

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

Date: March 27, 2025
To: Planning and Housing Committee
From: City Council
Wards: All

CITY COUNCIL DECISION

City Council on March 26 and 27, 2025, adopted the following:

1. City Council refer the supplementary report (March 21, 2025) from the Auditor General to the April 10, 2025, meeting of the Planning and Housing Committee.

RECOMMENDATIONS

The Auditor General recommends that:

1. City Council receive this report for information.

SUMMARY

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.

Background Information (Committee)

(January 29, 2025) Report from the Auditor General on Auditor General's 2024 Annual Report - Demonstrating the Value of the Auditor General's Office

(<https://www.toronto.ca/legdocs/mmis/2025/au/bgrd/backgroundfile-252855.pdf>)

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

(<https://www.toronto.ca/legdocs/mmis/2025/au/bgrd/backgroundfile-252856.pdf>)

Presentation from the Auditor General on Auditor General's 2024 Annual Report - Demonstrating the Value of the Auditor General's Office

(<https://www.toronto.ca/legdocs/mmis/2025/au/bgrd/backgroundfile-253177.pdf>)

Background Information (City Council)

(March 21, 2025) Supplementary report from the Auditor General on Response to Audit Committee's Request on Whether the Audit of the Short-Term Rental Program and Municipal Accommodation Tax, outlined in the Auditor General's 2024 Annual Report (January 29, 2025), Includes 181 and 219 Dundas Street East (AU8.1a)

(<https://www.toronto.ca/legdocs/mmis/2025/cc/bgrd/backgroundfile-253970.pdf>)