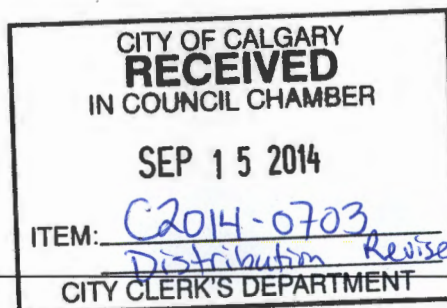


**Corporate Administration Report to  
Special Meeting of Council  
2014 September 15**



C2014-0703  
REVISED  
ATTACHMENT 1

**CUT RED TAPE (CRT) UPDATE**

**BACKGROUND**

The CRT program has been in place since December 2010. Mayor Nenshi and Councillor Demong have been champions of the initiative. The CRT program has five guiding principles for the delivery of services to citizens. Our services should be:

Simple	<i>We believe that simpler is better. Our government system, processes and communications must be easy to understand and navigate.</i>
Innovative	<i>We will foster innovation and new technologies and continually be open to creative solutions.</i>
Flexible	<i>We believe we should offer flexible service options at the convenience of our customers.</i>
Outcome-Focused	<i>We must always consider the outcomes in everything we do. We must be focused on improving the experience of our citizens and the success of businesses and organizations in Calgary.</i>
Measurable	<i>We believe that it is necessary to establish performance benchmarks and continually measure progress.</i>

**Cut Red Tape Program Phases**

The program had three phases to gather ideas from stakeholder groups, analyze feasible submissions, and implement solutions. The table below summarizes the program phases.

Phase I	Phase II	Phase III
2011 March	2011 December	2012 October
Employee Engagement	Business Engagement	General Public/Citizen Engagement
The City's employees were invited to share the number one challenge Calgarians have expressed regarding red tape in their business unit and how it could be fixed.	A Business Advisory Group was created to help us to better understand the challenges businesses face when dealing with The City. This group is comprised of organizations representing the business community.	To gather red tape experiences and solutions from citizens and the general public on ways to reduce non-essential procedures, forms, licences and regulations at The City of Calgary.

In total, there were more than 600 submissions gathered throughout the three phase engagement process. These submissions were analyzed and filtered through a criteria matrix to further investigate the feasibility of the ideas submitted. The feasible ideas have been shared with Administration to action or include in future business planning, depending on complexity.

The implementation of program initiatives has demonstrated a time savings of at least 90,000 hours, translating to an estimated \$3 million in savings for citizens, businesses, and The City. Some of the solutions may seem simple, but have made a big impact for citizens and others who do business with The City. The examples below highlight the success of innovative ideas received from businesses, citizens and employees: