



**SUBJECT: Summary of audit results - fire emergency communications**

**TO: Audit Committee**

**FROM: City Auditor's Office**

Report Number: CA-07-19

Wards Affected: Not Applicable

File Numbers: 430-03-Fire

Date to Committee: June 5, 2019

Date to Council: June 17, 2019

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**Recommendation:**

Receive and file city auditor's report CA-07-19 providing summary of audit results – fire emergency communications audit in Appendix A.

**Purpose:**

Provide information and consider reports from the City Manager and/or City Auditor about the recent audit issues identified and the steps documented to resolve them, including management's response to these audit concerns.

An Engaging City

- Good Governance
- 

**Background and Discussion:**

Fire 911 Communications is a public service responsible for effective 911 fire call handling and dispatching of the required fire resources to mitigate emergencies and monitor emergency responders and the public during an emergency call for assistance. The inherent risk profile for this service identified a higher degree of risk due to complexity of operations and impact from public exposure and non-compliance to laws and regulations.

**Strategy/process**

Overall Audit Rating – **FAIR** (details of the overall audit ratings are located on page 21 of Appendix A to this report).

**Summary of Audit Findings & Severity** (Measure of Residual Risk)

<b>Category</b>	<b>High</b>	<b>Medium</b>	<b>Low</b>
Oversight & Communication	-	1	2
Emergency Call Processing	2	-	-
Public Safety Telecommunicators Qualifications	-	-	-

Details of Audit Finding Severity Scale are located on page 21 of Appendix A to this report.

The audit report is as follows:

- Summary of Audit Results begins on page 1 of Appendix A to this report.
- Detailed Audit Report begins on page 4 of Appendix A to this report.
- Detailed Findings, Recommendations & Management Action Plans begin on page 9 of Appendix A to this report.

The preliminary findings and recommendations were discussed with the Manager, Fire Administration & Communications and Public Safety Telecommunications Supervisor on February 22, 2019 and the final audit closing meeting was conducted with the Manager, Fire Administration on March 11, 2019. The final report was issued on April 5, 2019 as of March 1, 2019. The final report issuance was delayed given vacation schedules.

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**Financial Matters:**

**City Auditor Involvement**

- Estimated audit hours for completion: 200 - 250 hours
- Actual hours required to complete: 177 hours

Estimated audit hours were based on general guidelines.

**Other Resource Impacts**

This audit required direct interaction with a management and staff in Burlington Fire Department, Oakville Fire Department and other departments totaling approximately 42 hours including:

- participation in planning meetings requiring approximately 3 hours,
- discussion (interviews, review of information/process, etc.) with 38 members of management and staff requiring approximately 35 hours, and
- participation in report review meetings requiring approximately 4 hours.

Management and staff will have spent additional time reviewing planning documents and draft reports, as well as, preparing management action plans. The amount of time required for these activities is not tracked by the City Auditor

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**Connections:**

Not applicable.

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**Public Engagement Matters:**

Not applicable.

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**Conclusion:**

Processes and activities are in place to support the service in achieving the effective dispatch and effective and efficient communication objectives. Key controls in oversight and communication and emergency call processing are not designed appropriately to mitigate the risks and there are opportunities for improving the operation of certain controls.

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Respectfully submitted,

Sheila M. Jones, CIA, CFE, CGAP, CRMA, CCSA

City Auditor

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**Appendices:**

- A. CA-07-19 Appendix A – Fire Emergency Communications Audit Report FINAL

**Report Approval:**

All reports are reviewed and/or approved by Department Director, Director of Finance and Director of Legal. Final approval is by the City Manager.