

**Mayor's Office Report to
Priorities and Finance Committee
2018 November 06**

**ISC: UNRESTRICTED
PFC2018-1300**

**Council Innovation Fund Application
Council Sponsor: Councillor Peter Demong
Internal Sponsor(s): Chief Financial Office, Deputy City Manager's Office
Name of Project: One Calgary Policy Review**

EXECUTIVE SUMMARY

Councillor Peter Demong is presenting this application to the Council Innovation Fund (CIF) requesting a withdrawal of \$525,000 to fund the One Calgary Policy Review pilot project.

One Calgary represents an innovative way of looking at The City of Calgary's planning and budgeting process. Rather than approaching plans and budgets from the perspective of the internal departments that have traditionally delivered services, the City has begun a shift to looking at the services we deliver from the lens of the customer. It is an opportunity to look at the balance between the costs incurred and the value-added by the services we provide. This shift to service-based approach, an increasing focus on "outside-in" customer-service orientation, "One City" thinking across departments, and a desire for supporting innovation, provides the context to review policies from fresh perspectives to ensure they enhance the process and the outcome rather than bog things down for the customer.

This application is to secure funding to develop and execute a policy review pilot project. The goal of this pilot project will be to develop a scope and method for reviewing Council and Administration policies through a service-based lens that can potentially be applied to other service lines. Key to the project will be the acquisition of an independent consultant to undertake the review.

ADMINISTRATION RECOMMENDATION:

1. That the Priorities and Finance Committee recommend Council approve this application for the CIF for the One Calgary Policy Review in the amount of \$525,000.
2. That the Priorities and Finance Committee direct Administration to report back to PFC indicating how the money was spent and outcomes of the projects no later than Q3 2020

PREVIOUS COUNCIL DIRECTION / POLICY

As part of the 2010 November deliberations on the 2011 budget, Council established the CIF and directed Administration to develop Terms of Reference for the fund and create criteria that would guide Council on withdrawals request from the CIF. The Terms of Reference (see attachment 2) were adopted in March 2011 and are based on the following:

- The project will contribute to Council's goals and has potential City-wide application;
- The project is innovative or a pilot project or experiment that proposes a new or different way of doing The City's work.

Successful applications must provide detailed documentation and address one of the following:

- a) One-time start up or "seed" funds for initiatives or programs which will support or contribute to Council's priorities.
- b) Pilot projects or experiments that have potential to change city-wide policies and procedures.

Any Council member(s) can submit an application to the Priorities and Finance Committee for review and consideration and ultimately for Council's consideration and approval. The proposal

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for funding must demonstrate credibility, fiscal responsibility and good management which will be important considerations in the evaluation of applications.

BACKGROUND

The remaining budget in the Council Innovation Fund, including surplus from previously approved projects, totals \$1,228,662.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

See Attachment 1 for more details.

Stakeholder Engagement, Research and Communication

See Attachment 1 for more details.

Strategic Alignment

See Attachment 1 for more details.

Social, Environmental, Economic (External)

See Attachment 1 for more details.

Financial Capacity

Current and Future Operating Budget:

See Attachment 1 for more details.

Current and Future Capital Budget:

Should this application for \$525,000 be approved, the remaining balance in the Council Innovation Fund would be \$703,662.

There are two applications for the CIF before the Priorities and Finance Committee on Nov. 6. Should PFC2018-1291 also be approved, the remaining balance in the CIF would be \$365,662.

Risk Assessment

The Terms of Reference for the CIF have been developed to support a wide variety of candidate projects. Members of Council retain the discretion to develop and support applications to the CIF and Council retains the discretion and final decision-making power over withdrawals from the fund.

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REASON(S) FOR RECOMMENDATION(S):

This application meets the Terms of Reference for the CIF. This project is a one-time funding request that has the potential to have a city-wide impact. In addition, this project supports the Council Priorities.

ATTACHMENT(S)

1. Attachment 1 – Councillor Demong CIF Application: One Calgary Policy Review
2. Attachment 2 – One Calgary Policy Review Proposal
3. Attachment 3 – City Manager Report – Council Innovation Fund Terms of Reference (Policy Interpretation) PAC2011-05 - 2011 March 01