

**Presentation to the Audit Committee  
on February 16, 2021  
Agenda Item AU 8.3**



# **Auditor General's 2020 Annual Report**

## **Demonstrating the Value of the Auditor General's Office**

Beverly Romeo-Beehler, FCPA, FCMA, CFF, ICD.D, JD, B.B.A.  
Auditor General



# AUDITOR GENERAL

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# TORONTO

## Presentation Overview

1. 2020 Highlights
2. Outcomes:
  - Management taking action
  - Embracing change achieves quantifiable impacts
  - Return on investment
3. Final Remarks

# 2020 Highlights

- 7 audit / investigative reports
  - Several other reports
  - 54 recommendations
  - System modernization
  - City-wide risk assessment

- Knighton Award

- Common themes report



Cyber  
Security



Winter  
Maintenance



Affordable  
Housing



Dental  
Benefits



Land  
Transaction



Drug  
Claims



Common Themes and Issues

# 2020 Reports: Management is Taking Action



**Toronto Water - Cyber Security**



**Winter Road Maintenance**



**CCM: Dental Benefits**



**Affordable Housing**

## Here's what management had to say about us...

*“The Auditor General’s team brought valuable insight ... Their approach to program review, with a focus on continual improvement, has been critical to improving our business practices, our work culture, and our commitment to serving the residents of our city.”*

Barbara Gray, General Manager, Transportation Services

*“...Toronto Water worked closely with your office ... The entire process was proactive and collaborative with an implementation that was both efficient and extremely effective. Our sincere thanks for your professionalism and support...”*

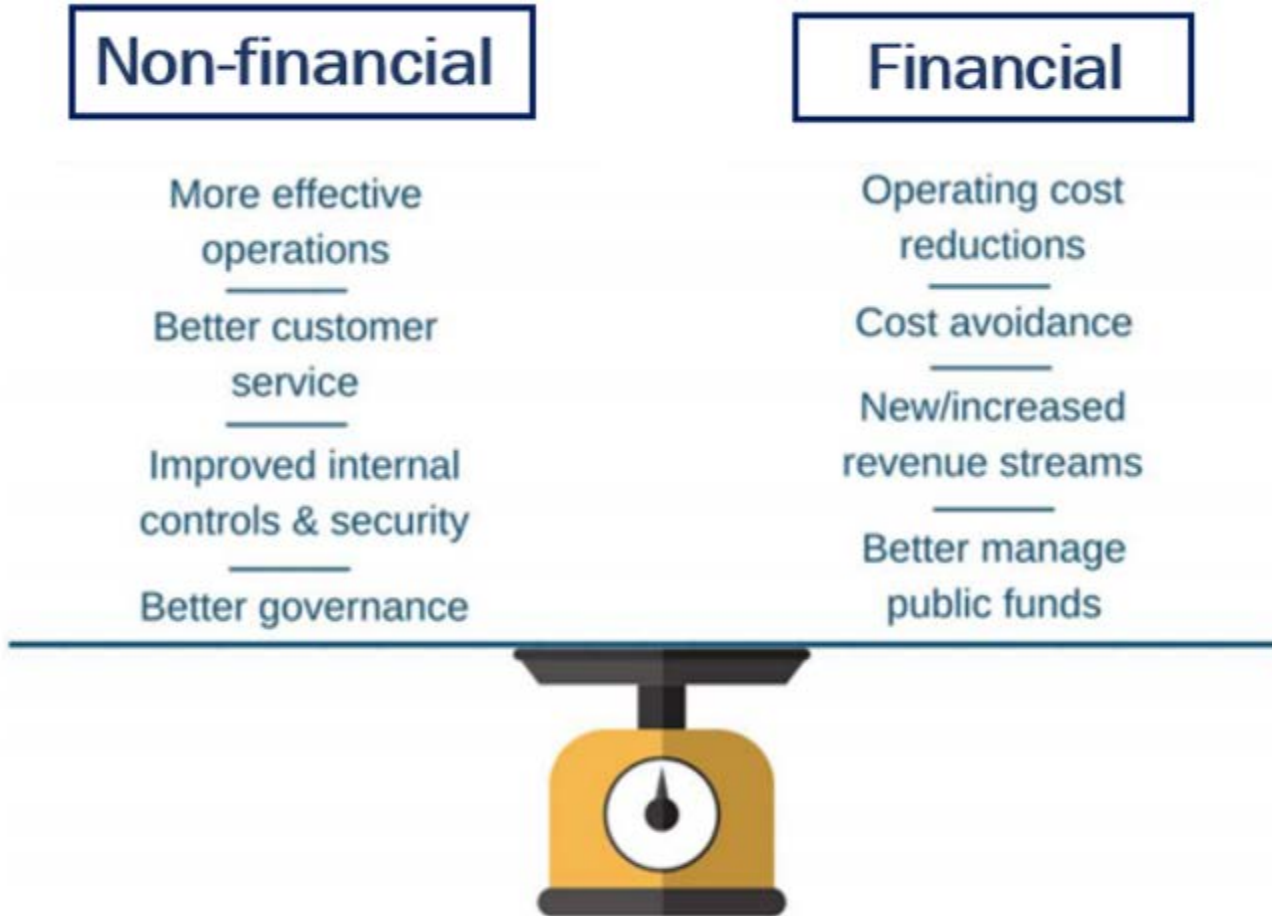
Lou Di Gironimo, General Manager, Toronto Water

*“All of the recommendations will help us focus more specifically, tying this program and the opportunity here to our affordable housing goals, it will definitely result in operational improvements ...and our ability to meet targets...”*

Abigail Bond, Executive Director, Housing Secretariat



# Types of Benefits and Impacts





## Management's Efforts Achieved Savings

- **\$83.7 million** verified one-time and five-year projected savings
- **\$385.3 million** projected five-year savings (2016 to 2020)



# Areas Making Notable Progress Towards Realizing Savings



TTC Revenue – PRESTO Fares



Childcare spaces



Wheel-Trans Services Reservations Call Centre



Rent geared to income eligibility



# Return on Investment Based on Costs & Savings for 2016-2020



Office Costs

**\$30.3M**



Total Savings

**\$385.3M**



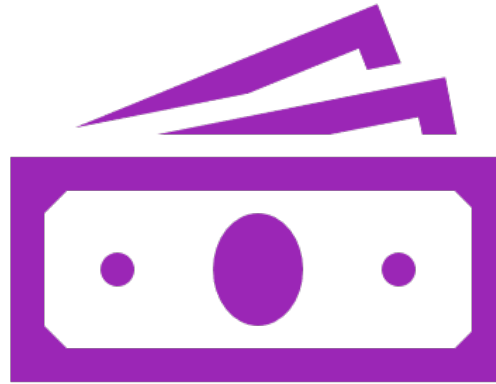
**\$1.00**



**\$12.70**



Management is  
addressing  
recommendations



City is achieving  
savings



Return on Investment  
\$12.70  
(2016 to 2020)

## Recap – Our Impact

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