

Council & Committee Support

Led by: City Clerk/Director of City Clerk's Office

Service Description

Council & Committee Support provides the governance structures and processes by which The City of Calgary's legislative decision-making and protocol functions are conducted.

Service Updates

Key Service Results

The Council and Committee Support service continues to support effective Council and Council Committee meetings for the Public, Members of Council and Administration. Public hearing accessibility has improved through the scheduling of dedicated meetings for public hearing matters, and transportation supports for the public in the form of transit tickets and a parking allowance. (Initiative 3)

The successful delivery of the 2023 Calgary Awards recognized Calgarians who have contributed to their communities and to Calgary through both individual and group achievements. (Initiative 1)

In the second half of 2023, the recruitment and appointment of members to Council's Boards, Commissions and Committees was completed at the annual Organizational Meeting of Council. There was a record 992 applications received from Calgarians interested in serving on one or more of the committees. (Initiative 6)

The successful recruitment of key positions within the teams that support this service should allow for the completion or progression of initiatives in the service line in 2024. (Initiative 2 and Initiative 10)

Service Challenges

In 2023, the City Clerk's Office experienced turnover of staff in key positions that contributed to the delay of some deliverables for the Public Hearing Improvement project; specifically, the implementation of the Public Hearing notification system. A system vendor has been selected and implementation is now expected to occur during the third quarter of 2024.

Trends & Potential Uncertainties

In 2024, the City Clerk's Office is expected to undertake a significant upgrade to eScribe, the software used to create and publish Council and Committee agendas, meeting minutes, and videos; and facilitate report approvals and electronic voting. The project will require input from subject matter experts in the City Clerk's Office and participants throughout the Corporation. Implementation of the upgrade is expected to start in the third quarter of 2024.



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

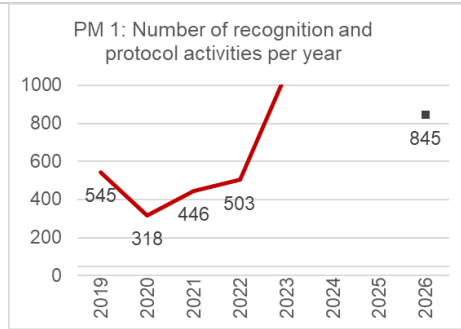
→ Progressing as planned

⊖ Not progressing as planned

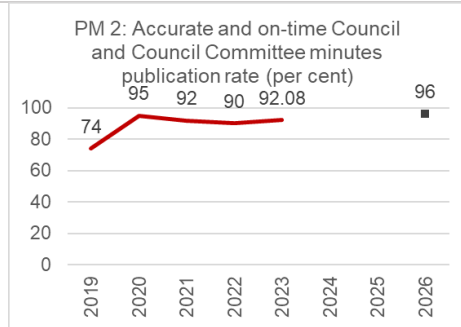
Performance Measures

Story behind the numbers

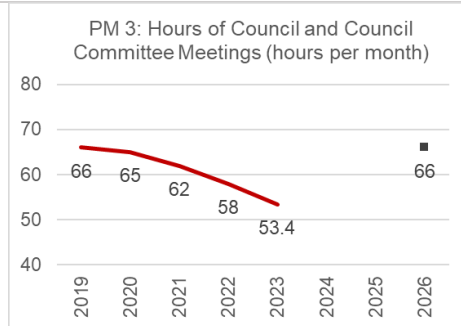
Status



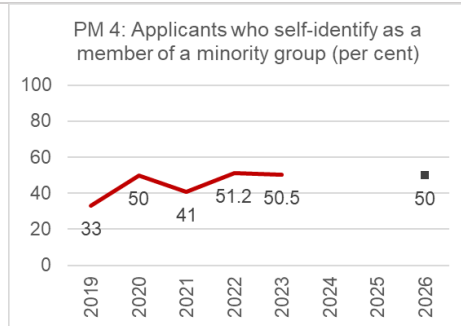
The demand for protocol activities and services increased in the second half 2023. New leadership and team members have been onboarded and continue to efficiently process the requests for flag raisings, letters of recognition, and proclamations while planning for the 2024 Calgary Awards and other events.



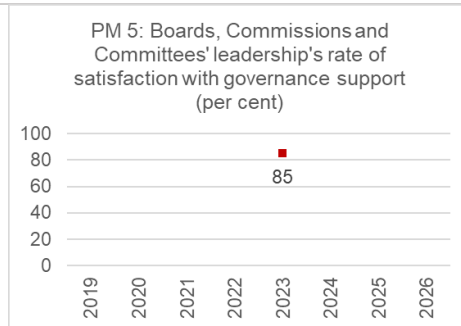
Out of the 139 Council and Committee meeting minutes that were published, 11 sets of minutes were published late or had minor clerical corrections.



The number of Council and Council Committee meetings has continued at a steady rate. The separation of Regular Council Meetings and Public Hearing Meetings has continued to reduce the need for continuation of Council meetings and total hours of meetings overall.



As part of the Boards, Commissions and Committees application process, applicants are asked to complete a voluntary survey. The survey measures the percentage of applicants who self-identify as a member of a minority group. In 2023, 992 applications were received from Calgarians to serve on a Council Board, Commission or Committee. Eighty-six percent of applicants (approximately 853 applicants) completed the survey and, of those, 500 self-identified as a member of a minority group.



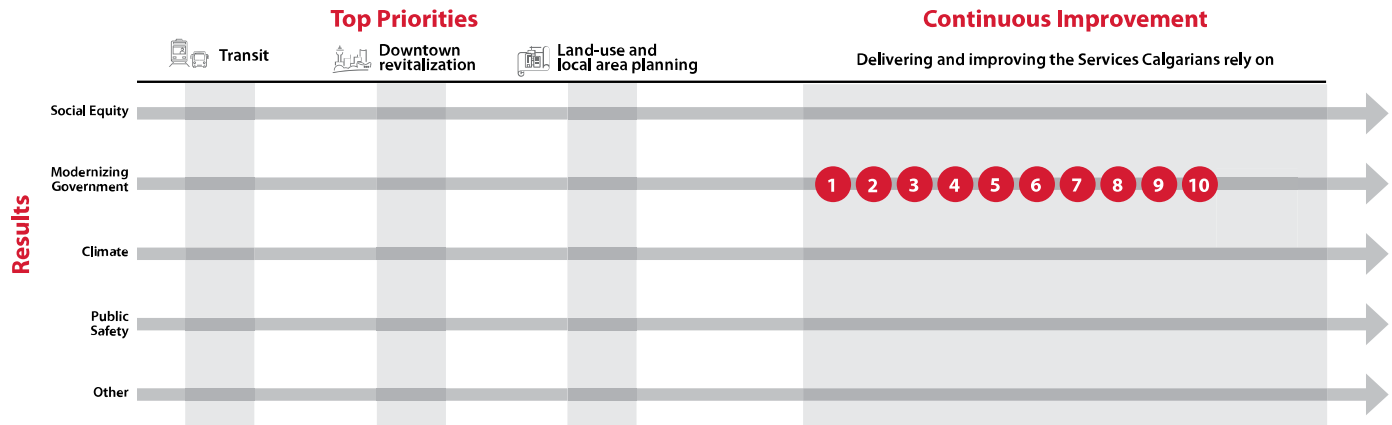
Leadership of Council's Boards, Commissions and Committees are surveyed annually to determine their satisfaction with governance support. The 2023 survey returned a satisfaction rate of 85 percent indicating a high satisfaction rate with some opportunities for improvement. In 2024, the focus on areas of improvement will continue.









Progress on Service Delivery

Alignment with Council Refined Priorities and Result Areas



- Legend**
- Completed
 - Progressing as planned
 - Not progressing as planned
 - Not started
 - Initiative number

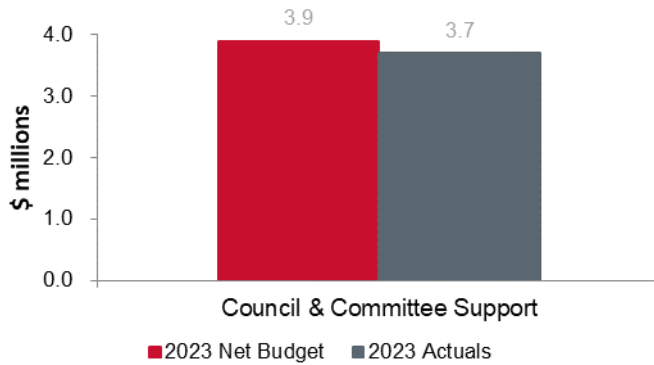
Initiative	Initiative Update	Status
1 Support the Mayor’s Office and City Administration on matters of protocol and citizen recognition by providing knowledgeable and expert advice.	The Calgary Awards program was successfully delivered in June 2023. In addition, numerous recognitions during Meetings of Council, proclamations, letters of recognition, flag ceremonies coordinated with the Mayor’s Office, and recognition breakfasts and lunches to recognize the diverse contributions of Calgarians were delivered in 2023.	
2 Maintain standards of excellence in Citizen Recognition and Protocol by ensuring related policies are up-to-date, accurate and reflect leading practices.	Recruitment for new section leadership and support staff was undertaken in 2023, allowing for capacity to undertake policy review work in 2024	
3 Improve ease of participation in public hearings by modernizing the process to include new technology for participants to register for Public Hearings, receive reminder notifications, and access mobility supports to enhance inclusion and accessibility.	A vendor was selected for public hearing registration and notification pilot project. Roll out of the registration system is now scheduled for the third quarter of 2024 to align with internal resourcing required to successfully support the pilot project. An enhanced website with videos on the public hearing process launched in 2023, featuring six informative videos that walk Calgarians through the process of participating in a public hearing.	
4 Enhance support for users of The City’s legislative meeting management system including report writers, Mayor’s Office, Councillors’ Offices and General Managers’ Offices.	The City Clerk’s Office conducts Procedure Bylaw information sessions for Senior Executive Advisors and Executive Advisors across the Corporation. Sessions are held throughout the year. Four Procedure Bylaw information sessions were completed in 2023.	
5 Maintain the hybrid delivery of legislative meetings by investing in technology systems, and the proactive replacement of audiovisual and technology systems that are reaching obsolescence.	Audio visual upgrades have continued throughout 2023 with a focus on improving the accessibility of Council and Committee meetings. New closed capturing monitors were installed in the Council Chamber and a project to improve the hearing-assist technology in the Chamber is currently underway.	
6 Enhance support for Boards, Commissions and Committees, by providing education, training, and sharing of best practices.	The City Clerk’s Office continues to support BCCs with subject-matter expertise and best practices respecting governance. In 2023, governance training, information sessions, and onboarding sessions were provided to new and existing members. The addition of two temporary resources in 2024 will support Council-directed governance work such as the BCC remuneration project and support for the transition of BCC terms of reference into bylaws.	

Initiative	Initiative Update	Status
7 Maintain service excellence by continuing to support the timely and accurate execution of corporate contracts and agreements.	Legislative records and bylaws continue to be processed efficiently. A thirty per cent increase in the number of agreements due to the implementation of the Greenline project has not resulted in decreased timeliness or accuracy.	
8 Support public transparency and participation in local government by continuing to provide public access to records of Council decisions, including bylaws and meeting minutes.	Projects to enhance public access to legislative records, and the search functionality to access Council and Committee meeting minutes were ongoing in 2023. Calgary.ca was updated with a compiled listing of Council and Committee meeting minutes by year for easier accessibility for the public. The City Clerk's Office continues to explore improvements for displaying items on Calgary.ca for public access to the Corporate Record.	
9 Support the successful evolution of The City's policy program by contributing to the establishment of a Service Policy & Governance program within the Corporate Governance service line.	Transition of the Council policy program, including the transition of records and the training of the Corporate Governance team within the People, Innovation and Collaboration Services Department was completed in December 2023.	
10 Support effective decision-making and governance by delivering legislative coordination excellence and providing the structures and processes by which The City of Calgary's legislative decisions are made.	Two Senior Legislative Advisor positions have been established in the City Clerk's Office. Full transition into these positions is in progress with completion expected mid-year 2024. Planning for a business process review is currently underway to review process between related teams within the City Clerk's Office. This project will continue through 2024.	



Service Updates on Financial Performance

Net Operating Budget and Actuals as of December 31, 2023

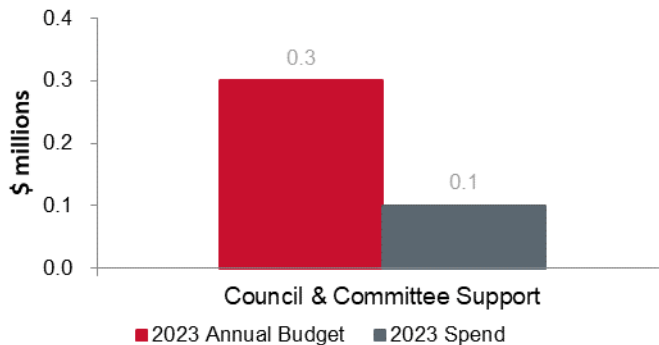


Operating Budget Updates - 2023 net operating budget vs actuals:

Council & Committee Support has a favourable operating variance of \$0.2 million. The primary drivers of the variance were due to lower spending on contracted services related to audiovisual support for legislative meetings resulted from the shorter than expected average duration of legislative meetings and lower costs of audiovisual equipment maintenance.

In 2023, Council & Committee Support successfully delivered the 2023 Calgary Awards and the annual Organizational Meeting of Council. The recruitment for Boards, Commissions and Committees (BCCs) resulted in a record 992 applications from Calgarians interested in serving on one or more of the BCCs.

Capital Budget and Spend as of December 31, 2023



Capital Budget Updates - 2023 total capital budget vs 2023 spend:

Council & Committee Support has spent 48.2 per cent of the 2023 approved capital budget. The underspend is mainly attributed to a change in vendor ownership, which caused delays in certain projects.

In 2023, the capital expenditures have been primarily used to upgrade and update technology required to support Council and Council Committee meetings, including supports for accessibility technology.