

### AUDITOR GENERAL'S OFFICE 2023 WORK PLAN REPORTS ISSUED FROM 2018 TO 2022

#### 2022\*

1. Revisiting Legacy **Rental Replacement Policies** to Align them with the City's Affordable Rental Housing Expectations
2. Part 1 of the Audit of **Emergency Shelters: A Focus on Case Management**
3. Part 2 of the Audit of **Emergency Shelters: Lessons Learned from Hotel Operations**
4. Auditor General's **Cybersecurity Review: Toronto Fire Services Critical Systems Review Phase 2**
5. Auditor General's Cybersecurity Review: **Open-Source Internet Data Intelligence Review**
6. **Toronto Transit Commission Cybersecurity Audit Phase 1: Critical IT Assets and User Access Management**
7. Toronto Police Service - Audit of **9-1-1 Public Safety Answering Point Operations Better Support for Staff, Improved Information Management and Outcomes**
8. Review of **Toronto Police Service - Opportunities to Support More Effective Responses to Calls for Service**
9. **Installation and Maintenance of Traffic Signs Contract - Follow up on Complaints Received**

*\* Fewer reports were tabled in 2022 because there was no Audit Committee meeting in the second half of 2022 due to the municipal election.*

#### 2021

1. Getting to the Root of the Issues: A Follow-Up to the 2019 **Tree Maintenance Services Audit**
2. Toronto Business Improvement Areas (BIAs) **Accounts Payable Fraud Investigation**
3. Information Technology Projects Implementation: **Information Privacy and Cybersecurity Review of Human Resource System**
4. **Cybersecurity Incidents at the City and its Agencies and Corporations: Integrated Incident Response Plan is Needed**
5. **Winter Road Maintenance Program - Phase 2 Analysis: Deploying Resources**
6. **Toronto Police Service Information Technology (IT) Infrastructure: Cyber Security Assessment Phase 1**
7. City Needs to Improve **Software License Subscription Tracking, Utilization and Compliance**
8. **Supplementary Report: City Needs to Improve Software License Subscription Tracking, Utilization and Compliance**
9. Challenges in **Contract Management** - Auditor General's Review of the Corporate Real Estate Management Division
10. Investigation into **Allegations of Reprisal: Insufficient Evidence to Support Reprisal**
11. Results of Agreed-Upon Procedures to Assess **Controls over Pay and Display Credit Card Revenues**

12. Auditor General's Cybersecurity Review: **Toronto Fire Services Critical Systems Review**
13. **Toronto Water Supervisory Control and Data Acquisition (SCADA) System Security: Results of the Follow-Up of Previous Audit Recommendations**
14. **Toronto Community Housing Corporation - Embedding Accountability into Service Delivery: Lessons Learned from the Audit of Contracted Property Management Services**

## **2020\*\***

1. **Cyber Safety** – Critical Infrastructure Systems: **Toronto Water SCADA System**
2. Audit of **Winter Road Maintenance** Program – Phase One: **Leveraging Technology** and Improving Design and **Management of Contracts to Achieve Service Level Outcomes**
3. Employee **Health Benefits Fraud** Involving a Medical Spa
4. Strengthening Accountability and **Outcomes for Affordable Housing**: Understanding the Impact of the Affordable Home Ownership Program
5. Continuous Controls Monitoring Program: Opportunities to **Reduce Cost of Dental Benefits**
6. Review of 260 Eighth Street **Land Transaction**: No Wrongdoing Identified
7. Toronto **Building** Division: **Conditional Permits** – Follow-up Investigation

*\*\*The COVID-19 pandemic delayed some audits temporarily and other audits were deferred due to the impact on operations and City staff time. This impacted the typical annual volume of audit and investigation reports for 2020. We leveraged this time to conduct our 2020 City-Wide Risk and Opportunities assessment, implement a new electronic audit management and audit recommendations follow-up system, and also continued with the roll out of a new complaint management system. These modernization initiatives set the Auditor General's Office up well, not only for remote work during the current period with COVID-19, but also for the longer term.*

## **2019**

1. Review of Toronto Transit Commission's Revenue Operations: Phase One – **Fare Evasion** and Fare Inspection
2. Review of Urban Forestry: Ensuring Value for Money for **Tree Maintenance** Services
3. Moving Forward Together: Opportunities to Address Broader City Priorities in **TCHC Revitalizations**
4. Opening Doors to **Stable Housing**: An Effective **Waiting List** and Reduced **Vacancy** Rates Will Help More People Access Housing
5. Audit of Interface Invoice Payments - Improving **Contract Management and Payment Processes**
6. Engineering and Construction Services – Phase Two: Construction **Contract Change Management** Controls Should Be Strengthened
7. **Fleet Services** Phase 1: Lengthy **Downtime** Requires Immediate Attention
8. **Fleet Services** Phase 1: Stronger Corporate Oversight Needed for **Underutilized Vehicles**

9. Supplementary Report – Establishment of **City Wide Cyber Security Breach Incident Management Procedures** Required
10. Review of **Toronto Transit Commission's Revenue Operations: Phase Two – PRESTO/TTC Fare Equipment and PRESTO Revenue**
11. **Fleet Services Operational Review: Phase Two – Stronger Asset Management** Needed
12. Safeguarding **Rent-Geared-to-Income Assistance**: Ensuring Only Eligible People Benefit
13. Cyber Safety: A Robust **Cybersecurity** Program Needed to Mitigate Current and Emerging Threats
14. **Investigation into Allegations of Reprisal**: Reprisal Not Found, But Lessons Learned

## **2018**

1. Raising the Alarm: **Fraud Investigation of a Vendor Providing Life Safety Inspection Services** to the City of Toronto
2. Review of **Urban Forestry – Permit Issuance and Tree By-law Enforcement** Require Significant Improvement
3. Enhance Focus on **Lease Administration** of City-owned Properties
4. Review of the **Green Lane Landfill Operations – Management of Contracts** Needs Improvement
5. **Information Technology Infrastructure and Asset Management Review: Phase 2: Establishing Processes for Improved Due Diligence, Monitoring and Reporting** for Effective IT Projects and Asset Management
6. Improvement Needed in Managing the City's **Wireless Telecommunication Contracts**
7. Engineering and Construction Services, Phase One: Controls over **Substantial Performance and Warranty Inspection Processes** Should be Strengthened
8. Review of **Toronto Transit Commission Employee Expenses and Reward and Recognition Programs**: Opportunities to Improve Policies and Controls and Save Costs
9. **Toronto Transit Commission: Managing Telecommunication Contracts and Payments**
10. Children's Services Division: Opportunities to Achieve Greater Value for **Child Care** from Public Funds
11. Toronto Court Services: **Collection of Provincial Offence Default Fines**
12. Review of **Toronto Transit Commission Procurement Policies and Practices: A Case Study to Improve Future Wheel-Trans Accessible Taxi Services Procurement**
13. **IT Infrastructure and IT Asset Management Review: Phase 1: Establishing an Information Technology Roadmap** to Guide the Way Forward for Infrastructure and Asset Management