



City of Edmonton Office of the City Auditor

Recommendation Follow-up Dashboard Report

As At October 22, 2019

There are 33 outstanding recommendations: 26 are not yet due and 7 are overdue.



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Closed Recommendations

In the period since our last report (August 20, 2019) the administration **closed five recommendations**

Project Name	Department	Recommendation
1. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 7 - Improve U-Pass Controls
2. Residential Infill Audit	Urban Form and Corporate Strategic Development	Rec 1 - Quarterly Reporting
3. Waste Services Audit	City Operations	Rec 4 - Strategic Update
4. Waste Services Audit	City Operations	Rec 8 - Preventative Maintenance Processes
5. 2017 Municipal Election	Office of the City Clerk	Rec 2 - Voting Station Oversight



Overdue Recommendations

There are seven overdue recommendations.

More than one year overdue:

Project Name	Department	Recommendation	Months Overdue	Revised Due Date
1. Bus and LRT Review	City Operations	Rec 3 - Transit Funding and Fares	20	12/31/2019

Less than one year overdue:

Project Name	Department	Recommendation	Months Overdue	Revised Due Date
2. Edmonton Police Service Staffing Audit	Edmonton Police Service	Rec 1 - Assess Patrol Staffing Models	8	12/31/2020
3. Edmonton Police Service Staffing Audit	Edmonton Police Service	Rec 2 - Improve Patrol Staffing Model Data Reliability and Accuracy	8	3/31/2019
4. Consultant Services Review	Financial and Corporate Services	Rec 1 - Training and Quality Assurance	2	6/30/2019
5. Africa Centre Governance and Management Review	Africa Centre Board of Directors	Rec 2 - Update Governing Documents	2	12/31/2019
6. Accounts Payable Audit	Financial and Corporate Services	Rec 3 - Implement Process to Update Kofax and Provide More Training	2	6/30/2019
7. Accounts Payable Audit	Financial and Corporate Services	Rec 4 - Develop Performance Measures	1	9/30/2019

Recommendations Not Yet Due

There are 26 recommendations that are **not yet due**.

Project Name	Department	Recommendation	Months Until Due	Due Date
1. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 2 - Improve Program Reporting	2	12/15/2019
2. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 5 - Document Performance Measures Methodology	2	12/15/2019
3. Edmonton Transit Service Revenue Management Audit	City Operations	Rec 6 - Mitigate Fare Evasion	2	12/15/2019
4. Community Projects in Neighbourhood Parks Process Audit	Citizen Services	Rec 2 - Develop a Performance Management Framework	2	12/31/2019
5. Community Projects in Neighbourhood Parks Process Audit	Citizen Services	Rec 3 - Improve Program	2	12/31/2019
6. Current Planning Reserve Audit	Urban Form and Corporate Strategic Development	Rec 3 - Review and Assess Service Level Performance	2	12/31/2019
7. Accounts Payable Audit	Financial and Corporate Services	Rec 2 - Improve Controls over Accounts Payable System	2	12/31/2019
8. Parks and Roads Service Yard Operations Audit	City Operations	Rec 2 - Clarify Authority and Processes	4	2/28/2020
9. Parks and Roads Service Yard Operations Audit	City Operations	Rec 5 - Assess Security Risks and Implement Security Practices	4	2/28/2020
10. Accounts Payable Audit	Financial and Corporate Services	Rec 1 - Improve Controls over Receiving Non-Purchase Order Transactions	5	3/31/2020
11. Residential Infill Audit	Urban Form and Corporate Strategic Development	Rec 2 - Development Permit Review	5	3/31/2020

12.	Ukrainian Canadian Archives and Museum of Alberta Investigation	Urban Form and Corporate Strategic Development	Rec 1 - Clear Funding Agreement Terms and Conditions	5	3/31/2020
13.	Edmonton Transit Service Revenue Management Audit	City Operations	Rec 8 - Improve Safeguards for Fare Media	5	3/31/2020
14.	Edmonton Transit Service Revenue Management Audit	City Operations	Rec 1 - Strengthen Governance	8	6/30/2020
15.	Edmonton Transit Service Revenue Management Audit	City Operations	Rec 3 - Document Support for Inputs and Assumptions	8	6/30/2020
16.	Edmonton Transit Service Revenue Management Audit	City Operations	Rec 4 - Enhance Non-Fare Revenue Strategies	8	6/30/2020
17.	Parks and Roads Service Yard Operations Audit	City Operations	Rec 3 - Develop a Standard and Prioritize Improvements	12	10/30/2020
18.	Parks and Roads Service Yard Operations Audit	City Operations	Rec 4 - Review and Optimize Existing Yard Space	12	10/30/2020
19.	Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 1 - Strategic Plan and Performance Management Framework	14	12/20/2020
20.	Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 2 - Update Governing Documents	14	12/20/2020
21.	Emergency Management Governance and Risk Assessment Audit	Citizen Services	Rec 3 - Hazard Identification and Risk Assessment	14	12/20/2020
22.	2017 Municipal Election	Office of the City Clerk	Rec 1 - Information Technology Support	15	12/31/2020
23.	Residential Infill Audit	Urban Form and Corporate Strategic Development	Rec 3 - Zoning Bylaw Updates	15	12/31/2020
24.	Residential Infill Audit	Urban Form and Corporate Strategic Development	Rec 4 - Use of Term "Infill"	15	12/31/2020

25. Parks and Roads Service Yard Operations Audit	City Operations	Rec 1 - Develop a Plan for Yards	21	6/30/2021
26. Information Technology – Disaster Recovery Planning	Financial and Corporate Services	Rec 1 - Fully Implement the Disaster Recovery Program	27	12/31/2021

This project was conducted in accordance with the
*International Standards for the Professional Practice of
Internal Auditing*