

## Chapter 23

# Saskatchewan Government Insurance—Confirming Only Qualified Drivers Remain Licensed

### 1.0 MAIN POINTS

By November 2019, Saskatchewan Government Insurance (SGI) continued to work on implementing one outstanding recommendation we reported in 2016.

SGI entered information promptly into its AutoFund IT system consistent with its procedures for the vehicle impoundments, criminal code convictions, and roadside suspensions we tested.

Staff are not always entering driver information about out-of-province summary offence tickets into the AutoFund IT system within the expected timeframes. SGI has clear, formal guidance on timeframes to record driver information. Delays in entering traffic offence information can delay the commencement of SGI's disciplinary process for unsafe drivers.

### 2.0 INTRODUCTION

#### 2.1 Background

*The Traffic Safety Act* makes SGI responsible for issuing licences to eligible drivers, and confirming that only qualified drivers remain licensed to operate motor vehicles. It may suspend or revoke licences from individuals whose habits or conduct make their operation of a motor vehicle a source of danger to the public. Alternatively, it may sanction them (e.g., require the completion of a defensive driving course).

SGI, on behalf of the Saskatchewan Auto Fund, registers vehicles, licenses drivers, and provides related services to approximately 800 thousand drivers and approximately 1.2 million vehicles and trailers in Saskatchewan.<sup>1</sup> Enforcement (e.g., policing) of traffic safety laws is the responsibility of law enforcement—not SGI.

#### 2.2 Focus of Follow-Up Audit

This chapter describes our second follow-up of management's actions on the recommendations we reported in 2016. Our *2016 Report – Volume 1*, Chapter 15, concluded, for the 12-month period ended December 31, 2015, SGI had effective processes to confirm only qualified drivers remain licensed to operate motor vehicles, except for the five areas in which we made recommendations.<sup>2</sup> By January 31, 2018, SGI implemented four recommendations and partially implemented one.<sup>3</sup>

<sup>1</sup> 2018–19 Saskatchewan Auto Fund Annual Report, p. 8.

<sup>2</sup> The original report regarding these recommendations can be found at [auditor.sk.ca/publications/public-reports](http://auditor.sk.ca/publications/public-reports). We reported the original auditor work in our *2016 Report – Volume 1*, Chapter 15 (pp. 181-199).

<sup>3</sup> We reported our previous follow up on SGI's actions on recommendations in our 2018 Report – Volume 1, Chapter 27 (pp. 281-285).



To conduct this audit engagement, we followed the standards for assurance engagements published in the *CPA Canada Handbook—Assurance (CSAE 3001)*. To evaluate SGI's progress toward meeting our recommendations, we used the relevant criteria from the original audit. SGI management agreed with the criteria in the original audit.

To carry out our follow-up audit, we interviewed SGI staff and examined guidance provided to staff. We assessed whether SGI followed its guidance for entering driver information into its computer system.

## 3.0 STATUS OF RECOMMENDATION

This section sets out the recommendation including the date on which the Standing Committee on Crown and Central Agencies agreed to the recommendation, the status of the recommendation at November 30, 2019, and SGI's actions up to that date.

### 3.1 Written Guidance for Updating Driver Information Not Always Followed

***We recommended Saskatchewan Government Insurance establish written guidance outlining expected timeframes for entry of driver information into the computer system used to administer driver's licences.*** (2016 Report – Volume 1; p. 188, Recommendation 1; Standing Committee on Crown and Central Agencies agreement December 1, 2016)

**Status** – Implemented for criminal code convictions, vehicle impoundments, and roadside suspensions. Partially Implemented for out-of-province summary offence tickets.

Sometimes, staff are entering information about drivers and traffic offences occurring out-of-province into its computer system later than SGI's guidance expects.

SGI uses an IT system to track and maintain key information about drivers (i.e., the AutoFund IT system). As reported in our *2018 Report – Volume 1*, Chapter 27, follow-up audit, SGI updated its Driver Programs Procedure Manual to give staff clear, formal guidance on timeframes to record information in the AutoFund IT system. See expected timing in **Figure 1**.

**Figure 1—Expected Timing of Data Entry into AutoFund IT System**

Driver information	Expected frequency of data entry from original audit	Expected frequency of data entry at November 30, 2019, per SGI's Procedure Manual
Criminal Code Conviction (includes from other provinces)	3 days	5 days
Out-of-Province Summary Offence Tickets	As time permitted	14 days
Vehicle Impoundments	3 days	3 days
Roadside Suspensions (includes from other provinces)	3 days	3 days

Source: Developed by the Provincial Auditor's Office based on SGI records.

In the nine vehicle impoundment tickets, five criminal code convictions, and three roadside suspensions we tested, SGI entered the information promptly into its AutoFund IT system consistent with its procedures.

However, SGI did not enter driver information into its AutoFund IT system consistent with its procedure manual expectations for out-of-province summary offence tickets. For 13 out-of-province summary offence tickets we tested, staff entered two tickets later than the 14-day timeframe outlined in the procedure manual.

SGI received more than 11,000 out-of-province tickets for the period January 1, 2019 to November 15, 2019.

SGI gives staff more time to enter out-of-province summary offence tickets because it considers in- and out-of-province summary offence tickets (e.g., speeding tickets) as low risk. This is because not all summary offence tickets have demerit points associated with them. In addition, drivers need to accumulate a specific amount of demerit points before SGI's Driver Improvement Program requires an actionable item such as a driver's licence suspension or completion of a driver education course.

Delays in entering traffic offence information can delay the commencement of SGI's disciplinary process for unsafe drivers.