

DATS Audit Recommendations and Actions Summary

Audit Recommendation	Administration Response	Timeline
<p>Recommendation 1:</p> <p>We recommend that DATS update and use documented assessment guidelines for making eligibility decisions, and formally review these decisions to provide fair and consistent access to the service for those who need it.</p>	<p>Administration will document guidelines, refresh training materials for staff and establish practices for an eligibility quality assurance program.</p>	<p>June 30, 2025</p>
<p>Recommendation 2:</p> <p>We recommend that DATS update password requirements and destroy sensitive information in accordance with City policy to better safeguard City data.</p>	<p>Administration is working with the software vendor to implement an updated password system that would utilize the users' existing network credentials, which has password complexity and expiration requirements managed by Open City and Technology (OCT).</p> <p>Open City and Technology (OCT) is collaborating with the software vendor to implement an automated deletion of records for clients who have been inactive for more than six years. This aligns with existing data retention policies and improves data security by preventing the unnecessary storage of outdated information.</p>	<p>December 31, 2025</p>
<p>Recommendation 3:</p> <p>We recommend that DATS improve how it monitors contractors and apply additional formal controls to help enforce contract terms and conditions.</p>	<p>Based on preliminary findings from the audit, administration has responded by implementing monthly reviews to ensure service checks and vehicle inspections are being appropriately documented. The DATS Contract Coordinator now maintains a log of all site visits and training audits conducted. These changes have been implemented.</p>	<p>September 30, 2025</p>

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	Service assessments for contractor performance thresholds will be formally reviewed and contracts will be amended to reflect best practice.	
<p>Recommendation 4:</p> <p>We recommend that DATS have a second individual review and approve contractor assessments and invoices to reduce errors.</p>	DATS is amending the internal payment approval process in the procurement and invoice management system to require a second formal approver for monthly payments. Administration will document and adjust the processes of contractor assessments to include a secondary review of contractor invoicing.	December 31, 2025
<p>Recommendation 5:</p> <p>We recommend that DATS improve its strategic planning by:</p> <ul style="list-style-type: none"> • Enhancing its performance measurement framework to include clearly defined goals, measures, and targets to achieve its mission and vision. • Conducting regular risk assessments at the paratransit level to identify and address relevant risks 	Administration will document clearly defined goals, measures and targets, and better integrate these in Enterprise Performance Management processes within the Edmonton Transit Service branch. Administration will establish a paratransit-specific risk register and the implementation of annual risk register exercises.	September 30, 2025
<p>Recommendation 6:</p> <p>We recommend that DATS regularly review its service model to optimize value for money and service quality.</p>	Administration will document the considerations it will make and complete a review of the paratransit service design every four years prior to the City of Edmonton's four year business and budget planning cycle.	December 31, 2025
<p>Recommendation 7:</p> <p>We recommend that DATS implement data validation controls and a data quality assurance process, to regularly review data accuracy and completeness to help</p>	Administration will document and implement data validation controls and a data quality assurance process.	September 30, 2025

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make evidence-informed decisions.		
Recommendation 8: We recommend DATS update its training materials and formally track training completion to equip staff with the necessary skills and knowledge to provide excellent service.	Administration will document and implement a process to ensure training materials and Standard Operating Procedures (SOPs) are kept up-to-date. Administration will also document and implement a process to formally track training completion.	December 31, 2025