

Supplementary Information to the Auditor General's Report, "Audit of Parks Branch Operations - Phase 1: Improving Oversight of Day-to-Day Maintenance Helps to Ensure City Parks are Beautiful, Clean and Safe"

Date: November 12, 2024

To: City Council

From: Auditor General

Wards: All

REASON FOR CONFIDENTIAL INFORMATION

Confidential Attachment 1 to this report deals with personal matters about an identifiable person.

SUMMARY

On October 15, 2024, the Audit Committee considered the Auditor General's report (September 30, 2024), "Audit of Parks Branch Operations - Phase 1: Improving Oversight of Day-to-Day Maintenance Helps to Ensure City Parks are Beautiful, Clean and Safe".

The Audit Committee requested the Auditor General to report directly to the November 13, 14 and 15, 2024 meeting of City Council with:

1. A breakdown of the Audit of Parks Branch Operations - Phase 1 findings by City Ward; and
2. The specific parks that were analyzed in the Audit of Parks Branch Operations - Phase 1, and identify those parks by zone and classification.

This report provides supplementary information in response to the Audit Committee's request.

RECOMMENDATIONS

The Auditor General recommends that:

1. City Council direct that Confidential Attachment 1 to this report remain confidential in its entirety, as it deals with personal matters about an identifiable person.

FINANCIAL IMPACT

The recommendation in this report has no financial impact.

DECISION HISTORY

The Auditor General's report (September 30, 2024), "Audit of Parks Branch Operations - Phase 1: Improving Oversight of Day-to-Day Maintenance Helps to Ensure City Parks are Beautiful, Clean and Safe" was considered by the Audit Committee on October 15, 2024 and was adopted with amendments. It will be considered at the November 13, 14 and 15, 2024 meeting of City Council.

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

COMMENTS

This report responds to the Audit Committee's request for the Auditor General to report directly to the November 13, 14 and 15, 2024 meeting of City Council with:

1. A breakdown of the Audit of Parks Branch Operations - Phase 1 findings by City Ward; and
2. The specific parks that were analyzed in the Audit of Parks Branch Operations - Phase 1, and identify those parks by zone and classification.

1. Breakdown of Audit of Parks Branch Operations - Phase 1 findings by City Ward

The first phase of the audit of Parks Branch Operations focused on parks maintenance activities conducted in 2023.

The Parks Branch divides maintenance operations across four districts and the Waterfront covering 29 local areas. During the audit, we selected a sample of Daily Activity Sheets (referred to as DAS or daily logs) from:

- the week of June 12, 2023, covering 477 parks in eight wards/areas across the four districts and one area of the Waterfront
- the week of August 28, 2023, covering 431 parks in eight wards/areas across the four districts

The wards/areas covered by our review included:

- West: Ward 5, Ward 7, and part of Wards 3 & 4,
- North: Ward 6, Ward 8, Ward 17
- South: Ward 9, Ward 10, Ward 12
- East: Ward 20, Ward 21, Ward 24
- Waterfront: Eastern Beaches (Wards 14 & 19)

The sample of 85 daily logs to GPS reports was drawn from across the four districts and an area of the Waterfront, covering all 31 City-owned vehicles identified in our overall sample of daily logs where the GPS information was available at the time of our audit.

A breakdown of findings by district is included in Attachment 1. There is a potential that breaking down the findings further by ward/area can lead to the identification of specific crews or employees and may have an impact on personal matters about an identifiable person. Therefore, the breakdown of Audit of Parks Branch Operations - Phase 1 findings by City Ward is presented in Confidential Attachment 1.

2. Parks that were analyzed in the Audit of Parks Branch Operations - Phase 1, by zone and classification

Toronto's parks come in all shapes and sizes. They are located throughout communities and neighbourhoods, ravines, and along the waterfront. The City's parkland and ravine system cover 13 per cent of the total land area of the City, which includes over 1,500 parks and encompasses over 8,000 hectares of land.

The Parks Branch has an extensive set of service level standards for operations and maintenance of parks. The level of service may depend on the season and whether a park location has dedicated staff on site. As the Parks Branch does not have a centralized listing identifying service levels by park, we assessed all parks in our sample against the "generally maintained" (minimum) service level standards for general parkland maintenance and litter picking, splash / spray pad maintenance, and washroom maintenance.

Our review covered crews maintaining over 650 parks across 12 local ward/areas and one area of the Waterfront, during a week in June and/or August 2023. The breakdown of parks, by ward/area and classification is included in Attachment 2.

CONTACT

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SIGNATURE

Tara Anderson
Auditor General

ATTACHMENTS

Attachment 1: Audit Results by District

Attachment 2: Parks by Ward/Area and Classification

Confidential Attachment 1: Audit Results by Ward