

## ADMINISTRATIVE RESPONSE TO THE OFFICE OF THE CITY AUDITOR - NEIGHBOURHOOD RENEWAL PROGRAM AUDIT

### Recommendation

That the February 4, 2026, Integrated Infrastructure Services report IIS03250, be received for information.

<b>Requested Action</b>	Information only
<b>ConnectEdmonton's Guiding Principle</b>	<b>ConnectEdmonton Strategic Goals</b>
<b>CONNECTED</b> This unifies our work to achieve our strategic goals.	<b>Urban Places</b>
<b>City Plan Values</b>	ACCESS
<b>Corporate Business Plan</b>	Managing the Corporation
<b>Council Policy, Program or Project Relationships</b>	<ul style="list-style-type: none"> <li>● C595A - Neighbourhood Renewal Program Policy</li> <li>● C591 - Capital Project Governance Policy</li> <li>● C573B - Complete Streets Policy</li> <li>● C602A - Accessibility for People with Disabilities Policy</li> <li>● C544 - Active Transportation Policy</li> <li>● C593D - Public Engagement Policy</li> </ul>
<b>Related Council Discussions</b>	<ul style="list-style-type: none"> <li>● June 17, 2025, Integrated Infrastructure Services report IIS02777, Update to City Policy C573A - Complete Streets</li> <li>● November 26, 2024, Integrated Infrastructure Services report IIS02470, Neighbourhood Renewal Funding and Operational Impacts</li> <li>● October 17, 2022, Integrated Infrastructure Services report IIS01330, Neighbourhood Renewal Funds</li> <li>● February 26, 2020, Integrated Infrastructure Services report CR_7260, Neighbourhood Renewal Program Design Practices Update</li> <li>● May 23, 2017, Integrated Infrastructure Services report CR_4223, City Policy for the Neighbourhood Renewal Program</li> <li>● November 1, 2016, Financial and Corporate Services report CR_3633, Dedicated Reserve for Neighbourhood Renewal Funds</li> </ul>

### Executive Summary

- Administration accepts the recommendations in the Neighbourhood Renewal Program Audit.

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- This report provides additional context on the Neighbourhood Renewal Program and information on how the Administration plans to progress the Auditor's recommendations.

### **REPORT**

Established in 2009, the Neighbourhood Renewal Program (NRP) outlines a cost-effective, long-term strategic approach to renew roads, sidewalks and street lights in mature neighbourhoods and collector roadways (which includes industrial collector roads). The City approaches Neighbourhood Renewal as an opportunity to create positive social and economic impact with communities. The NRP includes three types of renewal projects that are completed on a neighbourhood-wide basis:

- Microsurfacing applied approximately 10 years after neighbourhoods are constructed
- Pavement renewal completed 20 to 25 years after neighbourhoods are constructed
- Neighbourhood reconstruction of roads and sidewalks occurs 50 to 60 years after neighbourhoods are constructed

The NRP follows an established corporate public engagement process that creates opportunities for people to contribute to decision-making and communicate how public input is collected and used. The approach to engagement continues to evolve to support the needs of the community, while in alignment with the objectives of City policies and standards, such as The City Plan, Policy C591 - Capital Project Governance, Policy C573B - Complete Streets, Policy C602A - Accessibility for People with Disabilities, Policy C544 - Active Transportation, Safe Mobility Strategy and The Bike Plan.

### **Audit Findings and Recommendations**

The objective of the Neighbourhood Renewal Program Audit was to determine if the Building Great Neighbourhoods Branch manages:

- neighbourhood renewal projects in alignment with the City's Project Development and Delivery Model; and
- the public communication and engagement opportunities to control reputational risks related to neighbourhood renewal projects.

The Office of the City Auditor's audit resulted in three recommendations for Administration:

- Recommendation 1: We recommend that the Building Great Neighbourhoods Branch implement clear requirements for project management staff on what type of support is required as approval for the Branch's field design changes, to ensure adequate documentation is retained.
- Recommendation 2: We recommend that the Building Great Neighbourhoods Branch provide residents with additional clarity on how the Branch uses feedback during the renewal process, to reduce potential confusion around which design decisions residents can influence.

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- Recommendation 3: We recommend that the Building Great Neighbourhoods Branch develop and implement guidance for determining the communication and engagement tactics that are the best fit during a particular phase of the renewal process.

Administration (Building Great Neighbourhoods Branch) accepts the Office of the City Auditor's recommendations. Administration began implementing the recommendations in 2025 with the following actions, with an anticipated completion date of 2026.

### Field Design Change Process

There is a robust guideline that outlines when it considers a consequential field design change to the project and the guideline is consistently followed through the construction phase of neighbourhood renewal projects. In addition to these measures, Administration will create and implement a procedure that outlines the type of documentation required for a field design change to ensure consistency across projects.

### Additional Public Engagement Clarity

As outlined in Council Policy C593D, Public Engagement, the City's Public Engagement Framework includes a spectrum which explains the various roles the public can have when participating in public engagement activities. This is consistently followed throughout the neighbourhood renewal process. Administration will provide additional details to further clarify to residents how feedback gathered during public engagement is used in design decisions.

### Change of Typical Public Engagement Tactics

The City has a comprehensive Public Engagement Framework that guides the approach to engagement activities used to gather input, and is consistently followed throughout the neighbourhood renewal process. Administration will document the various tactics used and create guidelines to assist project teams with determining the appropriate additional tactics for a renewal project, as required.

## **Community Insight**

Feedback from Edmontonians has significantly shaped the City's policies and guidelines that guide the development of Neighbourhood Renewal projects. Key policy direction is provided by The City Plan, the Safe Mobility Strategy, The Bike Plan, the Complete Streets Policy, Accessibility for People with Disabilities Policy and the Winter City Strategy, among others.

The NRP community outreach adheres to the City's Public Engagement Policy and is specifically guided by the Building Great Neighbourhoods Public Engagement Charter. This Charter ensures a consistent method for public engagement across all neighbourhood-wide renewal projects and clearly establishes the level of influence residents and stakeholders have on the project design. Although the fundamental approach remains consistent, the detailed public engagement and communication tactics are tailored to match the unique needs and characteristics of each individual neighbourhood.

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### **GBA+**

The planning, design and construction phases of Neighbourhood Renewal projects incorporate Gender-Based Analysis Plus (GBA+). This integration ensures project communication, public engagement and design outcomes promote equity for individuals of diverse backgrounds, ages and abilities. GBA+ has significantly contributed to enhancing universal accessibility and fostering inclusive design principles in projects.

Specific GBA+ considerations include creating accessible and barrier-free infrastructure for walking and biking, implementing effective wayfinding, and improving safety and security measures for users and residents. These safety enhancements involve better lighting and improved intersection crossings for people who walk and bike. While infrastructure is focused at the neighbourhood-level, broader active transportation network goals, such as the implementation of The Bike Plan's district connectors, are constructed in coordination with Neighbourhood Renewal projects.

### **Environment and Climate Review**

The Neighbourhood Renewal Program has a variety of aspects that have climate and environmental benefits, contributing to the City's climate resilience, ecosystem and biodiversity goals. These include:

- Reduced greenhouse gas emissions by supporting active transportation options such as biking and walking
- Carbon sequestration, flood mitigation, mitigation of urban heat island effects and biodiversity benefits through tree planting and naturalization of areas, including narrowing of roads to create new boulevards
- Flood mitigation and carbon sequestration supported by Low Impact Development
- Energy efficiency gains through changing high pressure sodium lighting to LED lighting