

www.pwc.com/ca

The Corporation of the City of London

Quarterly Report on Internal Audit Results

June 21, 2016

pwc

Agenda

	Page
Rating Scale – Status of Past Action Items	3
Summary of Past Action Items – Status	4
Delayed Action Plans: Housing Access Centre Process Review - Housing, Social Services and Dearness Home (2014)	5
Delayed Action Plans: By-law Enforcement & Licensing - Development & Compliance Services (2014)	6

Rating Scale – Status of Past Project Action Plans

Closed

All action plans have been addressed by the appointed Action Plan Lead.

On Track

All action plans targeted for completion have been addressed. Action Plan Leads are progressing well towards future action plan targets.

Some Delays

Some action plans targeted for completion have not been addressed. Action Plan Leads have revised some targets.

Not Addressed

Action plans targeted for completion have not been addressed by the appointed Action Plan Lead.

Status of Past Project Action Plans

Project	Status
Budgeting Process - <i>Corporate Services/Finance (2013)</i>	Closed
Housing Access Centre Process Review - <i>Housing, Social Services & Dearness Home (2014)</i>	Some delays
By-law Enforcement & Licensing - <i>Development & Compliance Services (2014)</i>	Some delays

Delayed Action Plans: Housing Access Centre Process Review - Housing, Social Services and Dearness Home (2014)

#	Action Plan	Original Expected Target Date	Revised Expected Target Date	Reason(s) for Delay(s) and Management Action Plans for Completion
3	It is recommended that the City continue to support HCI. Furthermore, it is recommended that the Housing Division consider including the following features and functionalities in the new web-based system: (1) Staff access controls; (2) Ability for users to submit their applications and supporting documents online; (3) Blank field and character logic to mitigate against submission of incomplete/inaccurate forms; (4) Unit vacancy tracking capabilities; and (5) Flexibility to eventually support integration of choice-based letting programs.	June 30, 2016	December 2017	Management is well underway with this initiative and the project is in the middle of development with a projected full system implementation date by the end of 2017. In addition, 8 new service managers have agreed to license the system once fully developed through early adoption funding provided by the Province.

Delayed Action Plans: By-law Enforcement & Licensing - Development & Compliance Services (2014)

#	Action Plan	Original Expected Target Date	Revised Expected Target Date	Reason(s) for Delay(s) and Management Action Plans for Completion
1	It is recommended that the City consider replacing the spreadsheet with another reporting and tracking mechanism that is more automated.	December 2015	August 2016	The project is in progress – software purchased and implementation/ testing has begun.
3	The City is planning to use an automated conversion approach in dealing with data for business licensing and taxi records to reduce the risk of errors and system failure. Development & Compliance Services and ITS should continue to work together to finalize an approach to converting the business licensing and taxi licensing from Oracle to a more capable system such as Amanda.	December 2015	February 2017	This IT project is approved and expected to be implemented by February 2017.
8	Recommended that the City review and update the current Animal Control By-law and consider updating the associated fees to align with like municipalities. It is recommended that management consider reviewing the Business Licence By-law to include additional establishments that are common amongst peer municipalities that London does not currently enforce. It is also recommended that management consider updating the residential licensing and renewal fees to align with comparable municipalities, and consider changing the fee to be on a per unit, rather than per property, basis.	June 2015 for Business by-law December 2015 for fees	June 2016 August 2016	A report on this initiative will be presented to CPSC in June 2016. A report on rental license fees is expected in August 2016.

Delayed Action Plans: By-law Enforcement & Licensing - Development & Compliance Services (2014) ...continued

#	Action Plan	Original Expected Target Date	Revised Expected Target Date	Reason(s) for Delay(s) and Management Action Plans for Completion
10	It is recommended that the City investigate implementing the Administrative Monetary Penalties system for both parking and animal enforcement.	December 2015	May 2017	AMP software has been purchased and AMPs for parking is expected to be implemented in early 2017.
11	It is recommended that the City consider, similar to the private parking enforcement contracts, negotiating with other private lot owners to secure lot management or enforcement contracts in which the City enforces the lots.	December 2015	May 2017	This project is ongoing, but additional time needed to consider and implement this action plan.
14	It is recommended that management consider removing fees and fines amount from individual by-laws and include them in the Various Fees and Charges By-law A-47 as this document is updated annually. Consideration should also be given to updating the Various Fees By-law to index the fees in line with the provincial CPI.	December 2015	December 2016	Expected to be implemented in the fall of 2016 during the annual Fees and Charges by-law amendment

This publication has been prepared for general guidance on matters of interest only, and does not constitute professional advice. You should not act upon the information contained in this publication without obtaining specific professional advice. No representation or warranty (express or implied) is given as to the accuracy or completeness of the information contained in this publication, and, to the extent permitted by law, PricewaterhouseCoopers LLP, its members, employees and agents do not accept or assume any liability, responsibility or duty of care for any consequences of you or anyone else acting, or refraining to act, in reliance on the information contained in this publication or for any decision based on it.

© 2013 PricewaterhouseCoopers LLP. All rights reserved. In this document, "PwC" refers to PricewaterhouseCoopers LLP, an Ontario limited liability partnership, which is a member firm of PricewaterhouseCoopers International Limited, each member firm of which is a separate legal entity.