ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD REPORT

Recommendation

That the September 4, 2024, Office of the City Manager report OCM02614, 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	• OCA02611 - Office of the City Auditor Recommendation Follow-up Dashboard Report - As at August 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 August 15, 2024, there are fourteen recommendations that are overdue but on target to meet revised due dates.

7.2
ROUTING - Audit Committee | DELEGATION - J. Flaman, S. Padbury, K. Petrin, C. Walbaum, M. Plouffe, A. Giesbrecht
September 4, 2024 – Office of the City Manager OCM02614

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OVERDUE RECOMMENDATIONS

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 implementation date 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 Permit Bylaw 15894.
- Administration is on target to meet the revised due date of December 31, 2024.

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 3 - Develop performance measures and evaluate the homelessness plan

- Due Date: December 31, 2023
- Revised Due Date: December 31, 2025
- The City of Edmonton - Corporate Homelessness Plan was approved July 3, 2024 (CS01759).
- Administration will finalize the performance measurement framework by December 31, 2024 with a round of monitoring and evaluation using the performance measurement framework completed by December 31, 2025.
- Administration is on target to meet the revised due date of December 31, 2025.

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

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- 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: December 31, 2024
- Administration continues to develop executive-level dashboards to support decision making, along with operational dashboards for business areas to monitor their progress. Quarterly meetings to review the corporation's performance and gather feedback on additional support needed for data-driven decision making are occuring. Further extending the due date provides time to finalize the publication of The City Plan measures.
- Administration is on target to meet the revised due date of December 31, 2024.

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 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, 2025.

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 and the CSU52 union. Following an anticipated late summer decision, Administration will move forward with this recommendation.
- Administration is on target to meet the revised due date of December 31, 2024.

Enforcement Services Management and Support - Recommendation 2 - Update policies and procedures

- Due Date: June 28, 2024
- Revised Due Date: January 31, 2025
- Following discussions with the Office of the City Auditor, clarification was received on the scope of policy and procedure updates, resulting in additional time requested by Administration.
- Administration is on target to meet the revised due date of January 31, 2025.

Capital Asset Management - Recommendation 1 - Update Infrastructure Policy and Strategy

- Due Date: June 30, 2024
- Revised Due Date: December 31, 2024
- Administration has completed a draft of the policy and is working on updating the strategy document. The extended deadline will allow for adequate engagement with stakeholders.
- Administration is on target to meet the revised due date of December 31, 2024.

Civic Agencies Governance - Recommendation 1 - Update roles and responsibilities

- Due Date: June 30, 2024
- Revised Due Date: December 31, 2024
- Administration is preparing a Council report that describes the context for roles and responsibilities of City staff involved with city agencies and articulates the roles and responsibilities of Office of the City Clerk and others in Administration including those related to training.
- Administration is on target to meet the revised due date of December 31, 2024.

Employee Absences and Overtime - Recommendation 2 - Improve earned day off program communication and tracking

- Due Date: June 30, 2024
- Revised Due Date: October 31, 2024

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- Department and Division Leadership Teams will be supported to add earned day off entitlement into their tracking documents and monitor usage against annual entitlement. All other components under Recommendation 2 have been completed and closed off by the Auditor.
- Administration is on target to meet the revised due date of October 31, 2024.

IT General Controls - Process Ownership - Recommendation 1 - Update and fully implement IT governance framework

- Due Date: June 30, 2024
- Revised Due Date: October 31, 2024
- In addition to responding to Office of the City Auditor feedback, Administration is performing a maturity assessment of IT governance processes.
- Administration is on target to complete this work and meet the revised due date of October 31, 2024.