

## Chapter 36

### Central Services—Fleet Maintenance

#### 1.0 MAIN POINTS

The Ministry of Central Services (formerly Ministry of Government Services) maintains a fleet of approximately 4,500 vehicles. These vehicles are used by government ministries and other government agencies. In 2007, we assessed the Ministry of Central Services' (Ministry) processes to maintain its vehicle fleet. We concluded that it did not have adequate processes to maintain its vehicles in a safe condition and in an economical manner. We made three recommendations.

In this chapter, we report that the Ministry has made progress in addressing our recommendations but still has work to do. The Ministry has developed a new computer system to assist in ensuring its fleet meets safety standards and that its repair and maintenance records are reliable. However, it has not yet documented and approved its procedures for the use of its new computer system. Also, the reports to the Ministry's senior management do not sufficiently detail the level of compliance with the safety standards in *The Traffic Safety Act*.

#### 2.0 INTRODUCTION

In 2007, we assessed the Ministry's processes to maintain its vehicle fleet. Our *2008 Report – Volume 1*, Chapter 6 concluded that the Ministry did not have adequate processes at December 31, 2007 to maintain its vehicles in a safe condition and in an economical manner. We made three recommendations.

This is our second follow-up to assess the Ministry's progress in addressing our past recommendations. Our first follow-up was reported in our *2010 Report – Volume 2*, Chapter 10, where we found that the Ministry still had work to do to meet our recommendations.

To conduct this review, we followed the standards for assurance engagements published in the *CPA Canada Handbook – Assurance*. To evaluate the Ministry's progress towards meeting our recommendations, we used the relevant criteria from the original audit. The Ministry's management agreed with the criteria in the original audit.

#### 3.0 STATUS OF RECOMMENDATIONS

This section sets out each recommendation, the Ministry's actions up to August 31, 2013, and the status of the recommendations. We found that while the Ministry has made some progress, it still has work to do to meet our recommendations.



### 3.1 Processes to Ensure Vehicle Fleet Meets the Safety Standards of *The Traffic Safety Act*

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We recommended that the Ministry of Central Services (formerly Ministry of Government Services) establish processes to ensure its vehicle fleet meets the safety standards of *The Traffic Safety Act*. (2008 Report – Volume 1; Public Accounts Committee agreement June 16, 2008)

**Status** – Partially Implemented

In 2008, the Ministry implemented a requirement that all vehicles in its fleet must have semi-annual safety inspections to help the Ministry determine if its fleet meets the standards of *The Traffic Safety Act*.

In April 2012, the Ministry implemented a new computer system called FleetWave to manage its vehicle fleet. FleetWave will also help the Ministry track the required semi-annual inspections. All vehicles in the Ministry's fleet are entered into this system along with their inspection due dates. This system monitors when the inspections are due and sends out notices to those responsible for ensuring they are completed. Once the inspections are done, the information is entered into the system by Ministry employees. FleetWave then automatically determines the next semi-annual inspection date. Employees manually track and follow up the overdue inspections.

The Ministry has drafted procedures to track vehicle inspections; however, the procedures are not yet finalized and approved. Documented and approved policies and procedures will help ensure overdue inspections are appropriately followed up. Management expects to have the policies and procedures related to its FleetWave system completed and approved by December 31, 2013.

### 3.2 Reliable Maintenance and Repair Records

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We recommended that the Ministry of Central Services (formerly Ministry of Government Services) keep reliable maintenance and repair records for its vehicles. (2008 Report – Volume 1; Public Accounts Committee agreement June 16, 2008)

**Status** – Partially Implemented

As indicated in **Section 3.1**, the FleetWave system was implemented in April 2012. This system tracks the repairs and maintenance records related to the vehicles in the Ministry's fleet. The Ministry has drafted procedures for ensuring repairs are entered into the system; however, these procedures are not yet finalized and approved. The Ministry expects to finalize these policies and procedures in conjunction with those noted in **Section 3.1**.

### 3.3 Reports to Senior Management

We recommended that the senior management of the Ministry of Central Services (formerly Ministry of Government Services) receive reports to verify that vehicles are maintained in a safe condition and in an economical manner. (2008 Report – Volume 1; Public Accounts Committee agreement June 16, 2008)

**Status** – Not Implemented

Senior management currently receives reports on a monthly basis. However, these reports do not provide enough detail to alert them to vehicles that are not being maintained as required by *The Traffic Safety Act*. The reports show the number of vehicles that have not had a safety inspection in the last six months. However, they do not indicate the length of time that the inspections are overdue. This information would help management determine if the overdue inspections listed in the report are caused by a delay in entering information or that the inspections have not been completed and additional follow-up procedures are necessary.

Management indicated that the FleetWave system should help provide more informative reports. They also stated that the Ministry is currently working on developing policies and procedures to provide the information needed for management to follow up on outstanding inspections. They expect to finalize these policies and procedures by December 31, 2013.

