

Chief Administrative Officer's Report to
Executive Committee
2024 April 16

ISC: UNRESTRICTED
EC2024-0386

Chief Administrative Officer's Quarterly Report Q1 2024

PURPOSE

The Chief Administrative Officer's Quarterly Report is a tool used by the Chief Administrative Officer 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

Attachment 1 contains background information and previous council direction.

RECOMMENDATION(S):

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

CHIEF ADMINISTRATIVE OFFICER/GENERAL MANAGER COMMENTS

The Chief Administrative Officer concurs with the recommendation in this report.

HIGHLIGHTS

- The City of Calgary is a large, complex organization, and it is important Calgarians and members of Council have line of sight into the work underway to advance priorities from the Chief Administrative Officer.
- This edition of the Chief Administrative Officer's Quarterly Report incorporates updates on accomplishments in the first quarter in priority areas, information on what we're watching, including trends, issues, and opportunities, as well as a look forward into what we're working on for Q2 2024.
- The Q1 2024 edition of this report is interconnected with other reports on the 2024 April 16 Executive Committee agenda, including the *2023 Progress Update, Continuous Improvement: Delivering Faster, Better, More Effective Services for Calgarians*, and the *Standing Budget Item: Strategic Approach to Mid-Cycle Adjustments to 2023-2026 Service Plans and Budgets Verbal Update*. Together, these reports provide a comprehensive review of The City's performance in 2023 and accomplishments in Q1 2024, and information to support Council's decision making moving forward.
- The City has achieved many accomplishments in the first quarter of 2024. Topics highlighted in the presentation of this report include housing, transit, public safety, municipal bonds, the recent inaugural Racial Justice Conference, and new communication tools.
- Administration is monitoring several global trends and potential risks, including those related to trust and reputation, technology disruption, talent/workforce, as well as economy and geopolitical. These and other trends and risks facing the organization are kept top-of-mind as Administration continues to implement Council's direction and investments, improve corporate communications, monitor and respond to legislative changes, and streamline reporting and metrics shared with Council and Calgarians throughout 2024.

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- This report also contains useful information in multiple attachments:
 - Better Every Day (Attachment 2), a tool to share a selection of stories about City service delivery with Council and members of the public. These stories help showcase the impact The City's services have on the lives of Calgarians from the perspectives of Calgarians, employees, and partner organizations. The theme for this edition is housing.
 - A list of upcoming reports to Committees and Council in 2024 (Attachment 3).
 - A list of Council motions from January to March 2024 (Attachment 4).
 - A list of Notices of Motion year-to-date in 2024 (Attachment 5).
 - A list of Administrative Inquiries to-date in 2024 (Attachment 6).
- Attachments 4-6 of this report support increased transparency into the work directed by Council to Administration by providing a single source for sharing back motions and Notices of Motion, and outstanding Administrative Inquiries.

DISCUSSION

Report Attachments

Additional information about the content found within the attachments is outlined below. Previous editions of the report have included information on headcount and full-time equivalents (FTEs) within City Administration and the Calgary Police Service. Moving forward, this information will be provided once per year in the last quarter. This change allows for better data comparison year-over-year given the dynamic and seasonal nature of The City's workforce.

Better Every Day: Q1 2024 – Attachment 2

This section of the quarterly report is intended to share a small selection of stories about City service delivery told from the perspective of Calgarians, our employees, and/or our partner organizations. Themes are chosen by the Chief Administrative Officer in consultation with an internal editorial committee and are based on topics of interest to Calgarians. The theme for Q1 2024 is housing.

Reports to Committee and Council 2024 – Attachment 3

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 and is subject to change. It does not include reports with dates still to be determined.

Council Motions January to March 2024 – Attachment 4

This attachment outlines all Motions passed by Council between January to March 2024.

Notices of Motion 2024 – Attachment 5

This attachment outlines Notices of Motion by members of Council to-date 2024.

Administrative Inquiries 2024 – Attachment 6

This attachment outlines Administrative Inquiries to-date in 2024.

EXTERNAL ENGAGEMENT AND COMMUNICATION

- | | |
|---|--|
| <input type="checkbox"/> Public engagement was undertaken | <input type="checkbox"/> Public/interested parties were informed |
|---|--|

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- Dialogue with interested parties was undertaken Public communication or engagement was not required

IMPLICATIONS

Social, Environmental and Economic Implications

This report and its attachments support the advancement of Council's strategic direction by helping to ensure a collective focus on shared priorities and objectives between Council and Administration.

Service and Financial Implications

No anticipated financial impact.

RISK

The Chief Administrative Officer's Quarterly Report provides an opportunity for the Chief Administrative Officer to share insights on the operation of the organization directly with Council. This report, in combination with other corporate performance reporting, supports risk reduction by sharing timely information with Council at regular, quarterly intervals and helping ensure alignment with Council's direction.

ATTACHMENT(S)

1. Background and Previous Council Direction
2. Better Every Day: Q1 2024
3. Reports to Committee and Council 2024
4. Council Motions January to March 2024
5. Notices of Motion 2024
6. Administrative Inquiries 2024
7. Presentation

Department Circulation

General Manager/Director	Department	Approve/Consult/Inform
David Duckworth	Chief Administrative Officer	Approve

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