

# Target Solutions Compliance Audit



## Objective

Do City employees complete TargetSolutions assigned training on a timely basis? What percentage of courses are completed within 30 days of the due date?

## Background

Safety and Risk Management is responsible for the development, organization, coordination and implementation of safety programs and safety education. Employees in each City department are required to complete various training. TargetSolutions is an online training management solution that was originally utilized starting in 2012 by the Fire Department. The software features hundreds of training courses for anything from EMS recertification to Fire Extinguisher safety and Blood Borne Pathogen training. It also allows for the creation of customized training and videos to meet specific City needs. In October 2018, TargetSolutions was implemented Citywide to manage our online training.

## What Was Found

Overall, City staff does a good job of completing TargetSolutions assignments timely, which was determined by completing within 30 days of the due date. Compliance is one of the four citywide employee performance dimensions in the evaluation process which includes "safety, training and departmental compliance," meaning TargetSolutions training is under this umbrella. The audit reviewed 8,944 completed assignments from January 1, 2019 through June 30, 2020. The target completion percentage was set at 90% of the assignments completed within 30 days of the due date. Finance is doing a great job with over 98% of courses completed within 30 days of due date. The City's average was 91% which met the stated target.

<u>Department</u>	<u>&gt;30 Days Late</u>	<u>Total</u>	<u>% Timely</u>
Finance	2	132	98.48%
Fire	218	4919	95.57%
Human Resources	3	61	95.08%
Information Technology	4	64	93.75%
Police	157	1927	91.85%
Public Works	56	662	91.54%
City Manager/Legal	7	79	91.14%
Neighborhood & Community Services	30	228	86.84%
Parks and Recreation	195	856	77.22%

## Audit Recommendation

Parks and Recreation has multiple division compliance officers, but should consider having a lead administrative compliance person for the department to coordinate and ensure courses are completed timely. Management should review as part of the employee annual evaluation review of compliance.