



Calgary

2017 Mid-Year Report

Att. 1

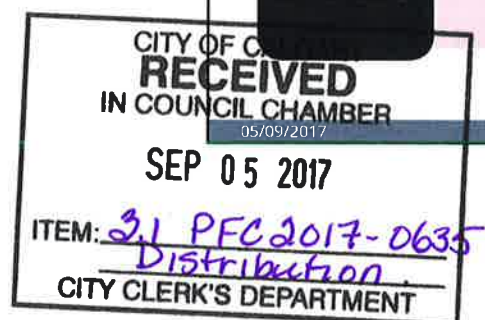
- 2017 Mid-Year Accountability Report
 - Update on Council's Priorities.
 - Department headline measures and achievements, including financials.

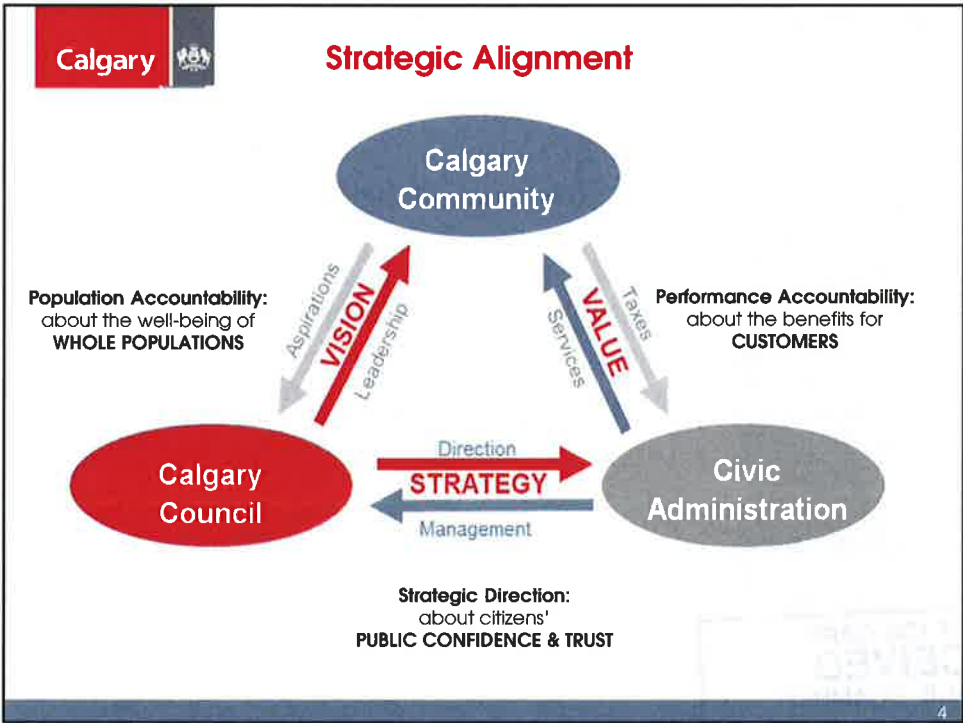
Att. 2


- Tracking Organizational Realignments

Online

- Council Priorities Supplementary Information & Departmental Supplementary Information





		Measuring Performance		
Area	Indicator	2014	2015	2016
Employees	Corporate employee satisfaction index	122.5	135.2	134.8
	Corporate reputation – I am proud to work for The City of Calgary	75%	87%	87%
	I am proud of the work that I do	NA*	85%	84%
Safety	I have the resources to do my job safely	NA**	81%	82%
	Corporate-wide safety audit (COR)	NA***	NA** *	87%
Customers	Overall satisfaction with the level and quality of City Services and Programs	79%	80%	79%
	Satisfaction with the overall level and quality of customer service	78%	80%	80%
	Overall quality of life in Calgary	87%	86%	83%
Environment	Satisfaction with The City's Environmental Performance	91%	91%	91%
	Satisfaction with The City's Environmental Programs and Services	87%	85%	86%
Financial	The City of Calgary's credit rating	AA+	AA+	AA+
Footnotes *question introduced in 2015 **all employee safety questions introduced in 2015 ***complete every three years: 2010: 83%, 2013: 89%				

Calgary

Corporate Financial Results

- Since 2015, Administration has achieved \$325M in savings through efficiencies and reductions
- The City has year-to-date savings of \$27.8M (\$26.4 million from tax-supported programs, \$1.4 million from Utilities)
- Organization looking for \$170M in savings as part of the 2018 budget adjustment process

Other Notable Accomplishments

- Green Line approved
- City Charter signed
- Launch of the Green Cart Program
- Infrastructure Calgary – we are increasing our capital spend and keeping Calgarians working
- Launch of the Civic Innovation Lab and Online Platform
- Zero-Based Reviews

This list is not extensive.

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Recommendations

That the Priorities and Finance Committee recommends:

1. That Council receive for information:
 - Attachment 1 – 2017 Mid-Year Accountability Report
 - Attachment 2 – Tracking Organizational Realignments

05/09/2017

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