Presentation to the Toronto Transit Commission
Audit, Finance and Risk Management Committee
on May 26th, 2026
Agenda Item TTA 6.4

AUDITOR GENERAL
TORONTO

Toronto Transit Commission – 2026 Follow-up

Status of Previous Auditor General's Recommendations

Tara Anderson, CPA, CA, CFE, CIA, BAcc
Auditor General

Presentation Overview

1. Background
2. Summary of Follow-up Results
3. Noteworthy Results
4. Outstanding Recommendations
5. Closing Remarks

Background

The Auditor General's Office provides a list of outstanding recommendations to management through the Auditor General's tracking system

Management provides evidence to TTC's Audit, Risk and Compliance team to support the status of recommendations management assessed as fully implemented and no longer applicable

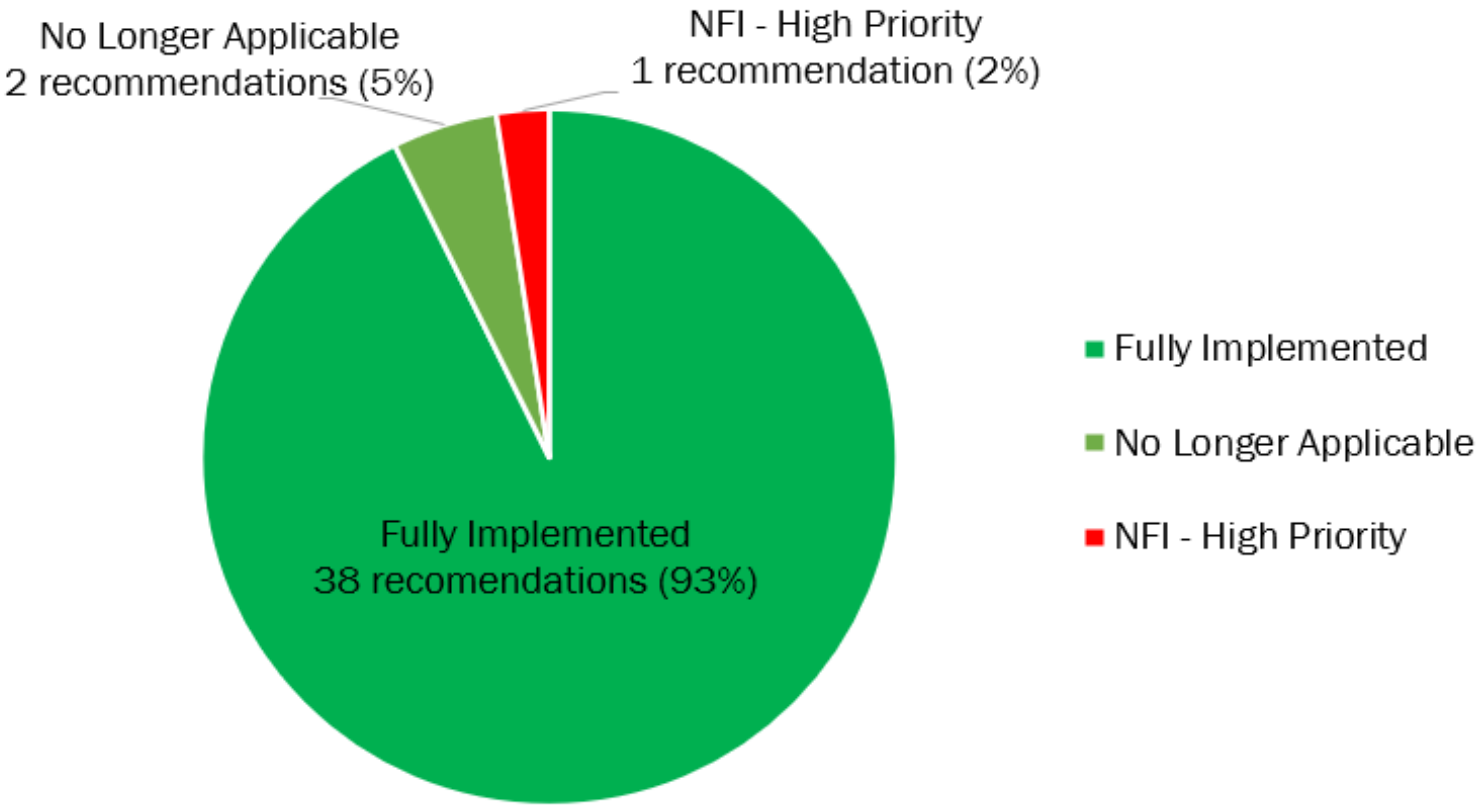
Audit, Risk and Compliance pre-validates management's assessment through walkthroughs and/or limited testing and determines whether the Auditor General's intent for the recommendation is met

The Auditor General's Office reviews information approved by Audit, Risk and Compliance and conducts work to verify the status of the recommendations reported as fully implemented and no longer applicable

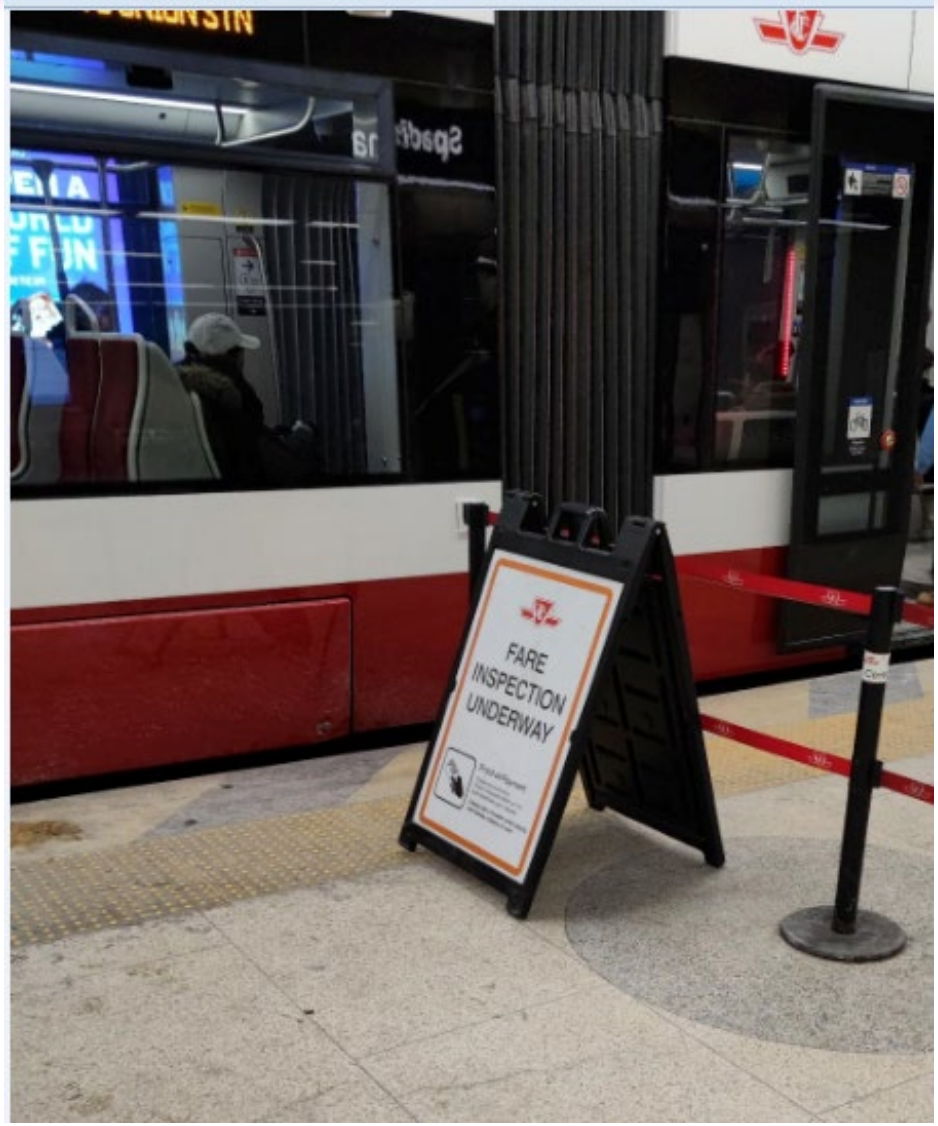
The Auditor General's Office reports the results of the follow-up review to TTC's Audit, Finance and Risk Management Committee and Board of Directors, followed by the City Council through its Audit Committee

Summary of Follow-up Results

We reviewed the status of 41 recommendations reported by management as fully implemented or no longer applicable from 9 reports



Noteworthy Results



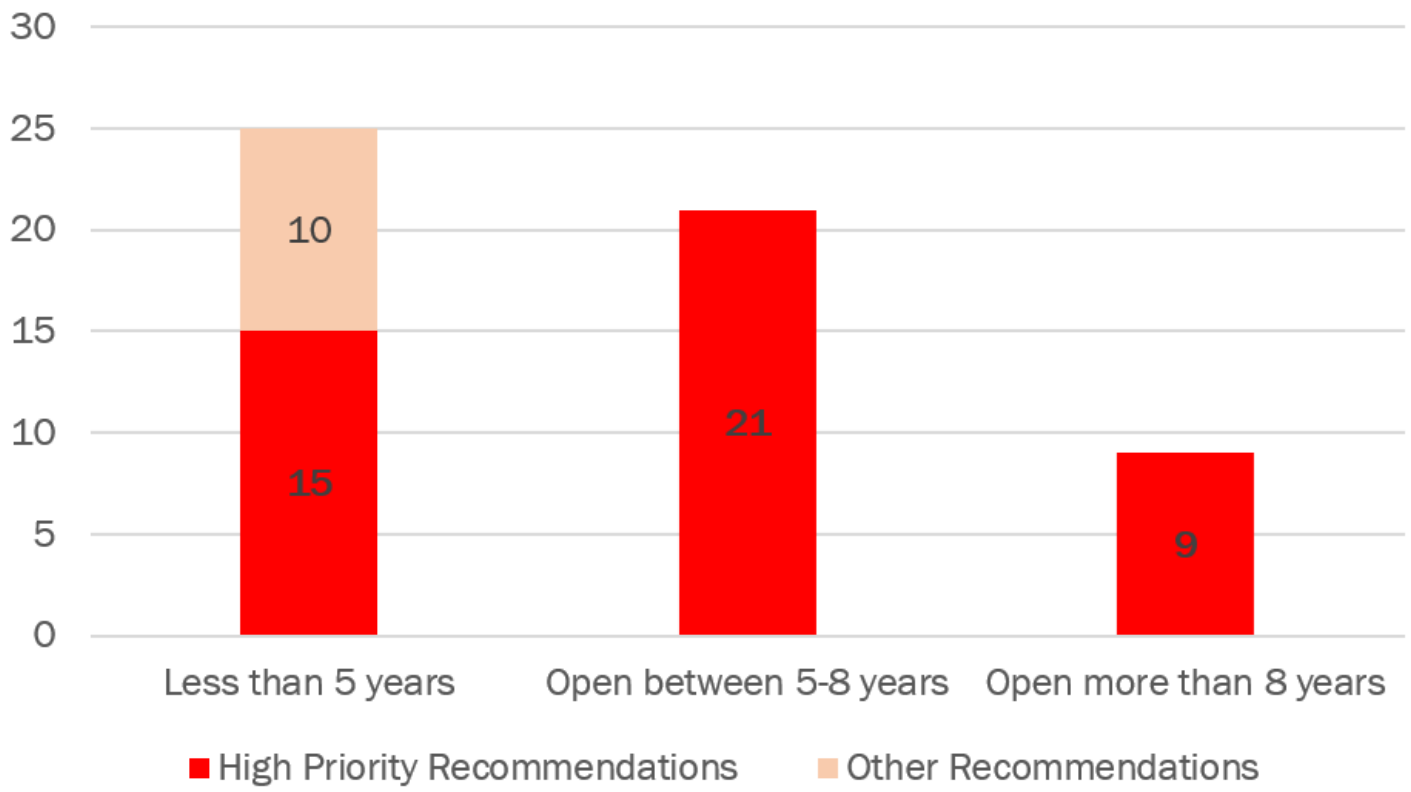
- 40 recommendations closed this follow-up cycle
- 4 reports fully closed this follow-up cycle
- $12.9 million savings as a result of implementing recommendations relating to fare evasion

Noteworthy Results (continued)

- Significant progress made on the employee expenses and Presto/fare equipment recommendations
- Improved availability and reliability of Presto fare equipment, and finalized the Service Level Agreement with Metrolinx
- Enhanced controls on issuance of non-employee transit passes and use of pensioner lifetime transit passes

Outstanding Recommendations by Age

As of March 31, 2026, there are still 55 recommendations across 8 reports that have not been fully implemented.



Outstanding Recommendations (High Priority)

Below is **Exhibit 3** from our report which lists the outstanding high priority recommendations by report

Report Titles	Less than 5 Years	Between 5-8 Years	More than 8 Years
Review of Toronto Transit Commission Bus Maintenance and Shops Department, Phase One: Bus Maintenance and Warranty Administration, January 2014			1
Review of Toronto Transit Commission Procurement Policies and Practices: Improving Materials Management and Purchasing Policies Can Potentially Result in Significant Savings, May 2017			6
Review of Toronto Transit Commission Accounts Payable Functions: Improving Invoice Verification and Vendor Account Management, September 2017			2
Review of Toronto Transit Commission Employee Expenses and Reward and Recognition Programs: Opportunities to Improve Policies and Controls and Save Costs, June 2018		8	
Review of Toronto Transit Commission's Revenue Operations: Phase One – Fare Evasion and Fare Inspection, February 2019		12	
Review of Toronto Transit Commission's Revenue Operations: Phase Two – PRESTO/TTC Fare Equipment and PRESTO Revenue, October 2019		1	
Toronto Transit Commission Cybersecurity Audit - Phase Two: Overall Network Security and Cybersecurity Assessment of Select Critical Systems, November 2023 (see CONF ATT1)	5		
Audit of the Toronto Transit Commission's Streetcar Overhead Assets: Strengthening the Maintenance and Repair Program to Minimize Asset Failures and Service Delays, November 2023	10		
Total	**15**	**21**	**9**

Closing Remarks

Thank you to the TTC management and staff in implementing our recommendations and the co-operation and assistance provided during our follow-up process.

A special thanks to the TTC's ARC team for their assistance and for performing pre-validation follow-up work.

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