

OFFICE OF THE CITY AUDITOR

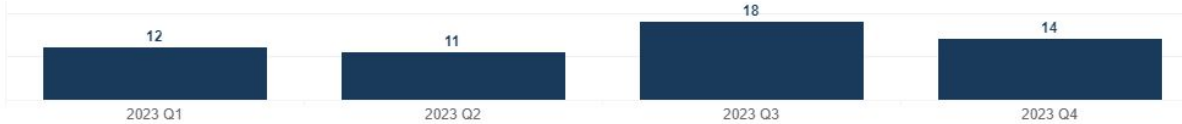
AUDIT COMMITTEE MEETING PRESENTATION

NOVEMBER 30, 2023

Edmonton

7.2 -Fraud and Misconduct Hotline Program Activity - as at Nov 10, 2023

Number of Reports Received by Quarter



71% (39/55)

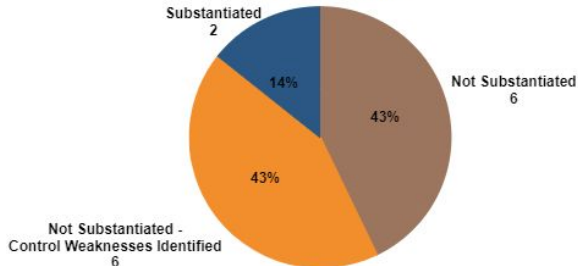
of the reports received have been investigated or are being investigated

Distribution of Investigations by Investigating Party



Other - These are reports we redirected to an investigating party other than Administration (e.g., the Office of the Integrity Commissioner). We will not receive or report on the outcomes of these investigations

Results of Investigations Completed by the Office of the City Auditor and Administration



Not Substantiated - Control Weaknesses Identified - The investigation did not substantiate the allegations, but did identify control weaknesses and made suggestions to the business areas to address them.

Number of Reports Substantiated or Not Substantiated but Control Weaknesses Identified by Category



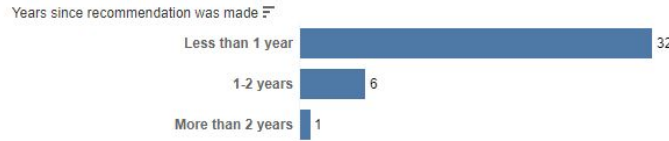
Last updated: 11/10/2023 7:00:39 PM

7.3 - Recommendation Follow-up - as at Nov 10, 2023

39
recommendations currently outstanding

5
recommendations closed since last report to audit committee

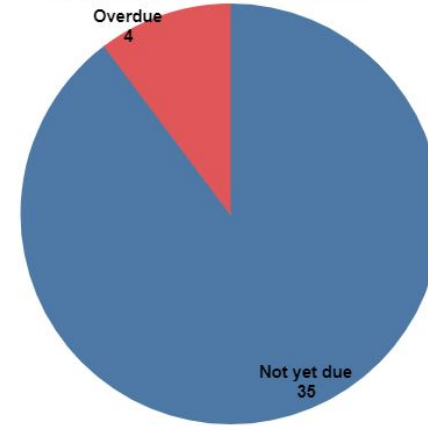
Age of Recommendations



Outstanding Recommendations by Department

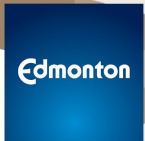


Outstanding Recommendation Distribution



11
recommendations due in the next 6 months

62%
of recommendations due to date in 2023 closed on time



7.5 - Civic Agencies Governance

Positive Findings

- The City has policies and bylaws in place, which outline some of the expectations related to civic agencies.
- There is also an expectation for some classifications of civic agencies to report to City Council, whether directly or through Council Committees, on a regular basis.
- The City also has a process in place to regularly review appointments to civic agencies.

Recommendations

1. Update roles and responsibilities of City staff involved with city agencies.
2. Provide City Council the support it requires to regularly review the mandates of advisory committees.
3. Provide City Council with reporting requirements for advisory committees and decision making boards, to report enough information for Council to assess progress against their mandates.
4. Update the training requirements, including who is responsible for conducting the training, for advisory committees and decision making board members to provide the information and tools they need to be prepared for their role with an agency.

7.7 - City's Response to 311 Requests

Positive Findings

- 311 and business areas effectively respond to and close the majority of calls within the service standard.
- 311 provides and reviews statistical reports with the business areas on a periodic basis.
- Roles and responsibilities related to the handling of 311 calls are defined.

Recommendations

1. The Service Innovation and Performance Branch define tickets as closed when the business area has resolved the service request and communicate this to all business areas that close 311 tickets.
2. City Departments close the 311 service ticket after they have resolved the request.
3. City Departments improve their performance measurements for 311 tickets by identifying key measures and targets and by clarifying how they calculate their results.
4. The Service Innovation and Performance Branch maintain a current list of individuals assigned to 311 roles.
5. The Service Innovation and Performance Branch clarify and communicate its requirements for documenting the current status of an open ticket and reasons for closing a ticket.

Thank you

Office of the City Auditor

Edmonton