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## 2010 BUDGET BRIEFING NOTE

### Request For Additional Part-time Administrative Assistant

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#### Issue / Background:

This briefing note responds to the motion approved at Budget Committee which states that “The Audit Committee recommended 2010 Operating Budget for the Auditor General’s Office be reduced by \$43,000 by not approving the requested additional position.”

#### Key Points:

- The Auditor General is not requesting an additional position but rather part-time administrative assistance.
- The volume of complaints received on the Fraud and Waste Hotline has increased from 503 complaints in 2006 to 677 complaints in 2009, an increase of almost 36 per cent, while the administrative resources have remained constant.
- The responsibilities of this part-time assistant will be:
  - To relieve professional staff from administrative duties. Professional staff should be concentrating on professional responsibilities including the review and investigation of fraud complaints. The present situation is not an efficient use of resources.
  - To transcribe telephone complaints from the Fraud and Waste Hotline. This is currently being done by professional staff.
  - To prepare correspondence relating to the increased volume of complaints relating to the Fraud and Waste Hotline.
  - To follow-up on outstanding responses from Divisions in relation to Fraud and Waste Hotline complaints.
  - Maintaining the fraud and waste hotline database in order to ensure that all complaints are appropriately tracked from receipt to final disposition.

#### Additional Key Points:

- The Auditor General’s Office generates significant benefits for the City. The report entitled “Annual Report – Auditor General’s Office – Benefits to the City of Toronto” has attempted to quantify these benefits.
- Two issues raised over the past week relating to the following were issues identified through the audit process. Additional revenue from each of these areas is likely well in excess of \$1 million.
  - Parking Tag Cancellations, recently discussed at Council.

- Income from leased properties, recently discussed at Budget Committee.
- Legislation in certain jurisdictions, particularly the Province of Quebec, requires that the budget of an audit function be specifically aligned with the budget of the municipality. If the Quebec model was adopted at the City of Toronto, the budget of the audit process would be at least \$2 million higher.
- The Mayor's Fiscal Review Panel recommended that the "City should increase the budget for the Auditor General's Office to enable it to complete more efficiency audits."
- The budget of the Auditor General's Office is significantly below that of the vast majority of US and Canadian municipalities.
- The request for an additional part-time resource is nominal and would more than pay for itself through a reallocation of resources from administrative responsibilities to audit related responsibilities.
- Staff hours required to operate the City's Hotline Program and manage complaint activity have increased each year, generally because of the nature of complaints, as well as the significant time required to investigate complaints and compile evidence to enable human resources or legal action.

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