

CITY OF VAUGHAN

**EXTRACT FROM COUNCIL MEETING MINUTES OF SEPTEMBER 20, 2016**

Item 1, Report No. 9, of the Finance, Administration and Audit Committee, which was adopted, as amended, by the Council of the City of Vaughan on September 20, 2016, as follows:

***By receiving Communication C1, from the Director of Internal Audit, dated September 7, 2016.***

**1      INTERNAL AUDIT REPORT – MTO DRIVER CERTIFICATION PROGRAM SPECIFIED PROCEDURES INSPECTION – VAUGHAN FIRE AND RESCUE SERVICE**

**The Finance, Administration and Audit Committee recommends approval of the recommendation contained in the following report of the Director of Internal Audit, dated September 6, 2016:**

**Recommendation**

The Director of Internal Audit recommends that:

1. The Internal Audit Report on the MTO Driver Certification Program Specified Procedures Inspection for Vaughan Fire and Rescue Service be received.

**Contribution to Sustainability**

Internal Audit activities and reports contribute to the sustainability of the City by providing independent, objective advice and assurance that controls supporting the effective delivery of services and programs are effective.

**Economic Impact**

There are no direct economic impacts associated with this report.

**Communications Plan**

Not applicable.

**Purpose**

To present to the Finance, Administration and Audit Committee the Internal Audit Report on the MTO Driver Certification Program Specified Procedures Inspection for Vaughan Fire and Rescue Service.

**Background - Analysis and Options**

Vaughan Fire and Rescue Service (VFRS) requested that Internal Audit perform the 2016 Specified Procedures Inspection as required by the Ontario Ministry of Transportation (MTO) for continued participation in the Driver Certification Program (DCP). The Internal Audit department was approved by the MTO in 2014 to provide DCP attestation services for the City of Vaughan. We performed the inspection using the standard DCP audit program and submitted the corresponding report to MTO in June 2016.

The purpose of the DCP is to allow participating organizations to conduct their own driver training and testing on behalf of the MTO. As a participant in the DCP, Vaughan Fire and Rescue Service is authorized to conduct driver training and administer MTO testing for employees who require a licence upgrade or renewal in order to operate VFRS vehicles as part of their regular duties. This ensures that VFRS vehicles are operated by competent drivers who have been properly trained and possess the appropriate licence in compliance with Ministry legislations as well as City of Vaughan policies and procedures, and eliminates the travel and wait times that would otherwise be incurred by employees to attend an MTO DriveTest Centre to complete their training and testing.

**CITY OF VAUGHAN**

**EXTRACT FROM COUNCIL MEETING MINUTES OF SEPTEMBER 20, 2016**

Item 1, Finance Report No. 9 – Page 2

Internal Audit identified the following opportunities for improvement during the review:

- Revise the road test routes as directed by the MTO, and submit for their approval.
- Adopt the standard MTO road test evaluation form, or submit an alternate form to the MTO for approval.
- Include a copy of the route used for each licence upgrade road test in the corresponding Driver File.
- Develop a daily agenda and daily sign-in sheets for the driver training course, and keep all sign-in sheets for completed courses in the DCP Master File.
- Develop and implement standard procedures for data entry in the DCP online system, and seek clarification from the MTO when appropriate.

Implementing these recommendations will help to ensure continued compliance with DCP policies and procedures.

We will follow up on the status of outstanding recommendations related to this review and will report the status to the Finance, Administration and Audit Committee.

**Relationship to Term of Council Service Excellence Strategy Map (2014-2018)**

This report supports the Term of Council Priority: Continue to Advance a Culture of Excellence in Governance, and the Service Excellence Initiatives: Service Delivery Options and Corporate Governance and Accountability Framework.

**Regional Implications**

Not applicable.

**Conclusion**

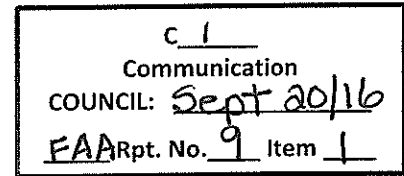
Vaughan Fire and Rescue Service has submitted revised road test routes to MTO for approval and is currently investigating the remaining opportunities for improvement identified during the review.

**Attachment**

None

**Report prepared by:**

Catherine Atkari, CIA, CFE  
Internal Auditor



**DATE:** September 07, 2016

**TO:** Honourable Mayor Bevilacqua and Members of Council

**FROM:** Kevin Shapiro, Director of Internal Audit

**RE:** **REPORT #9, ITEM 1, OF THE SEPTEMBER 6, 2016 FINANCE, ADMINISTRATION AND AUDIT COMMITTEE**

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### Purpose

To provide an update on the information requested at the September 06, 2016 meeting of the Finance, Administration and Audit Committee regarding the implementation of recommendations related to the Vaughan Fire and Rescue Service (VFRS) Driver Certification Program (DCP).

### Background

At the September 6, 2016 meeting of the Finance, Administration and Audit Committee, a request was made by the Committee for a further update on the status of the recommendations which were reported in the Internal Audit Report – MTO Driver Certification Program Specified Procedures Inspection – Vaughan Fire and Rescue Service.

Follow up of Internal Audit recommendations through Management Action Plans (MAPs) is performed to ensure that management actions have been effectively implemented and appropriate controls and processes have been put in place to mitigate risks identified during the audit.

For every recommendation, management provides Internal Audit with the name of the individual who is accountable and responsible for implementing the MAPs and an estimated completion date. Internal Audit assesses the estimated completion date for reasonableness and timeliness of the action, based on the assessed risk.

Action plans that have been completed and vetted by Internal Audit prior to the conclusion of the audit will be noted as such in the report. At the conclusion of this audit on July 1<sup>st</sup>, 2016 all five recommendations were still in the process of being actioned by VFRS.

During the September 06, 2016 meeting, in response to a Committee member's inquiry, Chief Bentley indicated that all the report recommendations have now been implemented through the VFRS Training Division.

VFRS provided the following information to Internal Audit on September 6<sup>th</sup> so that we could commence our follow up activities to confirm that the recommendations have been actioned:

- **Audit Recommendation:** Revise the road test routes as directed by the MTO, and submit for their approval.

Action Taken by VFRS: On July 11<sup>th</sup>, 2016 VFRS submitted road test routes to the MTO and copied Internal Audit on the email submission. Confirmation of route approval was received from the Ministry on the same day.

- **Audit Recommendation:** Adopt the standard MTO road test evaluation form, or submit an alternate form to the MTO for approval.

Action Taken by VFRS: VFRS has ordered a supply of the standard MTO evaluation forms from the Ministry and will use these going forward.

- **Audit Recommendation:** Include a copy of the route used for each license upgrade road test in the corresponding Driver File.

Action Taken by VFRS: VFRS has issued a memorandum with instruction to all DCP Signing Authorities to ensure that appropriate records are included in the corresponding Driver Files in accordance with Ministry requirements. A copy of the memorandum has been provided to Internal Audit for our records.

- **Audit Recommendation:** Develop a daily agenda and daily sign-in sheets for the driver training course, and keep all sign-in sheets for completed courses in the DCP Master File.

Action Taken by VFRS: VFRS has prepared a daily agenda for the driver training course listing topics and timing of instruction, and has developed a sign-in sheet template to be used in all future driver training courses and filed when completed in the DCP Master File. Copies of the agenda and sign-in sheet template have been provided to Internal Audit for our records.

- **Audit Recommendation:** Develop and implement standard procedures for data entry in the DCP online system and seek clarification from the MTO when appropriate.

Action Taken by VFRS: VFRS has issued a memorandum with instruction to all DCP Signing Authorities to ensure that data entry in the DCP online system is performed in a consistent and timely manner, and has provided a copy of the memorandum to Internal Audit for our records.

### **Conclusion**

Internal Audit has determined that subsequent to the completion of the Specified Procedures Inspection, Vaughan Fire and Rescue Service has now implemented all recommendations contained in the Internal Audit Report – MTO Driver Certification Program Specified Procedures Inspection – Vaughan Fire and Rescue Service.

### **Attachments**

None.

### **Report prepared by:**

Kevin Shapiro CIA CFE CRMA  
Director, Internal Audit

Catherine Atkari, CIA, CFE  
Internal Auditor



Respectfully submitted,

Kevin Shapiro CIA CFE CRMA  
Director, Internal Audit

**INTERNAL AUDIT REPORT – MTO DRIVER CERTIFICATION PROGRAM SPECIFIED PROCEDURES INSPECTION – VAUGHAN FIRE AND RESCUE SERVICE**

**Recommendation**

The Director of Internal Audit recommends that:

1. The Internal Audit Report on the MTO Driver Certification Program Specified Procedures Inspection for Vaughan Fire and Rescue Service be received.

**Contribution to Sustainability**

Internal Audit activities and reports contribute to the sustainability of the City by providing independent, objective advice and assurance that controls supporting the effective delivery of services and programs are effective.

**Economic Impact**

There are no direct economic impacts associated with this report.

**Communications Plan**

Not applicable.

**Purpose**

To present to the Finance, Administration and Audit Committee the Internal Audit Report on the MTO Driver Certification Program Specified Procedures Inspection for Vaughan Fire and Rescue Service.

**Background - Analysis and Options**

Vaughan Fire and Rescue Service (VFRS) requested that Internal Audit perform the 2016 Specified Procedures Inspection as required by the Ontario Ministry of Transportation (MTO) for continued participation in the Driver Certification Program (DCP). The Internal Audit department was approved by the MTO in 2014 to provide DCP attestation services for the City of Vaughan. We performed the inspection using the standard DCP audit program and submitted the corresponding report to MTO in June 2016.

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Internal Audit identified the following opportunities for improvement during the review:

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### **Relationship to Term of Council Service Excellence Strategy Map (2014-2018)**

This report supports the Term of Council Priority: Continue to Advance a Culture of Excellence in Governance, and the Service Excellence Initiatives: Service Delivery Options and Corporate Governance and Accountability Framework.

### **Regional Implications**

Not applicable.

### **Conclusion**

Vaughan Fire and Rescue Service has submitted revised road test routes to MTO for approval and is currently investigating the remaining opportunities for improvement identified during the review.

### **Attachment**

None

### **Report prepared by:**

Catherine Atkari, CIA, CFE  
Internal Auditor

Respectfully submitted,

Kevin Shapiro CIA CFE CRMA  
Director, Internal Audit