

# Auditor General's Office

## 2011 Annual Report on Fraud Including the Operations of the Fraud and Waste Hotline



February 29, 2011  
Audit Committee Presentation

Jeff Griffiths, C.A., CFE  
Auditor General

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Director



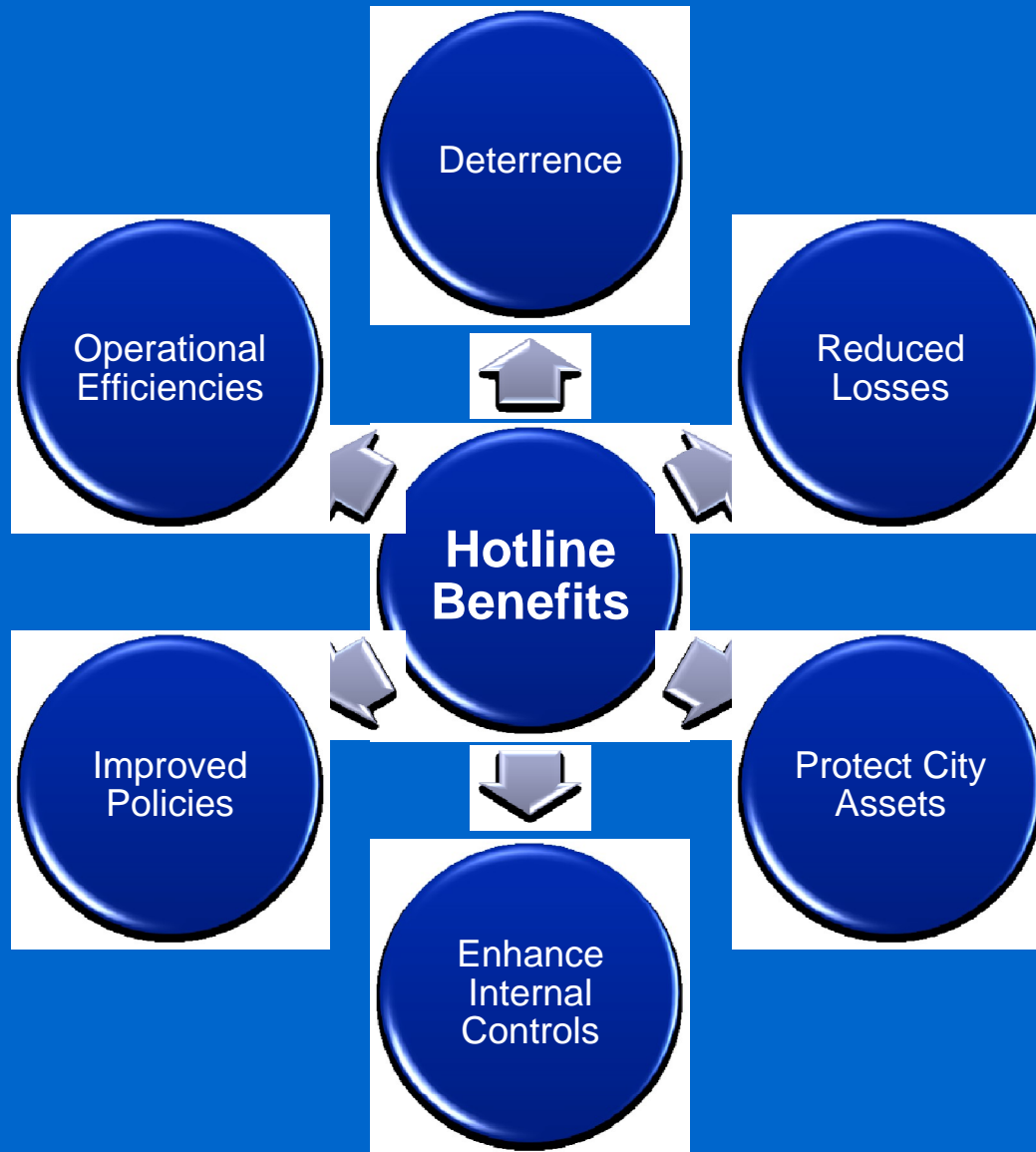


# Fraud and Waste Hotline Program

- First of its kind in Canada
- Approved by Council in 2002
- US municipal and state governments operate hotlines
- Canadian Federal and Provincial governments operate disclosure programs
- Canadian Municipalities
  - ✓ Ottawa
  - ✓ Edmonton
  - ✓ Montreal
  - ✓ Calgary
  - ✓ Windsor



# Hotline Benefits



# Hotline Effectiveness



Data  
Collection,  
Monitoring  
and  
Analysis



Statistics  
identify  
trends and  
areas of  
concern

Hotline  
Effectiveness



# Recommendation

City Manager review Fraud Prevention Policy,



Ensure up to date

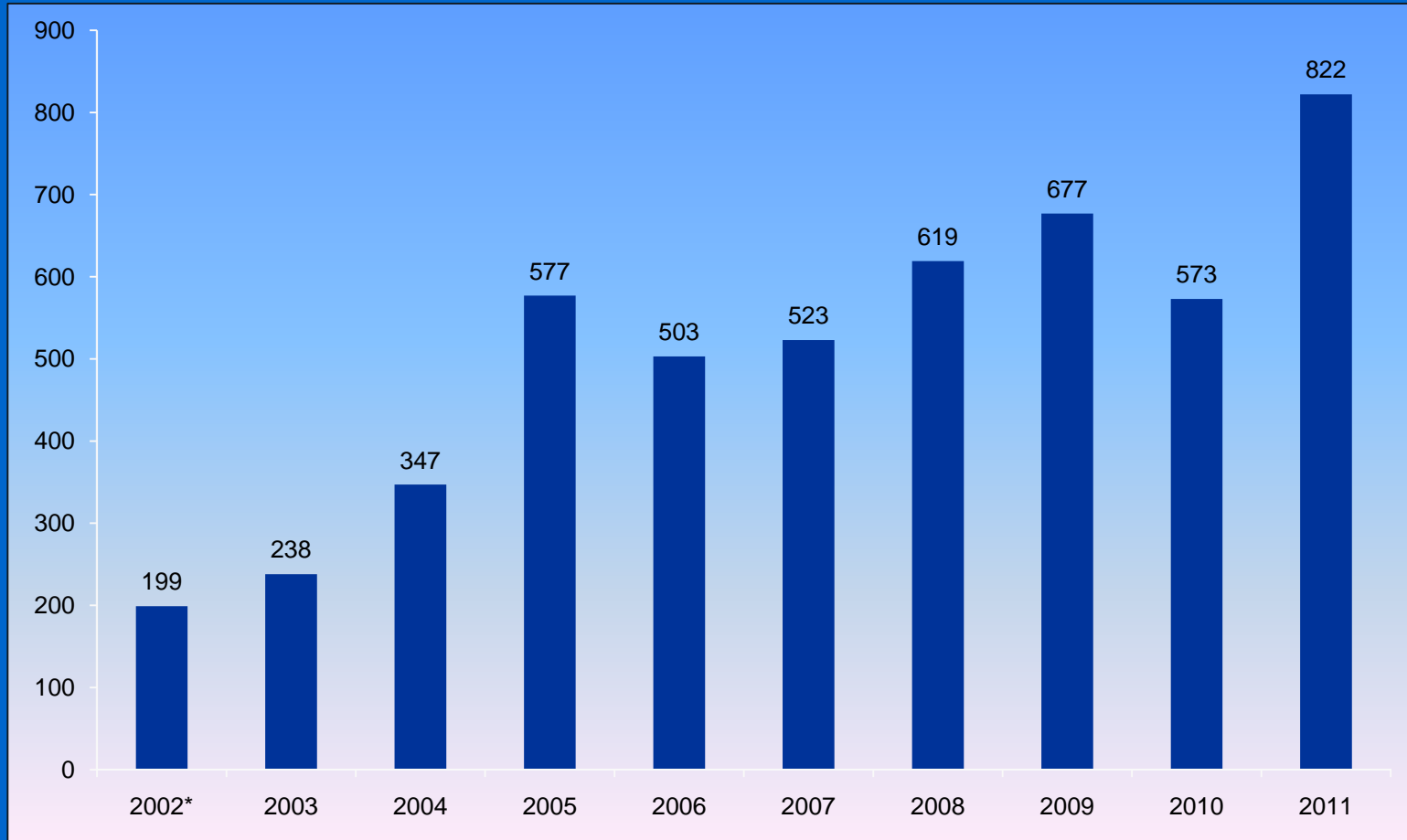


Consistent with Whistle Blower Protection By-Law



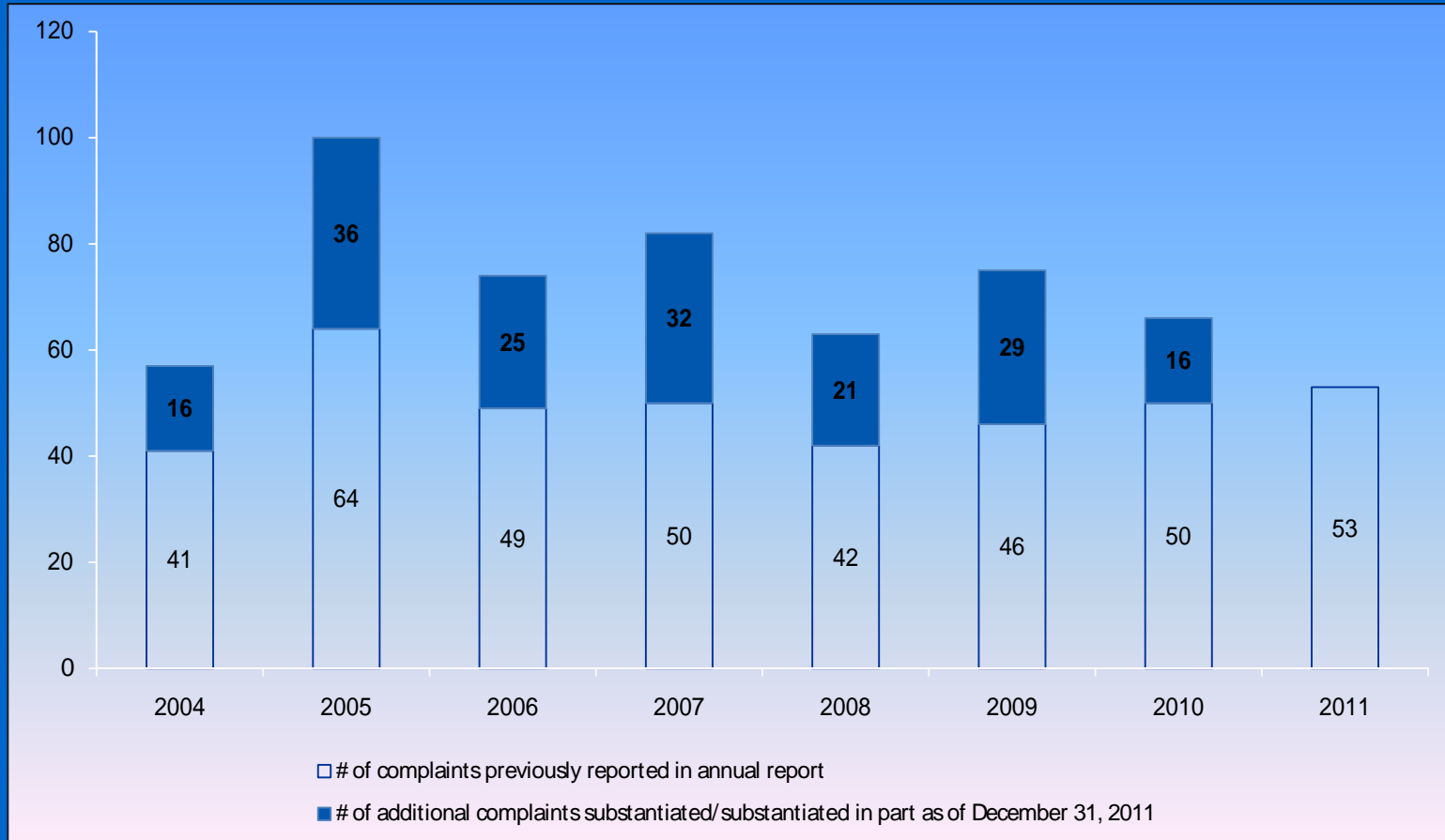
Articulates employees' option to report complaints directly to the Auditor General, without having to first notify immediate manager.

# Complaints Reported 2011





# Substantiated complaints 2011





# Multiple Allegations

2011- 822 total complaints representing 1700 allegations



2010- 573 total complaints representing 900 allegations



2009-677 total complaints representing 1016 allegations

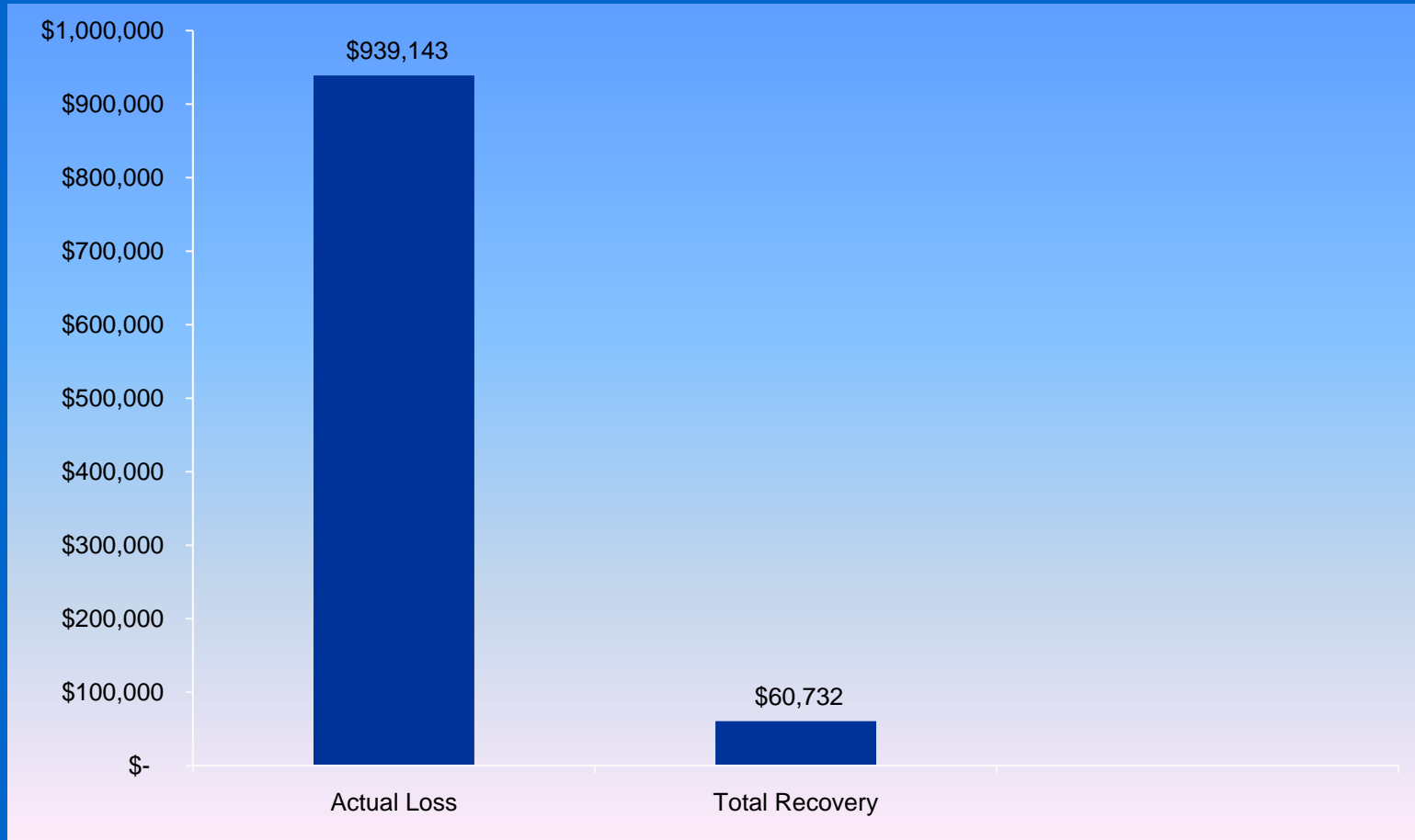


2008- 619 total complaints representing 929 allegations



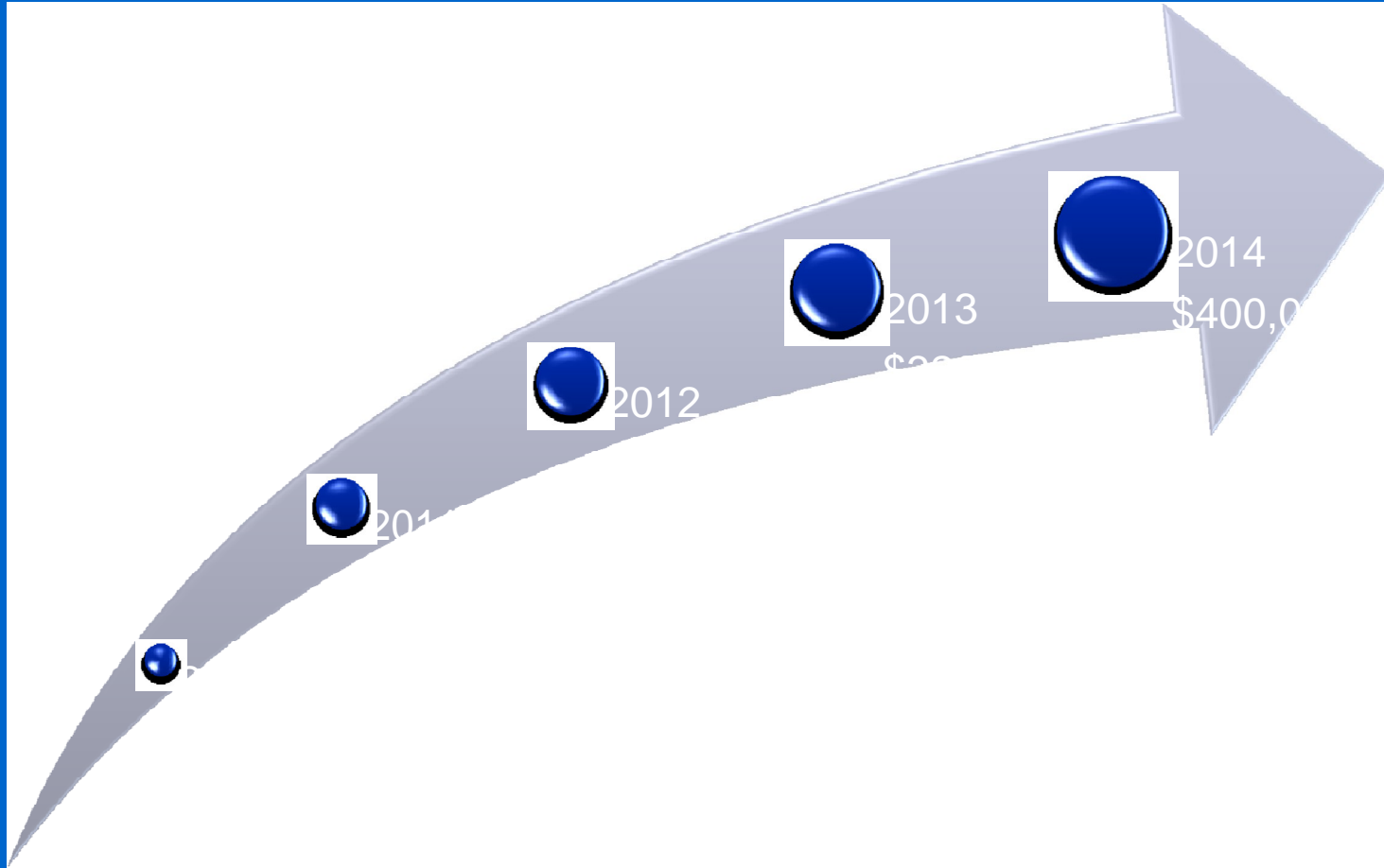


# Actual Loss





# Recurring Losses not Quantified





# Discipline or Action

Terminations - 13

Suspension- 10

Other Discipline- 4

Other Appropriate Action- 26