

Auditor General finds need for improvements in City Leasing, Ambulance Services and Security

Ottawa, April 8, 2019 – Auditor General Ken Hughes' Annual Report to the Audit Committee contains details on a number of weaknesses in City operations and highlights possible cost savings.

In leasing City-owned property to private businesses or community groups, the audit found no overall leasing policy, rents that may not represent real market value and long-term leases that, in some cases, have not been renegotiated for 15 years.

Ottawa's ambulance service provides a valuable benefit to the public, but the audit report shows potential security weaknesses need to be addressed to better protect individual privacy.

Overall, there are significant gaps in the City's security system. The result has been termination of pass cards for departed employees taking anywhere from five weeks to months in the case of seasonal and student workers.

"One area of significant risk identified by this audit are the processes and controls over access card termination. The weaknesses identified require prompt attention from management," Mr. Hughes reported in his audit.

The Annual Report also examined how the City could do a better job in preventing frozen water services rather than relying on costly repairs later on and recommended better assessments of energy efficiency programs to create measurable savings for taxpayers.

Overall, Mr. Hughes noted in his presentation to the Audit Committee that City managers need to do a better job.

"Time and again, we have found examples of managers not managing properly or following the established policies and procedures," Mr. Hughes concluded.

To review the reports tabled today at Audit Committee, visit the Auditor General's website at ottawa.ca.

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