

YEAR AT A GLANCE

Auditor General's 2025 Annual Report on the Fraud and Waste Hotline

BENEFITS OF THE FRAUD AND WASTE HOTLINE PROGRAM

- Protects City assets
- Reduces losses
- Deters fraud, wrongdoing, and waste
- Strengthens internal controls
- Improves policies and procedures
- Increases operational efficiencies
- Identifies trends and emerging issues, makes results-oriented recommendations to management, and informs our Audit Work Plan

WHAT'S NEW?

- One major investigation resulted in issuing a public report: [Fraud Investigation Involving Multiple City of Toronto Electricity Accounts](#).
- Over the past few years, the Hotline received an increased number of complaints that are complex in nature.
- Emerging risk related to change order fraud where City contractors were altering subcontractor documentation to inflate their fees and overbill the City.

RESPONSIBILITY TO REPORT WRONGDOING

The *Disclosure of Wrongdoing and Reprisal Protection* policy, part of the *Toronto Public Service By-law*, outlines the responsibility for employees to report wrongdoing.

All City employees who are aware that wrongdoing has occurred are required to immediately notify their manager, their Division Head, or the Auditor General's Office.

All of us play a crucial role in upholding our organization's integrity and everyone's vigilance helps keep the City of Toronto transparent and accountable.

BY THE NUMBERS – 2025 Annual Results



\$6.3M

actual loss for
past 5 years

\$4.0M

potential loss
for past 5 years

\$703K

recovery for past
5 years

Complaint sources



Email
(39%)



Online form
(29%)



Hotline
(18%)



Referrals
(11%)



Letter/Other
(3%)

Complaint outcomes



25% investigated
were substantiated



Discipline imposed
in **4** complaints



36% substantiated
were anonymous

- Almost **15,350** complaints received since 2002
- Approximately **1,210** allegations received annually over the past five years
- **33%** of the 697 complaints reported were anonymous
- Approximately **50%** of all anonymous complaints were received through the secure online complaint form
- **87** out of the 697 complaints resulted in an investigation by the Division, Agency, Corporation, or the Auditor General's Office
 - 22 complaints investigated were substantiated
 - 13 complaints investigated were unsubstantiated
 - 52 complaints are pending an investigation outcome as the investigation is in progress
- **\$4.5M** actual loss, **\$38K** potential loss, and **\$9K** recovery from 2025 complaints substantiated and closed. These amounts are expected to increase as outstanding complaints are completed in the future.
- **\$565K** actual loss, **\$5.2M** potential loss, and **\$381K** recovery for previous year's complaints substantiated and closed in 2025.