

Title: Council Policy Program
Number: CP2024-08
Effective Date: 2025 July 31
Responsible Business Unit: People, Innovation & Collaboration Services – Service Excellence

1. PURPOSE

1.1 The purpose of this Council policy is to promote good governance, accountability and transparency in the provision and operation of assets, programs and services for The City of Calgary.

2. APPLICABILITY

2.1 This Council policy applies to Council and City Administration.

3. POLICY STATEMENT

3.1 The City of Calgary will:

- a) Develop and maintain Council policies that align with Council’s direction;
- b) Use a consistent approach to review and manage Council policies;
- c) Document Council policies clearly and make them available to the public, Council and employees; and
- d) Measure and report on the status, implementation and outcomes of Council policies.

4. ROLES AND RESPONSIBILITIES

4.1 Council is responsible for:

- a) Identifying and responding to opportunities and risks that affect the public by directing City Administration to develop, change or rescind Council policies; and
- b) Approving new Council policies and amendments, minor revisions, or rescindments of existing Council policies.

4.2 Members of Council are responsible for implementing Council policies that govern members of Council and that govern Ward offices.

4.3 City Administration is responsible for:

- a) Regularly reviewing Council policies for alignment with Council objectives, priorities and resolutions and for alignment with the management and delivery of The City’s assets, programs and services;

- b) Preparing recommendations for new policies or for amending, making minor revisions or rescinding existing policies;
- c) Implementing Council policies including preparing recommendations for related funding;
- d) Reporting to Council the status of policies and making the policies available to the public, Council and employees including any required formatting and clerical corrections; and
- e) Creating, improving and using Council Policy Program tools and processes.

5. DEFINITIONS

5.1 In this Council policy:

- a) **Amend** means a change that alters direction or intent;
- b) **City Administration** means the Chief Administrative Officer or an employee accountable to the Chief Administrative Officer;
- c) **Clerical correction** means a change to remedy a mistake or discrepancy in information, including spelling, grammar, punctuation, or factual inaccuracies;
- d) **Council** means the Mayor and Councillors duly elected in the city and who continue to hold office;
- e) **Council Policy** means a Council-approved governance document that either provides City Administration with strategic direction on programs and services which impact residents of Calgary or sets standards and processes for City Councillors and their staff;
- f) **Council Policy Program** means the foundational set of standards, processes, templates, measures and reports that are used to develop, measure, review, change, and rescind Council policies;
- g) **Minor Revision** means a change more extensive than a clerical correction that does not alter direction or intent;
- h) **Rescind** means to withdraw an existing policy or standard in its entirety; and
- i) **Ward Office** means the space, equipment, supplies, and budgets assigned to an individual Councillor, not including the Mayor, to support them in the fulfilment of their duties, and any Councillors Assistants or contractors of each Councillor.

6. ASSOCIATED GOVERNANCE

6.1 Pursuant to Paragraph 201(1)(a) of the *Municipal Government Act, RSA 2000 c. M-26* ("MGA"), Council is responsible for developing and evaluating the policies and programs of the municipality.

6.2 Pursuant to Section 153(b) of the *MGA*, Councillors have the duty to participate generally in developing and evaluating the policies and programs of the municipality.

7. HISTORY

Action	Date	Approval	Description
Clerical Correction	2025 Jul 31	Policy Lead	Updated to latest template and formatting including changing responsible service to business unit as per Council report C2025-0501: <i>Budget Spend Authorization and Delegation</i> .
Amendment	2025 Jun 24	EC2025-0370	Formatted to new template. All sections clarified and restated. Additions formalized current practice. Procedures restated and moved to associated standards. Effective: 2025 Jul 31.
Amendment	2024 Jun 18	EC2024-0535	Removed schedule A.
Minor Revision	2024 Jun 04	PICS Service Excellence Manager	As directed by EC2022-0828 and fulfilled in May 2024, changed responsibilities and ownership to reflect program responsibility transfer to the Service Excellence team in People, Innovation and Collaboration Services. Also updated policy number, titles, committee and team names.
Minor Revision	2017 Jan 02	City Clerk	At the 2016 September 12 Combined Meeting of Council, Council disbanded the Legislative Governance Task Force, effective 2016 December 31. Any reference to the Legislative Governance Task Force has been deleted from this Council policy, and where applicable, been replaced with the Priorities and Finance Committee (PFC).
New	2015 Dec 07	LGT2015-0900	Adopted to come into effect 2016 January 01 with corresponding rescindment of the Council Policy Library Policy.