

## ENGAGE REVIEW DEFERRAL

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### EXECUTIVE SUMMARY

This report requests the deferral of the Engage Review report to the 2014 May 20 meeting of the Priorities and Finance Committee.

### ADMINISTRATION RECOMMENDATION(S)

That the Priorities and Finance Committee recommend that Council approve Administration's request to defer the Engage Review report to the 2014 May 20 Priorities and Finance Committee meeting.

### PREVIOUS COUNCIL DIRECTION / POLICY

On 2011 November 18, Council approved NM2011-46 (paraphrased):

*"that to better enable engage! Policy adherence, direct CSC to bring back a report of findings and recommendations for improvement to The City's engage! Policy, training, tools, and processes, before the end of September, 2012."*

On 2013 May 27, Council approved the recommendations in PFC2013-0235 (paraphrased):

1. Approve the *engage!* Policy CS009 (Attachment 1), after amendment of the definition for 'Engagement' as follows:  
*"Engagement" at The City of Calgary is defined as: **purposeful dialogue** between The City, **and citizens and stakeholders** to gather information to influence decision making; and*
2. Direct Administration to bring back an *engage!* Policy implementation plan – including the Engage Administration Framework, resourcing and budget implications, no later than 2013 December.

On 2013 December 10, Council approved the recommendations in PFC2013-0810, deferring the Engage Review report to the 2014 April 1 Priorities and Finance Committee meeting.

### BACKGROUND

The review and approval of the Engage Administrative Framework and implementation plan by the Administrative Leadership Team takes place on 2014 April 1. Deferral of the Engage Review report until 2014 May 20 will allow the Administrative Leadership Team to review and approve the various tools, models and procedures to complete the Engage Administration Framework, and to review the resourcing and budget implications for the 2015-2018 Business Plans and Budget. It will also allow time for consultation with members of Council.

### INVESTIGATION: ALTERNATIVES AND ANALYSIS

Customer Service & Communications has been developing the Engage Administration Framework to enable improved engagement with citizens and stakeholders. The policy changes approved in 2013 May provide direction for engagement at The City of Calgary to be more focused to 'influence decision-making.' The Engage Administration Framework will be the guidebook directing Administration on how to conduct engagement, including planning, processes, tools and training. The inclusion of online engagement capabilities will be a critical component to enable more participation by citizens and stakeholders.

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The new engagement practices have been integrated into the next wave of functionality for the Corporate Project Management Framework (CPMF). The tools, framework, and processes have been finalized. The new roles and responsibilities are currently being rolled out to the affected staff. The training programs (for the various levels of positions) are in development and will be available in spring, 2014.

### **Stakeholder Engagement, Research and Communication**

None for this deferral request.

### **Strategic Alignment**

None for this deferral request.

### **Social, Environmental, Economic (External)**

None for this deferral request.

### **Financial Capacity**

#### **Current and Future Operating Budget:**

No impact for this deferral request.

#### **Current and Future Capital Budget:**

No impact for this deferral request.

### **Risk Assessment**

None as a result of the deferral request.

### **REASON(S) FOR RECOMMENDATION(S):**

The deferral of the update report on Engage Review will allow for review and approval by the Administrative Leadership Team and consultation with members of Council. The final Engage Administration Framework will be ready for the 2014 May 20 Priorities and Finance Committee meeting.

## **ATTACHMENT(S)**