

311 Response Audit

RECOMMENDATIONS:

That the Audit Committee:

1. Receive this report for the Corporate Record; and
2. Recommend that Council receive this report for the Corporate Record.

HIGHLIGHTS

- Bylaw 30M2004 (as amended) established the position of City Auditor and the powers, duties and functions of the position. In accordance with Bylaw 30M2004 (as amended), the City Auditor reports the outcome of all audits to the Audit Committee (including Administration's response and corrective actions to be taken in regard to specific recommendations). The City Auditor is accountable to Council and subject to the oversight of Audit Committee under Bylaw 33M2020.
- What does this mean to Calgarians? The City Auditor's Office (CAO) provides independent and objective audit assurance services to add value to The City of Calgary (The City) and enhance public trust.
- Why does it matter? The 311 service connects Calgarians to City information and services they need, through the 311 Calgary mobile app, 311 online or by calling 311 by phone. Since May 2005 311 has received more than 16 million calls from Calgarians requesting information and services.
- The objective of this audit was to assess the effectiveness of the service request (SR) response process across the City. The results of our audit of a sample of SR indicated that processes across the City to respond to citizen 311 SR were generally aligned to the criteria supporting an effective response. However, through our sample we identified variation in how SR could be raised by a citizen, tracked and resolved, which could negatively impact response effectiveness and efficiency and citizen experience. Given the number and range of services offered by The City, and the high potential for variation of SR response to grow, we recommended Customer Service & Communications seek direction from City leadership regarding the continuation of the City's strategy of providing citizen information and issue resolution through 311 as the initial point of contact. To the extent City leadership provide direction 311 will continue to be the single point of contact or an option for citizen contact, the future effectiveness and efficiency of SR response across The City can be enhanced through a 311 governance and accountability framework, which will support Business Unit consistency by incorporating a standardized approach to SR resolution, SR timelines, and monitoring expectations, and a working group supporting digital tools implementation.
- Strategic alignment: Citizen Priority – A Well-Run City.

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ATTACHMENTS

1. 311 Response Audit – AC2021-0923 ATT 1
2. 311 Response Audit Presentation Slide – AC2021-0923 ATT 2

DEPARTMENT CIRCULATION

Name	Title, Department or Business Unit	Approve/Consult/Inform
Liz Ormsby	Acting City Auditor	Approve
David Duckworth	City Manager	Inform
Carla Male	Chief Financial Officer	Inform
Jennifer McMurtry	Director, Customer Service & Communications	Inform
Clarke Bellamy	Manager, 311 Citizen Services	Inform