

DECISION/DIRECTION NOTE

Title: SJRFD Mechanical Division Internal Audit

Date Prepared: November 19, 2024

Report To: Audit Standing Committee

Councillor and Role: N/A

Ward: N/A Choose an item.

Decision/Direction Required:

To approve the SJRFD Mechanical Division audit report and the associated action plans put forth by management.

Discussion – Background and Current Status:

Through the office of the Fire Chief, the St. John's Regional Fire Department ("SJRFD") is responsible for providing St. John's and surrounding regions with a high standard of fire and emergency service in an efficient and economic manner. Services provided to the public include fire suppression, fire prevention, road traffic accident response, medical response, hazardous material and special teams' response, and 911 communication services.

The SJRFD's Mechanical Division plays an essential role in facilitating many of these frontline services. The division is responsible for the repair, maintenance, and testing of all fire apparatus and support equipment within the SJRFD. The division is also responsible for fire apparatus procurement and disposal and ensuring all vehicles are in compliance with the Newfoundland and Labrador Highway Traffic Act and corresponding Regulations.

The Office of the City Internal Auditor recently completed an audit of Mechanical Division. The audit concluded that Mechanical Division has a variety of effective and efficient processes in place to maintain its fleet of heavy-duty vehicles. These include a standardized request for service process, the use of an electronic fleet information management system to facilitate repairs and maintenance, standard supporting documentation that is mainly accurate and complete, skilled and knowledgeable management and staff, and documented safe work practices.

However, certain processes in place at Mechanical Division are ineffective and inefficient. As a result, potential legislative requirements and best practices relating to annual vehicle inspections and preventive maintenance are not being achieved. Management should therefore take action to ensure its heavy-duty vehicles undergo an annual motor vehicle inspection at an Official Inspection Station. Similarly, management can also improve its preventive maintenance process

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by making updates to its corresponding procedure, which is in draft format, and formally implementing the program. The potential addition of another human resource to Mechanical Division would make these recommended improvements more feasible and improve the overall operations of Mechanical Division.

Enhancements can also be made in other areas related to governance, inventory control, occupational health and safety, and information management systems. Both senior management and Mechanical Division management have been proactive in making improvements in these areas and continue to work to ensure Mechanical Division meets the needs of both internal stakeholders and the general public.

Details on the issues and related recommendations can be found in the attached audit report. Management has agreed with all the proposed recommendations and has also provided action plans and expected implementation dates for the recommendations.

The Office of the City Internal Auditor would like to thank the Mechanical Services Manager and the Fire Chief for their invaluable help and time during this review.

Key Considerations/Implications:

1. Budget/Financial Implications:

- There may be budget implications depending on how management decides to mitigate the risks highlighted in the report.

2. Partners or Other Stakeholders:

- Mechanical Division staff.
- SJRFD firefighters and support staff.
- The general public who rely on the SJRFD for fire and emergency response services.

3. Alignment with Strategic Directions:

An Effective City: Work with our employees to improve organizational performance through effective processes and policies.

Choose an item.

4. Alignment with Adopted Plans:

- N/A

5. Accessibility and Inclusion:

- There may be accessibility and inclusion implications depending on how management decides to mitigate the risk highlighted in the report.

6. Legal or Policy Implications:

- Policies and/or procedures have been recommended throughout this report.

7. Privacy Implications:

- There may be privacy implications depending on how management decides to mitigate the risks highlighted in the report.

8. Engagement and Communications Considerations:

- There may be engagement and communications considerations depending on how management decides to mitigate the risks highlighted in the report.

9. Human Resource Implications:

- There may be human resource implications depending on how management decides to mitigate the risks highlighted in the report.

10. Procurement Implications:

- There may be procurement implications depending on how management decides to mitigate the risks highlighted in the report.

11. Information Technology Implications:

- There may be information and technology implications depending on how management decides to mitigate the risks highlighted in the report.

12. Other Implications:

- There may be other implications depending on how management decides to mitigate the risks highlighted in the report.

Recommendation:

That Council approve the SJRFD Mechanical Division audit report and the associated action plans put forth by management.

Prepared by: Sean McGrath, Senior Internal Auditor

Approved by: Sean Janes, City Internal Auditor

Report Approval Details

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|----------------------|---|
| Document Title: | SJRFD Mechanical Division Internal Audit.docx |
| Attachments: | - SJRFD Mechanical Division Audit Report.pdf |
| Final Approval Date: | Nov 21, 2024 |

This report and all of its attachments were approved and signed as outlined below:

No Signature - Task assigned to Kevin Breen was completed by workflow administrator Theresa Walsh

Kevin Breen - Nov 21, 2024 - 2:26 PM