
Audit Committee

Date

September 21, 2015

Time

9:00

Location

Council Chambers, 2nd Floor Civic Centre

300 City Centre Drive, Mississauga, ON L5B 3C1

Members Present

Mayor Bonnie Crombie	
Councillor Jim Tovey	Ward 1
Councillor Karen Ras	Ward 2
Councillor Ron Starr	Ward 6 (Chair)
Councillor Matt Mahoney	Ward 8

Staff Present

Janice Baker, City Manager and Chief Administrative Officer
Gary Kent, Commissioner, Corporate Services and Chief Financial Officer
Jeff Jackson, Director of Finance and Treasurer
Mark Beuparlant, Manager of Corporate Financial Services
Sally Eng, Director, Internal Audit
Kevin M. Travers, Partner, KPMG, external auditors
Carmela Radice, Legislative Coordinator, Office of the City Clerk

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<http://www.mississauga.ca/portal/cityhall/auditcommittee>

1. **Call to Order** – 9:05 a.m.

2. **Approval of the Agenda**

That the agenda be approved as presented.

Motion: Moved by: J. Tovey

3. **Declarations of Conflict of Interest** - Nil

4. **Minutes of Previous Meeting**

4.1 That the Audit Committee minutes of September 8, 2014 be approved as presented.

Approved (M. Mahoney)

5. **Deputations** - Nil

6. **Matters to be Considered**

6.1 Report dated September 1, 2015 from the Director of Internal Audit re: 2015 Internal Audit Work Plan Status Report.

Sally Eng, Director of Internal Audit provided an overview of the Internal Audit Work Plan Status Report. She requested that the CLASS Facilities Rental and Food & Beverage/Banquet Audits be postponed to 2016. Mayor Crombie supported the postponement of the two audit reports.

Recommendation

1. That the report dated September 1, 2015 from the Director, Internal Audit, with respect to the status of the 2015 Internal Audit Work Plan be received for information.
2. That the CLASS Facilities Rental and Food & Beverage/Banquet Audits originally planned for 2015 be postponed to 2016.

Received (B. Crombie)

6.2 Report dated September 9, 2015, from the Director of Internal Audit re: **Final Audit Reports:**

1. **Corporate Services Department, Human Resources Division - Overtime/Lieu Time Audit (Non-Union Employees),**
2. **Corporate Services Department, Communications Division - 311 Citizen Contact Centre Review, and**

3. Transportation and Works Department, Works Operations and Maintenance Division, Works and Technical Services Section - Winter Maintenance Contracts Audit.

Amy Truong, Internal Auditor provided an overview of the Overtime/Lieu Time Audit (Non-Union Employees) report. She further indicated that the audit resulted in eleven recommendations with the emphasis on the need for clarification of Corporate Policies and Procedures, development of guidelines, and training to ensure appropriate compensation and monitoring of exceptions. Management agreed with all recommendations; one recommendation has been completed; five will be done by October 2015; and the remaining five recommendations will be addressed by an interdisciplinary team led by Corporate Finance which will develop a comprehensive training manual and sustainment plan and provide training to all Time and Labour reporters and approvers by the end of 2016. Mayor Crombie, Councillors Ras and Starr inquired about errors, costs, flex and lieu hours. Ms. Truong indicated that temporary staff need more training in regards to the policy and procedures. Janice Baker, City Manager indicated that the City has an extensive alternative work arrangement program and there is a policy for unused lieu time and the appropriate use of flex time.

Craig Emick, Information Technology Auditor provided an overview of the 311 Citizen Contact Centre Review report. He further indicated that the audit resulted in six recommendations in addressing the issues identified relating to confidentiality, business continuity and the additional observation related to technology. Management has agreed with the recommendations one has been completed; one will be done by December 31, 2015; one is to be completed by March 31, 2016 and three anticipated for completion by December 31, 2016. Mayor Crombie inquired about what was learned by the previous flooding and ice storm crisis. Gary Kent, Commissioner of Corporate Services and Chief Financial Officer indicated that an emergency plan was needed. Councillor Tovey inquired about staff's knowledge base. Mr. Emick indicated that the audit was not based on staff knowledge, although staff do meeting with each department they service and gain knowledge from those meetings. Mr. Kent indicated that once a complaint is made, staff are able to listen to the recording to identify the error and then change the knowledge base if need be. Councillor Starr inquired about staff training. Wendy McClymont, Manager 311 Citizen Contact Centre indicated that staff are trained on a monthly basis with each business unit and it also includes privacy training. Councillor Ras spoke of the good work that staff provide to the residents. Councillor Tovey inquired

about staff's response to stormwater. Martin Powell, Commissioner of Transportation and Works indicated that he can provide the script that was given to the 311 staff and to Councillors. Janice Baker, City Manager suggested Councillors tour the 311 Citizen Contact Centre.

Al Steinbach, Senior Internal Auditor provided an overview of the Works Operations and Maintenance Division, Works and Technical Services Section - Winter Maintenance Contracts report. He further indicated that the audit resulted in four recommendations to ensure compliance to the terms of the Winter Maintenance contracts. Councillor Starr inquired about the liability of contractors leaving equipment on site. Martin Powell, Commissioner of Transportation and Works indicated that all contractors provide their insurance coverage. He further indicated that he will speak with risk management and get back to members of Council.

Recommendation

That the report dated August 31, 2015 from the Director of Internal Audit with respect to final audit reports:

1. Corporate Services Department, Human Resources Division – Overtime/Lieu Time Audit (Non-Union Employees),
2. Corporate Services Department, Communications Division – 311 Citizen Contact Centre Review, and
3. Transportation and Works Department, Works Operations and Maintenance Division, Works and Technical Services Section – Winter Maintenance Contracts Audit be received for information.

Received (M. Mahoney)

7. **Inquiries** - Nil
8. **Closed Session** - Nil
9. **Adjournment** – 9:49 a.m. (K. Ras)