

## **Auditor General's 2024 Annual Report - Demonstrating the Value of the Auditor General's Office**

**Date:** January 29, 2025

**To:** Audit Committee

**From:** Auditor General

**Wards:** All

### **SUMMARY**

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This report provides information about the Auditor General's Office 2024 activities and the financial and non-financial benefits achieved by the City through its implementation of report recommendations.

In 2024, the Auditor General's Office presented 10 audit, investigation, and cybersecurity reports with 86 recommendations, as well as a consolidated report on the status of previous Auditor General recommendations to City divisions, agencies and corporations.

Additionally, our Forensic Unit managed 679 complaints (representing approximately 1,050 allegations) received through our Fraud and Waste Hotline, and conducted and/or provided oversight of some complex investigations.

Every year, we demonstrate the value our Office brings with a quantified return on investment. The City has achieved cumulative one-time and annually recurring savings projected over a five-year period totaling over \$376 million (as reported in our 2020 to 2024 Annual Reports) by implementing our recommendations. The cumulative cost of operating the Auditor General's Office from 2020 to 2024 was approximately \$33.3 million. Based on these numbers, for every dollar invested in the Auditor General's Office there was a return of about \$11.

Equally important is the value that our reports bring through the non-quantifiable benefits, including enhanced cybersecurity and internal controls, robust data analytics, improved policies and procedures, more effective management and use of City resources, better customer service, and stronger security of City assets. Our reports also help to improve the efficiency and effectiveness of programs, systems and processes, the impacts of which are not always easily quantified in financial terms.

## RECOMMENDATIONS

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The Auditor General recommends that:

1. City Council receive this report for information.

## FINANCIAL IMPACT

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There is no financial impact resulting from the adoption of the recommendation in this report.

## DECISION HISTORY

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The Auditor General's legislated responsibilities, powers and duties are established in Section 178 of the *City of Toronto Act, 2006* (the Act). Under Section 178(1) of the Act, the Auditor General is responsible for assisting City Council in holding itself and City administrators accountable for the quality of stewardship over public funds and for achievement of value for money in City operations. The Auditor General conducts performance audits, investigations, cybersecurity assessments, and other work to fulfill this mandate.

The Toronto Municipal Code requires that the Auditor General report annually to City Council on the activities of the Office, including the savings achieved. Accordingly, the Auditor General has consistently provided annual reports on the benefits of the work completed by the Office.

## COMMENTS

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The Auditor General's report entitled "Auditor General's 2024 Annual Report – Demonstrating the Value of the Auditor General's Office" is attached as Attachment 1.

The report includes an overview of major activities conducted by the Auditor General's Office in 2024, and the financial and non-financial benefits resulting from the implementation of recommendations made previously by the Auditor General.

## CONTACT

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## **SIGNATURE**

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Tara Anderson  
Auditor General

## **ATTACHMENTS**

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Attachment 1: Auditor General's 2024 Annual Report – Demonstrating the Value of the Auditor General's Office