

City Operations,  
Fleet and Facility Services

Edmonton

## **Administration Response to Facility Maintenance Services Audit Report**

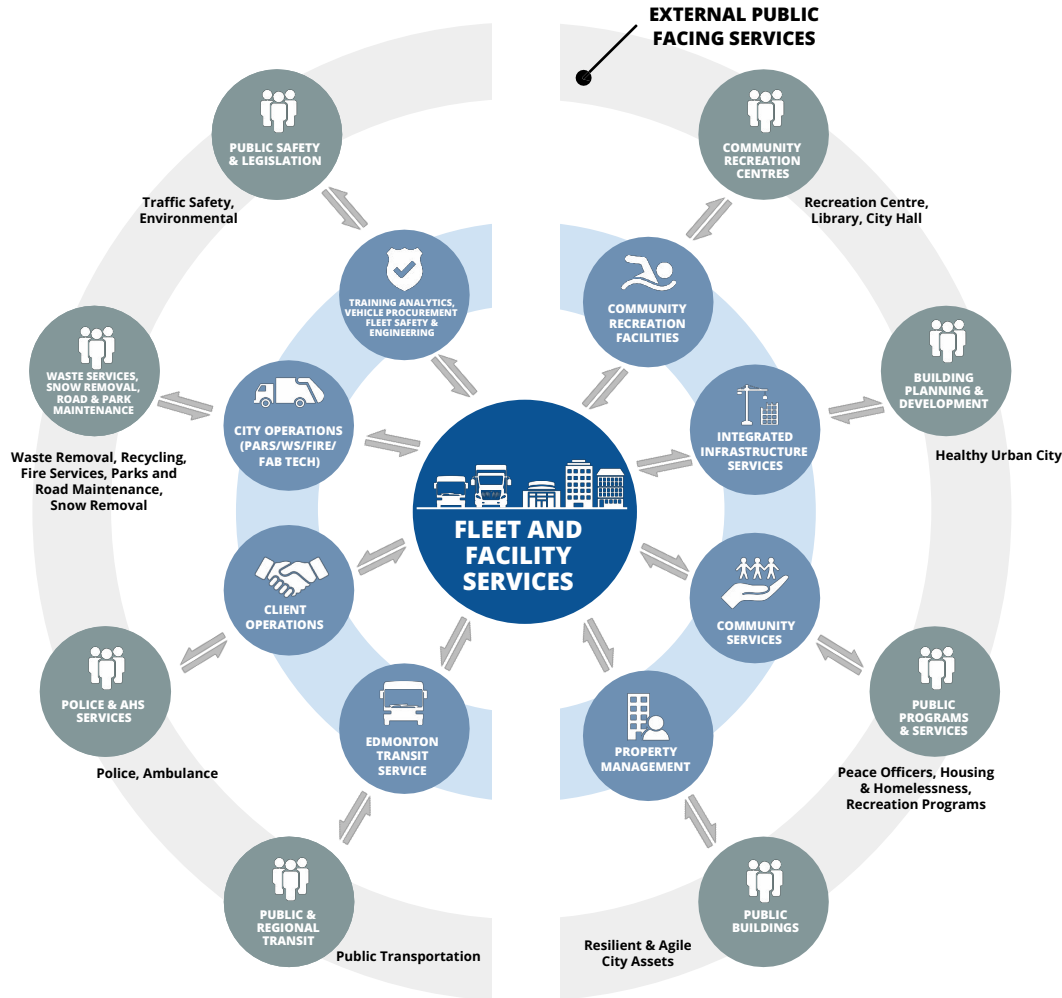
**Audit Committee - November 29, 2024**

Craig McKeown - Acting Deputy City Manager, City Operations

Arjan Sharma - Branch Manager, Fleet and Facility Services

Shona Lizzi - Director, Facility Maintenance Services

# Fleet & Facility Services - Wheel Of Service



## Fleet and Facility Services Audit

- Auditor determined that the Fleet and Facility Services Branch is committed to providing maintenance services that ensure City facilities are safe, functional and compliant with regulatory and legislative requirements.
- Auditor also identified areas of improvement, specifically within documenting and completing work orders, clarifying mandates, tracking workload capacity, monitoring staff and documenting safety requirements.
- Administration accepts all of the Auditor's recommendations and has already begun work towards implementation.



## FMS Audit Recommendations

	Audit Recommendation	Implementation Date
Recommendation 1	Update governing documents to reflect current practices, including a clear and consistent mandate and communicating this to FMS clients.	May 31, 2026
Recommendation 2	Provide staff with clear guidelines on how to document work performed and close work orders. Monitor whether staff are complying with this guidance.	January 30, 2026
Recommendation 3	Develop indicators to track workload capacity and use that information to determine if FMS can accept demand work.	December 31, 2025
Recommendation 4	Improve how FMS monitors the accountability of forepersons and contract inspectors for: <ul style="list-style-type: none"><li>• Hours worked</li><li>• Compliance with hybrid work arrangement</li><li>• Consistent use of location monitoring for safety purposes</li></ul>	November 30, 2025
Recommendation 5	Consistently complete the required safety forms and verify they are completed to meet safety requirements.	January 31, 2026

# Administration Audit Action Plan



**Update Governing Documents**



**Clear and Effective Standard Operating Procedures**



**KPI Dashboards**



**Oversight & Accountability**



**Safety Documentation**

**Thank you. Questions?**