

Item 2H - Status Update on Audit Recommendations from Internal Audit Reports as of December 31, 2021 TCHC Public Board Meeting - April 25, 2022 Report:TCHC:2022-20

## Attachment 2

## Toronto Community Housing Corporation Internal Audit Department Internal Audit Recommendations – Not Started as at December 31, 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.	Implementation of this business process is contingent upon the successful launch of Track 2B scheduled for May 2022. Current state there is a challenge to separating the Parking and Rental Revenue, it is expected that through further developments of the HoMES implementation that this issue will be resolved. ===== Process to be built into a refresh of the Parking Program and Yardi/Voyageur will be leveraged to run standardized reports.	Q3-2022 Q4-2021 Revised from Q2-2021 Revised from Q4-2020 Revised from Q2-2018	Allan Britton
<b>4.</b> Management develop a risk-based method of parking	COVID 19 has resulted in diminished enforcement	Q3-2022	Allan Britton



Recommendation:	Status Update:	Target Date:	Staff:
enforcement assignments in order to make the best use of limited resources.	capacity as a result of the City suspending parking enforcement for large periods of time during the pandemic and TCHC's limited capacity to hire new Parking Enforcement Officers during the pandemic has impacted our ability to collect data that would support risk based method of parking enforcement. This will be revisited once the province is further along in the reopening framework and business operations and data collection are better positioned to support this work. ===== 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	
<b>5.</b> Management review the functionality of all processes and systems used to record parking permits and offence data and, where feasible (i)	Implementation of this business process is contingent upon the successful launch of Track 2B scheduled for May 2022.	Q3-2022	Allan Britton



Recommendation:	Status Update:	Target Date:	Staff:
increase the automation of the data capture and (ii) identify fewer systems to replace the current legacy systems.	Additionally, maybe reliant upon the successful implementation of handheld technology and specialized scanners to enhance records keeping. This will require further deployment of HoMES across the TCHC portfolio and will also be impacted by any delays in CSU's ability to onboard an efficient Records Management System. The current CORA safety reporting application cannot support these improvements. ===== This will require investments in handheld and other parking enforcement related technology.	Q4-2021 Revised from Q2-2021 Revised from Q4-2020 Revised from Q1-2019	
<b>6.</b> 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	As a result of competing priorities related to COVID 19, FM and CSU have agreed that this piece of work must be delayed until	Q4-2022	Allan Britton



Recommendation:	Status Update:	Target Date:	Staff:
TCHC Parking Program, including enforcement.	we have moved further out of the pandemic. =====		
	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. Delayed due to restructuring and COVID-19	Q4-2021 Revised from Q2-2021 Revised from Q4-2020 Revised from Q1-2019	