

COUNCIL REPORT – OFFICE OF THE CITY AUDITOR

Edmonton

PUBLICLY REPORTED COMMUNITY INDICATORS VALIDATION AUDIT

Recommendation

That the June 25, 2024, Office of the City Auditor report OCA02510, be received for information.

Report Purpose

Information only.

Executive Summary

This report presents the results of the Publicly Reported Community Indicators Validation audit.

REPORT

The City publicly reports the results of 36 community indicators on its Open Performance website. The City uses these indicators to monitor the progress towards the strategic goals in ConnectEdmonton, Edmonton's Strategic Plan for 2019 - 2028. The Service Innovation and Performance Branch manages the Open Performance website. The Branch collaborates with subject matter experts in different business areas of the City to create and update community indicator information.

The objective of the audit was to validate a sample of publicly reported community indicators for reliability, understandability, and comparability.

The Office of the City Auditor (OCA) validated five indicators: Poverty, Sense of Safety, Housing Diversity, Employment Growth, and Renewable Energy Use. Overall, the OCA found that four of the five selected indicators were reliable. However, the OCA also found that the Branch can improve the understandability for four of the five indicators and comparability for three of them. The Branch has already updated the Open Performance website to address all the audit findings.

The OCA made the following recommendations to the Branch to improve its processes and help reduce the types of errors found in during the audit from occurring in other measures:

1. As coordinator and custodian of the Open Performance website, formalize and document the community indicator review process with business areas.

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2. Formalize and implement a process of comparing the information on the Open Performance website to the information provided by business areas.

Policy

Bylaw 16097, Audit Committee Bylaw, section 14(d) states that "Committee will review all reports from the City Auditor dealing with completed audit projects."

Attachment

1. Publicly Reported Community Indicators Validation Audit Report