
Administrative Response and Timelines – PwC – Review of Saskatoon Transit Resources and Scheduling

Recommendation

That the report of the General Manager, Transportation & Utilities Department, dated May 1, 2017, be received as information.

Topic and Purpose

The purpose of this report is to provide an update to the PwC review of Saskatoon Transit Resources and Scheduling report.

Report Highlights

A summary is provided on the current status, next steps and timelines to the recommendations in the PwC review of Saskatoon Transit Resources and Scheduling report.

Strategic Goals

This report supports the Strategic Goals of a Culture of Continuous Improvement, Moving Around, and Asset and Financial Sustainability. Increasing efficiency and effectiveness in scheduling and staffing will ensure that Saskatoon Transit resources are utilized to provide an optimal service.

Background

A review of the Saskatoon Transit resource scheduling process was conducted by PwC in order to identify improvements with respect to how to efficiently utilize current technology and/or enhance current processes to minimize operating costs. The Statement of Work for this project was approved by the Standing Policy Committee on Finance in July 2016 and the first draft of the audit report was submitted to the Administration for review in November 2016.

Report

Attachment 1 provides an update on the current status, next steps and timelines for each of the eight recommendations in the PwC Review of Saskatoon Transit Resources and Scheduling report.

Since the time of the audit work, Saskatoon Transit has made substantial progress in several different areas noted within the PwC Report. First, advancement with long-term technology and Trapeze utilization plan has focused efforts and resources in order to continue to utilize software and technology to its fullest. In addition, the introduction of a Command Centre with CAD/AVL monitoring within the Operations Section has streamlined service requests and further deployment will support decisions for real time bus operations. This Command Centre will be expanding its duties as Saskatoon

Administrative Response and Timelines – PwC – Review of Saskatoon Transit Resources and Scheduling

Transit continues to refine processes as a result of relocating to the COC. Finally, Saskatoon Transit has continued the integration of the electronic farebox (BEA) and ITS (Trapeze) systems in order to increase data integrity. Progress made here will have a direct impact on the reporting tools used for routing and business decisions and will allow Saskatoon Transit to leverage the ridership data collected to determine areas within the transit system to improve or augment.

Other Considerations/Implications

There are no options, public and/or stakeholder involvement, communications, policy, financial, environmental, privacy, or CPTED implications or considerations.

Due Date for Follow-up and/or Project Completion

In addition to the various specific reports that will be brought forward on each item, a specific follow-up report on the status of all Audit recommendations will be brought forward in late 2017.

Public Notice

Public Notice pursuant to Section 3 of Policy No. C01-021, Public Notice Policy, is not required.

Attachment

1. Administration Response – Current Status, Next Steps and Timelines

Report Approval

Written by: Mike Moellenbeck, Operations Manager, Saskatoon Transit
Reviewed by: James McDonald, Director of Saskatoon Transit
Reviewed by: Nicole Garman, Director of Corporate Risk
Approved by: Jeff Jorgenson, General Manager, Transportation & Utilities Department

Finance MM - Administrative Response and Timelines - PwC - Review of Saskatoon Transit Resources and Scheduling

“Approved by Jeff Jorgenson, GM of T & U Department, April 25, 2017”

Administration Response – Current Status, Next Steps, and Timelines

	describe items such as neighborhood density, stop locations and passenger loads.		policy will be developed by October 2017 based on industry best practice from other Canadian Municipalities.
3 d	We recommend that the administration track formal ridership data by route and stop.	Administration agrees with the recommendation and will continue to refine the data it collects to offer improved reporting abilities.	Saskatoon Transit will incorporate this information into the Annual Report for 2019, to be released in Spring 2020.
4	We recommend that the administration perform periodic reviews of ridership, usage, and on-time performance of the transit networks to assess their efficiency and effectiveness. At-least annually, Saskatoon Transit should determine the revenue-to-cost ratio of each route as well as ridership based on stops, neighborhood and time of day	Administration agrees with the recommendation.	Saskatoon Transit will incorporate this information into the Annual Report for 2018, to be released in Spring 2019.
5	We recommend that the administration establish methods to collect information required to assess performance and analyse whether progress is being made on the 5 year plan. Performance targets should be developed in alignment with Municipality Benchmarking Network Canada (MBNCanada) and Canadian Urban Transit Association (CUTA).	Administration agrees with the recommendation and will further expand on the yearly reporting it provides in its Annual Report.	Saskatoon Transit will incorporate this information into the Annual Report for 2017, to be released in Spring 2018.
6	We recommend that the administration utilize Trapeze to track and monitor service hours and determine the true cost of service per hour. More comprehensive data collection and analysis would enable Saskatoon Transit to better understand the cost and level of service being provided to citizens, thereby ensuring adequate funds are in place to effectively achieve the desired level of service.	Administration agrees with the recommendation.	Saskatoon Transit will incorporate this information into the Annual Report for 2018, to be released in Spring 2019.
7	We recommend that the administration review the Spareboard rules in accordance with the CBA.	Administration agrees with the recommendation.	Formal review of the Spareboard rules will be completed by the end of 2017.
8	We recommend Saskatoon Transit begin tracking and monitoring on-time performance using Trapeze with the intention of identifying the root cause of on-time and/or late trips. The data should be used to plan a course of action and presented in part with strategic decisions made to improve efficiency within their service delivery model.	Administration agrees with the recommendation.	Saskatoon Transit will incorporate this information into the Annual Report for 2018, to be released in Spring 2019.