



News Release

## **Auditor General Identifies Room for Improvement in City Management**

### **Annual Report Tabled at Audit Committee**

**Ottawa, December 1, 2016** – Auditor General Ken Hughes has highlighted room for improvement and recommended changes in six audits he tabled today at the Audit Committee as part of his Annual Report.

“Overall, we found some good management practices through these audits but the City administration can still do a better job in properly managing the municipality’s resources,” said Mr. Hughes.

Examples include lack of governance and supervision and proper compliance with City procedures and practices, as illustrated in the following audits:

- Inadequate controls over human resources in the Environmental Services Department. The practices currently in place to schedule, manage and allocate work to staff are inconsistent.
- Immediate action required to improve internal controls in the management of the ByWard and Parkdale Markets.
- Anticipated savings through a \$79 million dollar investment in ServiceOttawa were less than expected.
- Infrastructure Services should enhance the level of justification and analysis to support and assess sole source requests for professional engineering contracts.

In two other audits, the Auditor General concluded that management of the transition to Light Rail Transit is on track; and the City’s automated water reading system was generally a success.

Mr. Hughes made 32 recommendations for improvements and all have been accepted by City management.

To view the complete audits, go to the Auditor General’s website at [Ottawa.ca](http://Ottawa.ca).

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