THE CITY OF CALGARY
OFFICE OF THE MAYOR

Application to the City of Calgary Council Innovation Fund

Date: April 11, 2014

Name of Project: Interactive Parks Mowing Map and Roads on WWW.Calgary.CA

Sponsor: Councillors P. Demong and B. Pincott   **Phone Number:** _____

Address: _____ _____

Affected Business Unit(s) and/or Departments: Parks, Roads, IT, CSC & Fleet _____

Amount of Funds Requested: $300,000 _____ _____ _____

Summary Description of Project (Max 1 page): This project will automate a series of existing manual processes and effectively provide citizens accessible work schedule & accomplishment information of services provided by the Parks and Roads business units. The City's Common Fleet Operating System (CFOS) vehicle location and GIS-based data would be leveraged to provide citizens more direct information.   The project aligns with the *2013 Year End Accountability Report PFC2014-0170: Transportation: Departmental Outcomes 'Emerging Trends' – Customer service trends indicate elevated customer expectations (i.e. access to real-time information using enabling technologies).* **Phase 1 (Q2-Q3 2014):** Evaluate a proof of concept to create an internal mapping service to display work progress of Parks mowing and Roads Spring Clean-Up. The internal maps could be accessible to select City staff via the Intranet and 3-1-1 Agents to supplement citizen inquiries. Initial focus would be on services with Wards 11 & 14 during this pilot phase. The optimized service routes will be created & displayed on electronic devices installed in a select number of mowers during Phase 1.

Phase 2 (Q4 2014-Q3 2015): Implementation will allow citizens access to a city-wide interactive map on Calgary.CA. The interactive map will provide citizens direct access to live data illustrating the current state of services and the location of the vehicles & equipment in their community. Relevant

information (i.e. target mowing and Spring Clean-up dates for communities and/or completion date) could be pushed to social media subscribers from the City of Calgary. The optimized service routes will be created for the different services & displayed on electronic devices installed in the vehicles & equipment.

Phase 2 will also enhance the existing YYCRoads App to include automated (from CFOS) display of SNIC accomplishments on major & residential roads and pathways. This interactive, web-based framework has the potential to be re-used within the Corporation to publish status of services on Calgary.ca (i.e. roadways open & closed during an extreme weather event.

Proposed Project Sequence: 1. Create digital routes within ArcGIS ($100K); 2. Install CFOS hardware in 30 units ($100K); 3. Create & build internal web interface to publish the accomplishment information to Intranet and Calgary.CA site ($100K); 4. Initiate Pilot Project (in-kind funding-Parks $75K, Roads $75K, IT $50K); 5. Analyze 2014 results and, if successful, develop recommendations for future city-wide implementation; 6.Future roll-out. To be scoped based on the level of success of this year's pilot project.

Proposed Timeline (including proposed date of final report):

	2014				2015		
	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Project Scoping	X						
CFOS Installation	X	X					
System Development	X	X	X				
Initiate Pilot Project	X	X	X				
Phase 1 Review/Report			X				
Phase 2			X	X	X	X	
Final Report							X

How does this project meet the criteria of the fund as set out in the Terms of Reference for the Council Innovation Fund?

This pilot project will support the economic & environmental Triple Bottom Line (TBL) pillars by following optimized routes to reduce lost time & green house gas emissions. Direct routing via on-screen GPS maps will minimize the time required to for new operators to learn the routes is estimated to provide a potential annual city-wide cost avoidance of more than $400K (in staff training, 311 SRs processing, staff time, equipment and fuel consumption) between Roads and Parks. This will be an innovative approach to enhancing public communication and public accountability of mowing, sweeping and SNIC services.

Credibility – increased transparency of city services by leveraging enterprise technologies;

Customer Service - provide information to 3-1-1 Agents, City Staff and Colleagues to answer questions before they are asked, or at the first point of contact;

Fiscal responsibility – optimize the available equipment to efficiently deliver services;

Good management – providing effective management over-sight of city service delivery to ensure continuous improvement.

What does success look like and how will it be measured? Annually, Parks receives an average of 1250 mowing service requests (311 SRs); a 10 - 20% reduction mowing service requests is proposed. Annually, Roads receives over 53,000 SNIC and spring clean-up service requests (311 SRs). During this past winter with unprecedented snowfall, Roads received more SNIC 311-SRs in January 2014 than all of 2013. Roads would compare the Citizen Satisfaction Survey results vs. a year-on-year reduction to

311 SRs due to the anomaly of the past winter. The number of intranet & external web site visits and

time spent viewing each page will also be tracked.

The deadline for applications to the City of Calgary Innovation Fund is the 15th of every month. Applications can be dropped off at the Mayor's Office. All applications will be reviewed at the next Personnel & Finance Committee (PFC) meeting at the beginning of the following month. PFC will then forwarded the proposal, along with a recommendation, to Council to be voted on at the next scheduled Council meeting.