

# Investigation of Service Disruptions in Saskatoon Transit

## ISSUE

This report seeks approval of the Terms of Reference for the Investigation of Service Disruptions in Saskatoon Transit.

## RECOMMENDATION

That the Standing Policy Committee on Transportation recommend to City Council that the Terms of Reference for the Investigation of Service Disruptions in Saskatoon Transit, as outlined in the report of the City Internal Auditor dated June 6, 2022 be approved.

## BACKGROUND

In the winter of 2021-2022, Saskatoon Transit faced bus shortages causing service disruptions which resulted in not meeting the planned level of service. On April 25, 2022, the City Council approved the City Internal Auditor's Office to conduct an independent investigation with a co-source arrangement.

## DISCUSSION/ANALYSIS

The objective of this investigation is to conduct a root cause analysis of service disruptions in Saskatoon Transit which happened in the winter of 2021-2022 and provide cost effective and practical recommendations to avoid future disruptions.

The City Internal Auditor's Office has developed a Terms of Reference for the investigation. In preparation of the Terms of Reference, the City Internal Auditor met with the Transit Administration and other stakeholders to obtain input on areas that should be the focus for the investigation.

The investigation will be limited to the assessment of service disruptions pertaining to the fixed route buses and therefore Access Transit will be excluded from the investigation. The areas to be covered within the scope of the investigation will include preventative maintenance, repairs, sourcing of parts, internal and external communication and reporting, age of bus fleet, availability and allocation of resources, impact of fusion, staff overtime, process documentation and workplace culture.

To undertake the investigation, the City Internal Auditor's Office will engage consultants and will meet with various Transit staff and stakeholders in conducting the investigation. A detailed review of documents and records will be conducted to make a fair conclusion on the reasons for the disruption of services.

On completion of the investigation, a detailed investigation report will be submitted to the Standing Policy Committee on Transportation in the October 3, 2022 public meeting. The report will highlight the main reasons for service disruptions in Saskatoon Transit in the winter of 2021-2022 and will provide cost effective and practical recommendations

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to prevent future disruptions. The City Internal Auditor's Office will obtain management responses and actions plans to implement the recommendations and will conduct follow-ups to assess effectiveness of implementing the recommendations.

### **OTHER IMPLICATIONS**

There are no financial, privacy, legal, social, or environmental implications identified.

### **NEXT STEPS**

Upon City Council approval, the City Internal Auditor's Office will commence the investigation.

### **APPENDICES**

1. Investigation of Service Disruptions in Saskatoon Transit – Terms of Reference

### **REPORT APPROVAL**

Written and

Approved by:           Sohail Saleem, City Internal Auditor

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