



Why we did this investigation

Through the City's Fraud and Waste Hotline (FWHL), the Office of the Auditor General (OAG) received allegations in relation to OC Transpo's bus maintenance practices. Our office undertook an investigation to assess the concerns raised in the FWHL reports and to determine whether the allegations had any merit.



What we found

The work performed highlighted the need to improve the controls within OC Transpo's bus maintenance processes that, if left unaddressed, could lead to increased safety risks.

The investigation identified gaps related to the oversight of the apprentice program and outsourced maintenance work performed by third-party garages. We found that the supervision of apprentices working on critical safety systems is not consistently documented and there is no standard process in place to ensure that outsourced maintenance work has been completed within service expectations. Additionally, the investigation found that an apprentice was not properly registered with the province and that ineligible payments were being made to apprentices. The investigation also found opportunities for improvement related to clarity and comprehensiveness of process documentation and consistency of electronic records.



We made six recommendations to ensure that:

- Clear responsibilities and expectations are established for apprentice supervision, including specific guidance for sign-off and documentation;
- Formal communication is issued to prevent approval of ineligible premium payments made to apprentices;
- All apprentices are registered with Skilled Trades Ontario prior to any work on OC Transpo buses;
- Quality assurance processes are formalized for maintenance performed by third-parties by implementing a risk-based inspection program;
- Standardized processes are established for tracking, reporting and escalating issues with vendor performance; and
- Process improvements are prioritized, including standardized process documentation, and the maintenance of electronic records and supporting documentation.

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

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