

## 2017 Municipal Election Review

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### EXECUTIVE SUMMARY

The City Auditor's Office issued the 2017 Municipal Election Review Report to Administration on July 17, 2018. The report includes Administration's response to four recommendations raised by the City Auditor's Office. Administration accepted all recommendations and has committed to the implementation of action plans no later than September 30, 2019. The City Auditor's Office will track the implementation of these commitments as part of our on-going follow-up process.

### RECOMMENDATIONS

1. That Audit Committee receive this report for information; and
2. That Audit Committee recommend that Council receive this report for information.

### PREVIOUS COUNCIL DIRECTION / POLICY

Bylaw 30M2004 (as amended) established the position of City Auditor and the powers, duties and functions of the position. Under the City Auditor's Office Charter, the City Auditor presents an annual risk-based audit plan to Audit Committee for approval. The City Auditor's Office 2017/18 plan was approved on 10 November 2016. The City Auditor is accountable to Council and subject to the oversight of Audit Committee under Bylaw 48M2012 (as amended).

### BACKGROUND

The last Calgary election was held on October 16, 2017. The public expressed concerns about their Election Day experience, including long line ups at voting stations and delays in reporting of election results. The City responded to these concerns on October 17, 2017, confirming the accuracy of election results and compliance with legislation, as well as committing to improving election processes. As part of the process improvement initiative, the City Clerk/Returning Officer requested that City Auditor's Office undertake a root cause analysis review.

This audit was undertaken as new addition to the approved City Auditor's Office 2017/18 Annual Audit Plan and was communicated as part of the City Auditor's Office 3<sup>rd</sup> Quarter 2017 Report to the Audit Committee. The objective of this review was to conduct a root cause analysis of the unexpected events that negatively impacted the voter Election Day experience.

### INVESTIGATION: ALTERNATIVES AND ANALYSIS

Our root cause analysis identified four significant contributing factors that led to increased voter wait times, voting station accessibility concerns and delays in the reporting of election results on Election Day. Three significant contributing factors, if not addressed, could result in the reoccurrence of increased voter wait times and accessibility concerns in future elections:

- Insufficient initial ballot supply.
- Insufficient voting station selection process.
- Absence of a detailed staffing plan.

A fourth contributing factor which delayed the reporting of Election Day results was insufficient After the Vote procedures to support voting stations in accounting for ballots supplied, completing the ballot count, and communicating results to the Elections Office.

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### **Stakeholder Engagement, Research and Communication**

This audit was conducted with Laura Kennedy, City Clerk, as the principal audit contact within Administration.

### **Strategic Alignment**

Audit reports assist Council in its oversight of the City Manager's administration and accountability for stewardship over public funds and achievement on value for money in City operations.

### **Social, Environmental, Economic (External)**

N/A

### **Financial Capacity**

#### **Current and Future Operating Budget**

N/A

#### **Current and Future Capital Budget**

N/A

### **Risk Assessment**

The activities of the City Auditor's Office serve to promote accountability, mitigate risk, and support an effective governance structure.

Significant contributing factors identified in this review, if not addressed, could result in the reoccurrence of increased voter wait times, accessibility concerns and delays in the reporting of election results in future elections.

### **REASON FOR RECOMMENDATIONS**

Bylaw 48M2012 (as amended) states: "Audit Committee receives directly from the City Auditor any individual audit report and forwards these to Council for information."

### **ATTACHMENT**

AC2018-0852 ATT 2017 Municipal Election Review