

Introduction and Update

LMLGA, Port Coquitlam

PRESENTATION OUTLINE



AUDITOR GENERAL FOR
LOCAL GOVERNMENT

- The AGLG and Performance Audit

- 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

PERFORMANCE AUDITS



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WHAT IS A PERFORMANCE AUDIT?

- ▶ Performance audits, sometimes called “value-for-money” audits evaluate the operations of local governments in areas such as:
 - Operational and capital procurement
 - Human resources
 - Emergency management
 - Drinking water
- ▶ Focused on Effectiveness, Efficiency and Economy
- ▶ Each audit topic is different; scope, planning and criteria – look at risk
- ▶ Not to be confused with annual financial audits which tend to be more limited in scope



REPORTING



**AUDITOR GENERAL FOR
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OUR REPORTS

Achieving Value for Money in Operational Procurement
City of Revelstoke
Regional District of Fraser-Fort George
District of West Vancouver
Comox Valley Regional District
City of Vernon
Corporation of Delta
Emergency Management in Local Governments
Town of Sidney
Learnings from Local Government Capital Procurement Projects and Asset Management Programs
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)
Local Government Performance in Managing Policing Agreements and Police Budget Oversight
City of Williams Lake
City of New Westminster
City of Port Alberni
City of Merritt
City of Surrey
Local Government's Role in Ensuring Clean Drinking Water
City of Kelowna
Regional District of Okanagan-Similkameen
Managing the Inherent Risks of Limited Human Resources within Small Local Governments
District of Tofino
District of Port Edward
City of Fernie
City of Nelson
District of Squamish
Perspective Series Booklets
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
- Subject matter experts input
- 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 lifecycle 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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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

QUESTIONS AND COMMENTS?



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CONNECT WITH US



The AGLG welcomes your feedback and comments.

WEB: www.aglg.ca

EMAIL: info@aglg.ca

PHONE: 604-930-7100

FAX: 604-930-7128

MAIL: 201-10470 152nd Street Surrey BC V3R 0Y3



Please follow us on Twitter: @BC_AGLG

