

Audit of Parks Branch Operations - Phase 1: December 2024 Status Update

Date: November 25, 2024

To: Audit Committee

From: General Manager, Parks Forestry and Recreation

Wards: All

SUMMARY

On October 7, 2024, the Auditor General released a report entitled "*Audit of Parks Branch Operations - Phase 1: Improving Oversight of Day-to-Day Maintenance Helps to Ensure City Parks are Beautiful, Clean and Safe*", which was considered by the Audit Committee on October 15, 2024, and City Council at its meeting on November 13 and 14, 2024.

City Council subsequently adopted recommendations aimed at improving how the parks branch performs maintenance operations to keep parks clean, safe and beautiful. One such recommendation requested that Parks Forestry and Recreation (PFR) report to the Audit Committee in December 2024, as well as July and November 2025 with a status update. This report provides the December 2024 update on the review and quality assurance outcomes of the Daily Activity Sheets process.

RECOMMENDATIONS

The General Manager, Parks Forestry and Recreation recommends that:

1. City Council receive this report for information.

FINANCIAL IMPACT

There are no financial impacts as a result of the recommendations within this report.

The Chief Financial Officer and Treasurer has reviewed this report and agrees with the Financial Impact section.

DECISION HISTORY

At its meeting on November 13 and 14, 2024, City Council considered the Auditor General's audit "AU6.1 - Audit of Parks Branch Operations - Phase 1: Improving Oversight of Day-to-Day Maintenance Helps to Ensure City Parks are Beautiful, Clean and Safe".

<https://secure.toronto.ca/council/agenda-item.do?item=2024.AU6.1>

COMMENTS

In response to the recommendations in the Auditor General's report, considered at the October 15, 2024, Audit Committee meeting, PFR has taken the following steps to address the recommendations from the Auditor General to improve the delivery of parks branch maintenance activities.

As part of the response to recommendations #1, 3, 6, and 8, PFR has begun implementing two key processes within the new Parks Quality Assurance Framework: the Supervisor Quality Check and the Daily Activity Sheet (DAS) Administrative Review. Supervisors are now responsible for conducting and documenting on-site quality checks of a rolling sample of crew work. Supervisors must verify that work reported on DAS has been completed and meets parks standards. As well, quality assurance staff are now responsible for systematically reviewing a rolling sample of DAS to ensure they are filled out completely, with no deficiencies.

As part of the response to recommendation #2, PFR issued a memo to all parks staff to reinforce time and attendance reporting expectations and is developing additional training that will be delivered this winter season.

In response to recommendation #4, PFR and Fleet Services are working collaboratively to install GPS on all remaining Parks vehicles. To date, we have installed telematics on 173 vehicles identified for installation, targeting installation on all Parks Class 1-8 vehicles by the end of 2024.

As part of the response to recommendation #5, PFR issued a memo to parks staff outlining the requirements and process for completing and storing DAS.

As part of the response to recommendation #12, PFR has initiated training sessions on DAS to ensure staff are aware of the accountability and sign-off requirements, as well as the requirement for every crew member to be aware of the contents of their crew's DAS.

PFR has implemented recommendation #14 by requiring crews to record the vehicle odometer readings at the start and end of each shift on their DAS. This requirement will be in place until full Global Positioning System (GPS) automation is achieved.

PFR has also established an Implementation Leadership Group and an Internal Partners Table to facilitate timely, effective, and accountable delivery of Council's

recommendations, and is organizing listening sessions with front-line staff to discuss audit findings and the workplace culture staff and management aspire to build together.

This report outlines immediate actions PFR has taken to address the recommendations made by the Auditor General. PFR will continue to implement the Auditor General's recommendations to improve how Parks Forestry and Recreation performs maintenance operations to keep parks clean, safe and beautiful.

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SIGNATURE

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