



## Parks and Road Services

# Administration Response Snow and Ice Control Audit

February 11, 2021

Audit Committee

Presented by Gord Cebryk, Brian Simpson

**VISION  
ZERO**

**Edmonton**

# Recommendation Status

#	Description	Implementation Date
1	Review and Update Policy and Guiding Documents	Q4 2021
2	Improve Decision-Making Processes	Q4 2021
3	Improve Change Management Processes	Q3 2022
4	Performance Management Framework	Q4 2021

VISION  
ZERO

Edmonton

# Recommendation Status

#	Description	Implementation Date
5	Improve Benchmarking Process	Q4 2021
6	In-house versus Contracted Services Cost Analysis	Q4 2021
7	Document Service Level Commitments and Operational Arrangements	Q2 2022
8	Develop Cost-Reduction and Revenue Generation Opportunities	Q4 2022

**VISION  
ZERO**

**Edmonton**

# Recommendation Status

#	Description	Implementation Date
9	Expand Standard Operating Procedures to Include All Key SNIC Activities	Q3 2021
10	Improve Staff Oversight	Q3 2022
11	Improve Public Communication	Q3 2021
12	Strengthen Complaint Handling Processes	Q3 2021

VISION  
ZERO

Edmonton

# Thank You

# VISION ZERO

Edmonton