

Appendix C of CA-02-22

Imported from 2021 Audit Universe				RISK SCORING (with factor weighting applied)					RISK SCORE TOTAL
#	Category	Service	Audit Unit	Complexity	Financial	Reputation	Change	HR/People	
37	Internal Support and Administration	Financial Management	Transactional Processing	22.5	18.75	10	15	3.75	70
68	Leisure	Recreation	Aquatic Programs	22.5	18.75	5	10	3.75	60
69	Leisure	Recreation	Ice Programs	22.5	18.75	5	10	3.75	60
71	Leisure	Recreation	Food and Beverage Services	22.5	18.75	5	10	3.75	60
130	Roads and Transportation	Transit	Transit	22.5	18.75	5	10	3.75	60
36	Internal Support and Administration	Financial Management	Procurement Process	15	18.75	10	10	3.75	57.5
39	Internal Support and Administration	Financial Management	Financial Reporting and Business Planning	22.5	6.25	10	15	3.75	57.5
8	Corporate Customer Experience	Service Burlington	CRM System Admin and User community supp	22.5	6.25	7.5	15	3.75	55
38	Internal Support and Administration	Financial Management	Payroll process	22.5	6.25	7.5	15	3.75	55
11	Design and Build	Building Code Permits and Inspection	Building Inspections	22.5	12.5	5	10	3.75	53.75
51	Internal Support and Administration	Human Resources	Health, Safety and Wellness	22.5	6.25	7.5	10	7.5	53.75
61	Leisure	Arts and Culture	Festivals and Events	22.5	12.5	5	10	3.75	53.75
87	Maintenance	Roadway and Sidewalk Maintenance	Leaf Pick Up Program	22.5	12.5	5	10	3.75	53.75
88	Maintenance	Roadway and Sidewalk Maintenance	Winter Maintenance	22.5	12.5	5	10	3.75	53.75
70	Leisure	Recreation	Golf Course and Program	15	18.75	5	10	3.75	52.5
73	Leisure	Recreation	General Recreation Programs	15	18.75	5	10	3.75	52.5
119	Roads and Transportation	Parking Management	Parking Revenue Management	15	18.75	5	10	3.75	52.5
6	Corporate Customer Experience	Service Burlington	Service Burlington Contact Center	15	12.5	7.5	15	0.15	50.15
3	Legislative Services	Council and Citizen Committee	Election	22.5	6.25	7.5	10	3.75	50
48	Internal Support and Administration	Human Resources	Compensation and Benefits	15	6.25	5	15	7.5	48.75
85	Maintenance	Roadway and Sidewalk Maintenance	Roadway & Routine Maintenance	22.5	12.5	5	5	3.75	48.75
86	Maintenance	Roadway and Sidewalk Maintenance	Sidewalk and Walkway Maintenance	22.5	12.5	5	5	3.75	48.75
98	Maintenance	Tree Management	Private Tree By-law Pilot	15	12.5	7.5	10	3.75	48.75
111	Public Safety	Fire Emergency Response	Fire Training & Emergency Response	22.5	12.5	5	5	3.75	48.75
128	Roads and Transportation	Traffic Operations Management	Traffic Operations	22.5	12.5	5	5	3.75	48.75
127	Roads and Transportation	Traffic Operations Management	Traffic Signals	22.5	12.5	5	5	3.75	48.75
129	Roads and Transportation	Traffic Operations Management	Streetslighting	22.5	12.5	5	5	3.75	48.75
5	Corporate Customer Experience	Service Burlington	Customer Experience Business Development	15	12.5	5	15	0.15	47.65
7	Corporate Customer Experience	Service Burlington	Customer Experience Design and consultation	15	6.25	7.5	15	3.75	47.5
50	Internal Support and Administration	Human Resources	Recruitment	15	6.25	7.5	15	3.75	47.5
53	Internal Support and Administration	Information Technology	IT Support Service	22.5	6.25	5	10	3.75	47.5
102	Public Safety	By-law Enforcement	By-law Enforcement Complaints and Inspection	22.5	6.25	5	10	3.75	47.5
9	Design and Build	Building Code Permits and Inspection	Application Process	15	12.5	5	10	3.75	46.25
10	Design and Build	Building Code Permits and Inspection	Plan Review	15	12.5	5	10	3.75	46.25
66	Leisure	Organized Sport Support	Sport Organization Relationships, Granting, All	15	12.5	5	10	3.75	46.25
81	Maintenance	Parks and Open Space Maintenance	Parks and Open Space Maintenance	22.5	12.5	2.5	5	3.75	46.25
82	Maintenance	Parks and Open Space Maintenance	Horticulture	22.5	12.5	2.5	5	3.75	46.25
83	Maintenance	Parks and Open Space Maintenance	Technical Services	22.5	12.5	2.5	5	3.75	46.25
115	Public Safety	Halton Court Service	Halton Court Services Administration	15	12.5	5	10	3.75	46.25
117	Public Safety	Halton Court Service	Halton Court Services Collection of Unpaid Fin	15	12.5	5	10	3.75	46.25
120	Roads and Transportation	Parking Management	Parking By-law Enforcement	15	12.5	5	10	3.75	46.25
52	Internal Support and Administration	Human Resources	Employee & Labour Relations	15	6.25	5	15	3.75	45
42	Internal Support and Administration	Fleet Management	Vehicle and Equipment Maintenance	15	12.5	2.5	10	3.75	43.75
54	Internal Support and Administration	Information Technology	IT Consulting Service	15	6.25	5	10	7.5	43.75
55	Internal Support and Administration	Information Technology	IT Solution Delivery	15	6.25	5	10	7.5	43.75
67	Leisure	Organized Sport Support	Sport Venue Operations & Renovations	15	12.5	2.5	10	3.75	43.75
131	Roads and Transportation	Specialized Transit	Specialized Transit	15	12.5	2.5	10	3.75	43.75
13	Design and Build	Community Design and Development Review	Official Plan Amendments and Zoning By-law /	15	6.25	7.5	10	3.75	42.5
18	Design and Build	Facilities And Buildings - Design and Construct	Facilities And Buildings - Design and Construct	22.5	6.25	5	5	3.75	42.5
47	Internal Support and Administration	Corporate Communications and Engagement	Strategic Communications	15	6.25	7.5	10	3.75	42.5
110	Public Safety	Fire Prevention & Public Education	Fire Safety Education and Prevention	22.5	6.25	5	5	3.75	42.5
44	Internal Support and Administration	Fleet Management	Vehicle and Equipment Operator Training	15	6.25	2.5	10	7.5	41.25
60	Internal Support and Administration	Facilities And Buildings - Operations	Facility Operations	15	6.25	2.5	10	7.5	41.25
109	Public Safety	Fire Communications	Fire 911 Communications Dispatch	15	12.5	5	5	3.75	41.25
1	Legislative Services	Council and Citizen Committee	Council and Committee	15	6.25	10	5	3.75	40
24	Internal Support and Administration	Asset Management	Asset Management Oversight	15	6.25	5	10	3.75	40
63	Leisure	Arts and Culture	Arts & Cultural Programs & Services	15	6.25	5	10	3.75	40
64	Leisure	Arts and Culture	Cultural Mapping and Community Liaison	15	6.25	5	10	3.75	40
72	Leisure	Recreation	Parks and Trails	15	6.25	5	10	3.75	40
84	Maintenance	Roadway and Sidewalk Maintenance	Road and Sidewalk Inspection	22.5	6.25	2.5	5	3.75	40
94	Maintenance	Tree Management	Tree Maintenance	22.5	6.25	2.5	5	3.75	40
96	Maintenance	Tree Management	Urban Forest Health and Pest Management	22.5	6.25	2.5	5	3.75	40
116	Public Safety	Halton Court Service	Halton Court Services Courtroom Support	15	6.25	5	10	3.75	40
124	Roads and Transportation	Roads and Structures - Design and Constructio	Construction Inspection	15	6.25	5	10	3.75	40
4	Legislative Services	Council and Citizen Committee	Records & Information Management	15	6.25	7.5	10	0.15	38.9
40	Internal Support and Administration	Financial Management	Collection and Payment Processing	7.5	12.5	5	10	3.75	38.75
97	Maintenance	Tree Management	Public Tree Bylaw Administration and Enforce	15	12.5	2.5	5	3.75	38.75
106	Public Safety	Emergency Management	Whole of Government emergency management	7.5	6.25	7.5	10	7.5	38.75
101	Public Safety	Animal Control	Animal By-law Enforcement & Education	15	12.5	5	5	0.15	37.65
74	Leisure	Recreation	Community Garden Program	15	6.25	2.5	10	3.75	37.5
77	Maintenance	Cemetery	Grounds Maintenance	15	6.25	2.5	10	3.75	37.5
90	Maintenance	Surface Water Drainage	Surface Water Drainage Maintenance & Storm	15	6.25	7.5	5	3.75	37.5
114	Public Safety	Halton Court Service	Halton Court Services Prosecution	15	6.25	2.5	10	3.75	37.5
118	Roads and Transportation	Parking Management	Parking Space Management	15	6.25	7.5	5	3.75	37.5
108	Public Safety	Emergency Management	Whole Community Emergency Management	7.5	6.25	5	10	7.5	36.25
99	Public Safety	Animal Control	Dog Licensing	7.5	12.5	5	10	0.15	35.15
100	Public Safety	Animal Control	Adoption and Care	7.5	12.5	5	10	0.15	35.15
29	Internal Support and Administration	Corporate Strategy & Risk Management	Corporate and Strategic Planning	7.5	6.25	7.5	10	3.75	35
49	Internal Support and Administration	Human Resources	Organizational Development	15	6.25	5	5	3.75	35
104	Public Safety	By-law Enforcement	By-Law Permits	15	6.25	5	5	3.75	35
112	Public Safety	Fire Emergency Response	Fire Fleet and Station Operations	15	6.25	5	5	3.75	35
121	Roads and Transportation	Roads and Structures - Design and Constructio	Survey	15	6.25	5	5	3.75	35
122	Roads and Transportation	Roads and Structures - Design and Constructio	Design	15	6.25	5	5	3.75	35
123	Roads and Transportation	Roads and Structures - Design and Constructio	Construction Administration	15	6.25	5	5	3.75	35
125	Roads and Transportation	Roads and Structures - Design and Constructio	Municipal Consent	15	6.25	5	5	3.75	35
134	Roads and Transportation	Transportation Planning	Active Transportation	7.5	6.25	7.5	10	3.75	35
12	Design and Build	Community Design and Development Review	Policy and Research	7.5	6.25	7.5	5	7.5	33.75
14	Design and Build	Community Design and Development Review	Site Plan/Minor Development/Zoning Certificat	7.5	12.5	5	5	3.75	33.75
15	Design and Build	Community Design and Development Review	Subdivision/Condo/Part Lot Control	7.5	12.5	5	5	3.75	33.75
16	Design and Build	Community Design and Development Review	Variances, Consent and Other City Tribunals	7.5	12.5	5	5	3.75	33.75
27	Internal Support and Administration	Corporate Legal	Real Estate Service (Property & Land)	7.5	12.5	5	5	3.75	33.75
107	Public Safety	Emergency Management	Continuity of Operations Planning	7.5	6.25	2.5	10	7.5	33.75
19	Design and Build	Parks and Open Space - Design and Developm	Parks and Open Space Planning	15	6.25	2.5	5	3.75	32.5
20	Design and Build	Parks and Open Space - Design and Developm	Parks and Open Space Design and Constructi	15	6.25	2.5	5	3.75	32.5
21	Design and Build	Parks and Open Space - Design and Developm	Parks and Open Space Asset Management	15	6.25	2.5	5	3.75	32.5
25	Internal Support and Administration	Asset Management	Long-Range Financial and Operational Plannin	15	6.25	2.5	5	3.75	32.5
41	Internal Support and Administration	Financial Management	Property Tax Billing	7.5	6.25	5	10	3.75	32.5
43	Internal Support and Administration	Fleet Management	Vehicle Procurement	7.5	6.25	5	10	3.75	32.5
65	Leisure	Arts and Culture	Relationship Liaison with Arts & Culture Boards	7.5	6.25	5	10	3.75	32.5
80	Maintenance	Environment and Energy	Sustainability Initiatives	7.5	6.25	5	10	3.75	32.5
89	Maintenance	Surface Water Drainage	Surface Water Drainage Project Management	15	6.25	2.5	5	3.75	32.5
91	Maintenance	Surface Water Drainage	Resident Drainage Customer Service	15	6.25	2.5	5	3.75	32.5
92	Maintenance	Surface Water Drainage	Storm Water Management Design and Review	15	6.25	2.5	5	3.75	32.5
95	Maintenance	Tree Management	Tree Planting	15	6.25	2.5	5	3.75	32.5
26	Internal Support and Administration	Corporate Legal	Insurance/Risk Management	7.5	6.25	5	5	7.5	31.25
28	Internal Support and Administration	Corporate Legal	Legal Services	7.5	6.25	5	5	7.5	31.25
75	Maintenance	Cemetery	Customer Service and Sales	7.5	12.5	2.5	5	3.75	31.25
35	Internal Support and Administration	Corporate Strategy & Risk Management	Government Relations	7.5	6.25	7.5	5	3.75	30
113	Public Safety	Fire Emergency Response	Fire Administration	7.5	6.25	7.5	5	3.75	30
128	Roads and Transportation	Traffic Operations Management	Crossing Guard Program	15	6.25	2.5	0.2	3.75	27.7
23	Design and Build	Parks and Open Space - Design and Developm	Planning Applications	7.5	6.25	5	5	3.75	27.5

30	Internal Support and Administration	Corporate Strategy & Risk Management	Corporate Risk & Accountability	7.5	6.25	5	5	3.75	27.5
34	Internal Support and Administration	Corporate Strategy & Risk Management	Corporate Project Management	7.5	6.25	5	5	3.75	27.5
45	Internal Support and Administration	Geographic Information and Mapping	Property/Land Information Service, Advocacy,	7.5	6.25	5	5	3.75	27.5
46	Internal Support and Administration	Geographic Information and Mapping	Spatial Data Management and Analysis	7.5	6.25	5	5	3.75	27.5
93	Maintenance	Surface Water Drainage	Site Alteration Permitting and Administration	7.5	6.25	5	5	3.75	27.5
132	Roads and Transportation	Transportation Planning	Developer Application Review	7.5	6.25	5	5	3.75	27.5
133	Roads and Transportation	Transportation Planning	Long Range Transportation Planning	7.5	6.25	5	5	3.75	27.5
17	Design and Build	Community Design and Development Review	Data Management	7.5	6.25	2.5	5	3.75	25
22	Design and Build	Parks and Open Space - Design and Development	Landscape Architecture	7.5	6.25	2.5	5	3.75	25
57	Internal Support and Administration	Sign Production	Sign Production	7.5	6.25	2.5	5	3.75	25
58	Internal Support and Administration	Sign Production	Sign Installation	7.5	6.25	2.5	5	3.75	25
59	Internal Support and Administration	Sign Production	Sign Design	7.5	6.25	2.5	5	3.75	25
62	Leisure	Arts and Culture	Public Art Collection Management	7.5	6.25	2.5	5	3.75	25
76	Maintenance	Cemetery	Interment Services	7.5	6.25	2.5	5	3.75	25
78	Maintenance	Environment and Energy	Community Energy Plan	7.5	6.25	2.5	5	3.75	25
79	Maintenance	Environment and Energy	Energy Management Plan (City Operations)	7.5	6.25	2.5	5	3.75	25
103	Public Safety	By-law Enforcement	By-law Licensing	7.5	6.25	2.5	5	3.75	25
105	Public Safety	By-law Enforcement	By-law Lottery Licensing and Liquor Licensing	7.5	6.25	2.5	5	3.75	25
33	Internal Support and Administration	Corporate Strategy & Risk Management	Corporate Culture Leadership	0.3	6.25	7.5	5	3.75	22.8
2	Legislative Services	Council and Citizen Committee	Citizen Advisory Committee	7.5	0.25	5	5	3.75	21.5
32	Internal Support and Administration	Corporate Strategy & Risk Management	Board Liaison	0.3	6.25	5	5	3.75	20.3
31	Internal Support and Administration	Corporate Strategy & Risk Management	Business Performance and Continuous Improvement	0.3	6.25	2.5	5	3.75	17.8
56	Internal Support and Administration	Internal Audit	Internal Audit	0.3	0.25	5	5	3.75	14.3