TTC AUDIT COMMITTEE
REPORT NO.

MEETING DATE: April 13, 2010

SUBJECT: INTERNAL AUDIT REPORT – HUMAN RIGHTS UNIT

INFORMATION ITEM

RECOMMENDATION

It is recommended that the Audit Committee receive for information the attached Internal Audit Report.

BACKGROUND

Internal Audit provides the Commission with independent evaluations of the efficiency and effectiveness of control systems, and operations. Internal Audit is also required to provide recommendations for improvement.

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Richard G. Beecroft
Chief Auditor

April 13, 2010
01-23

Attachment – Internal Audit Report

TORONTO TRANSIT COMMISSION

TO   **Dick Beecroft**

FROM   **Kas Draudvila**

DATE   **November 17, 2009**

SUBJECT   **Human Rights Unit – Summary of Audit Issues**

The Survey Report for the Human Rights Unit is now completed. The results of the risk assessment indicated that the area is well managed, and there are no significant control weaknesses to report. Therefore, we have concluded our audit work at the end of the Survey Report phase.

However, Audit has identified the following opportunity where further improvements can be made:

Hazard Identification and Risk Assessment (HIRA)
The Unit has not produced a HIRA for their work location or assessed the risks at other TTC locations which they visit during their investigations. It was also noted that none of the staff have attended the HIRA training session.

Reserves
A financial reserve is established to recognize the possibility of a future liability. The files lack documentation to support the amount of the reserve.

Conflict of Interest
The Unit has not developed a specific policy to address conflict of interest situations that may arise when a complaint file is assigned to an individual.

Management Information Systems
The Unit has acquired an off the shelf system, IA Pro, which enables the section to record and manage the complaints that are received. The system has data extraction issues which prevent them from extracting statistical data by work location or other critical factors. The Information Technology section has been unable to assist the section in resolving these issues.

We would like to thank the Human Rights Unit for their assistance and cooperation provided to us during our audit review.

Audit Manager
01-24
File No.: 09-10030

RESPONSES

1)   **Hazard Identification and Risk Assessment (HIRA):** The Human Rights Unit (HRU) will complete a HIRA for the group, and is in the process of doing so. Also, I report that to date, two (2) of the Human Rights Officers have now completed the HIRA training session. The remaining Human Rights Officer, and myself, are scheduled to attend the HIRA training sessions in May of 2010. Once completed, all of the HRU officers and myself will have received the HIRA training.

2)   **Reserves:** Audit identified that the HRU files lacked documentation to support the amount of the settlement reserves. I report that since my appointment to Director of HRU effective January 11, 2010, I have implemented a new practice whereby the Human Rights Officer's are required to complete and submit a monthly Human Rights Tribunal of Ontario ("HRTO") Case Update. In completing this document, the Human Rights Officers are required to analyze the strengths and weaknesses of their respective HRTO cases against the TTC, and prepare a cost/benefit analysis as to the costs and benefits of settling versus proceeding with the case to the Tribunal. If the recommendation of the Human Rights Officer is to settle, the Officer must provide the recommended settlement amount based on their intimate knowledge of the case (ie. evidence) and their cost/benefit analysis.

3)   **Conflict of Interest**: Audit identified that the HRU had not developed a specific policy to address conflict of interest situations. I report that the Human Rights Unit Officers have in the past been asked to sign off on a document entitled "Human Rights Unit Leadership Expectations," which outlines roles and expectations of HRU staff and of the unit as a whole. To address this identified point in the audit, I have amended that document to state that the Human Rights Officers must avoid placing themselves in a conflict of interest, and in the event that a conflict arises, they must disengage from the situation and report it immediately to myself, the Director. It is intended that the Human Rights Officers will sign off on this document annually. Also, I report that in light of the recent circulation of the TTC's Conflict of Interest Policy (on or about March 10, 2010), the HRU has also recently acknowledged the corporate policy.

4)   **Management Information Systems:** The HRU acquired an off the shelf application called IA Pro to enable them to record and manage the Human Rights complaints that are received. The application uses an Oracle Database to collect complaint information.   Information Technology was investigating the migration of the IA Pro database from Oracle to the SQL Server so as to simplify maintenance and updates. To date, the migration of the database has not occurred, but Information Technology (IT) has assisted the HRU to extract statistical data by work location from the program, and obtain all the reports required for its Annual Report, when the Oracle database was unable to do so before. However, on a long term basis, it would be more beneficial for the HRU to migrate its IA Pro database to the SQL Server for the following reasons: the implementation of new product upgrades will be a much simpler process for the SQL Server versus Oracle; the IA Pro staff are more experienced in creating processes using SQL server tools versus Oracle; and the technical support from IA Pro is greater and easier to obtain because the IA Pro staff's database expertise and experience is primarily with the SQL Server as the

testing of new versions of the software is done with SQL Server. The HRU needs the support of IT to migrate the database to the SQL Server as soon as possible.