

(ACP2014-0221) ACCESS CALGARY PERFORMANCE AUDIT

EXECUTIVE SUMMARY

The intent of the performance audit is to examine the operations of Access Calgary to identify effectiveness and efficiency, future requirements and potential enhancements to services provided. Areas that have been reviewed include and are not limited to: customer service, eligibility criteria, software systems and information technology (IT), contracts with service providers and the long term sustainability of Access Calgary.

RECOMMENDATIONS

That the Audit Sub-Committee on Access Calgary Program:

1. Receive this Report for information;
2. Recommend that Audit Committee receive this Report for information; and
3. Direct that this Report, the Attachment and the In camera discussions remain confidential under Sections 16(1) and 24(1)(a), (c) and (d) of the *Freedom of Information and Protection of Privacy Act*, until the Audit Committee rises and reports.

RECOMMENDATION OF THE AUDIT SUB-COMMITTEE ON ACCESS CALGARY PROGRAM, DATED 2014 FEBRUARY 25:

That the Audit Committee:

1. Receives this Report for information; and
2. Direct that this Report, the ~~distributed~~ Attachment and the In Camera discussions remain confidential under Sections 16(1) and 24(1)(a), (c) and (d) of the *Freedom of Information and Protection of Privacy Act*, until the Audit Committee rises and reports.

RECOMMENDATION OF THE AUDIT COMMITTEE, DATED 2014 MARCH 20:

That Council:

1. ~~Receives~~ this Report for information; and
2. Directs that this Report, the Attachment and the In Camera discussions remain confidential under Sections 16(1) and 24(1)(a)(c) and (d) of the *Freedom of Information and Protection of Privacy Act*, until **Council** rises and reports.

(ACP2014-0221) ACCESS CALGARY PERFORMANCE AUDIT

Excerpt of the Minutes of the Regular Meeting of the Audit Committee, dated
2014 March 20:

“2. Forwards Report AC2014-0242 to the in camera portion of the 2014 March 31 Regular Meeting of Council for information; and”

PREVIOUS COUNCIL DIRECTION / POLICY

At the 2012 September 20 meeting, Audit Committee approved AC2012-0643 – *Terms of Reference for the Access Calgary Performance Audit (ACP2012-0621)*.

BACKGROUND

At the 2012 September 20 meeting, the Audit Committee approved the terms of reference for the Access Calgary Performance Audit.

Converge Consulting Group Inc. was selected through an RFP process and work has been ongoing to complete the performance audit and report back to the Audit Sub-Committee on Access Calgary Program.

On June 20, 2013, Access Calgary provided an overview of Access Calgary to the Sub-Committee.

On August 28, 2013, the Sub-Committee received the Access Calgary Performance Audit Report ACP2013-0652 for information and directed further consultation and management response. Further, the Sub-Committee directed that the Report and Attachment remain confidential.

INVESTIGATION: ALTERNATIVES AND ANALYSIS

Not applicable.

Stakeholder Engagement, Research and Communication

Not applicable.

Strategic Alignment

The goals of Access Calgary are aligned with imagineCALGARY, PlanIt, the CTP and MDP, as well as RouteAhead, the framework to guide public transit in Calgary over the next 30 years.

Social, Environmental, Economic (External)

None

(ACP2014-0221) ACCESS CALGARY PERFORMANCE AUDIT

Financial Capacity

Current and Future Operating Budget:

None

Current and Future Capital Budget:

None

Risk Assessment

Extremely short time frame to complete the Access Calgary performance audit should extensive analysis be required. This may affect the outcomes and recommendations of the performance audit.

REASON(S) FOR RECOMMENDATION(S):

The Access Calgary Performance Audit has been completed.

ATTACHMENT(S)

1. Access Calgary Performance Audit