

Administrative Response to the Office of the City Auditor

Open Spaces Asset Transfer Audit

Recommendation

That the April 16, 2021, Integrated Infrastructure Services report IIS0492, be received for information.

Executive Summary

Administration worked with the City Auditor during the audit of the Open Space Asset Transfer process, and has accepted all the auditor's recommendations. The scope of the audit included the documentation, process and procedures related to the transfer of new or renewed Open Space assets from construction to operations.

The City Auditor identified that the City has an effective process to accept open space assets and provided three recommendations to improve the effectiveness of the transfer process. Work has begun to address the recommendations with the expectation that all are implemented by the end of 2022.

Report

In late 2020, the Office of the City Auditor carried out an audit of the open space asset transfer process from construction to operations that focused on a review of the documentation, controls, and procedures related to the City's process to transfer open space assets. The recommendations are a progression of the work already completed by both the Integrated Infrastructure Services (IIS) and the Urban Form & Corporate Strategic Development (UFCSD) Departments.

The Office of the City Auditor made three recommendations for process improvement to further increase the effectiveness of the current transfer process:

1. Formalize the process to document inspections to ensure that information is complete and all deficiencies are compiled and addressed;
2. Establish a formal process to ensure City Operations, Parks and Roads Services (PARS) Branch is informed of and has the opportunity to attend all open space asset Construction Completion Certificates (CCC) and Final Acceptance Certificates (FAC) inspections; and

3. Formalize the process to input open space assets into the Spatial Land Inventory Management system to ensure that PARS is receiving complete information on a timely basis.

Response from Administration

Administration is addressing each recommendation as outlined below:

Recommendation 1: Formalize the process to document inspections to ensure that information is complete and all deficiencies are compiled and addressed

Administration accepts this recommendation. Administration will revise the inspection process to ensure the information is complete and verifiable. Both IIS and UFCSD, follow a current process to perform CCC/FAC inspections. Working in collaboration with PARS, both IIS and UFCSD will align the process to reflect the roles and responsibilities of all parties, promote consistent application and ensure clarity of how the deficiencies are addressed. This work will be completed by December 31, 2021.

Recommendation 2: Establish a formal process to ensure PARS is informed of and has the opportunity to attend all open space asset CCC/FAC inspections

Administration accepts this recommendation. Administration will develop a process to inform all applicable parties about open space asset CCC/FAC inspections. IIS and UFCSD were confirmed to be the accountable parties to ensure the City is receiving quality assets into its inventory in accordance with contracts and servicing agreements. As part of this process, inspections are scheduled by IIS/UFCSD with the option for PARS to attend inspections, as required. This revised process will ensure PARS has awareness and the opportunity to attend all CCC/FAC inspections. This work will be completed by March 2022, to be in place for the 2022 construction season.

Recommendation 3: Formalize the process to input open space assets into the Spatial Land Inventory Management system to ensure that PARS is receiving complete information on a timely basis

Administration accepts this recommendation. Administration will formalize a process for inputting open space assets into the Spatial Land Inventory Management System. This will ensure PARS receives complete and timely information, minimizing delays to landscape maintenance and operational functions. This work will be completed by December 31, 2022.

Corporate Outcomes and Performance Management

Corporate Outcome: The City of Edmonton has sustainable and accessible infrastructure			
Outcome	Measure	Result	Target

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The City of Edmonton has sustainable and accessible infrastructure	Infrastructure Density (city's population divided by the total kilometres of infrastructure)	56.5 (2017)	Increase over previous year
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Others Reviewing this Report

- G. Cebryk, Deputy City Manager, City Operations
- S. McCabe, Deputy City Manager, Urban Form and Corporate Strategic Development
- C. Owen, Deputy City Manager, Communications and Engagement
- K. Fallis-Howell, Acting City Solicitor