

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

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

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City of Calgary

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

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Appendix B: 2016/2017 Forward Agenda

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

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