

Response to City Auditor’s Report

The following table summarizes the management response and update to the City Auditor’s report (Calgary Neighbourhoods’ Support of Community Associations Audit AC2017-0401):

Section 4.1 External Communication – Report Content		
Recommendation 1	Management Response	Update
<p>The Director of Calgary Neighbourhoods broaden the “Status of Community Associations and Social Recreation Organizations on City-Owned Land” to include relevant information on risks to the City (LOC Compliance) identified in Calgary Neighborhoods’ Review Process including:</p> <ul style="list-style-type: none"> • Financial • Land Use • Facility Management • Organizational Health 	<p>Phase 1 - Provide a revised report format to include relevant information on risks identified in the areas of facility management, financials and land use.</p>	<p>Phase 1</p> <p><i>Financial Risk Reporting</i> Financial risk to The City is identified through community groups rated as elevated risk or high risk (Attachment 3).</p> <p><i>Land Use Risk Reporting</i> Community groups are adhering to permitted uses and discretionary uses on City land, as outlined in land use bylaw IP2007. The risk for this report change has been rolled into the Organizational Health Risk Reporting. Ninety-three per cent of community associations (CA) with leases/licenses of occupation reported were in alignment with permitted and discretionary uses.</p> <p><i>Facility Management Risk Reporting</i> Powerplan, a corporate asset management decision support application, went live in June 2019 within Facility Management. To date, the database has been populated with asset information on 15 community groups within the portfolio of community</p>

Section 4.1 External Communication – Report Content (continued)		
		associations and social recreation groups. This information has been translated to reflect a building condition rating for main buildings only within the 2019 report. Administration will continue to upload asset information from lifecycle studies as they are completed over the next 3 years. It is anticipated all assets in the portfolio will be uploaded by Q2 2023.
Recommendation 1	Management Response	Update
	Phase 2 – Calgary Neighbourhoods will define relevant data on organizational health and refine the collection method as necessary. The Council report will be further revised to include information on organizational health.	Phase 2 <i>Organizational Health Risk Reporting</i> Administration developed a new organizational health assessment tool and process with input from community associations involved in the 2018 pilot, resulting in 100 per cent of community associations with a lease/license of occupation assessed.
Section 4.2 External Communication – Report Format		
Recommendation 2	Management Response	Update
The Director of Calgary Neighbourhoods revise the Annual Status Report format to highlight the following: <ul style="list-style-type: none"> • CAs with a concern or sustainability issue, and • Ratios or measures that monitor overall CA health and service to the community 	-Work with Calgary Neighbourhoods Research and Reporting staff to develop several effective Results-Based Accountability (RBA) measures regarding CA health and service to the community -Revise the annual status report format to include a measure on service -Prepare a draft report that addresses sustainability and includes the RBA measures	A tool was developed to capture individual and collective measures of service to the community and was piloted with all community associations. Further refinement of the tool is required to determine the best measures and establish a baseline. Results will be reported in 2020.