




INFORMATION REPORT

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| TO: | Chair and Members General Issues Committee |
| COMMITTEE DATE: | April 3, 2024 |
| SUBJECT/REPORT NO: | Red Hill Valley Parkway Inquiry: Management Update (PW24011) (City Wide) |
| WARD(S) AFFECTED: | City Wide |
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| SUBMITTED BY: | Carlyle Khan General Manager Public Works Department |
| SIGNATURE: |  |

COUNCIL DIRECTION

In order to address the recommendations mentioned in the November 29, 2023, Red Hill Valley Parkway Inquiry Report from the Honorable Mr. Justice Herman J. Wilton-Siegel, Council instructed the General Manager of Public Works to establish an Interdepartmental Working Group on December 13, 2023.

By March 31, 2024, the General Manager, Public Works was required to give the General Issues Committee an initial update on the formation of the Interdepartmental Working Group and related Action Plan. Additionally, the General Issues Committee is expected to receive updates bi-annually regarding the Action Plan's progress.

INFORMATION

On April 24, 2019, Council passed a resolution requesting that a judicial inquiry (the "Inquiry") be commenced to investigate a number of issues related to the Red Hill Valley

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

SUBJECT: Red Hill Valley Parkway: Management Update (PW24011) (City Wide)
– Page 2 of 4 - REVISED

Parkway, and a consultant's report concerning friction testing on the Red Hill Valley Parkway in 2013 that was not previously disclosed to Council or the public.

In May 2019, The Honourable Mr. Justice Herman J. Wilton-Siegel (the "Commissioner") was appointed to preside over the Inquiry, which centred on 24 questions posed by Council referred to as the Terms of Reference, Appendix "A" to Report PW24011. The City chose to proceed with the Inquiry because of the public nature of the hearings, and in the interest of promoting accountability and transparency, while maintaining the trust of the general public and various stakeholders.

On November 29, 2023, the Commissioner released the "Report of the Red Hill Valley Parkway Inquiry" ("Inquiry Report"), which provided a summary of the key evidence received by the Inquiry, and the Commissioner's findings related to the Terms of Reference, including any recommendations to prevent future incidents of non-disclosure of significant information to Council.

Report PW23029(a) provides a high-level summary of the Commissioner's findings relating to the key Terms of Reference. The Commissioner has made a total of 36 recommendations in response to the matters outlined in the Inquiry Terms of Reference. These recommendations included making changes to the City's by-laws, policies, and procedures and are aimed at preventing any future incidents of non-disclosure of information to Council. Of the 36 recommendations, 11 have been identified as having a city-wide impact, with the remaining 25 recommendations pertaining to Public Works.

The recommendations have been categorized into the following 8 categories:

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| 1. Traffic Safety on the Red Hill Valley Parkway and Lincoln M. Alexander Parkway |
| 2. Delineating the Roles and Responsibilities of City Staff |
| 3. The Culture Within the Public Works Department |
| 4. Information Sharing and Communication Among Staff |
| 5. Staff Reporting Obligations |
| 6. Staff Communications with the Media and Public |
| 7. Consultant Engagements and Assignments |
| 8. Staff Reports |

Management agreed with all 36 recommendations.

SUBJECT: Red Hill Valley Parkway: Management Update (PW24011) (City Wide)
– Page 3 of 4 - REVISED

The purpose of Information Report, Red Hill Valley Parkway Inquiry: Management Update (PW24011), is to provide the General Issues Committee with a status report on the formation of the Interdepartmental Working Group and associated Action Plan, as directed.

The Governance Structure to manage the City's response to the findings of the Inquiry Report identifies the City Manager as Sponsor and final approver of the Action Plan. Further direction and guidance will be provided by the Senior Leadership Team as Champions of the City's response.

An Interdepartmental Working Group has been established that is representative of areas across the corporation, representing the Transportation Division, Engineering Services Division, and the Corporate Asset Management Division in Public Works, as well as the Transportation Planning and Parking Division in Planning & Economic Development, Strategic Initiatives in Healthy and Safe Communities Department, Information Technology Division and Office of the City Clerk from Corporate Services, and Human Resources Systems & Operations Division in Human Resources. Legal Services has been identified as a support member of the Working Group. The Governance Structure and Terms of Reference for the Interdepartmental Working Group is presented in Appendix "A" and "B" to Report PW24011.

An Action Plan to manage the City's response to the Inquiry Report recommendations has been developed and work is underway in completing the various action items. A summary of the progress to date is attached as Appendix "C" to Report PW24011.

Implementation of the recommendations will incorporate industry best practices and embed continuous improvement and quality management processes where applicable. The initiatives will integrate with existing corporate systems and programs where appropriate. Where appropriate, actions that have corporate-wide applicability are identified and the scope for implementation is expanded.

The Action Plan includes standard operating procedures that enhance the Public Works Quality Management System ("Management System"). The Management System documents processes, procedures, and responsibilities to safely, effectively, and efficiently deliver the services related to the Public Works Department, while meeting applicable legislative and regulatory requirements. Expected dates of completion of action items are included and available in the attached Action Plan. Timelines were developed with a focus on completing tasks where possible in 2024. Larger implementations that are city-wide may require additional time and therefore have been identified in 2025. Actions in addition to and over and above the Inquiry Report are identified in Appendix "D" to Report PW24011.

SUBJECT: Red Hill Valley Parkway: Management Update (PW24011) (City Wide)
– Page 4 of 4 - REVISED

As required, a subsequent report will be provided to the General Issues Committee by December 2024 which will include a further status update on the progress of implementing the recommendations from the Inquiry Report and will identify required resources. Updates will continue bi-annually until actions are closed.

APPENDICES AND SCHEDULES ATTACHED

Appendix “A” to Report PW24011 – Red Hill Valley Inquiry Working Group Governance Structure

Appendix “B” to Report PW24011 – Red Hill Valley Inquiry Working Group Terms of Reference

Appendix “C” to Report PW24011 – Red Hill Valley Inquiry Action Plan

Appendix “D” to Report PW24011 – Red Hill Valley Parkway Summary of Changes / Modifications Made