

**Management’s Response to the Auditor General’s Review of  
Review of Coordinated Street Furniture Contract - Public Realm Section, Transportation Services Division**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
1.	<p><b>City Council request the General Manager, Transportation Services, report to Council through the Executive Committee on the implementation of the Street Furniture Program including revenue, completion rate, installation locations, public complaints and maintenance issues.</b></p>	X			<p>A Status Update report is scheduled for submission at the March 21, 2012 Public Works and Infrastructure Committee meeting.</p>
2.	<p><b>City Council request the General Manager, Transportation Services consolidate and implement a Program Policy and Procedures Manual to ensure consistent and on-going management of the Street Furniture Program. At a minimum, the manual should include:</b></p> <ul style="list-style-type: none"> <li><b>a. Street furniture approval, construction and inspection requirements</b></li> <li><b>b. Criteria for prioritizing shelter installation</b></li> <li><b>c. Complaint protocol.</b></li> </ul>	X			<p>Consolidated Program Policy and Procedures Manual will be completed by December 31, 2012</p>

**Management’s Response to the Auditor General’s Review of  
Review of Coordinated Street Furniture Contract - Public Realm Section, Transportation Services Division**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
3.	<b>City Council request the General Manager, Transportation Services develop and implement performance measurement system and standards for the Coordinated Street Furniture Program that provides information related to cost, productivity and performance trends.</b>	X			Business system development is ongoing with Phase 2 completion by December 31, 2012.
4.	<b>City Council request the General Manager, Transportation Services request Astral Media to submit quarterly maintenance reports satisfactory to the City. At a minimum, reports should include the following information:</b>  <b>a. Location of street furniture</b> <b>b. Weekly maintenance activity</b> <b>c. Date and time completed</b> <b>d. Summary of work completed.</b>	X			New business software is being developed into a fully integrated work management system.  Completion by December 31, 2012

**Management’s Response to the Auditor General’s Review of  
Review of Coordinated Street Furniture Contract - Public Realm Section, Transportation Services Division**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
5.	<p><b>City Council request the General Manager, Transportation Services ensure monthly complaint reports are prepared and submitted to the City by Astral Media. At a minimum, reports should include:</b></p> <ul style="list-style-type: none"> <li><b>a. Location of the site</b></li> <li><b>b. Complaint description</b></li> <li><b>c. Date received and completed</b></li> <li><b>d. Summary of work completed.</b></li> </ul>	X			<p>Astral's new business system software will incorporate a more robust reporting mechanism.</p> <p>Completion by December 31, 2012</p>
6.	<p><b>City Council request the General Manager, Transportation Services ensure Astral Media develop and maintain an adequate management information system that effectively reports on the status of all street furniture including but not limited to:</b></p> <ul style="list-style-type: none"> <li><b>a. Tracking of permit and approval process</b></li> <li><b>b. Tracking of roll-out and installation process</b></li> <li><b>c. Tracking of day-to-day maintenance program.</b></li> </ul>	X			<p>Astral's new business system software will incorporate a management information system.</p> <p>Completion by December 31, 2012</p>

**Management’s Response to the Auditor General’s Review of  
Review of Coordinated Street Furniture Contract - Public Realm Section, Transportation Services Division**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
7.	<b>City Council request the General Manager, Transportation Services take appropriate steps to ensure Astral Media provide an annual report on the implementation status of environmental benefits on a timely basis. Further, the General Manager, Transportation Services should review the results of the independent assessment and ensure requirements of the agreement are fulfilled.</b>	X			Official Engineer's report submitted in December 2011, which certifies that Astral Media is meeting and has exceeded its environmental goals under the Terms of Agreement with the City.  Annual report submission.
8.	<b>City Council request the General Manager, Transportation Services complete the transfer of data to update the system with the current information for planning and installation of street furniture.</b>	X			Completion by December 31, 2013
9.	<b>City Council request the General Manager, Transportation Services take steps to ensure the accuracy of the street furniture information system. Reconciliation of City records to Astral Media inventory records should take place periodically.</b>	X			Completion by December 31, 2013

**Management's Response to the Auditor General's Review of  
Review of Coordinated Street Furniture Contract - Public Realm Section, Transportation Services Division**

<u>Rec No</u>	<u>Recommendation</u>	Agree (X)	Disagree (X)	<u>Management Comments:</u> <i>(Comments are required only for recommendations where there is disagreement.)</i>	<u>Action Plan/ Time Frame</u>
10.	City Council request the General Manager, Transportation Services complete efforts to identify and develop standard management reports supporting day to day and long term information requirements.	X			Completion by December 31, 2012
11.	City Council request the Director, Strategic Communications ensure free advertising available through the Astral Media contract is utilized to the fullest extent.	X			Every effort will continue to be made to utilize the maximum National Advertising allowances.