

Presentation to the Audit Committee
February 12, 2026
Agenda Item AU11.2

**AUDITOR
GENERAL**

TORONTO

Auditor General's 2025 Annual Report – Fraud and Waste Hotline

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Presentation Overview



About the Hotline



Key Statistics & Impact of the Hotline



Looking Ahead

About the Hotline

Ways to Report

Method	Contact Information
	www.torontoauditor.ca/report-fraud/
	416-397-STOP (7876)
	AuditorGeneral@toronto.ca
	

Disclosure of Wrongdoing and Reprisal Protection Policy:

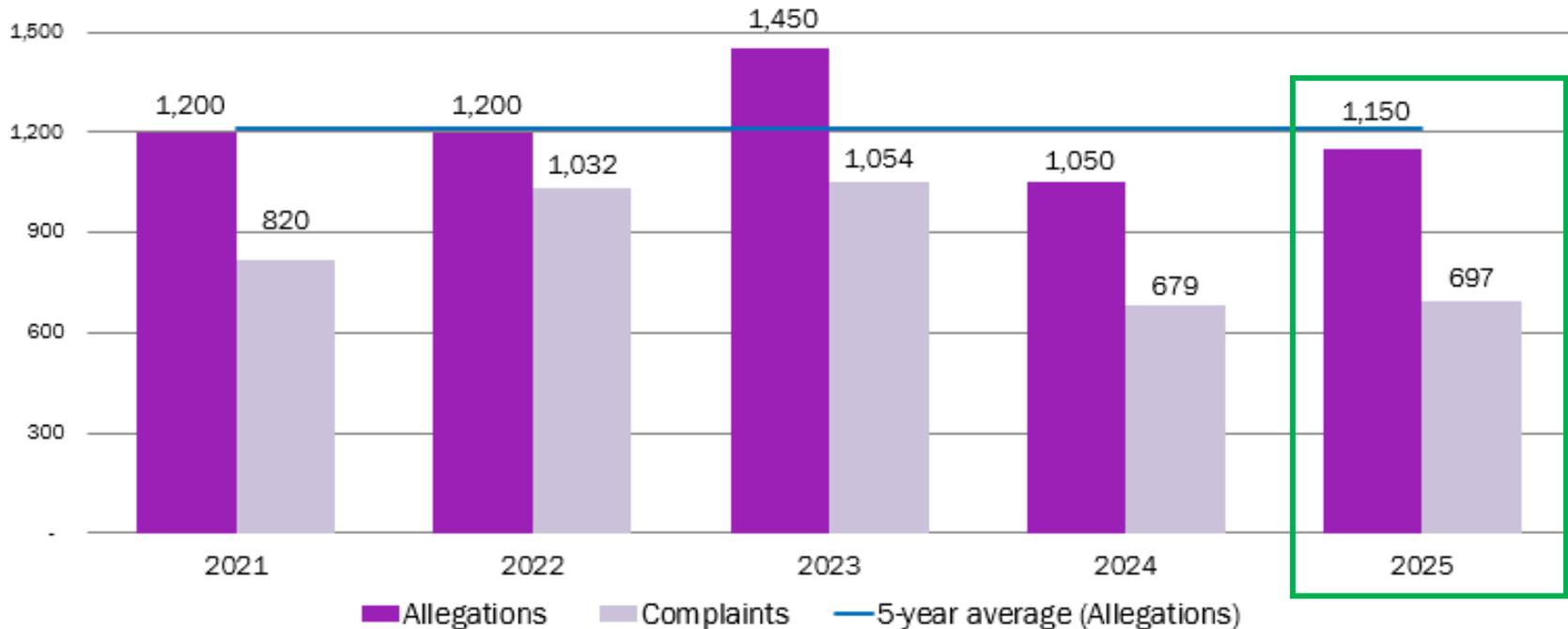
Employees have a responsibility to report wrongdoing

About the Hotline

Common types of complaints



Key Statistics for 2025



Volume of allegations over 5 years remained high at an average of approximately 1,210 allegations per year

Key Statistics for 2025

Outcomes



25% investigated
were substantiated



Discipline imposed
in **4** complaints



36% substantiated
were anonymous

Loss and Recovery

\$6.3M

actual loss for
past 5 years

\$4.0M

potential loss
for past 5 years

\$703K

recovery for past
5 years

Impact of the Hotline

Other Outcomes of Hotline Complaints

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

Investigations

- 2025 investigation report: *Fraud Investigation Involving Multiple City of Toronto Electricity Accounts*
- Other investigations ongoing that may be reported out on in 2026

Looking Ahead

Continued focus on:



Processing Fraud & Waste Hotline **complaints**



Conducting and reporting **investigative work**



Communication initiatives

- Continuously **promoting the Hotline** and **raising internal awareness** about By-law requirements for reporting wrongdoing
- Educate employees and the public on what **types of complaints** we investigate

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