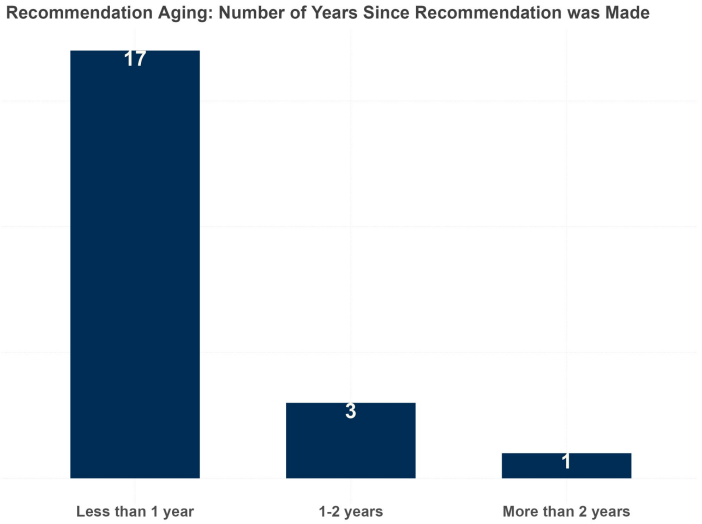
OFFICE OF THE CITY AUDITOR

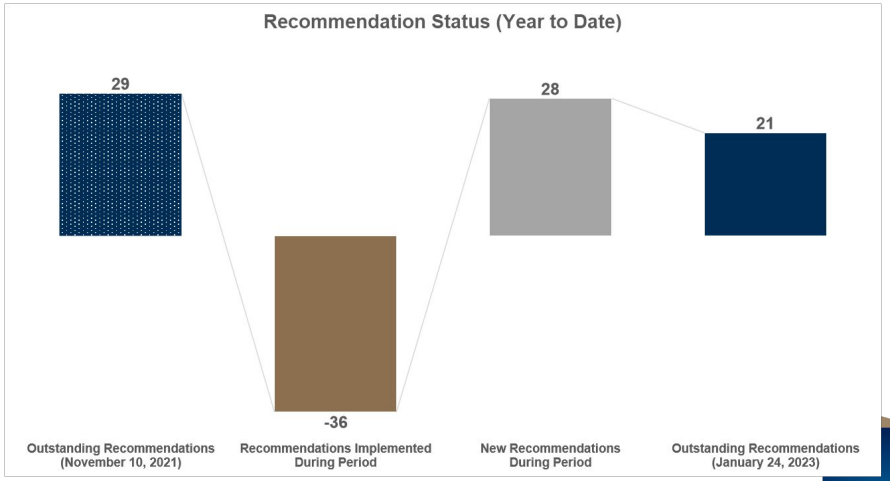
AUDIT COMMITTEE MEETING
February 2023

February 13, 2023

7.1 - Recommendation Follow-up Dashboard

- Administration implemented three (3) recommendations
- One (1) overdue recommendation
- Twenty (20) recommendations not yet due





7.5 - Enterprise Performance Management

WHAT CAUSED THE RESULTS THAT WE ARE SEEING?

What has caused the result of the performance measure?

SO WHAT IF THIS PERFORMANCE WERE TO CONTINUE?

What is the impact of this performance to our service both now and into the future if this performance were to continue?

NOW WHAT SHOULD WE DO? (RECOMMENDATIONS)

What action do we recommend taking?

Who needs to take the required action?

7.5 - Enterprise Performance Management

Findings

- Well-designed framework aligned with good practices
- Developed SMART measures

- Limited monitoring of the departments' implementation of framework
- Not fully reporting on performance measures
- Inconsistent evaluation of performance measures

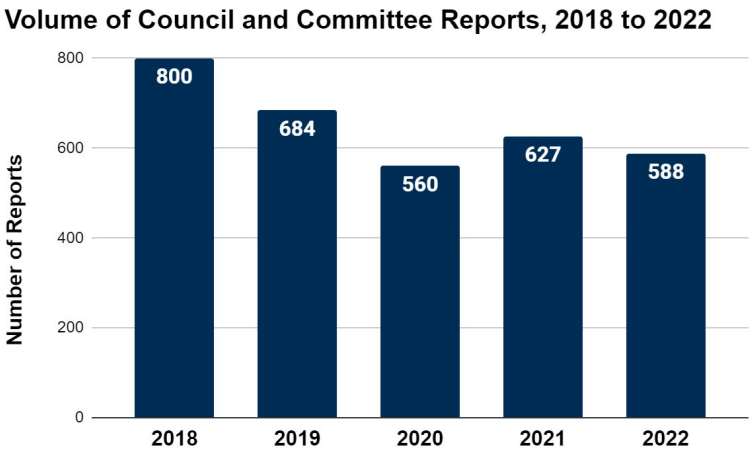
Recommendations

- Gather, input and monitor performance measurement data
- Enhance operational and public reporting
- Regularly evaluate performance measures

7.7 - Council & Council Committee Reports

City Manager and Administration provide information and make recommendation to Council using three formats:

- council reports : motion driven or through Councillor inquiry
- memorandums : used for information only on less complex matters
- Emails : contingency matters, narrow topics or routine matters



7.7 - Council & Council Committee Reports

Findings

- Instructions, style guide and templates for City staff

- Lack of clarity on when a Council report should be used and opportunities to improve instructions
- Readability and clarity of reports can improve

Recommendations

- Strengthen committee report writing instructions
- Improve readability of and fully support information in reports

Thank you

Office of the City Auditor