

**Presentation to the Audit Committee
February 18, 2022
Agenda Item AU11.2**

**AUDITOR
GENERAL**

TORONTO

2021 Annual Report – Fraud and Waste Hotline

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2021 Annual Report – Fraud and Waste Hotline



Key Statistics & Beyond the Numbers



4 Major Investigations

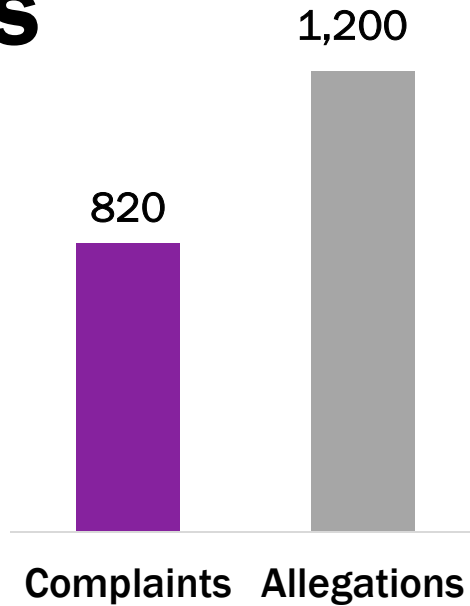


Communication Initiatives

Key Statistics

2021
complaints

40%
Increase from
2019 



820 complaints, of which:

- **40%** through online form
- **23%** through Hotline
- **72%** preliminary inquiries conducted

17% Substantiated



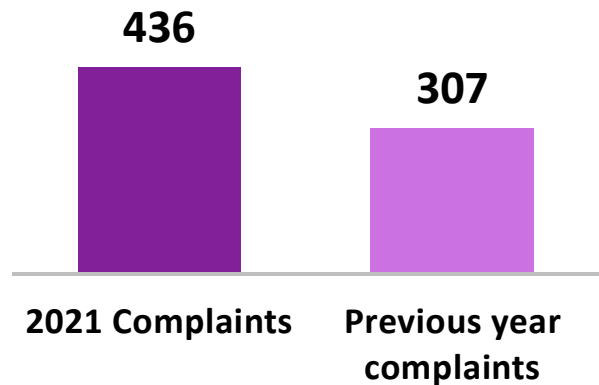
40% 

Substantiated
complaints were
Anonymous

\$227,000
Actual Loss in 2021

\$28.2M
Actual loss for 5 years

743 Cases resolved & closed in 2021



Beyond the Numbers

Actions taken by Management in 2021

2021 Complaints

4 employees disciplined

11 other actions taken

Previous Year Complaints

15 employees disciplined

20 other actions taken



Other Outcomes of Hotline Complaints

- Data Trends
- Future Audits
- Internal Controls
- Operational Efficiencies
- Deterrence & Detection

4 Major Investigations

1. **Toronto Business Improvement Areas (BIAs) Accounts Payable Fraud Investigation**

- February 2021



2. **Challenges in Contract Management – Auditor General’s Review of the Corporate Real Estate Management Division**

- June 2021



4 Major Investigations

3. Investigation into Allegations of Reprisal: Insufficient Evidence to Support Reprisal

- June 2021

4. Results of Agreed-Upon Procedures to Assess Controls over Pay & Display Credit Card Revenues

- April 2021



Communication Initiatives

- The responsibility to report wrongdoing is a part of the **TPS By-law**
- Direction **from City Council** to report allegations
- Communication initiatives may include undertaking an education campaign to **raise awareness** on employee **responsibility to report wrongdoing** to the Auditor General's Office

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