



memorandum

DATE: Friday, September 11, 2015

TO: Honourable Mayor Bevilacqua and Members of Council

FROM: Paul Wallis, Director of Internal Audit

RE: **Communication – Anonymous Reporting System Awareness Survey
Respondent Demographics**

C	4
Item #	4
Report No.	11 (FAA)
Council - September 16/15	

Report #11, Item 4 of the September 8, 2015 Finance, Administration and Audit Committee

Purpose

To provide information requested at the September 8th, 2015 meeting of the Finance, Administration and Audit Committee regarding the demographics of respondents to the Anonymous Reporting System Awareness Survey.

Background

At the September 8, 2015 meeting of the Finance, Administration and Audit Committee, Internal Audit presented two separate reports related to the City's Anonymous Reporting System. The first was the Anonymous Reporting System Annual Report, which provided statistics related to the types of issues that were reported through the system in its first year of operation. Information regarding the identity of individuals filing reports through the system is not collected as this is an anonymous reporting mechanism; accordingly, system user demographics cannot be determined and were therefore not included in the Annual Report.

The second report presented by Internal Audit was the Anonymous Reporting System Awareness Survey (2015) results. Internal Audit surveyed individuals across the organization to gauge the extent to which City staff and management are aware of the Anonymous Reporting System's existence and how they feel about it. While individuals completing the survey were not asked to identify themselves, the survey form did ask respondents to complete certain demographic information for to assist us with enhancing our future communications plans. Respondents were given the option to skip questions related to demographics if they were not comfortable providing this information.

In accordance with a request from the Finance, Administration and Audit Committee on September 8, 2015 Internal Audit is hereby providing demographic information related to the Anonymous Reporting System Awareness Survey respondents. Out of the approximately 1,260

management and staff who were surveyed, 361 responded. Demographic information about survey respondents is presented as follows:

Commission	Number of Respondents	Percentage
Office of the City Manager	11	3%
Vaughan Fire and Rescue Service	34	9%
Office of the Executive Director	41	11%
Finance and City Treasurer	21	6%
Legal and Administrative Services	39	11%
Planning (including Parks Development)	30	8%
Engineering and Public Works (including Parks and Forestry Operations)	122	34%
Strategic and Corporate Services (including Building and Facilities)	49	14%
Did not answer this question	14	4%
Total	361	100%

Gender	Number of Respondents	Percentage
Female	150	41%
Male	201	56%
Did not answer this question	10	3%
Total	361	100%

Union/Non-Union	Number of Respondents	Percentage
Union	184	51%
Non-Union	169	47%
Did not answer this question	8	2%
Total	361	100%

Management/Non-Management	Number of Respondents	Percentage
Management	92	26%
Non-Management	257	71%
Did not answer this question	12	3%
Total	361	100%

Years of Service	Number of Respondents	Percentage
Less Than 1 Year	40	11%
At Least 1 Year but Fewer Than 2 Years	31	8%
2 – 5 Years	77	21%
6 – 10 Years	68	19%
11 – 15 Years	53	15%
16 – 20 Years	24	7%
21 Years or Longer	62	17%
Did not answer this question	6	2%
Total	361	100%

Conclusion

Internal Audit will incorporate survey results into short and long-term communication strategies aimed at improving overall organizational awareness of the system and continuing to build employee trust and confidence in the Anonymous Reporting System and related investigative processes.

Attachments

None.

Respectfully submitted,

GP. Shapiro
on behalf of

Paul Wallis
Director of Internal Audit