

ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD REPORT

Recommendation

That the April 15, 2024, Office of the City Manager report OCM02439, be received for information.

Requested Action	Information only		
ConnectEdmonton's Guiding Principle	ConnectEdmonton Strategic Goals		
CONNECTED This unifies our work to achieve our strategic goals.	N/A		
City Plan Values	N/A		
City Plan Big City Move(s)	N/A	Relationship to Council's Strategic Priorities	N/A
Corporate Business Plan	Managing the Corporation		
Council Policy, Program or Project Relationships	N/A		
Related Council Discussions	<ul style="list-style-type: none"> OCA02432, Office of the City Auditor Recommendation Follow-up Dashboard Report - As at March 28, 2024, Audit Committee, April 15, 2024 		

Executive Summary

- This report provides the status on outstanding recommendations that are overdue and outstanding recommendations whose due dates have been changed since the last Dashboard report.
 - As of March 28, 2024, there are nine recommendations that are overdue but on target to meet revised due dates.
 - As of March 28, 2024, there are four recommendations requiring revised due dates.

OVERDUE RECOMMENDATIONS

Enforcement Services Management and Support Branch - Recommendation 1 - Develop performance measures

- Due Date: June 30, 2023
- Revised Due Date: March 30, 2024
- Administration has combined this recommendation with the corporate Enterprise Performance Management (EPM) work underway following the Enterprise Performance Management audit. To ensure consistency and avoid duplication of effort as these two audits had significant overlap in recommendations, the outputs of the EPM Program Establishment Project will satisfy the performance management related requirements of both audits. The majority of performance measures are developed and the quarterly reporting process has begun. Remaining measures will be finalized with reporting beginning the end of Q1 2024.
- Administration is on target to meet the revised due date of March 30, 2024.

City Governance of Fort Edmonton Park - Recommendation 4 - Develop detailed service agreements

- Due Date: September 1, 2023
- Revised Due Date: June 30, 2024
- Work is well underway in the development of the Service Level Agreement (SLAs) following a short delay in work caused by resourcing (staff) shortages. To date, SLAs are being submitted to Fort Edmonton Management Company with an anticipated review period to be complete by mid-April. Following this review, final discussions will occur in time to implement the SLAs by June 30, 2024.
- Administration is on target to meet the revised due date of June 30, 2024.

Safety Codes Permits & Inspection Services - Recommendation 1 - Clarify minimum number of inspections

- Due Date: September 30, 2023
- Revised Due Date: December 31, 2024
- Administration worked with the Office of the City Auditor to amend the recommendation to reflect the requirement to update the Quality Management Plan (QMP). The QMP is updated on regular intervals and is signed by the City Manager and Manager of Accreditation at the Safety Codes Council. This update will coincide with the 2024 adoption of new National Codes and Standards, satisfactory completion of the 2023 Safety Codes Council accreditation audit, and will enable alignment with the scheduled rewrite of the City of Edmonton Safety Codes Bylaw 15894.
- Administration is on target to meet the revised due date of December 31, 2024.

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Safety Codes Permits & Inspection Services - Recommendation 2 - Expand risk-based inspections

- Due Date: September 30, 2023
- Revised Due Date: December 31, 2024
- Administration will include two remaining discretionary inspection types for single detached homes in the risk-based predictive AI model. Risk based program results will be dependent on the performance of the model and the first time pass rates of applicants. Testing and data analysis began in Q4 2023. Administration has also initiated a project to expand the risk based system to include more permit types and building types. Administration will clarify, through the update to the QMP, minimum mandatory inspections and associated elective inspections that will be eligible to be conducted using the risk based system.
- Administration is on target to meet the revised due date of December 31, 2024.

City's Response to Homelessness - Recommendation 1 - Develop a corporate-wide homelessness plan

- Due Date: December 31, 2023
- Revised Due Date: December 31, 2024
- Work is progressing on the Corporate Homelessness Plan as Administration circulated major elements to both internal/external parties for final feedback and development. The Plan will be presented at the June 17, 2024 Community and Public Services Committee for Council consideration. Administration is reviewing if actions resulting from the Office of the City Manager verbal report OCM02332, Actions to Respond to Housing and Houselessness, presented at the February 12, 2024, Special City Council meeting, may influence this plan.
- Administration is on target to meet the revised due date of December 31, 2024.

City's Response to Homelessness - Recommendation 2 - Assign accountability for homelessness plan

- Due Date: December 31, 2023
- Revised Due Date: December 31, 2024
- This work will be completed as part of the overall Corporate Homelessness Plan.
- Administration is on target to meet the revised due date of December 31, 2024.

City's Response to Homelessness - Recommendation 3 - Develop performance measures and evaluate the homelessness plan

- Due Date: December 31, 2023
- Revised Due Date: December 31, 2024
- This work will be completed as part of the overall Corporate Homelessness Plan.
- Administration is on target to meet the revised due date of December 31, 2024.

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Enforcement Services Management and Support Branch Audit - Recommendation 3 - Implement functional dispatch and GPS systems

- Due Date: December 31, 2023
- Revised Due Date: March 31, 2025
- Following the November 1, 2023, Executive Committee approval for a sole source vendor for this project (FCS02096 Emergency Response Computer-Aided Dispatch Integration Sole-Source Contract), work began on this recommendation January 27, 2024.
- Administration is on target to meet the revised due date of March 31, 2025.

Enterprise Performance Management Review - Recommendation 4 - Enhance operational and public reporting

- Due Date: December 31, 2023
- Revised Due Date: July 31, 2024
- Administration is developing executive-level dashboards to support decision making, along with operational dashboards for business areas to monitor their progress. Quarterly meetings will review the corporation's performance and gather feedback on additional support needed for data-driven decision making. Extending the due date provides time to start and establish the new process before seeking closure on the Auditor's recommendation.
- Administration is on target to meet the revised due date of July 31, 2024.

RECOMMENDATIONS WITH REVISED DUE DATES

Grants and Subsidies - Recommendation 1 - Provide training

- Due Date: March 31, 2024
- Revised Due Date: September 30, 2024
- The new policy and guidelines will be effective September 30, 2024. The training will be completed over Summer 2024 to train staff on new governing documents, policies, compliance monitoring activities, and outcome reporting requirements.
- Administration is on target to meet the revised due date of September 30, 2024.

Grants and Subsidies - Recommendation 2 - Monitor and report on business area compliance

- Due Date: March 31, 2024
- Revised Due Date: September 30, 2024
- Compliance and monitoring processes have been finalized. Administration will begin to implement the compliance and monitoring processes after the new policy and guidelines are effective.
- Administration is on target to meet the revised due date of September 30, 2024.

Grants and Subsidies - Recommendation 3 - Evaluate grant programs and subsidies

- Due Date: March 31, 2024
- Revised Due Date: September 30, 2025
- *Development of guidance and policy updates (September 30, 2024)* - Guidance has been developed. Discussion on approach and new procedures with external organizations

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receiving funding from the City will be completed in April. Policies will be updated as required to factor in feedback. New policies and guidelines will be effective September 2024.

- *Report on evaluations business areas conduct (September 30, 2025)* - With the revised policies being effective September 2024, all new funding arrangements after that date will include the new output reporting requirements. The first reporting to Council will be fall 2025 as external organizations receiving funding from the City will require a full annual cycle to report back on outcomes, as well Administration will need time to develop annual outcome reporting back to Council.
- Administration is on target to meet the revised due date of September 30, 2024.

City Governance of Fort Edmonton Park - Recommendation 2 - Clarify roles and responsibilities of various stakeholders

- Due Date: April 30, 2024
- Revised Due Date: December 31, 2024
- Administration is waiting for the results of the Common Employer action currently taking place via Alberta Labour Board discussions between the City of Edmonton, Fort Edmonton Management Company (FEMCo) and the CSU52 union. Following an anticipated summer decision, Administration will move forward with this recommendation.
- Administration is on target to meet the revised due date of December 31, 2024.