**Minute No. 659**
**Report – Executive Policy Committee – September 21, 2021**

**Item No. 25 Municipal Cemeteries Investigation**

COUNCIL DECISION:

Council concurred in the recommendation of the Executive Policy Committee and adopted the following:

1. That the Municipal Cemeteries Investigation Report be received as information.

**Report – Executive Policy Committee – September 21, 2021**

DECISION MAKING HISTORY:

Moved by His Worship Mayor Bowman,

That the recommendation of the Executive Policy Committee be adopted by consent.

Carried

EXECUTIVE POLICY COMMITTEE RECOMMENDATION:

On September 21, 2021, the Executive Policy Committee, in its capacity as the Audit Committee, concurred in the recommendation of the Winnipeg Public Service and submitted the matter to Council.

# ADMINISTRATIVE REPORT

**Title:** Municipal Cemeteries Investigation

**Critical Path:** Audit Committee - Council

## AUTHORIZATION

| Author | Department Head | CFO | CAO |
|---|---|---|---|
| B. Mansky<br>City Auditor | B. Mansky<br>City Auditor | | |

## EXECUTIVE SUMMARY

The Audit Department received several Fraud and Waste Hotline reports for the Municipal Cemeteries Branch. The reports included allegations regarding existing processes, lack of oversight for office staff, and field safety concerns. Our investigation focused on examining business processes and procedures, evaluating the adequacy of the cemeteries information system, and assessing the roles and responsibilities of the Branch.

A summary of the key observations include:

- There is limited oversight for the interment processes completed by the Customer Service Advisors and the Branch's Operations Manual needs to be updated.
- Annual performance reviews have not been completed in the last four years and job descriptions should be updated as required.
- Safety concerns were not communicated to the direct supervisor in accordance with City procedures and practices (i.e. written form).
- The cemeteries information system is adequate, however, the system's capabilities are not being fully utilized and has resulted in the majority of business processes being performed manually. This is due to the significant amount of data entry required for the Brookside Cemetery with limited resources and is expected to take 10 years or more.
- The Branch's employee car allowance claims are in accordance with City policies and there are adequate processes in place for tracking staff time.

## RECOMMENDATIONS

1. That the Municipal Cemeteries Investigation Report be received as information.

## REASON FOR THE REPORT

The report is being submitted in accordance with the City Organization By-law 7100/97 section 19(d)(iv) that the Audit Committee will "receive and review audit reports, and table such reports with its recommendations at a regular meeting of Executive Policy Committee."

**IMPLICATIONS OF THE RECOMMENDATIONS**

The most important component of an audit recommendation is its implementation. The Public Service is responsible for providing a management response to the report; their responses have been included in the attached report.

The Public Service has agreed to implement all of the recommendations. Six of the recommendations will be implemented by the end of 2021 and the seventh recommendation will be part of a long term action plan that will likely require ten years or more to complete.

**HISTORY/DISCUSSION**

The focus of the 2021 Audit Plan includes a number of investigations. The investigations are based on the areas identified as high-priority through preliminary examinations of previous year's Fraud and Waste Hotline reports. The Cemeteries Branch Investigation was one of those investigations identified within that audit plan. That plan was approved by Council on November 26, 2020.

**FINANCIAL IMPACT**

## Financial Impact Statement **Date:** June 10, 2021

## Project Name:

Municipal Cemeteries Investigation

**COMMENTS:**

There are no financial implications to the recommendations of this report.

*(Electronically signed by F. Dela Cruz)*
Fernando Dela Cruz, CPA, CGA
Acting Manager of Finance (Campus)
Corporate Finance Department

## CONSULTATION

This Report has been prepared in consultation with:

Planning, Property and Development Department

## OURWINNIPEG POLICY ALIGNMENT

01-3 Prosperity - Direction 1 - Provide Efficient and Focused Civic Administration and Governance

This report supports the demonstration of accountability through reporting and to continuously pursue innovative, streamlined service delivery and decision-making processes.

## WINNIPEG CLIMATE ACTION PLAN ALIGNMENT

The City of Winnipeg Audit Department provides assurance on the efficiency, effectiveness and economy of City programs and activities, thus enabling an organizational operating environment that promotes support of the vision and targets of the Winnipeg Climate Action Plan.

## SUBMITTED BY

Department: Audit Department
Prepared by: Bryan Mansky, City Auditor
Date: June 2021

Attachments: