

## Chapter 43

### Central Services—Fleet Maintenance

#### 1.0 MAIN POINTS

The Ministry of Central Services (Ministry) maintains a fleet of approximately 4,400 vehicles.<sup>1</sup> These vehicles are used by government ministries and other government agencies. In our 2007 audit of the Ministry's 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.

By June 30, 2015, the Ministry had implemented all three recommendations. The Ministry has developed a new computer system to help it ensure its fleet meets safety standards, and keep reliable repair and maintenance records. It has documented and approved procedures for the use of this system. Also, the Ministry gave its senior management periodic reports on compliance with the safety standards in *The Traffic Safety Act*.

#### 2.0 INTRODUCTION

This chapter reports the results of our third follow-up on the Ministry's progress in addressing three recommendations we made initially in our 2007 audit of the Ministry's processes to maintain its vehicles in a safe condition and in an economical manner.<sup>2</sup> We reported our first follow-up in our *2010 Report – Volume 2*, Chapter 10, and our second follow-up in our *2013 Report – Volume 2*, Chapter 36. In each, we found that while the Ministry was making progress, it had not implemented the recommendations.

To conduct this review engagement, 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.

In this follow-up, we held discussions with management and reviewed supporting documentation. We tested a sample of items to determine whether the Ministry's processes were working as intended.

#### 3.0 STATUS OF RECOMMENDATIONS

This section sets out each recommendation including the date on which the Standing Committee on Public Accounts agreed to the recommendation, the status of the recommendation at June 30, 2015, and the Ministry's actions up to that date. We found that the Ministry had implemented each of the recommendations.

<sup>1</sup> Ministry of Central Services, *2013-14 Annual Report*, p. 5.

<sup>2</sup> *2008 Report – Volume 1*, Chapter 6.



### 3.1 Adequate Processes to Ensure Vehicle Fleet Meets the Safety Standards of *The Traffic Safety Act* and Reliable Records Kept

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** – Implemented

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** – Implemented

In 2008, the Ministry implemented a requirement that all vehicles in its fleet must have a semi-annual safety inspection 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 helps the Ministry track the required semi-annual inspections. It automatically determines the next inspection due dates, tracks when the inspections are due, and sends notifications to relevant staff of the upcoming inspection requirements. Also, it tracks the repairs and maintenance records related to the vehicles in the Ministry’s fleet.

The Ministry has recorded information about all of its vehicles into the system. In late 2013, the Ministry documented and approved procedures to track vehicle inspections. These procedures give staff guidance for using the FleetWave system. In 2014, the Ministry had documented and approved its procedures for entering repairs and maintenance into the system.

For a sample of overdue inspections, we found staff followed expected procedures and appropriately followed up overdue inspections. For a sample of repairs and maintenance invoices, we found staff followed the expected procedures.

## 3.2 Adequate Reporting 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** – Implemented

Senior management receives monthly reports that provide adequate information about the condition of the Ministry's vehicles, consistent with approved policies. These monthly reports:

- › Show monthly maintenance expenses
- › Outline the number of vehicles overdue for their inspections
- › Include the inspection date and follow-up actions taken for vehicles that are late for their semi-annual inspections by more than 90-days

