

Parks & Open Spaces- Contracted Mowing Services Audit

PURPOSE

The purpose of this report is to communicate the outcome of the Contracted Mowing Services Audit, including Administration's response and corrective actions.

PREVIOUS COUNCIL DIRECTION

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.

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.
3. Recommend that the Confidential Attachment and Closed Meeting discussions be held confidential pursuant to Section 16 (Disclosure harmful to business interests of a third party) of the *Freedom of Information and Protection of Privacy Act*, to be reviewed no later than July 25, 2039.

RECOMMENDATION OF THE AUDIT COMMITTEE, 2024 JULY 25:

That Council:

1. Receive this report for the Corporate Record; and
2. Recommend that the Confidential Attachment and Closed Meeting discussions be held confidential pursuant to Section 16 (Disclosure harmful to business interests of a third party) of the *Freedom of Information and Protection of Privacy Act*, to be reviewed no later than July 25, 2039.

HIGHLIGHTS

- What does this mean to Calgarians? The City Auditor's Office provides independent and objective audit assurance services to add value to The City of Calgary and enhance public trust.
- Why does it matter? Effective management of contracted mowing services is critical to support The City of Calgary in maintaining a healthy and vibrant parks system to enhance the quality of life for Calgarians. Parks maintains and stewards almost 8,700 hectares of public spaces and contracts out the majority of mowing services (turf mowing, litter removal and trimming). Since public spaces are important to Calgarians and are highly visible, there is an impact to citizen satisfaction when contracted deliverables are not met and an impact to Parks resources if they have to complete mowing in-house.

**City Auditor's Report to
Audit Committee
2024 July 25**

**ISC: UNRESTRICTED
AC2024-0843
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RISK

Recommendations in this audit report support Administration in their on-going mitigation activities related to the Service Delivery and Reputation Principal Corporate Risks.

ATTACHMENT

1. CONFIDENTIAL Parks & Open Spaces- Contracted Mowing Services Audit AC2024-0843
ATT

DEPARTMENT CIRCULATION

Name	Title, Department or Business Unit	Approve/Consult/Inform
Liz Ormsby	City Auditor	Approve
David Duckworth	Chief Administrative Officer	Inform
Carla Male	Chief Financial Officer	Inform
Doug Morgan	General Manager - Operational Services	Inform
Kyle Ripley	Director, Parks & Open Spaces	Inform
David Hobson	Manager Parks South Region	Inform

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City Clerks: C. Doi / K. Picketts