

Audit Committee Report

DATE: Monday, May 26, 2025

WARD(S): ALL

TITLE: RECREATION SERVICES AUDIT: PHASE 1

FROM:

Kevin Shapiro, Director of Internal Audit

ACTION: FOR INFORMATION

Purpose

To communicate the findings from the Recreation Services – Phase 1 Audit.

Report Highlights

- Over the last year, Recreation Services delivered approximately 4,000 registered programs and welcomed 4.2 million visitors to the Community Centres, including over 86,000 facility bookings and 34,662 fitness memberships.
- Recreation Services also manages permits, rentals, and bookings for many of the City's facilities and outdoor amenities, such as City Playhouse Theatre, the Thornhill Outdoor Pool, skating rinks, and park gazebos.
- With swimming, fitness, sports, arts, science and technology, sports fields, arenas and gymnasiums rentals, Recreation Services strives to provide accessible and engaging leisure activities that make it easy for individuals of all ages and abilities to incorporate physical activity into their daily life.
- The audit has identified opportunities for improvement to ensure risks related to Recreation Services activities are efficiently and effectively mitigated.
- Management has developed action plans which will mitigate the identified risks and address the recommendations outlined in the report.
- Internal Audit will follow up with management and report on the status of management action plans at a future committee meeting.

Recommendations

1. That the Internal Audit Report on Recreation Services: Phase 1 (Attachment 1), be received.

Background

The objective of the audit was to evaluate the adequacy and effectiveness of the internal controls, processes and procedures in place to mitigate the business risks associated with providing recreational services at the City of Vaughan.

The audit scope included assessing that:

- Policies and procedures exist, are regularly reviewed, updated and applied consistently.
- Service levels have been developed, reviewed, approved and updated appropriately.
- Assets are adequately safeguarded.
- Adequate oversight and monitoring of staff is being performed.
- A comprehensive health and safety, and training program exists and is being appropriately administered.
- Roles and responsibilities have been clearly defined.
- Interactions between internal and external stakeholders and key City departments occur and required information is exchanged in a timely manner to support management objectives.
- A formal contract management process has been established and consistently applied and controlled.
- Information Technology systems are being leveraged to meet departmental objectives.

Previous Reports/Authority

Not applicable.

Analysis and Options

Over the last year, Recreation Services delivered approximately 4,000 registered programs and welcomed 4.2 million visitors to the Community Centres, including over 86,000 facility bookings and 34,662 fitness memberships. The Department also manages permits, rentals, and bookings for many of Vaughan's facilities and outdoor amenities, such as City Playhouse Theatre, the Thornhill Outdoor Pool, skating rinks, baseball diamonds, soccer fields and park gazebos. The City is proud to provide residents with free, fun, family friendly events with its award-winning Vaughan Celebrates Program that includes Winterfest, Concerts in the Park and Canada Day, as well as many cultural and festive celebrations throughout the year.

Maintaining recreation centers is crucial for fostering healthy and vibrant communities. These facilities provide spaces for physical activity, social interaction, and cultural enrichment, contributing to the overall well-being and development of residents. A well-maintained centre offers a safe, functional, and welcoming environment, encouraging community engagement and promoting a positive lifestyle. The City has completed renovations and fully opened Garnet A. Williams Community Centre; continued with the plan to revitalize the Maple Community Centre and Al Palladini Community Centre; and initiated the development of the Vaughan Community Spaces Plan. The City is also in the construction phase of the new Carrville Community Centre with the opening anticipated in 2025.

Through the delivery of diverse and inclusive recreation programs, services and events, Recreation Services enhances the quality of life and leisure time of the community by supporting the physical, mental, and social well-being of Vaughan's citizens. Vaughan's acceptance into the World Health Organization's Global Network for Age-Friendly Cities and Communities reflects the commitment to fostering an inclusive and supportive environment.

Financial Impact

There are no direct economic impacts associated with this report.

Operational Impact

Management has assessed any operational impacts as part of their management action plan development and implementation.

Broader Regional Impacts/Considerations

Not applicable.

Conclusion

With swimming, fitness, sports, arts, science and technology, sports fields, arenas and gymnasiums rentals, Recreation Services strives to provide accessible and engaging leisure activities that make it easy for individuals of all ages and abilities to incorporate physical activity into their daily life. However, improvements are required to ensure risks related to Recreation Services are efficiently and effectively mitigated. They include:

- Improving Recreation Services administrative processes including on-boarding, training, scheduling, time and attendance and payroll processing.
- Ensuring the Active Together Master Plan Review (ATMP) considers challenges, service levels and potential opportunities in the City's intensification areas.
- Maximizing space utilization of the City's community centres.

- Ensuring the community centre reinvestment funding requirements is approved as outlined in the corporate asset management plan.
- Ensuring only authorized members can access fitness and pool areas.

For more information, please contact Kevin Shapiro, Director of Internal Audit, ext. 8293

Attachments

1. Internal Audit Report – Recreation Services Audit Phase 1

Prepared by

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