

## 7.3 - Facility Maintenance Services Audit

**Audit Objective:** To determine if the Fleet and Facility Services Branch performs facility maintenance services effectively to meet client needs.

**Overall Conclusion:** We found the Branch is committed to providing maintenance services to ensure City facilities are safe, functional, and compliant with regulatory and legislative requirements. We also found areas where it can improve its effectiveness in performing facility maintenance services.

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### **Recommendations to the Fleet and Facility Services Branch:**

1. Update its governing documents to reflect current practices, including a clear and consistent mandate and communicating this to FMS clients.
2. Provide staff with clear guidelines on how to document work performed and close work orders and monitor whether staff are complying with this guidance.
3. Develop indicators to track workload capacity and use that information to determine if they can accept new demand work.
4. Improve how it monitors the accountability of forepersons and contract inspectors for:
  - The hours worked.
  - Compliance with the hybrid work arrangement.
  - Consistent use of location monitoring for safety purposes.
5. Consistently completes the required safety forms and verifies that they are completed to meet safety requirements.