

Toronto Transit Commission – 2026 Follow-up – Status of Previous Auditor General’s Recommendations

Date: May 8, 2026

To: Toronto Transit Commission Audit, Finance and Risk Management Committee

From: Auditor General

Wards: All

REASON FOR CONFIDENTIAL INFORMATION

The attachment to this report involves the security of property belonging to the Toronto Transit Commission (TTC).

SUMMARY

The Auditor General follows up on the implementation status of outstanding recommendations made through her audit and investigation reports. The purpose is to verify that Auditor General recommendations are fully implemented and that intended benefits are achieved.

In this follow-up cycle, we reviewed the status of 41 out of 45 recommendations reported by management as fully implemented or no longer applicable from the following nine reports:

- Review of Toronto Transit Commission Bus Maintenance and Shops Department, Phase Two: Non-Revenue Fleet and Equipment Management and Maintenance, 2015
- Review of Toronto Transit Commission Accounts Payable Functions: Improving Invoice Verification and Vendor Account Management, 2017
- Review of Complaint Regarding the June 29, 2016 Toronto Transit Commission Briefing Note, 2017

- Review of Toronto Transit Commission Procurement Policies and Practices: A Case Study to Improve Future Wheel-Trans Accessible Taxi Services Procurement, 2018
- Toronto Transit Commission: Managing Telecommunication Contracts and Payments, 2018
- Review of Toronto Transit Commission Employee Expenses and Reward and Recognition Programs: Opportunities to Improve Policies and Controls and Save Costs, 2018
- Review of Toronto Transit Commission's Revenue Operations: Phase One – Fare Evasion and Fare Inspection, 2019
- Review of Toronto Transit Commission's Revenue Operations: Phase Two – PRESTO/TTC Fare Equipment and PRESTO Revenue, 2019
- Toronto Transit Commission Cybersecurity Audit - Phase Two: Overall Network Security and Cybersecurity Assessment of Select Critical Systems, 2023 (Refer to Confidential Attachment 1 for the recommendations from this report)

All recommendations we reviewed in this follow-up were high priority. Of the 41 recommendations we selected for review, we determined 38 are fully implemented, two recommendations are no longer applicable, and one is not fully implemented.

The detailed results from this follow-up review are discussed in Attachment 1.

RECOMMENDATIONS

The Auditor General recommends that:

1. The Toronto Transit Commission Audit, Finance and Risk Management Committee receive this report for information and forward the report to the Toronto Transit Commission Board (the Board).
2. The Board forward this report to City Council for information through the City's Audit Committee.
3. The Board direct that the confidential information contained in Confidential Attachment 1 remain confidential in its entirety, as it involves the security of property belonging to the TTC.

FINANCIAL IMPACT

Please refer to the section “Noteworthy Results” in Attachment 1 for details about savings identified during the current follow-up review.

The Auditor General reports on the financial and non-financial impacts the TTC realized by implementing the Auditor General's recommendations through her annual reports. The Auditor General's 2025 annual report is available at:

[Auditor General's 2025 Annual Report – Demonstrating the Value of the Auditor General's Office](#)

Any new savings identified during this follow-up cycle that were not included in the Auditor General's 2025 annual report will be reflected in the Auditor General's 2026 annual report.

DECISION HISTORY

The follow-up process provides accountability and transparency for City Council and the public. Reporting on the status of the implementation of the Auditor General's recommendations and the intended benefits is important to ensure management has taken appropriate actions to address the intent of the recommendations in a timely manner.

The follow-up review is part of the Auditor General's audit work plans. The 2026 Audit Work Plan is available at:

[Auditor General's Office 2026 Work Plan and Budget Highlights](#)

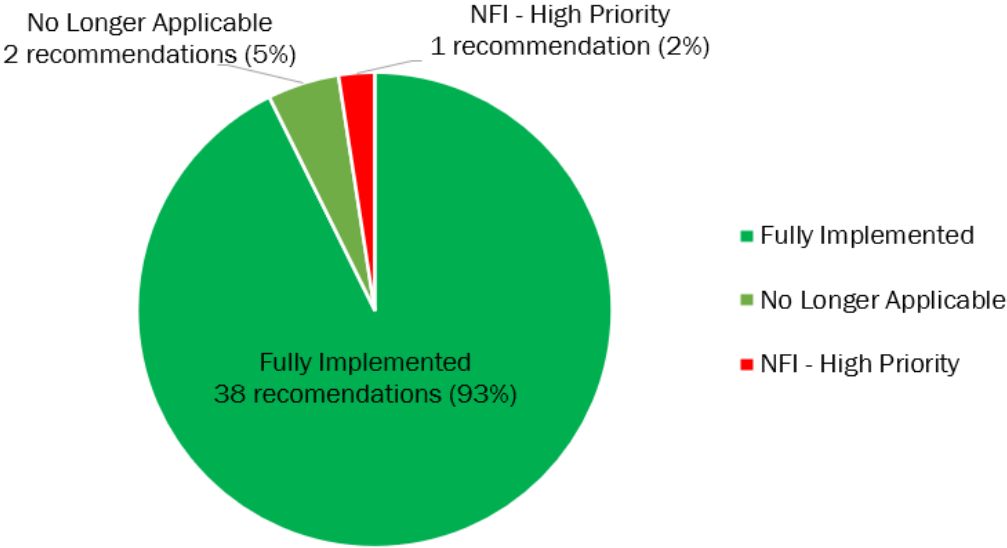
The results of the follow-up review are reported to City Council through the Audit Committee. For the Toronto Transit Commission, results are first reported to its Audit, Finance and Risk Management Committee and its Board. The last TTC follow-up report was tabled at the TTC's then Audit and Risk Management Committee in June 2024 and is available at:

[Toronto Transit Commission 2024 Follow-up – Status of Previous Auditor General's Recommendations](#)

COMMENTS

In this follow-up cycle, we reviewed the status of 41 out of 45 recommendations reported by management as fully implemented or no longer applicable. The results of our follow-up review are summarized in **Figure 1**.

Figure 1: Auditor General’s Validation of Recommendations Reported as Fully Implemented by Management



TTC has made substantial progress in many areas as detailed in the noteworthy results section of Attachment 1. In addition, the difference between the recommendations management assessed as fully implemented but the Auditor General concluded as not fully implemented decreased from 20 per cent in our 2024 TTC follow-up report to only two per cent in this report.

As of March 31, 2026, 55 recommendations remain not fully implemented. This excludes one audit report completed in 2025 as we give management one year to work on implementing our recommendations prior to starting our follow-up. Exhibit 2 in Attachment 1 lists the reports with the 55 outstanding recommendations and four recommendations reported as fully implemented by management but not yet verified by the Auditor General. Refer to Exhibit 3 for a summary of aging of high priority recommendations that are not fully implemented, organized by report. While TTC made substantial progress in addressing older recommendations, it is critical for management to expedite implementing the remaining recommendations to address concerns raised during the audits.

The results of our 2026 follow-up review will be included in our consolidated report on the status of outstanding recommendations to be presented at the City's Audit Committee meeting in July 2026.

The Auditor General’s follow-up of outstanding recommendations does not constitute a performance audit conducted in accordance with Generally Accepted Government Auditing Standards. However, we perform sufficient work to validate management’s assertions that recommendations are either fully implemented or no longer applicable.

We express our appreciation for the co-operation and assistance we received from TTC management and staff in implementing the Auditor General's recommendations and providing regular updates on the status of recommendations. We also thank the TTC’s Audit, Risk and Compliance team for their excellent work in coordinating with our team

and TTC management and performing pre-validation follow-up work in this follow-up review.

CONTACT

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SIGNATURE

A handwritten signature in black ink that reads "Tara Anderson". The signature is written in a cursive style with a long horizontal flourish extending to the right.

Tara Anderson
Auditor General

ATTACHMENTS

Attachment 1: Toronto Transit Commission - 2026 Follow-up - Status of Previous Auditor General's Recommendations

Confidential Attachment 1: Toronto Transit Commission - Auditor General's Confidential Recommendations