

## PUBLICLY REPORTED COMMUNITY INDICATORS VALIDATION AUDIT - ADMINISTRATION RESPONSE

### Recommendation

That the June 25, 2024, Financial and Corporate Services report FCS02482, be received for information.

<b>Requested Action</b>	Information only		
<b>ConnectEdmonton's Guiding Principle</b>	<b>ConnectEdmonton Strategic Goals</b>		
<b>CONNECTED</b> This unifies our work to achieve our strategic goals.	<b>N/A</b>		
<b>City Plan Values</b>	N/A		
<b>City Plan Big City Move(s)</b>	N/A	<b>Relationship to Council's Strategic Priorities</b>	N/A
<b>Corporate Business Plan</b>	N/A		
<b>Council Policy, Program or Project Relationships</b>	<ul style="list-style-type: none"> <li>• C600 - Enterprise Performance Management</li> </ul>		
<b>Related Council Discussions</b>	<ul style="list-style-type: none"> <li>• February 13, 2023, Administration Response - Enterprise Performance Management Review, FCS01642</li> <li>• October 31, 2022, Performance Report - Corporate Business Plan, FCS01465</li> </ul>		

### Executive Summary

- In Q1 2024, the Office of the City Auditor conducted an audit of publicly reported Community Indicators to validate for reliability, comparability and understandability.
- Administration accepts both Office of the City Auditor recommendations and plans to address them by December 31, 2024.

## **REPORT**

### **Community Indicators**

Council approved ConnectEdmonton on April 16, 2019. Along with the four goals in the plan, a suite of community-level indicators was also approved<sup>1</sup>. Administration selected the indicators in collaboration with community partners. These indicators help measure the progress of the community's collective impact on realizing the strategic goals. The indicators represent a holistic way of understanding the state of each of the goals by understanding the status of priority areas identified by the community.

### **Open Performance**

Open Performance, launched on January 31, 2024, is the City's authoritative site for publicly reported performance information. As part of Enterprise Performance Management, Open Performance is one of the ways the City is improving how it and its stakeholders can make well-informed decisions through better information, evaluation and reporting. Currently, results for ConnectEdmonton's community indicators are published on Open Performance. The baselines and targets for The City Plan's five Big City Moves and results from the City's Corporate Business Plan will soon be included.

Open Performance is a collaboration across the corporation. Subject Matter Experts (SMEs) and business areas are responsible for identifying the relevant indicator(s), determining the data source, setting the baseline, obtaining the data on progress or calculating results, and interpreting and insight. The Service Innovation and Performance (SIP) branch is responsible for maintaining the Open Performance platform, collecting results and publishing them in a timely manner. SIP maintains a schedule for when results from business areas should be available; updates and revisions to the Open Performance site are done quarterly. In addition, a change log captures methodology or source changes as well as adjustments to data, which are addressed as part of the quarterly updates.

### **Overview of Recommendations and Management Response**

The Office of the City Auditor presented two recommendations in its report. Administration accepts both of the recommendations.

**Recommendation 1 - We recommend that SIP, as coordinator and custodian of the Open Performance website, formalize and document the community indicator review process with business areas.**

SIP will develop a two-stage documenting process:

1. Have business areas confirm that the information being submitted is reliable, understandable and comparable as outlined in the audit; and
2. Have business areas approve the final charts and narratives prepared for publication.

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<sup>1</sup> [ConnectEdmonton](https://edmonton.ca/public-files/assets/document?path=ConnectEdmonton_Book_Web.pdf), edmonton.ca/public-files/assets/document?path=ConnectEdmonton\_Book\_Web.pdf pp. 19 - 21.

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SIP will develop templates and a workflow for the processes and develop a responsible, accountable, consulted and informed (RACI) model to outline the control process' roles, responsibilities and requirements.

- Implementation date: December 31, 2024

**Recommendation 2 - We recommend that SIP formalize and implement a process of comparing the information on the Open Performance website to the information provided by business areas.**

SIP will develop a process for confirming that the material submitted and signed off by the business areas matches the information published on the Open Performance site.

- Implementation date: December 31, 2024

### **Community Insight**

The City engaged and collaborated with more than 90 external partners, as well as internal subject matter experts across the corporation, to develop the suite of ConnectEdmonton indicators. Inputs to the suite included analysis from the What We Heard Vision 2050 Report<sup>2</sup>, used to develop ConnectEdmonton, along with workshops, focus groups and 1:1 consultations with partners and community organizations.

### **GBA+**

The suite of community indicators in ConnectEdmonton monitors progress on the City's goals. The information is intended to reflect the experience of a large diversity of Edmontonians, while also including specific measures to understand often underrepresented communities in the past, such as those in need of affordable housing, Edmontonians in low-income status, and those who indicate they witnessed or personally experienced discrimination and racism.

### **Environment and Climate Review**

This report was reviewed for environment and climate risks. Based on the review completed no significant interactions with the City's environmental and climate goals were identified within the scope of this report.

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[https://www.edmonton.ca/city\\_government/city\\_vision\\_and\\_strategic\\_plan/vision-2050-public-engagement](https://www.edmonton.ca/city_government/city_vision_and_strategic_plan/vision-2050-public-engagement)