

City Manager's Office Report to
Executive Committee
2023 July 18

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ITEM: 7.2 EC 2023-0731
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CITY CLERK'S DEPARTMENT

ISC: UNRESTRICTED
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City Manager's Quarterly Report Q2 2023

PURPOSE

The City Manager's quarterly report is a tool used by the City Manager to share information with Council, Calgarians, and employees about City services and work underway within the organization to support Council's direction and advance important initiatives.

PREVIOUS COUNCIL DIRECTION

On 2023 May 23, the Executive Committee, approved the recommendation that Council receives the report and presentation EC2023-0315 for the Corporate Record. This item was then adopted via the consent agenda of Council 2023 June 6, as item 7.16 City Manager's Quarterly Report Q1 2023. Attachment 1 contains further historical background and previous council direction.

RECOMMENDATION:

That Executive Committee recommends that Council receive this report and presentation for the corporate record.

CITY MANAGER/GENERAL MANAGER COMMENTS

The City Manager concurs with the recommendation in this report.

HIGHLIGHTS

- The City of Calgary is a large, complex organization, and it is important citizens and members of Council have line of sight into the work underway to advance Council's priorities from the City Manager. 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.
- Council previously noted an interest in seeing more operating metrics for the organization through these reports. The City Manager has chosen select metrics related to customer service and value for service for this edition of the quarterly report, which can be found in the presentation (Attachment 8). Additional operating metrics will be determined and brought forward in future editions of the quarterly report.
- Additionally, this report contains useful information in multiple attachments:
 - Better Every Day (Attachment 2), a tool to share a selection of stories from the previous quarter 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 sport.
 - A summary of City Administration and Calgary Police Service headcount and budgeted FTEs as of 2023 June 30 (Attachment 3).
 - A list of upcoming reports to Council and committees from July to December 2023 (Attachment 4).
 - A list of Council motions from April to July 2023 (Attachment 5).
 - A list of Notices of Motion January to July 2023 (Attachment 6).
 - A list of completed and outstanding Administrative Inquiries 2023 (Attachment 7).

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- Quarterly reports are developed using an iterative process with an aim to constantly improve.

DISCUSSION

Additional information about the content within the attachments is outlined below.

Better Every Day: Q2 2023 – Attachment 2

This section of the quarterly report is intended to share a small selection of stories from the previous quarter 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 Q2 2023 is sport. This edition also includes several links and interactive elements, including video, and stories available at calgary.ca/BetterEveryDay.

Headcount and Full Time Equivalent – Attachment 3

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.

Reports to Committee and Council 2023 - July to December – Attachment 4

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 July to December 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 July 2023 – Attachment 5

This attachment outlines all Motions passed by Council between April to July 2023.

Notices of Motion 2023 – Attachment 6

This attachment outlines all Notices of Motion brought forward by members of Council January to July 2023.

Administrative Inquiries 2023 – Attachment 7

This attachment outlines all completed and outstanding Administrative Inquiries for 2023.

EXTERNAL ENGAGEMENT AND COMMUNICATION

- | | |
|--|---|
| <input type="checkbox"/> Public engagement was undertaken | <input type="checkbox"/> Dialogue with interested parties was undertaken |
| <input type="checkbox"/> Public/interested parties were informed | <input checked="" type="checkbox"/> Public communication or engagement was not required |

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IMPLICATIONS

Social

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 providing information and stories with Council in a regular cadence.

Service and Financial Implications

No anticipated financial impact

RISK

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.

ATTACHMENTS

1. Background and Previous Council Direction
2. Better Every Day: Q2 2023
3. Headcount and Full Time Equivalents
4. Reports to Committee and Council 2023
5. Council Motions: April to July 2023
6. Notices of Motion 2023: January to July 2023
7. Administrative Inquiries 2023
8. Presentation

Department Circulation

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

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