

**Planning & Development Report to
Business Advisory Committee
2018 July 02**

**ISC: UNRESTRICTED
BAC2019-0815**

**Establishment of City Approved Indemnified Contractors Whiteboarding Session-
Update**

EXECUTIVE SUMMARY

The Business Advisory Committee (BAC) has been establishing Working Groups with external stakeholders to gain better insight on what barriers businesses are encountering during their regular communications with various City departments.

On May 16, 2019, representatives from the BAC met with Kang Construction, Precision Underground Services, Peak Contracting, Cannex and Kobi Construction Ltd., all approved on the City of Calgary's Indemnification Contractors list. Discussions involved some of the business barriers Indemnified Contractors (ICs) are facing during their frequent communications with City departments that provide the necessary permits and services for their work conducted. A representative from the Councillor's Office also attended the Indemnified Contractors Engagement Session on May 28, 2019 held at the Water Services building.

With a short construction season for ICs, a streamlined process is necessary for the success of their businesses.

RECOMMENDATION:

- 1) Direct Administration from Water Resources and Water Services to report back to the Business Advisory Committee (BAC) on analysis of the "What We Heard" Report and provide items currently actioned and any further actions to be taken no later than 2019 July 31; and
- 2) Direct Administration to identify resolutions on barriers identified involving timelines, customer service and innovative/collaborative thinking.

PREVIOUS COUNCIL DIRECTION / POLICY

During the April 3, 2019 Business Advisory Committee, in respect to Verbal Report BAC2019-0444, the following was approved:

That the Business Advisory Committee:

1. Establish a working group, per Section 9 of the Business Advisory Committee's Terms of Reference, that the Working Committee report back to the Business Advisory Committee on a regular basis; and
2. Report back to the Priorities and Finance Committee no later than 2019 September 17 on its workplan.

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REASON(S) FOR RECOMMENDATION(S):

BAC would like to forward the recommendations on to General Manager David Duckworth to direct the appropriate Administration to analyze their current practices and processes. BAC aims to make doing business with the City of Calgary more customer service focused and eliminate any unnecessary setbacks throughout processes.

ATTACHMENT(S)

1. Attachment 1 – Indemnified Contractors Working Group- What We Heard Report