




Calgary




Legislative Governance  
Review Project  
Update and Discussion


Engagement Strategies  
In Scope and On Budget

LGTF 2016 February 2



Presenter: Colleen Evans, Project Manager, City Clerk's Office

V03

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Revisiting LGTF January 19 Directive

Flush out an engagement plan and its merits in consideration of the short timeframe using the approved funding from the Council Innovation Fund.

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Legislative Governance Review Project Presentation  
LGTF 2016 February 2

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## What do we want to learn?

- Learn from those involved in the BCCs how to best improve the quality of the citizen recruitment and appointment process, and the City of Calgary Administrative contribution to the BCCs.
- Determine how to best influence outputs of the BCCs through quality and process improvement.



## How are we going to find out? Ask!

- **Online Surveys** aligned to the role of City of Calgary representative or citizen – using FluidSurveys Tool
- **Telephone follow-up** where survey uptake is minimal. Project representatives will conduct the call
- **In-person** – similar to *focus group format*, project representatives attend meetings and pose key questions for comment



## Scope BCCs Members

Citizen Members = 347

City of Calgary Administration (voting) Members = 23

City of Calgary Resource or Administrative Support = 31



## Citizen Members

Category	# of Citizen Members
All BCCs (including QJB and BRZs)	347
BCCs not including BRZs	238
QJB Only	70




### City of Calgary Administrative BCC Members

Organizational Position	Number sitting as BCC Voting Member
General Manager	3
Director	3
Manager	2
Various Admin., Levels	14



### City of Calgary Administrative Support

Category	Number
Resource Staff	18
Administrative Staff	10
Dual Role = Resource and Administrative Staff	3


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## Audiences

### Four Distinct Audiences to Engage

- **City of Calgary representatives:**
  1. Administrators who sit as **members** = 22
  2. Administrative Staff Support ~ 33
- **Citizen Members**
  3. Currently Contributing to a BCC = 168
  4. Currently Contributing to a BRZ = 11

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## Communicating Support from BCC Chairs

BCC Chair and/or Vice-Chair will be apprised of forthcoming survey and asked to support member participation – i.e., announcement at next meeting of the BCC (if meeting is held in timeframe of survey duration)

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## Real Time Monitoring of Survey Uptake

- Project representatives will monitor **response rate** and provide "friendly reminders" to audiences.
- **Mitigation strategy** for slow or low uptake is to arrange in-person committee level connections as soon as possible.
- **Response-ready communications** providing survey context.



## Engagement Results: Evidence and Value

- Project Team (SMEs) collate, assess and determine feasibility of change resulting from engagement feedback.
- Project Sponsor (City Clerk) determines the value of the changes, and Project Manager brings forward in recommendations to Committee at April 5 LGTF.



## Legislative Governance Review Project Next Steps

- **ALT February 23 presentation** - information sharing, roles and responsibilities within the newly envisioned process
- **Carry out Engagement Strategy** - in scope and on budget
- **LGTF – April 5**
  - Provide a report, recommendations and project milestones
  - Provide a report with new Council Policy on BCC's, Appointment Process, Term Limits, Succession Plan and Performance Management



## Rise and Report Motion

1. That the Legislative Governance Task Force approve the Engagement Strategy as proposed today by the Legislative Governance Review Project Manager, to proceed to “engage internal and external BCC stakeholders to identify issues, collaboration opportunities and potential actions”, at no additional cost to the project budget.
2. Direct that the In Camera discussions remain confidential pursuant to Section 24 of the *Freedom of Information and Protection of Privacy Act*.

