



Service Plan Preview

Enabling Services

Special Meeting of Council
September 25, 2018

Facilitated Discussion Detailed Notes



Corporate Security

- How do you measure success for your service?
- How do we compare to other municipalities?
- Why is the service level arrow going down?

Data Analytics & Information Access

- Kudos on myProperty app
- Tension between data that should be proactively released through the Open Data Catalogue, and data that can be sold to generate revenue
- How is Edmonton ranked higher than Calgary in the open data category? What does Edmonton do differently? What are the benefits that Edmonton receives from being higher ranked?
- What are the criteria that the ranking is based on?
- How are we partnering with UofC, Mount Royal University, etc?
- Have we compared costs of putting investment into open data vs. saving costs associated with FOIP requests?

Facility Management

- Curious about the 330% growth in stewarded facilities – what types of facilities are you taking on and what are the budget implications?
- How will centralization impact budget in years to come? Economies of scale? Optimization opportunities?
- Benchmarking – can you explain what you mean by “increasing corporate standards”?
- Is the integrated civic facilities initiative working? One of the top priorities for the Mayor.
- Relationship with real estate. Would you be bringing forward opportunities?
- Facilities condition index using MSI dollars, where are we at?
- Worried about reducing maintenance – is there enough operating budget to do sufficient maintenance and prevent costly replacement?
- Accessibility – 311 Centre from LRT station is not accessible by wheelchairs
- Hear complaints that services are too expensive – are we getting the best possible prices through our procurements?

Financial Support

- Kudos from the Mayor
- No questions/comments

Fleet Management

- Do we have an anti-idling policy?
- One of the ZBR recommendations was for Fleet to work with Fire – has this happened?
- What are you thinking about in terms of electrification and natural gas? We don't need to be leading edge, but need to keep an eye on this and be ready for it when it comes.
- Do we purchase police vehicles?



- One City branding on fleet vehicles – is this working?

Human Resources Support

- Kudos from the Mayor
- No questions/comments

Infrastructure Support

- Of the \$84.5B of City infrastructure, what does that entail?
- Breakdown of the \$1.94B of “Poor to Critical” condition infrastructure in 2017
- Can we get more information about the poor to critical condition infrastructure including a risk assessment – concerned about this.
- What would be your advice on how to address this? What would the budget implications be? Need more information on this before November.

Insurance & Claims

- What role are you playing in the Climate Change Mitigation Strategy? How are you working together on this now and in the future?

IT Solutions & Support

- Are we seeing any cost savings with open source software?
- Are you collaborating with ENMAX?

Legal Counsel & Advocacy

- Kudos from the Mayor
- No questions/comments

Organizational Health, Safety & Wellness

- Are you seeing any increase in claims re mental health due to stress?
- Are you seeing increases in rates of sick time, STD and LTD?
- Stress level with City staff – how does this impact health?

Procurement & Warehousing

- Will ethical and social procurement be combined with the green initiatives?
- Are we looking at “excellence in design”? Edmonton has built this into their procurement policy for built projects and it’s working well.
- What is your relationship with Calgary Police Services?
- What relationships do you have with other jurisdictions in Alberta to jointly procure?
- Is it difficult to be a “provider” to The City?



Real Estate

- Land holdings considered as assets – what are we doing with rights-of-way to get those off the books?

Strategic Marketing & Communications

- What does your four-year plan look like in terms of meeting the multilingual needs of Calgarians? How will you be resourcing that?
- Why use the term “Strategic Marketing & Communications” instead of “Strategic Communications & Marketing”?
- How is the Truth & Reconciliation work being considered and integrated?