



? Why we did this investigation

Through the City's Fraud and Waste Hotline (FWHL), the Office of the Auditor General (OAG or Office) received allegations in relation to the training program for the O-Train Lines 2 and 4, also known as the Trillium Line. Our Office undertook an investigation to assess the concerns raised in the FWHL reports and to determine whether the allegations had any merit.

Q What we found

During our investigation, inconsistencies were raised regarding the training delivered by the diesel rail instructors. The evidence available could not demonstrate that all diesel rail instructors were sufficiently qualified and fully trained before they commenced instruction. This included limited evidence to support the hiring of several of the diesel rail instructors.

In our review of the diesel rail operator, controller, and instructor training records, we found incomplete in-classroom and on-job training records. These gaps were brought to management's attention, and they have confirmed that all necessary actions to remediate these issues were completed before revenue service.

Our investigation further highlighted that the City did not receive training deliverables from TransitNext (TNext) that were aligned with its expectations. This

required the City to assign internal resources to supplement with its own curriculum developers. While this mitigated the risk, it also increased the cost of the training program.

Finally, we found that in-class testing administered by TNext did not consistently maintain the expected level of integrity, as instances of inappropriate behaviour were observed.

💡 We made five recommendations to ensure that:

- Training records and files demonstrate how staff met the experience requirements and training plans.
- The hiring practices for the relief instructor pool is reviewed to clarify expectations.
- Specific minimum standards for the delivery of training programs are formally established and articulated in future agreements.
- Expectations of staff are clear about behaviours during training related tests/exams.

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

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