
Presentation on Good Governance

**Shirley Hoy
Chief Administrative Officer
January 19, 2003**



Introduction

- Overview:
 - Integrity
 - Conflict of Interest / Lobbyist Registry
 - Procurement
 - Management Controls
 - Governance
 - Toronto Public Service

Enhancing Accountability Building Blocks

- Following amalgamation
 - Code of Conduct
 - Conflict of Interest
 - Training of Staff
- 2001 - Present
 - Use of Consultants
 - Revamp Budget Process
 - Improve Management Controls
 - New Audit Framework
 - Development of Fraud Policy / Hotline

3



Integrity

- Code of Conduct for Council (1999)
 - Lobbyist Registry / Integrity Commissioner (2001 - present)
- Conflict of Interest Policy (2000)
 - Department compliance
 - Agency, Board, Commission compliance
- Fraud Policy / Hotline (2001/2002)



Procurement

- Auditor General's Review (2003)
- Changes in:
 - Roles & Responsibilities
 - Training & Development
 - Capacity Building
 - Complaint System

Management Controls

- Accounts Payable (2001-present)
- Contract Management (ongoing)
- Management Controls Checklist (2001)
- Management of Consultants (2001)
- Quarterly variance reports on capital/operating budget expenditures, reserve funds (2002)
- Internal Audit Function (2002-2003)

6



Governance

- Status of City's review (2003 - present)
- Council / Staff Roles & Responsibilities

7



Council and Staff Roles

Council

- sets vision and direction of the City
- chooses between competing priorities
- establishes, by bylaw, City policies and programs
- determines service levels
- monitors staff implementation of Council decisions

Staff

- provides objective, professional advice to Council
- implements Council's decisions according to City policy and the highest standards and principles of effective public service

8



Toronto Public Service Initiative (2003 - Present)



9



Conclusion

- work in progress
- building an organization that is robust, and skilled in service delivery and resolving issues
- must have capacity to prevent, monitor and detect, respond and rectify problems on a timely basis