

DEFERRAL REPORT - CUT RED TAPE - RESPONSE TO RECOMMENDATIONS

EXECUTIVE SUMMARY

Cut Red Tape's (CRT) overarching goal has been to integrate the principles and best practices of continuous improvement into the culture and everyday business processes at The City. In June of 2015, responsibility for the CRT program was transitioned from the Mayor's Office to the Deputy City Manager's Office (DCMO). With the DCMO's increased corporate focus on innovation, analytics, and collaboration, this was an appropriate choice to ensure the success and traction of CRT would continue and be lead by Administration. The CRT philosophy carries on as part of the AnalyticsCalgary program through a new corporate initiative called Civic Innovation YYC.

ADMINISTRATION RECOMMENDATION(S)

That the Priorities and Finance Committee accept the recommendation by Administration to defer the Cut Red Tape – Response to Recommendations Report to no later than Q4 2016.

PREVIOUS COUNCIL DIRECTION / POLICY

On 2016 February 16, Priorities and Finance Committee approved PFC2016-0049 Cut Red Tape Final Report that was presented by The Mayor's Office. At the 2016 March 7 Combined Meeting of Council, Council directed Administration to report back to Priorities and Finance Committee on the recommendations contained in the revised attachment 1 no later than Q2 2016.

BACKGROUND

In June 2015, AnalyticsCalgary, a collaborative corporate program within the DCMO, assumed responsibility of the CRT program. The goal of AnalyticsCalgary is to promote and foster a sense of collaboration through connecting the many innovative initiatives and projects already happening across the organization. AnalyticsCalgary is made up of six initiatives, one of those, the Civic Innovation YYC initiative, will continue the work of CRT. The initiative aims to create a space where citizens, businesses, employees and stakeholders can share, collaborate and test ideas for improving civic services.

Civic Innovation YYC has committed to lead the following three CRT deliverables on behalf of AnalyticsCalgary:

- Reconstituting the Business Advisory Group (BAG) in 2016, with updated membership and terms of reference.
- Developing an online portal to collect innovative ideas from employees, citizens, and businesses for ways to improve City processes and services.
- Working with business units to implement feasible ideas received through the intake process.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

Civic Innovation YYC builds upon the philosophy, successes and lessons learned from the CRT program and will continue to foster a culture where finding better, easier ways of doing things is explored and celebrated.

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Civic Innovation YYC developed a road map for CRT's transition to Administration. A key milestone in this roadmap was the May launch of myCityInnovation – the employee-only version of the platform. The intent is to leverage this opportunity to pilot ideas from City staff, giving Civic Innovation YYC the space to learn and grow from the process, prior to launching an external version of the platform this fall. This will also enable Administration to reflect these learnings in the final CRT report in the fall.

Stakeholder Engagement, Research and Communication

An internal advisory group for Civic Innovation YYC was formed with representation from business units across the organization. The first internal advisory group meeting was held in May 2016.

Strategic Alignment

2015-2018 Council Priorities

- **A prosperous city:** Calgary continues to be a magnet for talent, a place where there is opportunity for all, and the best place in Canada to start and grow a business.
P1 Strengthen Calgary's position as a global energy centre and location of choice for international talent, investment and innovation through enhanced business development, marketing and place making initiatives.
P4 Cut red tape and continue foster a competitive tax environment to help small business succeed.
- **A well-run city:** Calgary's government is open, responsive, accountable and transparent, delivering excellent services at a fair price. We work with our government partners to ensure we have the tools we need.
W7 Continue to transform the organization to be more citizen focused in its approach and delivery of service.

eGovernment Digital Strategy: We value innovation and everyday culture of innovation improvement, outcomes and success measures.

Leadership Strategic Plan: Better serve citizens, communities and customers.

AnalyticsCalgary: Drive data-driven decision making.

Financial Capacity

Current and Future Operating Budget:

There are no impacts regarding this request to defer.

Current and Future Capital Budget:

There are no impacts regarding this request to defer.

Risk Assessment

There are no risks regarding this request to defer.

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REASON(S) FOR RECOMMENDATION(S):

This report requests a deferral to no later than end of Q4 2016 to provide Administration additional time to bring forward recommendations based on the deliverables and outcomes of the internal launch of Civic Innovation YYC.

ATTACHMENT(S)

None