

## EXTERNAL ADVISORY GROUP (EAG) – TERMS OF REFERENCE

### Background

Municipal government can innovate and deliver better value to Calgarian's. Civic Innovation YYC incubates, speeds up and de-risks innovation within municipal government. It creates new ways for citizens, businesses, employees and other stakeholders to work together. The initiative builds upon the philosophy, successes and lessons learned from the Cut Red Tape (CRT) program, which aimed to improve interactions with The City.

Civic Innovation YYC includes an online platform to collect and discuss ideas; a physical lab space where contributors, City representatives and subject matter experts can come together; as well as other activities to generate innovation such as hackathons, post-secondary exchange programs and facilitated workshops.

### Purpose

The External Advisory Group (EAG) will provide advice to the innovation initiative on ways to spur innovative thinking, processes and partnerships around civic innovation in Calgary.

### Expected Outcomes

- Challenge the process - bring new ideas and ways of doing things to The City;
- Provide input and advice on ideas submitted to the innovation platform;
- Review, discuss and provide feedback on evaluation metrics;
- Recommend potential partners, stakeholders or subject matter experts that could have a positive impact on the Initiative;
- Champion The City's Innovation Initiative within their respective industry; and
- Provide status reports as required to the Deputy City Manager's Office (DCMO) and Council as required.

### Characteristics sought - Adapted from IDEO's "The Ten Faces of Innovation"

We are seeking:

- "Anthropologists/Humanists" – deep thinkers with a natural sense of curiosity who want to understand the how organizations can center their designs around people;
- "Experimenters/Makers" – hands-on people that like to try different ideas and approaches, and who naturally embrace failure as a part of the innovation process.
- "Cross-pollinators" – systems thinkers who see connections between seemingly unrelated ideas or concepts to break new ground and enliven their organizations;
- "Connectors/Collaborators" – networked individuals who like to bring people together to get things done, and are willing and able to leap organizational boundaries to find ways for people to work together.

### Type and Length of Appointment

EAG members will represent a diverse cross-section of individuals from different sectors and industries across Calgary.

As this is a pilot project, the initial term length will be one year (ending in August, 2017) to facilitate understanding and build champions, after which time the appointment and terms of reference will be reviewed.

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### **Governance**

- *Chair* – the Chair will be appointed for a period of one year by the Deputy City Manager;
- *Membership* – members will be appointed by the Deputy City Manager, through recommendations from the CRT Program, the innovation initiative lead, the innovation initiative steering committee and other City leadership as required;
- *Reporting relationship* - The EAG will report to the Deputy City Manager.

### **Frequency of Meetings**

- EAG meetings will be hosted at the civic innovation lab every second month with a “Year in Review” full day meeting, for a total of 7 meetings in 2016/17;
- Additional sub-committee meetings with project teams may be scheduled as required;
- The EAG will meet separately from the internal advisory group, but may be requested to attend joint meetings or participate in joint recommendations as required.

### **Decision Making**

- Decisions on recommendations of the EAG are made by consensus.
- For any decision to pass, a quorum of eight members is required.

### Appendices

Appendix A: Membership

Appendix B: 2016/2017 Forward Agenda

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**Appendix A: Membership**

<b>ORGANIZATION</b>	<b>NAME</b>	<b>POSITION</b>
<b>ABSI Connect</b>	Terry Rock	
<b>Alberta Accountants Unification Agency</b>	Travis McIntosh	Policy Officer
<b>Alberta EcoTrust Foundation</b>	Pat Letizia	Executive Director
<b>Alberta Treasury Branches (ATB)</b>	James Gamage	Managing Director of Innovation
<b>BRZ Kensington</b>	Annie MacInnis	Executive Director
<b>Building Owners and Managers Association (BOMA)</b>	Lloyd Suchet	Director Government & Regulatory Affairs
<b>Calgary Chamber of Commerce</b>	Lauren Webber	Senior Policy Analyst
<b>Calgary Economic Development (CED)</b>	Court Ellingson	Vice President, Research and Strategy
<b>Calgary Federation of Independent Businesses (CFIB)</b>	Amber Ruddy	Director, Provincial Affairs
<b>Calgary Home Builders Association</b>	Beverly Jarvis	
<b>Calgary Municipal Land Development Corporation</b>	TBD	
<b>Calgary Public Library</b>	Bill Ptacek	Chief Executive Officer
<b>Canadian Sport Institute</b>	Jason Poole	Director of Performance Services
<b>Cybera</b>	Robin Winsor	President and CEO
<b>Eat Naaco</b>	Aman Adatia	Director of Strategy
<b>ENMAX</b>	TBD	
<b>Government of Alberta/Alberta COLAB</b>	Alex Ryan	Senior Systemic Designer
<b>Innovate Calgary</b>	Kenneth W. Porter	Vice President, Intellectual Property Management
<b>National Research Council</b>	Karl Miller	Innovation Advisor
<b>Open Calgary</b>	Geoff Zakaib	Executive Director
<b>Southern Alberta Institute of Technology</b>	Alex Zahavich	Vice President, Corporate Development and Applied Research
<b>Suncor Energy</b>	Lori Gammell	Manager of Community Investment
<b>TELUS Spark</b>	Katherine Ziff	Vice President of Content
<b>University of Calgary</b>	TBD	
<b>Victoria Park BRZ</b>	David Low	Executive Director
<b>W21C</b>	Jill De Grood	Director

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**City of Calgary**

<b>ORGANIZATION</b>	<b>NAME</b>	<b>POSITION</b>
<b>City of Calgary/Partnership Services</b>	Amie Blanchette	Manager, Partnership Services
<b>City of Calgary/DCMO</b>	Brad Stevens	Deputy City Manager
<b>City of Calgary/Corporate Analytics &amp; Innovation</b>	Bruce Cullen	Director
<b>City of Calgary/Mayor’s Office</b>	Chima Nkemdirim	Chief of Staff
<b>City of Calgary/City Manager’s Office</b>	Chris Arthurs	Chief of Staff
<b>City of Calgary/Customer Service and Communications</b>	Cindy Pickett	Director
<b>City of Calgary/Web Business Office</b>	Donna Sevigny	Project Manager, eGovernment
<b>City of Calgary</b>	Heather Reed-Fenske	Chief Information Technology Officer
<b>City of Calgary/Civic Innovation YYC</b>	Holly Gibney	Lead, Civic Innovation YYC
<b>City of Calgary/Civic Innovation YYC</b>	Jonathan Veale	Civic Innovation YYC
<b>City of Calgary/Civic Innovation YYC</b>	Kristopher Kelly-Frère	Civic Innovation YYC
<b>City of Calgary/Innovation, Data, External Access (IDEA)</b>	Lisa Sierra	Manager
<b>City of Calgary / Partnerships</b>	Lori Kerr	Manager, Partnership Management
<b>City of Calgary/Civic Innovation YYC</b>	Lynne Marie Thomas	Civic Innovation YYC

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**Appendix B: 2016/2017 Forward Agenda**

<b>Event</b>	<b>Date</b>	<b>Forward Agenda</b>
<b>Meeting #1</b>	September 9, 2016 3 hours	<ul style="list-style-type: none"> <li>• Welcome from Deputy City Manager</li> <li>• Civic Innovation Program orientation</li> <li>• Get to know each other activity</li> <li>• Innovation Exchange and Civic Insights                             <ul style="list-style-type: none"> <li>○ 15min External Advisor Presentations</li> </ul> </li> <li>• Working Session                             <ul style="list-style-type: none"> <li>○ Opportunity to develop compelling visions about the future for a resilient Calgary</li> </ul> </li> <li>• Upcoming Events</li> </ul>
<b>Civic Innovation Launch Event</b>	Tentatively – Early October	<ul style="list-style-type: none"> <li>• Launch event with invited guests, partners, champions and thought-leaders</li> </ul>
<b>Meeting #2</b>	November 16, 2016 4 hours	<ul style="list-style-type: none"> <li>• Chair Selection</li> <li>• Civic Innovation Insights                             <ul style="list-style-type: none"> <li>○ 15min External Advisor presentations to exchange learnings and ideas about innovation</li> </ul> </li> <li>• Civic Innovation Update                             <ul style="list-style-type: none"> <li>○ Platform and Trends</li> <li>○ Featured projects: success/failures.</li> </ul> </li> <li>• Working Session                             <ul style="list-style-type: none"> <li>○ Opportunity to develop compelling visions about the future for a resilient Calgary</li> <li>○ Opportunity to focus the Civic Innovation YYC initiative.</li> </ul> </li> <li>• Upcoming Events</li> </ul>
<b>Meeting #3</b>	January, 2017 4 hours	<ul style="list-style-type: none"> <li>• Civic Innovation Insights                             <ul style="list-style-type: none"> <li>○ 15min External Advisor presentations to exchange learnings and ideas about innovation</li> </ul> </li> <li>• Civic Innovation Update                             <ul style="list-style-type: none"> <li>○ Platform and Trends</li> <li>○ Featured projects: success/failures.</li> </ul> </li> <li>• Working Session                             <ul style="list-style-type: none"> <li>○ Opportunity to develop compelling visions about the future for a resilient Calgary</li> <li>○ Opportunity to focus the Civic Innovation YYC initiative.</li> </ul> </li> <li>• Upcoming Events</li> </ul>
<b>Meeting #4</b>	March, 2017 4 hours	<ul style="list-style-type: none"> <li>• Civic Innovation Insights                             <ul style="list-style-type: none"> <li>○ 15min External Advisor presentations to exchange learnings and ideas about innovation</li> </ul> </li> <li>• Civic Innovation Update                             <ul style="list-style-type: none"> <li>○ Platform and Trends</li> </ul> </li> </ul>

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		<ul style="list-style-type: none"> <li>○ Featured projects: success/failures.</li> <li>• Working Session             <ul style="list-style-type: none"> <li>○ Opportunity to develop compelling visions about the future for a resilient Calgary</li> <li>○ Opportunity to focus the Civic Innovation YYC initiative.</li> </ul> </li> <li>• Upcoming Events</li> </ul>
<b>Meeting #5</b>	May, 2017 4 hours	<ul style="list-style-type: none"> <li>• Civic Innovation Insights             <ul style="list-style-type: none"> <li>○ 15min External Advisor presentations to exchange learnings and ideas about innovation</li> </ul> </li> <li>• Civic Innovation Update             <ul style="list-style-type: none"> <li>○ Platform and Trends</li> <li>○ Featured projects: success/failures.</li> </ul> </li> <li>• Working Session             <ul style="list-style-type: none"> <li>○ Opportunity to develop compelling visions about the future for a resilient Calgary</li> <li>○ Opportunity to focus the Civic Innovation YYC initiative.</li> </ul> </li> <li>• Upcoming Events</li> </ul>
<b>Meeting #6</b>	July, 2017 4 hours	<ul style="list-style-type: none"> <li>• Civic Innovation Insights             <ul style="list-style-type: none"> <li>○ 15min External Advisor presentations to exchange learnings and ideas about innovation</li> </ul> </li> <li>• Civic Innovation Update             <ul style="list-style-type: none"> <li>○ Platform and Trends</li> <li>○ Featured projects: success/failures.</li> </ul> </li> <li>• Working Session             <ul style="list-style-type: none"> <li>○ Opportunity to develop compelling visions about the future for a resilient Calgary</li> <li>○ Opportunity to focus the Civic Innovation YYC initiative.</li> </ul> </li> <li>• Upcoming Events</li> </ul>
<b>Year in Review</b>	August, 2017 Full Day	<ul style="list-style-type: none"> <li>• Joint Internal/External Advisory Meeting</li> <li>• Year in Review Progress Report</li> <li>• Recommendations for 2017/18             <ul style="list-style-type: none"> <li>○ Program Recommendations</li> <li>○ Business Model Recommendations</li> </ul> </li> </ul>