

ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD REPORT

RECOMMENDATION

That the February 18, 2025, Office of the City Manager report OCM02917, 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	<ul style="list-style-type: none"> OCA02927 - Office of the City Auditor Recommendation Follow-up Dashboard Report - As at January 30, 2025 		

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 January 30, 2025, there are 14 recommendations that are overdue but on target to meet revised due dates.

REPORT

Overdue Recommendations

- 1. Safety Codes Permits & Inspection Services - Recommendation 2 - Expand risk based inspections**
 - Due Date: September 30, 2023
 - Revised Due Date: December 31, 2025
 - Administration will include two additional compliance monitoring events (Framing First Inspection and Insulation Vapor Barrier Inspection) for residential type 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 (now complete), minimum compliance monitoring events 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 was delayed.
 - The above referenced additions are now up and running in the AI model. It will take some time for the machine to learn and begin considering eligible processes to be dropped through the risk based predictive AI model. Results thus far are trending positive and we expect the recommendation to be completed in the near future.
- 2. 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 has finalized and implemented the performance measurement framework. Monitoring and evaluation will take place in 2025 for any updates that may be required.
 - Administration is on target to meet the revised due date of December 31, 2025.
- 3. 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
 - System testing has finished and Administration is beginning the employee training phase.
 - Administration is on target to meet the revised due date of March 31, 2025.
- 4. Grants and Subsidies - Recommendation 2 - Monitor and report on business area compliance**
 - Due Date: March 31, 2024
 - Revised Due Date: September 30, 2025

ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD REPORT

- 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.

5. 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.
- *Report on evaluations business areas conduct (September 30, 2025)* - With the revised policies, all new funding arrangements will include the new outcome 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.

6. City Governance of Fort Edmonton Park - Recommendation 2 - Clarify roles and responsibilities of various stakeholders

- Due Date: April 30, 2024
- Revised Due Date: February 28, 2025
- A draft Roles and Responsibilities document reflecting current state has been completed. It will undergo a review with relevant stakeholders to ensure all roles and responsibilities are clear for everyone involved.
- Administration is in the final review of this recommendation. Depending on the outcome of the discussion noted under Recommendation 1, this document may need to be updated.
- Administration anticipates formal closure of this recommendation by February 28, 2025.

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

- Due Date: June 28, 2024
- Revised Due Date: January 31, 2025
- The final policy report has been completed and was submitted to the Auditor on January 30, 2025.

ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD REPORT

- Administration is on target to meet the revised due date of January 31, 2025 based on the completion of the final document review by the Auditor.

8. 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
- HR Business Partners (HRBPs) met with Branch Leadership Teams throughout fall 2024 to advise leaders that they 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 and vacancy management. HRBPs have kept a record of these discussions and, moving forward, will review EDO tracking sheets two times per year (spring and fall) to confirm leaders have an effective process in place for reviewing EDO usage against entitlements. A document for recording conversations with Directors and containing links to the tracking tools used by all business areas has been developed for use by HRBPs and has been made available to the Auditor for review of the spring round of conversations.
- 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.

9. 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 as of November 2024 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.

10. City Governance of Fort Edmonton Park - Recommendation 1 - Update governance documents

- Due Date: December 31, 2024
- Revised Due Date: December 31, 2025
- Administration has completed significant review and analysis of the current operating model. A decision on a future operating model is required before the governance documents can be updated.
- A series of meetings was scheduled to begin in early January between Administration and FEMCo's Management team, however, the departure of the FEMCo CEO in mid-January required meetings to be rescheduled. The meetings are expected to begin with the Interim CEO and FEMCo Management team in February.

ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD REPORT

- Part of this recommendation is to set clear long-term strategic goals for Fort Edmonton Park and to update the 2010 Park Master Plan. FEMCo will be engaging in this work and that long term vision for the Park may also have implications on a future operating model.
- Administration is on target to meet the revised due date of December 31, 2025

11. City Governance of Fort Edmonton Park - Recommendation 3 - Clarifying City's funding approach of FEMCo

- Due Date: December 31, 2024
- Revised Due Date: December 31, 2025
- Clarity on the funding model needs to align with a future operating model. Operating model discussions are scheduled with the Interim CEO and FEMCo Management team to begin in February.
- Administration is on target to meet the revised due date of December 31, 2025

12. Civic Agencies Governance - Recommendation 2 - Support council to regularly review mandate

- Due Date: December 31, 2024
- Revised Due Date: June 30, 2025
- A survey was conducted with Advisory Committee Chairs, Administration and City Council to gather feedback on the effectiveness and clarity of mandates as it relates to Council priorities. The feedback received is currently under review to identify key themes and areas for improvement. Additionally, an environmental scan is underway to benchmark how other jurisdictions support their advisory committees and councils.
- Administration is on target to meet the revised due date of June 30, 2025

13. Historic Resource Management - Recommendation 1 - Update guiding documents

- Due Date: December 31, 2024
- Revised Due Date: June 30, 2026
- Resources for this project were not available in the City's 2023 or 2024 budgets. In 2024, Council's Urban Planning Committee directed that the project's scope be narrowed and that the project be funded out of existing budgets. Administration has now staffed the project, done the initial project management work, retained consulting support, and begun engagement and policy analysis.
- Administration is on target to meet the revised due date of June 30, 2026

14. IT Asset Management - Recommendation 2 - Maintain accurate software license data

- Due Date: December 31, 2024
- Revised Due Date: September 30, 2025
- While exploring alternative solutions, including automation and process efficiencies, OCT was unable to identify a feasible approach covering all aspects of the recommendation by the original December target. As of this report, recruitment is underway for a resource to fulfill the commitment. The updated target is full implementation of all action items related to this recommendation by September, ensuring accurate software license data and efficient inventory management. We do not foresee any financial, operational, or compliance risks associated with the current timeline.
- Administration is on target to meet the revised due date of September 30, 2025