



Facilitated Discussion

Facilitator: Kate Graham





September Preview - Purpose



PFC2018-1023
PRESENTATION

- To present Council members with a preview of the draft 2019-2022 Service Plans for the City of Calgary's 61 services and from Civic Partners; and
- To obtain input from Council on these Service Plans before they are officially tabled.



Facilitated Discussion - Objectives

To hear from Members of Council on three important questions:

1. Have we met your expectations?
2. What changes would you like to see?
3. Which changes are most important?



What This Is

- An opportunity for strategic discussion & to provide input early in the process
- An open conversation, with interest in hearing the full range of opinions and perspectives from Council Members
- Insight and guidance for Administration as the draft Service Plans and Budget are finalized and ready to be tabled with Council



What This Isn't

- A decision making discussion
- Final direction
- The only or final conversation on this topic



Question #1:

Have we met your expectations?



September 4 – A Well-Run City

1. Appeals & Tribunals
2. Citizen Engagement & Insights
3. Citizen Information & Services
4. City Auditor's Office
5. Corporate Governance
6. Council & Committee Support
7. Executive Leadership
8. Mayor & Council
9. Municipal Elections
10. Property Assessment
11. Records Management, Access & Privacy
12. Taxation

Question #2:

What changes would you like to see?



1. Appeals & Tribunals
2. Citizen Engagement & Insights
3. Citizen Information & Services
4. City Auditor's Office
5. Corporate Governance
6. Council & Committee Support
7. Executive Leadership
8. Mayor & Council
9. Municipal Elections
10. Property Assessment
11. Records Management, Access & Privacy
12. Taxation



Question #3:

Which changes are most important?



1. Appeals & Tribunals
2. Citizen Engagement & Insights
3. Citizen Information & Services
4. City Auditor's Office
5. Corporate Governance
6. Council & Committee Support
7. Executive Leadership
8. Mayor & Council
9. Municipal Elections
10. Property Assessment
11. Records Management, Access & Privacy
12. Taxation



September SPC Timeline



- Priorities & Finance Committee: A Well Run City



- Community & Protective Services: A Prosperous City



- Transportation & Transit: A City That Moves



- Utilities & Corporate Services: A Healthy & Green City



- Planning & Urban Development: A City of Safe & Inspiring Neighbourhoods



- Priorities & Finance Committee: Civic Partners

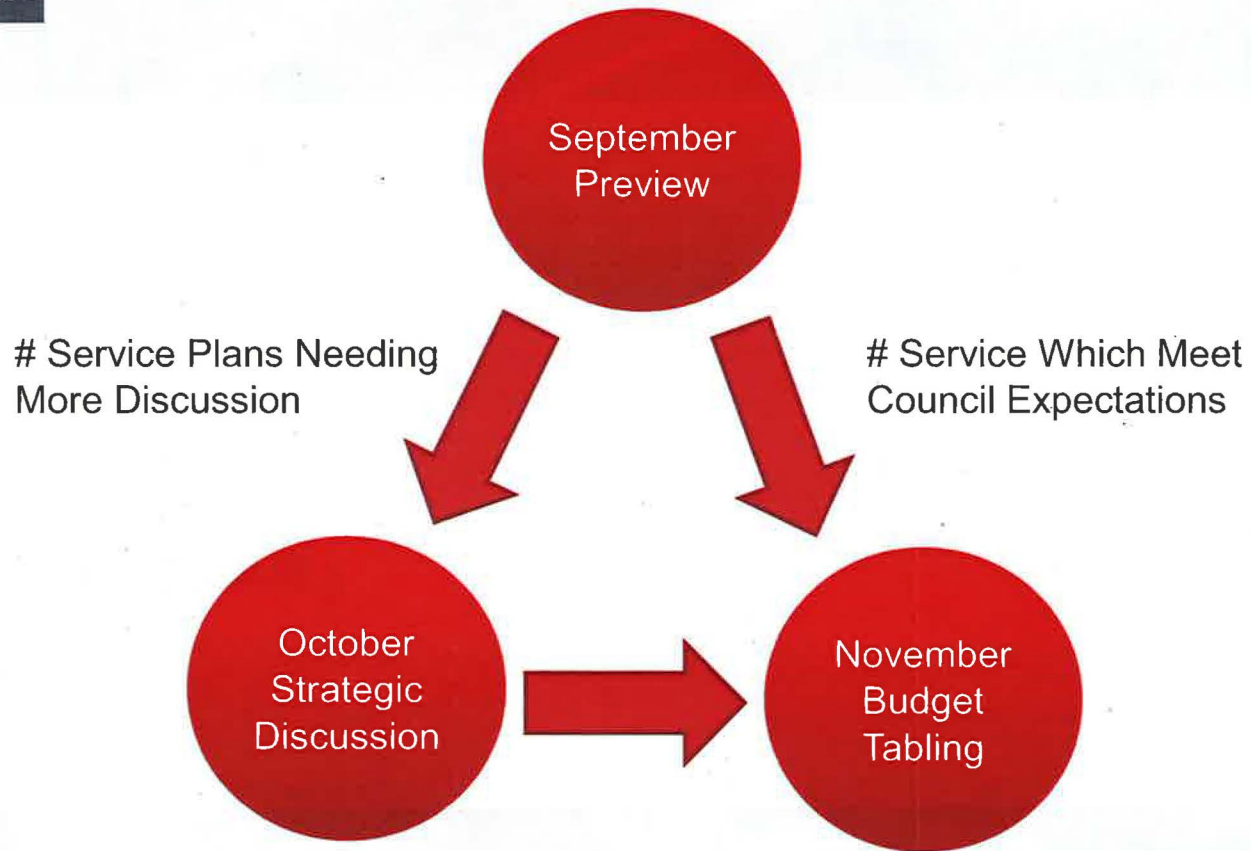


- Special Meeting of Council: Enabling Services & September Preview Conclusion



Next Steps

- Continue September Preview discussions (today until September 17)
- Special Meeting of Council (September 25) – review a summary of all of the conversations to date on what services meet expectations, what changes are desired and what is most important
- Result:
 - A list of Service Plans which meet Council expectations, and can progress largely unchanged to the budget tabling meeting in November
 - A list of Service Plans which require more discussion, and will be the subject of a strategic conversation in October, and then will progress to the budget tabling meeting in November





Questions?

Calgary



Thank You