

Investigation of Service Disruptions in Saskatoon Transit – Status Update and Follow-up

ISSUE

This report provides an update on the implementation status of the internal audit recommendations arising from investigation of the Saskatoon Transit service disruptions in 2021-2022.

BACKGROUND

During the winter of 2021-2022, the City of Saskatoon Transit services experienced significant disruptions.

In April 2022, City Council asked the Independent Office of the City Auditor to investigate the service disruptions. A [Terms of Reference](#) for the investigation was approved by the City Council on June 27, 2022.

The Independent Office of the City Auditor engaged the services of KPMG to assist in the investigation. The [detailed investigation report](#) was presented to the Standing Policy Committee on Transportation on November 7, 2022.

A follow-up review was recently conducted by the City Auditor's Office to assess the implementation status of the recommendations by the Administration.

DISCUSSION/ANALYSIS

The detailed investigation report had 22 audit recommendations under various themes.

The Independent Office of the City Auditor requested a status update from Administration as of June 30, 2024 on the audit recommendations. For each of the 22 audit recommendations, Administration provided the implementation status along with evidence to support the implementation status. Below is the summary of the implementation status of the 22 audit recommendations provided by Administration:

- 19 were indicated as fully implemented (86%),
- 2 were indicated as substantially implemented (9%); and
- 1 was presented as partially implemented (5%).

The evidence provided was independently verified to establish the veracity of the claims. Independent verification of supplied evidence supported the Administration's position on the implementation status of the various recommendations.

The Independent Office of the City Auditor will continue to follow up with Administration on the remaining three audit recommendations yet to be fully implemented and will be included in a future status update/follow-up report to the Committee.

FINANCIAL IMPLICATIONS

If there is any financial implication of implementing the outstanding audit recommendations, Administration will incorporate into future business plans and budget submissions as required.

OTHER IMPLICATIONS

There is no privacy, legal, social, or environmental implications.

NEXT STEPS

No further action regarding this report is required.

APPENDICES

1. Investigation of Service Disruptions in Saskatoon Transit – Status Update and Follow-up Dashboard.

REPORT APPROVAL

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