ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD REPORT

Recommendation

That the November 29, 2024, Office of the City Manager report OCM02735, 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	• OCA02767 - Office of the City Auditor Recommendation Follow-up Dashboard Report - As at November 7, 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 November 29, 2024, there are 12 recommendations that are overdue but on target to meet revised due dates.

7.2
ROUTING - Audit Committee | DELEGATION - K. Petrin, J. Flaman, C. Walbaum, S. Padbury, M. Plouffe
November 29, 2024 – Office of the City Manager OCM02735

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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 (Framing First Inspection and Insulation Vapor Barrier Inspection) 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 semi-detached homes. 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.
- Testing of the AI model has progressed, and detailed analysis and documentation is in progress to document the model's design and associated procedures to support implementation, operation and maintenance. Due to shortage of expertise in this specialized field, resource challenges were experienced and moving this action forward has been delayed. Based on the current status of testing, a revised due date in Q1 2025 will be requested to allow for resolution of potential issues that may be identified.

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.

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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 on January 27, 2024.
- System configuration is underway.
- 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 occurring. 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 2 - Monitor and report on business area compliance

- Due Date: March 31, 2024
- Revised Due Date: September 30, 2025
- This recommendation involves developing monitoring mechanisms/tools to ensure compliance with governing documents to ensure funding arrangements are executed, managed and reported on in accordance with governing documents. Compliance and monitoring processes have been finalized.
- Initially, Administration had included a completion date of September 30, 2024 to align with the date the policy and procedure would be approved, which contained the formalized process for compliance monitoring. The updated date reflects the first time compliance monitoring will actually be performed. Compliance monitoring on these new funding arrangements will be carried out throughout late 2024 and 2025, with the expectation that the first round of compliance monitoring will be completed by fall 2025. The date revision is not due to delays in project implementation, but rather a change in how the completion date is defined.
- Administration is on target to meet the revised due date of September 30, 2025.

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

- Due Date: March 31, 2024
- Revised Due Date: September 30, 2025

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- *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.
- *Report on evaluations business areas conduct (September 30, 2025)* - With the revised policies, all new funding arrangements 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 has been 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 and CUPE 30 unions. Administration anticipated a summer decision but this has not occurred and no indication of notice has been received. However in the absence of a decision, Administration is working to get clarity on roles and responsibilities reflecting the current state.
- Administration anticipates a revised due date of Q1 2025 may be required.

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.
- Detailed review of Standard Operating Procedures is underway.
- 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.

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

- Due Date: June 30, 2024
- Revised Due Date: March 31, 2025

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- HR Business Partners (HRBPs) met with Branch Leadership Teams throughout Fall 2024 to provide clear expectations that leaders are responsible to track and monitor earned days off (EDO) against entitlements. This is part of a new semi-annual process completed along with conversations about excess vacation. HRBPs have kept a record of these discussions and, moving forward, will monitor the teams' EDO tracking sheets to confirm leaders have an effective process in place for reviewing EDO usage against entitlements.
- 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 March 31, 2025.

City's Response to 311 Audits - Recommendation 2 - Departments to close the 311 service ticket after they have resolved the request

- Due Date: September 30, 2024
- Revised Due Date: April 30, 2025
- As of October 2024, considerable progress has been made toward compliance with Recommendation 2. The overall compliance rate across all business areas has increased from 70 per cent and stands at 85 per cent with some areas having already achieved full compliance. By March 2025, the expectation is that compliance across business areas will increase to 95 per cent. Several initiatives, particularly around system integration and process refinement, will contribute to this improvement. While Administration aims to achieve 100 per cent compliance some situations are not feasible or require more time, effort or resources such as: external contracts/partners, technology gaps, multiple service areas for a single ticket and duplicate requests.
- Administration is on target to meet the revised due date of April 30, 2025.