

Office of the Auditor General

Fleet Services Audit Highlights



Why we did this audit

The City of Ottawa's fleet is managed by Fleet Services and OC Transpo.

Fleet Services is responsible for procuring, maintaining, and repairing the City's diverse fleet of roughly 5,000 non-revenue vehicles and equipment. In addition, OC Transpo has a diverse fleet of 1,279 units, including 992 buses enabling transit services across Ottawa and into Gatineau. They serve hundreds of thousands of residents every day.



What we found

We concluded that there are opportunities to:

- increase the efficiency and effectiveness of certain fleet management processes; and
- improve the design and performance of controls surrounding invoice review and the prevention of repetitive maintenance at OC Transpo.



We made six recommendations to ensure that:

- OC Transpo performs timely decision-making regarding low usage units to increase the value provided during their lifecycle;
- lease versus buy assessments performed by Fleet Services are supported by recent data and that they appropriately quantify the costs saved by deferring capital spending through leasing;
- greater recovery of parts and labour costs covered under warranty is performed by Fleet Services;
- OC Transpo has sufficient controls in place over vendor invoice payments to prevent increased costs to the City; and
- OC Transpo has monitoring processes in place to identify repetitive maintenance and reduce unit downtime and associated costs.

For more details on this report please visit our [website](#).

613 580-9602 | OAG@ottawa.ca