



CITY OF CALGARY
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 IN COUNCIL CHAMBER
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D. Strickland
 CITY CLERK'S DEPARTMENT





Our Impact

- 48** audit recommendations
- 79** action plans closed
- 2** action plans outstanding past 1 year
- 38** completed Whistle-blower investigations
- 48** corrective actions from investigations



Our Performance

Measure Area	Performance Indicator	Target	2017	2016	Comments
Efficiency	On Track to Annual Plan	100%	92%	88%	Slightly below target reflecting vacant auditor roles during Q3 and Q4, partially alleviated by contract audit support.
Efficiency	Project Budget Variance	+/-10%	-17%	-1%	Decrease in average hours reflects CAO's ability to adapt and narrow the scope of audits to provide focused assurance.
Effectiveness	Recommendation Agreement	0%	100%	0%	All recommendations were agreed to which reflects knowledge and buy-in on risk mitigation strategy.
Effectiveness	Timely Implementation of Recommendations	N/A	81%	71%	Results may be attributed to increased demand on resources and/or optimistic implementation dates.
Quality	Client Satisfaction	70%	98%	84%	Eleven client surveys were received during 2017 covering ten audits with a response rate of 70%.
Staff	Training Plan Achieved	80%	88%	83%	Professional training included a cost effective mix of internal formal and self-study activities.
Staff	Average Years of Service	3.50	4.25	4.13	An investigator and a data analyst joined the team in Q2. Two auditors left the team in Q2/Q3, another auditor joined the team in Q4.



Calgary
City Auditor's Office

Our Websites



The mission of the City Auditor's Office is to provide independent and impartial financial, operational and performance audits to add value to the City of Calgary and enhance public trust.

Audit Services
The City Auditor's Office provides a range of audit services to the City of Calgary, including financial, operational and performance audits. For more information, visit our website.

Whistle-blower Program
The Whistle-blower Program is a confidential and secure way for employees to report concerns about the City of Calgary. For more information, visit our website.



Report concerns to the City of Calgary's Whistle-blower Program.

Overview
The Whistle-blower Program is a confidential and secure way for employees to report concerns about the City of Calgary. For more information, visit our website.

Policies
The Whistle-blower Program is a confidential and secure way for employees to report concerns about the City of Calgary. For more information, visit our website.



Organization
The City Auditor's Office is organized into several departments, including the Office of the Auditor General, the Office of the Auditor, and the Office of the Controller.



Approach
The City Auditor's Office uses a risk-based approach to auditing, focusing on areas of high risk and potential for improvement.



Audits
The City Auditor's Office provides a range of audit services, including financial, operational and performance audits.



What to report?
Employees should report concerns about the City of Calgary through the Whistle-blower Program.



Report
Employees should report concerns about the City of Calgary through the Whistle-blower Program.



The process
The Whistle-blower Program is a confidential and secure way for employees to report concerns about the City of Calgary.