

Audit Committee Report

DATE: Monday, November 24, 2025

WARD(S): ALL

TITLE: FLEET MANAGEMENT SERVICES MANAGEMENT ACTION PLANS

FROM:

Emilie Alderman, Deputy City Manager, Public Works

ACTION: FOR INFORMATION

Purpose

This report provides a status update on the procurement and implementation of the fit-for-purpose Fleet Management Information System as a result of the Fleet Management Services Audit.

Report Highlights

- Fleet Management Services is responsible for administrating a pro-active and cost-efficient maintenance program to ensure that vehicles and equipment are operated in a safe and reliable manner.
- In 2021, the City's Internal Audit Department undertook an audit of Fleet Management Services with the objective of identifying any risks or other areas of concern and working with Transportation and Fleet Management Services to develop associated management action plans.
- The Fleet Management Services Audit was presented to the Audit Committee on June 13th, 2022.
- Management action plans were developed in response to the audit findings and the Transportation and Fleet Management Services department subsequently acquired a Fit-for-Purpose Fleet Management Information System in 2023.

Recommendations

1. That this report be received for information.

Background

The objective of the Fleet Management Services audit was to evaluate the adequacy and effectiveness of the internal controls, processes, and procedures in place to mitigate the business risks associated with the services provided by Fleet Management Services. The audit approach included a review of the strategic goals, objectives and oversight of the department, review of relevant policies and procedures, use of technology, and interviews with staff and management. The scope of the audit covered the Fleet Management Services activities for the period of January 2021 to December 2021 and resulted in six key opportunities for improvement including acquiring a Fit-for-Purpose Fleet Management Information System.

The primary benefit of a fully integrated Fleet Management Information System is the ability to manage all aspects of a fleet operation through a single interface and toolkit. Prior to the audit, Fleet Management Services did not have a robust fit-for-purpose Fleet Management Information System, which was the root cause of many of the issues highlighted in the Audit Report.

Previous Reports/Authority

[Fleet Management Services Audit Report](#)

Analysis and Options

In 2022, a Request for Proposal was issued to acquire a fit-for-purpose Fleet Management Information System for Fleet Management Services and Vaughan Fire and Rescue Service. Following a competitive procurement process, the FASTER system was selected in 2023 and officially launched on November 1, 2024.

The FASTER system includes key functionalities such as asset management, parts inventory, maintenance tracking, fuel management, user profiles, and reporting tools as part of its standard package. It also supports advanced integration with external platforms.

As part of the implementation, the system was successfully integrated with the City's Automatic Vehicle Location and Fuel Management Systems, enabling real-time data access, proactive maintenance scheduling, and enhanced fuel tracking—marking a significant step forward in modernizing fleet operations.

Financial Impact

There are no direct economic impacts associated with this report.

Broader Regional Impacts/Considerations

Not applicable.

Conclusion

The FASTER Fleet Management Information System enables proactive maintenance scheduling which helps to extend asset life, reduce downtime, track labour and parts inventory, and enhance overall fleet reliability.

Combined with advanced operational insights, the system supports evidence-based asset management to reduce costs and improve efficiency for all stakeholders. By consolidating all fleet processes into a single platform, this initiative has modernized operations, enhanced data accuracy, and strengthened decision-making.

Attachments

1. Update on Management Action Plan

For more information, please contact Emilie Alderman, Deputy City Manager, Public Works, ext. 6116

Prepared by

Kent Sherman, Manager of Fleet Management Services, ext. 6356