

OFFICE OF THE AUDITOR GENERAL

OFFICE OF THE AUDITOR GENERAL – REPORT ON THE REVIEW OF
CLIENT SERVICE CENTRE LAURIER CASH HANDLING PROCESS AND
CASH DISCREPANCIES

ACS2016-OAG BVG-0003

CITY WIDE

REPORT RECOMMENDATION

**That the Audit Committee receive the report on June 20, 2016, and
recommend that Council consider and approve the report
recommendations.**

Motion No. 8/2

Moved by Councillor J. Cloutier:

WHEREAS the Supporting Documentation titled:

**“Report on the Review of CSC Laurier Cash Handling Process and Cash
Discrepancies”; was not circulated with the agenda package;**

**THEREFORE BE IT RESOLVED that the Audit Committee approve the
addition of the document for consideration by the Committee at today’s
meeting, pursuant to Section 89(3) of the Procedure By-law (being By-law
no. 2014-441).**

CARRIED

The Committee received a PowerPoint slide presentation overview of the report from Ken Hughes, Auditor General. A copy of this presentation is held on file with the City Clerk. Sonia Brennan, Deputy Auditor General, Ed Miner, Deputy Auditor General, Steve Kanellakos, City Manager, Nancy Greenfield, Director, ServiceOttawa and Wendy Stephenson, Deputy City Treasurer were in attendance to respond to questions. Councillors Stephen Blais and Shad Qadri were also in attendance for this portion of the meeting.

Steve Kanellakos, City Manager, thanked the Auditor General (AG), staff and Audit Committee members and noted that management agreed with all 26 recommendations brought forward by the AG's office.

Committee discussions and questions to staff touched upon the following:

- Implementation timelines regarding recommendations and how they will be applied to all client service centres;
- Procedures and tracking of cash handling.

After discussion, Councillor Cloutier read the following motion:

Motion No. 8/3

Moved by: Councillor Cloutier

That, in accordance with Procedure By-Law 2014-441, the Audit Committee resolve *In Camera* pursuant to Subsection 13(1)(a), the security of the property of the city, and Subsection 13(1)(b), personal matters about an identifiable individual, including staff.

CARRIED

At 10:30 a.m., the Chair advised that Committee would take a five-minute recess in order to clear the room.

IN CAMERA ITEMS*

OFFICE OF THE AUDITOR GENERAL – REPORT ON THE REVIEW OF CLIENT SERVICE CENTRE LAURIER CASH HANDLING PROCESS AND CASH DISCREPANCIES - RECOMMENDATIONS 3, 5, 6, 8, AND 21 TO 25 AS WELL AS SOME OTHER COMMENTARY INCLUDED IN THIS REPORT WILL NOT BE REPORTED OUT

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CITY WIDE

The Audit Committee met *In Camera* from 10:40 a.m. to 11:05 a.m. to discuss the above-noted report. At 11:07 a.m., the Committee moved out of closed session and resumed in open session.

In accordance with the provisions of Subsection 239(2)(a) of the *Municipal Act, 2001*, as well as Subsection 13(1)(a) of the *Procedure By-law*, the subject matter of this report deals with “the security of the property of the City” and Subsection 13(1)(b), personal matters about an identifiable individual, including staff. Therefore, the report may be received and considered by Committee, and direction given to staff, in closed session.

Based upon the legal opinion set out in the Legal Implications section of the report titled “Office of the Auditor General – Report on the Review of Client Service Centre Laurier Cash Handling Process and Cash Discrepancies - Recommendations 3, 5, 6, 8, and 21 to 25 as well as some other commentary included in this report” this report will not be reported out.

Upon resuming in open session, Chair Hubley advised that the Audit Committee had met *In Camera* to deal with the Report on the Review of Client Service Centre Laurier Cash Handling Process and Cash Discrepancies - Recommendations 3, 5, 6, 8, and 21 to 25 as well as some other commentary included in this report. The Chair noted that during the *In Camera* session, the Auditor General and staff provided an overview of the report and answered questions from Committee. No votes were taken other than to deal with

procedural matters. The details of this audit cannot be reported out for the reasons stated above.

The staff report set out in Item 2 and listed as an *In-Camera* item of the Audit Committee Agenda was then put to Committee and the full report was RECEIVED and CARRIED.