

## Introduction and Update

BC Public Sector Internal Audit Forum  
Vancouver, BC

# PRESENTATION OUTLINE



AUDITOR GENERAL FOR  
LOCAL GOVERNMENT

➤ Vision and Mandate

➤ Our Audits

➤ Current Audits and Perspective Series:

*Local Government's Role in Ensuring Clean Drinking Water*  
*Emergency Management In Local Government*

➤ Looking Forward

➤ Questions and your comments

# VISION AND OUR COMMITMENT



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## OUR VISION

**TO BE A VALUABLE RESOURCE  
FOR LOCAL GOVERNMENTS  
AND OTHER STAKEHOLDERS**

## OUR COMMITMENT

**TO WORK COLLABORATIVELY  
WITH LOCAL GOVERNMENTS**

# AGLG ACT ENABLES THE OFFICE



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## Mandate

- Conduct performance audits of local government operations

## Potential Auditees

- 161 municipalities, 27 regional districts, and 2 greater boards
- Improvement and irrigation districts currently not in AGLG mandate

## Purpose

- Provide local governments with objective information and relevant advice that will assist them in their accountability to their communities for the stewardship of public assets and the achievement of value for money in their operations

## Practices

- Conduct audits according to CPA Canada assurance standards

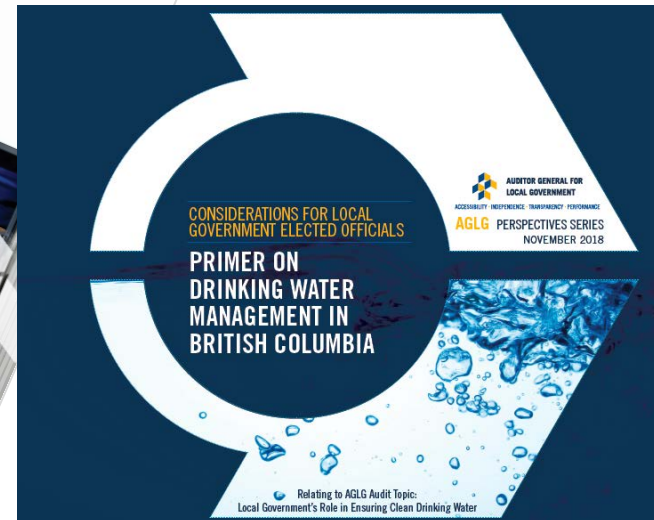
# REPORTING



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## OUR REPORTS

<b>Achieving Value for Money in Operational Procurement</b>
City of Revelstoke
Regional District of Fraser-Fort George
District of West Vancouver
Comox Valley Regional District
City of Vernon
Corporation of Delta
<b>Emergency Management in Local Governments</b>
Town of Sidney
<b>Learnings from Local Government Capital Procurement Projects and Asset Management Programs</b>
City of Cranbrook
City of Campbell River
District of North Vancouver
City of Dawson Creek
District of Sechelt
City of Rossland (Part 1 of 2)
City of Rossland (Part 2 of 2)
<b>Local Government Performance in Managing Policing Agreements and Police Budget Oversight</b>
City of Williams Lake
City of New Westminster
City of Port Alberni
City of Merritt
City of Surrey
<b>Local Government's Role in Ensuring Clean Drinking Water</b>
City of Kelowna
Regional District of Okanagan-Similkameen
<b>Managing the Inherent Risks of Limited Human Resources within Small Local Governments</b>
District of Tofino
District of Port Edward
City of Fernie
City of Nelson
District of Squamish
<b>Perspective Series Booklets</b>
Improving Local Government Emergency Management
Improving Local Government Procurement Processes
Policing Services Performance Assessment
Asset Management for Local Governments
Oversight of Capital Project Planning & Procurement



## IN PROGRESS

- Additional Drinking Water Perspectives Series Booklets
- Drinking Water Audit-Township of Langley
- Emergency Management: District of Mission, Capital Regional District (and FVRD in planning phase)



# LOCAL GOVERNMENT'S ROLE IN ENSURING CLEAN DRINKING WATER



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## ► Why this topic?

- The well-being of every British Columbian— and every B.C. community—depends on access to clean drinking water
- For many residents in B.C. our local government provides our drinking water
- 2016 Engagement/Audit Planning process also identified this as an area of risk and an audit topic of value

WATER CONSUMERS TYPICALLY EXPECT THAT  
DRINKING WATER:



IS AVAILABLE 24 HOURS PER DAY



IS FREE OF PATHOGENS  
AND TOXIC CHEMICALS



IS FREE OF OBJECTIONABLE  
TASTES AND ODOURS



IS DELIVERED WITH  
ADEQUATE PRESSURE  
AT ALL TIMES



IS AVAILABLE IN SUFFICIENT  
VOLUME TO MEET  
DEMAND AT ALL TIMES

# WHAT WE LOOK AT



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## AUDIT CRITERIA BASED ON

- Government regulations
- Good practices
- Input from subject matter experts
- Academic research
- International standards

## EXAMPLES OF GOOD PRACTICES

- Full cost accounting
- Asset management planning
- Source water protection planning
- Conservation oriented pricing
- Multi-barrier approach
- Continual improvement
- Business continuity planning
- Coordinated emergency planning



# LOCAL GOVERNMENT'S ROLE IN ENSURING CLEAN DRINKING WATER



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## SOME OF OUR RECOMMENDATIONS

- Develop an asset management system to enable decisions based on asset conditions, full life cycle costing and risk analysis
- Consider a full cost recovery approach for water services
- Introduce a performance management system
- Implement a formal routine maintenance and inspection program
- Develop a formal strategy for risk identification, mitigation and reporting
- Ensure alignment between water quality sampling program specifications and its water quality sampling frequency



# PRIMER ON DRINKING WATER MANAGEMENT IN BRITISH COLUMBIA



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- **Content developed for local government elected officials (e.g. council members, regional district board members)**
- **Q&A format**
- **Three main sections: 1) Improving Water Literacy, 2) Understanding Drinking Water Roles and Responsibilities, 3) Understanding Sustainable Financing**



# EMERGENCY MANAGEMENT BOOKLET



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**AGLG**

PERSPECTIVE SERIES  
APRIL 2018



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ACCESSIBILITY · INDEPENDENCE · TRANSPARENCY · PERFORMANCE

IMPROVING LOCAL GOVERNMENT

## EMERGENCY MANAGEMENT

Considerations for Local Government  
Council and Board Members



**RELATING TO AGLG AUDIT TOPICS:**

Local Government's Role in Ensuring Clean Drinking Water  
Emergency Management in Local Government

# IMPROVING LOCAL GOVERNMENT EMERGENCY MANAGEMENT



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## ► Why a Perspectives series booklet on emergency management?

- Important to understand the importance of emergency management and being prepared
- Emergency management affects critical services (e.g. drinking water) and community resilience
- Necessity for an integrated and embedded approach to emergency management



# IMPROVING LOCAL GOVERNMENT EMERGENCY MANAGEMENT



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## ➤ During our audit work, we learned that local governments face some of these challenges:

- Lack a strategic approach to emergency management and organization-wide business continuity planning
- Did not regularly update, test or make their water system emergency response plans available to staff
- Did not have business continuity planning completed for critical services
- Focus on some aspects of emergency management, but with little emphasis on recovery and resilience
- Lack knowledge of procedures or roles and responsibilities of various parties involved
- Do not recognize the impact of emergencies and recovery on other vital systems (e.g. IT) and impact on critical services like drinking water



# AUDIT TOPICS 2019 FORWARD



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## **Potential Future Topics:**

- Capital Project Management – *in planning now for 2019*
- Asset Management
- Fire Protection Service
- Liquid Waste and Sewage Treatment
- Housing Development, Affordable Housing and Homelessness
- Public Consultation and Engagement
- Procurement, Contract Management and Shared Services