer service.
 - An update on the implementation of Administration's Rethink to Thrive Strategy and work underway to evolve the strategy as part of the new business cycle.
 - A new Workplace of Choice overview intended to share key employee-related metrics with Council.
 - A summary of City Administration and Calgary Police Service headcount and budgeted FTEs as of 2022 September 30.
 - A list of upcoming reports to Council and committees in Q1 2023.
 - A list of Council motions from April to November 2022.
 - A list of Notices of Motion in 2022.
 - A list of completed and outstanding Administrative Inquiries in 2022.
 - A list of motions from Committee and Council seeking deferral or withdrawal.
- Quarterly reports also provide Administration with an additional opportunity to review upcoming report back deadlines and request deferrals, cancellations, or withdrawals from Council to increase organizational capacity, as appropriate. Two opportunities are highlighted in the Recommendations and Attachment 10.

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- Quarterly reports are developed using an iterative process with an aim to constantly improve.
- Background and Previous Council Direction is included as Attachment 1.

DISCUSSION

The City Manager's quarterly report is separated into several components via the attachments as outlined below.

Better Every Day: Q3/Q4 2022 – Attachment 2

This section of the quarterly report is intended to share a small selection of stories from the previous two quarters with Council and members of the public. This component features a different theme each quarter, with stories told from the perspective of our citizens, employees, and/or partners. Better Every Day supplements the more data-heavy attachments within the report with light-hearted and informative pieces. The theme for Q3/Q4 2022 is our organizational focus on customer service. This edition also includes several links and interactive elements, including video, and stories will be also available at calgary.ca/BetterEveryDay.

Rethink to Thrive Strategy Update: Q3/Q4 2022 – Attachment 3

Administration's Rethink to Thrive Strategy reflects how we will work together as an organization to realize the benefits of Council's Focus Areas and instill public trust and confidence that we're running the organization efficiently and effectively, and achieving operational excellence. The Rethink to Thrive Strategy update for Q3/Q4 2022 highlights key work undertaken since the last quarterly report in July 2022.

Headcount and Full Time Equivalent – Attachment 4

This summary provides an account of headcount data within City Administration and Calgary Police Service as well as budgeted FTEs with both quarterly and annual comparison data points for five years.

Workplace of Choice – Attachment 5

The purpose of this new document is to share some fundamental employee-related metrics with Council. It includes data on workforce demographics, voluntary turnover, gender-based metrics, and key indices tracked through the bi-annual Corporate Employee Survey. It also includes a high-level summary of initiatives to support Administration's Rethink to Thrive strategy and help create a workplace of choice.

Reports to Committee and Council: Q1 2023 – Attachment 6

The Executive Leadership Team maintains a calendar of reports that are in development to be presented to Committee and Council. This document details the schedule of reports for Q1 2023. Please note information in the document is subject to change and does not include reports with dates still to be determined.

Council Motions April to November 2022 – Attachment 7

This attachment outlines all Motions passed by Council between April to November 2022.

Notices of Motion 2022 – Attachment 8

This attachment outlines all Notices of Motion brought forward by Councillors year-to-date 2022.

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Administrative Inquiries 2022 – Attachment 9

This attachment outlines all completed and outstanding Administrative Inquiries year-to-date 2022.

Omnibus Motions – Attachment 10

This attachment contains recommendations to close out the Community Representation Framework, and the accept the withdrawal of the Council Innovation Fund – Operation Social Enterprise Urban Agriculture Pilot.

EXTERNAL ENGAGEMENT AND COMMUNICATION

- Public Engagement was undertaken
- Public Communication or Engagement was not required
- Public/interested parties were informed
- Dialogue with interested parties was undertaken

IMPLICATIONS

Social, Environmental and Economic Implications

This report and its various attachments support the advancement of Council's strategic direction, including the three resilience foundations (economic, social, climate) by helping to ensure a collective focus on shared priorities and objectives between Council and Administration. It also supports the modernizing government and Rethink to Thrive focus areas of the shared strategic agenda by distributing information and stories with Council in a regular cadence.

Service and Financial Implications

No anticipated financial impact

RISK

There is risk associated with the volume of work underway within the organization and the ability of Administration to deliver on Council's priorities. The City Manager's quarterly report supports risk reduction related to the volume, velocity, and complexity of work in the organization by ensuring alignment with Council's direction and seeking alternative reporting methods where possible. It also provides a mechanism for the City Manager to share top-of-mind information with Council with regular cadence.

ATTACHMENT(S)

1. Previous Council Direction
2. Better Every Day: Q3/Q4 2022
3. Rethink to Thrive Strategy Update: Q3/Q4 2022
4. Headcount and Full Time Equivalents
5. Workplace of Choice
6. Reports to Committee and Council: Q1 2023

**City Manager's Office Report to
Executive Committee
2022 December 14**

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- 7. Council Motions April - November 2022
- 8. Notices of Motion 2022
- 9. Administrative Inquiries 2022
- 10. Omnibus Motions 2022
- 11. Presentation

Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
David Duckworth	City Manager's Office	Approve