

DECISION/DIRECTION NOTE

Title: Paratransit Audit

Date Prepared: April 10, 2023

Report To: Audit Committee

Councillor and Role: Jill Bruce, Audit & Accountability Standing Committee

Ward: N/A Choose an item.

Decision/Direction Required:

To approve the Metrobus Paratransit Audit report and the associated action plans put forth by management.

Discussion – Background and Current Status:

GoBus Accessible Transit (“GoBus”) is a shared ride, door-to-door public paratransit system. Its mandate is to provide persons with disabilities equal access to a transportation system that enhances their participation in all aspects of community life.

In October 2016, the City of St. John’s transferred the administration of the GoBus service to the St. John’s Transportation Commission (Metrobus). Unlike conventional travel provided by Metrobus, paratransit operations are contracted out to a third-party operator. Metrobus is responsible for administering the GoBus contract with the third-party, including ensuring service standards are met, establishing policies, processing applications for new customers, and networking with stakeholders to ensure the service is meeting the needs of customers.

The Office of the City Internal Auditor recently completed an audit of paratransit operations at Metrobus. The audit noted that Metrobus has numerous processes in place that support an efficient and effective paratransit service. As the demand for paratransit continues to grow, quantifiable data obtained during the audit indicates that GoBus is more efficient than ever in scheduling and servicing passenger trips.

Nevertheless, the audit identified other peripheral areas of the paratransit service, such as paratransit service billings and transit assessment billings, where additional internal controls should be implemented to reduce the risk of invalid and inaccurate billings. Additionally, the audit identified opportunities to implement additional best practices to enhance the effectiveness and/or efficiency of other areas of the paratransit service, such as oversight of the paratransit contract, performance measurement, customer service, and potential cost saving strategies.



Details on the findings and related recommendations can be found in the attached audit report. Management have responded to all recommendations and have also provided action plans and implementation dates for the recommendations that will be implemented.

The Office of the City Internal Auditor would like to thank the General Manager, Accessible Transit Manager, and Finance Manager at Metrobus for their invaluable help and time during this review.

Key Considerations/Implications:

1. Budget/Financial Implications:

- There may be budget implications depending on how management decides to mitigate the risks highlighted in the report.

2. Partners or Other Stakeholders:

- Metrobus staff involved in paratransit operations.
- Paratransit users.
- Third-party paratransit operator and other contractors involved in paratransit operations at Metrobus.

3. Alignment with Strategic Directions:

An Effective City: Work with our employees to improve organizational performance through effective processes and policies.

A Sustainable City: Be financially responsible and accountable.

4. Alignment with Adopted Plans:

- N/A

5. Accessibility and Inclusion:

- There may be accessibility and inclusion considerations depending on how management decides to mitigate the risks highlighted in the report.

6. Legal or Policy Implications:

- Policies and/or procedures have been recommended throughout this report.

7. Privacy Implications:

- There may be privacy considerations depending on how management decides to mitigate the risks highlighted in the report.

8. Engagement and Communications Considerations:

- There may be engagement and communications considerations depending on how management decides to mitigate the risks highlighted in the report.

9. Human Resource Implications:

- There may be human resource implications depending on how management decides to mitigate the risks highlighted in the report.

10. Procurement Implications:

- There may be procurement implications depending on how management decides to mitigate the risks highlighted in the report.

11. Information Technology Implications:

- There may be information technology implications depending on how management decides to mitigate the risks highlighted in the report.

12. Other Implications:

- There may be other implications depending on how management decides to mitigate the risks highlighted in the report.

Recommendation:

That Council approve the Paratransit Audit Report and the associated action plans put forth by management.

Prepared by: Sean McGrath, Senior Internal Auditor

Approved by: Sean Janes, City Internal Auditor

Report Approval Details

Document Title:	Paratransit Audit.docx
Attachments:	- Paratransit Audit Report.pdf
Final Approval Date:	Apr 17, 2023

This report and all of its attachments were approved and signed as outlined below:

Kevin Breen - Apr 17, 2023 - 3:35 PM