

**OFFICE OF
THE CITY AUDITOR**

REPORT RECOMMENDATION FOLLOW-UP

Administration closed 3 recommendations.

There are 21 outstanding recommendations: 20 are not yet due and 1 is overdue.

January 24, 2023

Closed Recommendations

Since our last report (November 17, 2022) Administration has **closed 3 recommendations.**

Project Name	Department	Recommendation	Original Due Date	Closed Date
1. Snow and Ice Control	City Operations	Rec 8 - Develop cost-reduction and revenue generation opportunities	December 31, 2022	December 19, 2022

Parks and Roads Services Branch (PARS) reevaluated and analyzed the following cost-reduction and revenue opportunities; community sandbox program, tipping fees at snow storage sites, and permanent versus temporary staff analysis. For each of the identified opportunities, PARS has developed a project charter laying out the analysis and any further steps.

2. Project Management of Transportation Infrastructure	Integrated Infrastructure Services	Rec 1 - Project quality measurement and reporting	December 31, 2022	December 6, 2022
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After researching various quality performance metrics, Integrated Infrastructure Services Department (IIS) determined the number of days between Construction Completion Certificate and Final Acceptance Certificate would be an appropriate measure of quality. They have now implemented this metric and are tracking it for each project. The metric will be reported annually to the IIS leadership team.

3. Social Development	Community Services	Rec 2 - Evaluate activities and outcomes	December 30, 2022	November 21, 2022
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The Social Development Branch has developed a process to evaluate its activities and outcomes. This process includes the development of a logic model that aligns its goals to its activities, outputs, and outcomes, and an evaluation framework that will monitor and evaluate how well the Branch's activities are achieving its outcomes. Results from the evaluation process will be regularly reported to Branch leadership.

Overdue Recommendations

There is one overdue recommendation.

One recommendation is **more than one year overdue**.

No recommendations are **less than one year overdue**.

Project Name	Department	Recommendation	Months Overdue	Due date
1. Information Technology - Disaster Recovery Planning	Financial and Corporate Services	Rec 1 - Fully implement the disaster recovery program	13	June 30, 2023 Original due date: December 31, 2021

Specific information related to this recommendation was not shared publicly due to *Freedom of Information and Protection of Privacy Act* exemptions. Some of the information could pose a risk to the City if malicious actors were made aware of it; as a result, any discussion related to this recommendation should be done in private.

Recommendations Not Yet Due

There are 20 recommendations that are **not yet due**.

Project Name	Department	Recommendation	Months until due	Due date
1. Arterial Roadway Assessment	Urban Planning and Economy	Rec 1 - Update the arterial roadway assessment guidance documents	2	March 31, 2023
2. Arterial Roadway Assessment	Urban Planning and Economy	Rec 2 - Document the methodology for and enhance reviews of the arterial roadway assessment calculations	2	March 31, 2023
3. Historic Resource Management Program	Urban Planning and Economy	Rec 3 - Assess historic resources' condition	2	March 31, 2023
4. Enforcement Services Management and Support	Community Services	Rec 1 - Develop performance measures	5	June 30, 2023
5. Safety Codes Permits and Inspection Services	Urban Planning and Economy	Rec 3 - Update standard operating procedures and checklists	5	June 30, 2023

6.	City Governance of Fort Edmonton Park	Community Services	Rec 4 - Develop detailed service agreements	7	September 1, 2023
7.	Safety Codes Permits and Inspection Services	Urban Planning and Economy	Rec 1 - Clarify minimum number of inspections	8	September 30, 2023
8.	Safety Codes Permits and Inspection Services	Urban Planning and Economy	Rec 2 - Expand risk-based inspections	8	September 30, 2023
9.	Safety Codes Permits and Inspection Services	Urban Planning and Economy	Rec 4 - Enhance performance measures	8	September 30, 2023
10.	Safety Codes Permits and Inspection Services	Urban Planning and Economy	Rec 5 - Improve efficiency for permit application and inspections	8	September 30, 2023
11.	Enforcement Services Management and Support	Community Services	Rec 3 - Implement functional dispatch and GPS systems	11	December 31, 2023
12.	City's Response to Homelessness	Community Services	Rec 1 - Develop a corporate-wide homelessness plan	11	December 31, 2023
13.	City's Response to Homelessness	Community Services	Rec 2 - Assign accountability for homelessness plan	11	December 31, 2023

14. City's Response to Homelessness	Community Services	Rec 3 - Develop performance measures and evaluate the homelessness plan	11	December 31, 2023
15. City Governance of Fort Edmonton Park	Community Services	Rec 2 - Clarify roles and responsibilities of various stakeholders	15	April 30, 2024
16. Enforcement Services Management and Support	Community Services	Rec 2 - Update policies and procedures	17	June 28, 2024
17. IT General Controls - Process Ownership	Financial and Corporate Services	Rec 1 - Update and fully implement IT governance framework	17	June 30, 2024
18. Historic Resource Management Program	Urban Planning and Economy	Rec 1 - Update guiding documents	24	December 31, 2024
19. City Governance of Fort Edmonton Park	Community Services	Rec 1 - Update governance documents	24	December 31, 2024
20. City Governance of Fort Edmonton Park	Community Services	Rec 3 - Clarify City's funding approach of FEMCo	24	December 31, 2024
