

**CITY OF HAMILTON  
PERFORMANCE AUDIT REPORT (2015-03)  
OFFICE OF THE CITY CLERK – AGENDA PROCESS  
FOLLOW UP**

<b>AUDIT SERVICES' RECOMMENDATION</b>	<b>MANAGEMENT ACTION PLAN</b>	<b>FOLLOW UP (SEPTEMBER 2017)</b>
1. That consistent with the motion put forth by the Audit, Finance and Administration Committee on March 9, 2015, the Information Technology Division review survey results and consider the challenges and concerns identified by other municipalities, Member of Council and staff in their investigation of publishing agendas electronically.	Agreed. The City Clerk's Office will be responsible for reviewing survey results and take into consideration the challenges and concerns identified by other municipalities, Members of Council and staff in their investigation of publishing agendas electronically. A report will be prepared by the City Clerk's Office with input from the IT Division for the Audit, Finance & Administration Committee in Q4, 2015.	Completed. The City Clerk has considered and reported on the challenges and concerns identified by other municipalities, Members of Council and staff as part of procuring new agenda management software.
2. That the City Clerk and Information Technology Divisions assess the overall cost savings, taking into consideration technology-related costs in the adoption of electronic or paper-reduced agenda distribution processes or strategies and report alternatives back to the Audit, Finance and Administration Committee.	Agreed. The City Clerk's Office will work with the Information Technology Division to assess the overall costs, taking into consideration technology-related costs in the adoption of electronic or paper-reduced agenda distribution process. A report will be prepared by the City Clerk's Office for the Audit, Finance and Administration Committee in Q4, 2015 with input from Information Technology with a strategy for the implementation of an electronic or paper-reduced agenda distribution process prior to the 2018-2022 Term of Council.	Completed. The City Clerk provided the General Issues Committee with a cost estimate to procure new agenda management software. This system contains the functionality to adopt an electronic or paper-reduced agenda distribution process.

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FOLLOW UP – SEPTEMBER 2017**

<b>AUDIT SERVICES' RECOMMENDATION</b>	<b>MANAGEMENT ACTION PLAN</b>	<b>FOLLOW UP (SEPTEMBER 2017)</b>
<p>3. That Council consider the options put forth by Audit Services and the information to be received from the Information Technology Division. Direction should be provided to staff if the decision is made to move forward with an electronic agenda process.</p>	<p>Agreed. Upon being directed by Council to move forward with an electronic agenda process, the City Clerk's Office will engage the Information Technology Division to implement the Council-preferred electronic or paper-reduced agenda distribution process prior to the 2018-2022 Term of Council.</p>	<p>Initiated. Council has approved the procurement of new agenda management and livestreaming software. Although this software is capable of supporting a paperless agenda process, there is a risk that this effort will not gain traction without support from Council and senior management. The City Clerk indicated that consideration will be given to moving staff to a paperless agenda process in early 2018 after the new agenda management software has been implemented for a period of time.</p> <p>Expected Implementation: Q2 2018.</p>
<p>4. That the City Clerk track the number of agendas printed and distributed for use by the public and proactively reduce the quantity printed to minimize unused copies.</p>	<p>Agreed. The City Clerk's Office will re-examine the number of agendas for use by the public and will proactively reduce the quantities printed to minimize unused copies on an ongoing basis. Anticipated completion: Q4, 2015.</p>	<p>Completed. Overall, the City Clerk has reduced the number of agendas printed for the public by 21 copies and continues to look for opportunities to further reduce extra copies printed for the public that are not used.</p>