



City Auditor's Office

ISC: Unrestricted  
AC2022-0315 ATT2

# Fleet Operator and Public Safety Audit

## Why we did this

- Fleet Services (FS) supports City business units responsible for providing front-line services to citizens. FS ensures The City's fleet is operating safely and responsibly.
- The objective of this audit was to assess the design and operating effectiveness of key controls that support FS operator and public safety related to City Fleet operations.

## What we concluded

- Overall, we determined that FS processes to manage operator and public safety risks are generally effective.
- To enhance the FS safety program, we raised recommendations to strengthen:
  - Current safety compliance assessments, before and after vehicle usage controls;
  - City operators' re-certification controls to ensure the necessary skills to safely operate City vehicles; and
  - Development of a monitoring process to prevent dangerous fatigue-related incidents.

## Why it matters

- Safety of employees and members of the public is a key City priority.