



Status Update on Audit Recommendations from Internal Audit Reports as of June 30, 2021

Item 2E

September 2, 2021

Building Investment, Finance and Audit Committee

Report: BIFAC:2021-73

To: Building Investment, Finance and Audit Committee
("BIFAC")

From: Manager, Internal Audit

Date: August 13, 2021

PURPOSE:

The purpose of this report is to provide the BIFAC with a status update on Internal Audit's follow-up on outstanding recommendations from public Internal Audit reports submitted to the BIFAC as of June 30, 2021.

RECOMMENDATION:

It is recommended that the BIFAC receive this report for information.

REASONS FOR RECOMMENDATION:

Background

The Internal Audit Department reports to the BIFAC on our follow-up of all public Internal Audit reports issued to ensure that management has taken appropriate action to implement recommendations included in those reports.

Reports Issued

This report presents a review of outstanding recommendations from the following public Internal Audit report:

| Report Name | Covering Report Date | Date of BIFAC Meeting |
|--|----------------------|-----------------------|
| <i>Tenant Parking Charges Monitoring</i> | April 3, 2018 | April 12, 2018 |

Summary of Findings

The implementation status of the recommendations contained in the above report is summarized in the following table:

| Report Name | Total No. of Recs | Implemented | In Progress | Not Started |
|--|-------------------|-------------|-------------|-------------|
| <i>Tenant Parking Charges Monitoring</i> | 6 | 0 | 2 | 4 |
| Total | 6 | 0 | 2 | 4 |

Attachment 1 to this report sets out the recommendations that are in progress.

Attachment 2 to this report sets out the recommendations that have not been started.

In Attachments 1 and 2, target dates have been highlighted in red fonts if they are not within three years from the date of the BIFAC meeting when the report was presented.

IMPLICATIONS AND RISKS:

Recommendations from Internal Audit reports are meant to improve internal controls and processes of TCHC. Such recommendations hold little value if they are not fully and properly implemented by management. By conducting follow-up procedures, we are able to measure management's implementation of previous Internal Audit recommendations.

SIGNATURE:

“Karim Jessani”

Karim Jessani
Manager, Internal Audit

ATTACHMENTS:

1. Internal Audit Recommendations – In Progress as on June 30, 2021.
2. Internal Audit Recommendations – Not Started as on June 30, 2021.

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| Recommendation: | Status Update: | Target Date: | Staff: |
|---|---|--|--------|
| <p>access controls, version control, audit trails).</p> | <p>management database known as AIMS.</p> <p>Controls have been built into HoMES that limit staff authority to change the description of parking space categories within the system.</p> <p>Significant errors identified in former West region Contract Managed properties has slowed progress however we remain on track for completion in Q4 2021.</p> <p>Integrity of data to be reconciled and cleansed prior to the transfer of data to HoMES.</p> <p>To commence on completion of parking inventory which is in progress. (Recommendation #1(a)).</p> <p>As part of the transition of the Operations Division staff will be transferred to the Regional Offices on March 31, at which point vacancies in the parking team will be filled, and there will be capacity to address the recommendations.</p> | <p>Revised from Q2-2021</p> <p>Revised from Q4-2020</p> <p>Revised from Q2-2018</p> | |

| Recommendation: | Status Update: | Target Date: | Staff: |
|--|--|--|--------------------------------|
| <p>3. Management support the PEO enforcement process by (i) replacing the current barcode reader program/process with a simpler, more viable option and (ii) ensuring the PEOs can access up-to-date parking data and information from the field.</p> | <p>Work to replace the current Barcode Parking Permit with a more cost efficient Permit type is ongoing. Yardi / Voyageur is in process of developing a solution to simplify the ability of PEO's to access up to date Parking data.</p> <p>Work to replace the current Barcode Parking Permit with a more cost efficient Permit type is ongoing. Yardi / Voyageur to be leveraged to simplify the ability of PEO's to access up to date Parking data.</p> | <p>Q4-2021</p> <p>Revised from Q2-2021</p> <p>Revised from Q4-2020</p> <p>Revised from Q1-2019</p> | <p>William Anderson</p> |



Attachment 2
Toronto Community Housing Corporation Internal Audit Department
Internal Audit Recommendations – Not Started as at
June 30, 2021

Report: Tenant Parking Charges Monitoring
Presented to BIFAC on: April 12, 2018

| Recommendation: | Status Update: | Target Date: | Staff: |
|--|---|---|-------------------------|
| 2. Management perform a periodic analysis of a sample of tenant parking data to billing information for both DM and CM buildings, as a detective control to ensure tenants are paying for parking. | Process to be built into a refresh of the Parking Program and Yardi/Voyageur will be leveraged to run standardized reports. | Q4-2021 Revised from Q2-2021 Revised from Q4-2020 Revised from Q2-2018 | William Anderson |
| 4. Management develop a risk-based method of parking enforcement assignments in order to make the best use of limited resources. | In 2021 The administration of The Parking Program has transitioned to the CSU. CSU to leverage parking data to inform effective enforcement strategies. | Q4-2021 Revised from Q2-2021 Revised from Q4-2020 Revised from Q3-2018 | William Anderson |
| 5. Management review the functionality of all processes and systems used to record | This will require investments in handheld and other | Q4-2021 | William Anderson |

| Recommendation: | Status Update: | Target Date: | Staff: |
|--|--|--|--------------------------------|
| <p>parking permits and offence data and, where feasible (i) increase the automation of the data capture and (ii) identify fewer systems to replace the current legacy systems.</p> | <p>parking enforcement related technology.</p> | <p>Revised from Q2-2021</p> <p>Revised from Q4-2020</p> <p>Revised from Q1-2019</p> | |
| <p>6. Management determine the feasibility, including the cost/benefit, of increasing the use of a third-party service provider to administer all or part of the TCHC Parking Program, including enforcement.</p> | <p>Staff recommendation is to consider eliminating the reliance on 3rd party providers to manage this program. Consideration should be given examining the feasibility of bringing this work In-House in an effort to reduce Overhead and provide real time information that can be leveraged to inform effective enforcement strategies.</p> <p>Delayed due to restructuring and COVID-19</p> | <p>Q4-2021</p> <p>Revised from Q2-2021</p> <p>Revised from Q4-2020</p> <p>Revised from Q1-2019</p> | <p>William Anderson</p> |