

ADMINISTRATIVE UPDATE ON THE AUDITOR'S DASHBOARD REPORT

Recommendation

That the April 29, 2025, Office of the City Manager report OCM03008, 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	April 29, 2025, Office of the City Auditor report OCA03023, Office of the City Auditor Recommendation Follow-up Dashboard Report - As at April 10, 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 April 10, 2025, there are 12 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

Second Revised Due Date: December 31, 2025

First Revised Due Date: December 31, 2024

Due Date: September 30, 2023

- To enhance the risk-based predictive AI model for residential inspections, Administration has integrated two new compliance monitoring events: Framing First Inspection and Insulation Vapor Barrier Inspection. The model's scope has also been expanded to include semi-detached homes. The effectiveness of this risk-based program hinges on the model's performance and the applicant's first-time pass rate. Testing and data analysis commenced in Q4 2023.
- The expanded system, launched on January 23, 2025, and successfully identified low-risk inspections in February and March. Fine-tuning of the model, documentation of the model's design and operational procedures are in progress. This positive trend indicates the recommendation will be completed by the revised due date.
- The Quality Management Plan (QMP) has been updated to clarify the compliance monitoring events eligible for the risk-based system.
- Revised due dates and delays stem from resource constraints arising from a shortage of specialized expertise.

2. City's Response to Homelessness - Recommendation 3 - Develop performance measures and evaluate the homelessness plan

Second Revised Due Date: December 31, 2025

First Revised Due Date: December 31, 2024

Due Date: December 31, 2023

- The City of Edmonton - Corporate Homelessness Plan was approved July 3, 2024 (Community Services report 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.

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3. Enforcement Services Management and Support Branch Audit - Recommendation 3 - Implement functional dispatch and GPS systems

Third Revised Due Date: June 2, 2025

Second Revised Due Date: March 31, 2025

Due Date: December 31, 2023

- Administration has begun employee training. Based on vendor availability, the training schedule was extended past March, requiring an extension to June.
- Administration is on target to meet the revised due date of June 2, 2025.

4. Grants and Subsidies - Recommendation 2 - Monitor and report on business area compliance

Revised Due Date: September 30, 2025

Due Date: March 31, 2024

- 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 revised 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

Revised Due Date: September 30, 2025

Due Date: March 31, 2024

- 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 in 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.

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- Administration is on target to meet the revised due date of September 30, 2025.
- 6. Employee Absences and Overtime - Recommendation 2 - Improve earned day off program communication and tracking**

Third Revised Due Date: June 30, 2025

Second Revised Due Date: March 31, 2025

First Revised Due Date: October 31, 2024

Due Date: June 30, 2024

- HR Business Partners (HRBPs) met with Branch Leadership Teams throughout fall 2024 to remind leaders that they are responsible to track and monitor earned days off (EDO) against entitlements. This discussion with leaders is part of a new semi-annual process completed along with conversations about excess vacation and vacancy management. HRBPs will review EDO tracking 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.
- Spring 2025 conversations have been completed and all EDO tracking documents for 2025 have been reviewed. As of the revised due date of March 31, 2025, most tracking documents include EDO entitlements and EDO schedules. Additional followup to achieve majority compliance with documenting entitlements and schedules will be completed by June 30, 2025.
- Samples for each department will be reviewed in detail to compare EDOs in the tracking document in relation to EDOs documented in the payroll system. This information will be discussed with leadership teams.
- The manual process outlined here will remain in place until the Workforce Scheduling module of Enterprise Commons is implemented, at which time this manual process will no longer be needed.
- All other components under Recommendation 2 have been completed and closed off by the Auditor.

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

Revised Due Date: April 30, 2025

Due Date: September 30, 2024

- By April 30, 2025, Administration anticipates compliance across business areas to be 92 per cent, up from an initial 70 per cent, representing a 22 per cent improvement. Several initiatives, particularly around system integration and process refinement, will contribute to

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this further improvement. While Administration aims to achieve 100 per cent compliance, some situations are not feasible or require more time.

- Administration is on target to meet the revised due date of April 30, 2025.

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

Revised Due Date: December 31, 2025

Due Date: December 31, 2024

- 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 Fort Edmonton Management Company's (FEMCo) management team; however, the departure of the FEMCo CEO in mid-January required meetings to be rescheduled. The meetings have begun with the Interim CEO and FEMCo management as of February 2025.
- 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.

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

- **Revised Due Date:** December 31, 2025

- **Due Date:** December 31, 2024

- Clarity on the funding model needs to align with a future operating model. Operating model discussions with the Interim CEO and FEMCo management team began in February 2025.
- Administration is on target to meet the revised due date of December 31, 2025.

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

Revised Due Date: June 30, 2025

Due Date: December 31, 2024

- 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 review is being finalized to identify key themes and areas for improvement.
- A jurisdictional scan has been conducted to benchmark how other jurisdictions support their advisory committees and councils.
- Results from the survey and jurisdictional scan will be incorporated into a comprehensive report with recommendations for Council. This report is aimed for June 2025.

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- Administration is on target to meet the revised due date of June 30, 2025.

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

Revised Due Date: June 30, 2026

Due Date: December 31, 2024

- 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.

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

Revised Due Date: September 30, 2025

Due Date: December 31, 2024

- 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. 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. Administration does 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.

Attachment

1. Summary of Recommendations Not Due