

City of Burlington Organizational Structure					
#	Dept/Division	Service	Auditable Unit	Management/Staff Lead	Past Internal Audit Projects
1	Legal & Legislative Services	Council and Citizen Committee	Council and Committee	Director of Legislative Services and City Clerk	
2	Legal & Legislative Services	Council and Citizen Committee	Citizen Advisory Committees	Director of Legislative Services and City Clerk	2014 Committee of Adjustment Audit
3	Legal & Legislative Services	Council and Citizen Committee	Election	Director of Legislative Services and City Clerk	
4	Legal & Legislative Services	Council and Citizen Committee	Records & Information Management	Director of Legislative Services and City Clerk	2011 Records Management 2012 Corporate Delegation of Authority Audit
5	Community Services	Service Burlington	Customer Experience Business Development	Manager, Customer Experience Business Development	
6	Community Services	Service Burlington	Service Burlington Contact Center	Manager of Customer Experience	2017 Inventory Audit 2017 Corporate Cash Handling Audit 2024 Cash Handling/Revenues Audit
7	Community Services	Service Burlington	Customer Experience Design and consultation	Manager of Customer Experience	
8	Community Services	Service Burlington	CRM System Admin and User community support	Manager of Customer Experience	2019 CRM Implementation & On-going Operations
9	Development & Growth Management	Building Code Permits and Inspection	Application Process	Director of Building Services, Chief Building Official	2024 Community Grants Audit
10	Development & Growth Management	Building Code Permits and Inspection	Plans Review	Director of Building Services, Chief Building Official	2014 Plans Review Audit 2018 Plans Review Follow-up Audit
11	Development & Growth Management	Building Code Permits and Inspection	Building Inspections	Director of Building Services, Chief Building Official	2016 Building Inspections Audit
12	Development & Growth Management	Community Design and Development Review	Planning Policy, Research, Community Initiatives and Official Plan/Zoning Amendments	Director of Community Planning	
13	Development & Growth Management	Community Design and Development Review	Site Plan/Minor Development/Zoning Review and Administration	Director of Community Planning	
14	Development & Growth Management	Community Design and Development Review	Development Applications Review	Director of Community Planning	
15	Development & Growth Management	Community Design and Development Review	Variances, Consent and Other City Tribunals	Director of Community Planning	2014 Committee of Adjustment Audit
16	Development & Growth Management	Community Design and Development Review	Urban Design, Special Projects and Heritage	Director of Community Planning	2024 Community Grants Audit
17	Public Works	Facilities And Buildings - Design and Construction	Facilities And Buildings - Design and Construction	Manager of Facility Assets	
18	Public Works	Parks and Open Space - Design and Development	Parks and Open Space Planning	Director of Engineering Services	
19	Public Works	Parks and Open Space - Design and Development	Parks and Open Space Design and Construction	Director of Engineering Services	
20	Public Works	Parks and Open Space - Design and Development	Parks and Open Space Asset Management	Director of Engineering Services	
21	Public Works	Parks and Open Space - Design and Development	Landscape Architecture	Director of Engineering Services	
22	Public Works	Parks and Open Space - Design and Development	Development Applications Review	Director of Engineering Services	
23	Public Works	Asset Management	Asset Management Oversight	Director of Engineering Services	2014 Roads Infrastructure Asset Management
24	Public Works	Asset Management	Long-Range Financial and Operational Planning	Director of Engineering Services	
25	Legal & Legislative Services	Corporate Legal	Insurance/Risk Management	Commissioner, Legal and Legislative Services/City Solicitor	
26	Legal & Legislative Services	Corporate Legal	Realty Services	Commissioner, Legal and Legislative Services/City Solicitor	2015 Lease Mngt and Administration Audit
27	Legal & Legislative Services	Corporate Legal	Legal Services	Commissioner, Legal and Legislative Services/City Solicitor	2024 Community Grants Audit
28	Strategy, Performance and Risk	Corporate Strategy & Risk Management	Corporate and Strategic Planning	Chief Transformation Officer (CTO)	
29	Strategy, Performance and Risk	Corporate Strategy & Risk Management	Corporate Risk & Accountability	Chief Transformation Officer (CTO)	
30	Strategy, Performance and Risk	Corporate Strategy & Risk Management	Business Performance and Continuous Improvement	Chief Transformation Officer (CTO)	
31	Office of the Chief Administrative Officer	Corporate Strategy & Risk Management	Board Liaison	Chief Administrative Officer (CAO)	
32	Office of the Chief Administrative Officer	Corporate Strategy & Risk Management	Corporate Culture Leadership	Chief Administrative Officer (CAO)	2012 BCP-DRP-CERP Audit 2014 Corporate-wide Elements of an Ethical Organization Audit
33	Finance	Financial Management	Procurement	Chief Financial Officer	2013 Procure to Pay (under \$20,000) Audit 2014 Procurement Transactions >\$25,000 Audit 2019 Accounts Payable & P-Card Audit 2024 Procurement Audit (<\$50,000 transactions)
34	Finance	Financial Management	Financial Transactional Processing	Chief Financial Officer	2010 Accounts Payable 2010 Investments 2011 Grant Application Management 2011 Charitable Donations Mgmt. & Admin Audit 2013 SAP Controls Audit 2013 Investments Audit 2015 Follow Up Audit for Charitable Donations Management & Administration 2015 Phase II: Financial Accounts 2015 Phase I: Manage General Ledger 2016 Phase II: General Ledger Account Reconciliation Audit 2017 Investments Audit 2017 Corporate Cash Handling Audit 2019 Accounts Payable & P-Card Audit 2024 Cash Handling/Revenues Audit
35	Finance	Financial Management	Payroll	Chief Financial Officer	2016 Corporate Payroll Audit
36	Finance	Financial Management	Financial Reporting and Business Planning	Chief Financial Officer	
37	Finance	Financial Management	Collection and Payment Processing	Chief Financial Officer	2019 Accounts Payable & P-Card Audit
38	Finance	Financial Management	Property Tax Billing	Chief Financial Officer	
39	Corporate Affairs	Corporate Communications and Engagement	Strategic Communications	Director of Corporate Communications & Engagement	
40	Corporate Affairs	Corporate Communications and Engagement	Community Engagement & Volunteer Management	Director of Corporate Communications & Engagement	
41	Corporate Affairs	Corporate Communications and Engagement	Creative & Digital Services	Director of Corporate Communications & Engagement	
42	Corporate Affairs	Government Relations	Government Relations	Head of Corporate Affairs	
43	Corporate Affairs	Internal Audit	Internal Audit	City Auditor	2018 External Quality Assessment
44	Human Resources	Human Resources	Compensation and Benefits	Chief Human Resources Officer (CHRO)	
45	Human Resources	Human Resources	Organizational Development	Chief Human Resources Officer (CHRO)	
46	Human Resources	Human Resources	Talent Acquisition	Chief Human Resources Officer (CHRO)	
47	Human Resources	Human Resources	Health, Safety and Wellness	Chief Human Resources Officer (CHRO)	2018 Health Safety & Wellness Audit 2022 Health & Safety Audit (Pandemic Controls)
48	Human Resources	Human Resources	Employee & Labour Relations	Chief Human Resources Officer (CHRO)	2012 Corporate Employee Performance Management Program Audit
49	Burlington Digital Services	Burlington Digital Services	IT Support Service	Chief Information Officer	2012 2012 BCP-DRP-CERP Audit 2013 SAP Controls Audit 2016 Enterprise Mobility Consulting Project 2019 Corporate Cloud Computing Mngt
50	Burlington Digital Services	Burlington Digital Services	Digital Experience & Design	Chief Information Officer	
51	Burlington Digital Services	Burlington Digital Services	IT Solution Delivery & Project Management	Chief Information Officer	2022 ERP Project Audit - Phase 1 2022 ERP Project Audit - Phase 2
52	Burlington Digital Services	Burlington Digital Services	IT Data Analytics & Visualizations	Manager, Data Analytics & Visualizations	
53	Burlington Digital Services	Burlington Digital Services	Information Security	Principal Digital Enterprise Architecture	2022 Cyber-Security Audit (CIS CSS Identify controls) 2023 Cyber-Security Audit (CIS CSS Protect controls) 2024 Cyber-Security Audit (CIS CSS Detect & Respond controls)
54	Community Services	Facilities And Buildings - Operations	Facility Operations	Director of Recreation, Community and Culture	2014 Facility Operations Audit
55	Community Services	Arts and Culture	Festivals and Events	Director of Recreation, Community and Culture	
56	Community Services	Arts and Culture	Public Art Collection Management	Director of Recreation, Community and Culture	
57	Community Services	Arts and Culture	Arts & Cultural Programs & Services	Director of Recreation, Community and Culture	
58	Community Services	Arts and Culture	Cultural Mapping and Community Liaison	Director of Recreation, Community and Culture	
59	Community Services	Arts and Culture	Relationship Liaison with Arts & Culture Boards	Director of Recreation, Community and Culture	2022 Advisory Services for Aldershot Village BIA
60	Community Services	Organized Sport Support	Sport Organization Relationships, Granting, Allocation of Space & Joint Ventures	Director of Recreation, Community and Culture	2024 Community Grants Audit

61	Community Services	Organized Sport Support	Sport Venue Operations & Renovations	Director of Recreation, Community and Culture	
62	Community Services	Recreation	Aquatic Programs	Director of Recreation, Community and Culture	
63	Community Services	Recreation	Ice Programs	Director of Recreation, Community and Culture	
64	Community Services	Recreation	General Recreation Programs	Director of Recreation, Community and Culture	2024 Cash Handling/Revenues Audit
65	Community Services	Recreation	Parks and Trails	Director of Recreation, Community and Culture	
66	Community Services	Recreation	Golf Course and Program	Director of Recreation, Community and Culture	2017 Inventory Audit
67	Community Services	Recreation	Community Garden Program	Director of Recreation, Community and Culture	
68	Public Works	Sign Production	Sign Production	Director of Roads, Parks & Forestry	
69	Public Works	Sign Production	Sign Installation	Director of Roads, Parks & Forestry	
70	Public Works	Sign Production	Sign Design	Director of Roads, Parks & Forestry	
71	Public Works	Cemetery	Customer Service and Sales	Director of Roads, Parks & Forestry	2012 Parks & Rec Customer Service Audit
72	Public Works	Cemetery	Interment Services	Director of Roads, Parks & Forestry	
73	Public Works	Cemetery	Grounds Maintenance	Director of Roads, Parks & Forestry	2017 Inventory Audit
74	Public Works	Fleet Management	Vehicle and Equipment Maintenance	Director of Roads, Parks & Forestry	2011 Fleet Management Audit 2017 Inventory Audit
75	Public Works	Fleet Management	Vehicle Procurement	Director of Roads, Parks & Forestry	2011 Fleet Management Audit
76	Public Works	Fleet Management	Vehicle and Equipment Operator Training	Director of Roads, Parks & Forestry	2024 AVL Implementation Audit
77	Public Works	Geographic Information and Mapping	Property/Land Information Service, Advocacy, Map production & Open Data	Director of Engineering Services	
78	Public Works	Geographic Information and Mapping	Spatial Data Management and Analysis	Director of Engineering Services	
79	Public Works	Environment and Energy	Energy Management (City Operations)	Manager of Sustainability	2023 Environmental Stewardship Strategies Audit
80	Public Works	Environment and Energy	Sustainability Initiatives	Manager of Sustainability	2023 Environmental Stewardship Strategies Audit
81	Public Works	Parks and Open Space Maintenance	Parks and Open Space Maintenance	Director of Roads, Parks & Forestry	2017 Inventory Audit
82	Public Works	Parks and Open Space Maintenance	Horticulture	Director of Roads, Parks & Forestry	2011 Roadside Horticulture Program Audit
83	Public Works	Parks and Open Space Maintenance	Technical Services	Director of Roads, Parks & Forestry	
84	Public Works	Roadway and Sidewalk Maintenance	Road and Sidewalk Inspection	Director of Roads, Parks & Forestry	
85	Public Works	Roadway and Sidewalk Maintenance	Roadway & Routine Maintenance	Director of Roads, Parks & Forestry	
86	Public Works	Roadway and Sidewalk Maintenance	Sidewalk Maintenance	Director of Roads, Parks & Forestry	
87	Public Works	Roadway and Sidewalk Maintenance	Leaf Pick Up Program	Director of Roads, Parks & Forestry	
88	Public Works	Roadway and Sidewalk Maintenance	Winter Maintenance	Director of Roads, Parks & Forestry	2017 Winter Maintenance Audit
89	Public Works	Surface Water Drainage	Surface Water Drainage Project Management	Director of Engineering Services	
90	Public Works	Surface Water Drainage	Surface Water Drainage Maintenance & Storm Sewer Discharge	Director of Engineering Services	
91	Public Works	Surface Water Drainage	Resident Drainage Customer Service	Director of Engineering Services	
92	Public Works	Surface Water Drainage	Storm Water Management Design and Review	Director of Engineering Services	
93	Public Works	Surface Water Drainage	Site Alteration Permitting and Administration	Director of Engineering Services	
94	Public Works	Urban Forestry	Tree Maintenance	Director of Roads, Parks & Forestry	
95	Public Works	Urban Forestry	Tree Planting	Director of Roads, Parks & Forestry	
96	Public Works	Urban Forestry	Urban Forest Health and Pest Management	Director of Roads, Parks & Forestry	
97	Public Works	Urban Forestry	Public Tree Bylaw Administration, Education, Enforcement	Director of Roads, Parks & Forestry	
98	Public Works	Urban Forestry	Private Tree By-law Pilot	Director of Roads, Parks & Forestry	
99	Development & Growth Management	Animal Control	Dog Licensing	Director, By-Law Compliance	2011 Animal Control Audit 2013 Animal Control Follow Up Audit 2024 Cash Handling/Revenues Audit
100	Development & Growth Management	Animal Control	Adoption and Care of Stray and Abandoned Animals	Director, By-Law Compliance	2011 Animal Control Audit 2013 Animal Control Follow Up Audit
101	Development & Growth Management	Animal Control	Animal By-law Enforcement & Education	Director, By-Law Compliance	2011 Animal Control Audit 2013 Animal Control Follow Up Audit
102	Development & Growth Management	By-law Enforcement	By-law Enforcement Complaints and Inspections	Director, By-Law Compliance	2013 Animal Control Follow Up Audit
103	Development & Growth Management	By-law Enforcement	By-law Licensing	Director, By-Law Compliance	2013 Building Administration & Licensing Audit
104	Development & Growth Management	By-law Enforcement	By-Law Permits	Director, By-Law Compliance	2013 Building Administration & Licensing Audit
105	Development & Growth Management	By-law Enforcement	By-law Lottery Licensing and Liquor Licensing	Director, By-Law Compliance	2013 Building Administration & Licensing Audit
106	Community Services	Emergency Management	Whole of Government emergency management program	Specialist, Community Emergency Management	
107	Community Services	Emergency Management	Business Continuity	Specialist, Community Emergency Management	
108	Community Services	Emergency Management	Emergency Management	Specialist, Community Emergency Management	2012 BCP-DRP-CERP Audit
109	Community Services	Fire Protection and Prevention	Fire 911 Communications Dispatch	Fire Chief	2010 Communications Supervisory Organizational Structure Audit 2019 Fire Emergency Comms Audit
110	Community Services	Fire Protection and Prevention	Fire Safety Education and Prevention	Fire Chief	
111	Community Services	Fire Protection and Prevention	Fire Training & Emergency Response	Fire Chief	2016 Fire Emergency Response Training Audit
112	Community Services	Fire Protection and Prevention	Fire Fleet and Station Operations	Fire Chief	2011 Fire Vehicle Equipment Maintenance Audit 2013 Fire Vehicle Equip Maintenance Audit 2014 DCP Benchmark Compliance Audit 2017 Inventory Audit
113	Community Services	Fire Protection and Prevention	Fire Administration	Fire Chief	
114	Legal & Legislative Services	Halton Court Service	Halton Court Services Prosecution	Deputy Ctlv Solicitor	
115	Legal & Legislative Services	Halton Court Service	Halton Court Services Administration	Manager of Halton Court Services	2011 Halton Court Services Finance & Accounting Audit 2017 Corporate Cash Handling 2024 Cash Handling/Revenues Audit
116	Legal & Legislative Services	Halton Court Service	Halton Court Services Courtroom Support	Manager of Halton Court Services	
117	Legal & Legislative Services	Halton Court Service	Halton Court Services Financial Management	Manager of Halton Court Services	2024 Cash Handling/Revenues Audit
118	Public Works	Roads and Structures - Design and Construction	Survey	Director of Engineering Services	
119	Public Works	Roads and Structures - Design and Construction	Design	Director of Engineering Services	
120	Public Works	Roads and Structures - Design and Construction	Construction Administration	Director of Engineering Services	2012 Contingency Payments Management - Design & Construction Audit
121	Public Works	Roads and Structures - Design and Construction	Construction Inspection	Director of Engineering Services	2018 Construction Field Inspections Audit
122	Public Works	Roads and Structures - Design and Construction	Municipal Consent	Director of Engineering Services	
123	Public Works	Parking Management	Parking Space Management	Director of Transportation	
124	Public Works	Parking Management	Parking Revenue Management	Director of Transportation	2017 Corporate Cash Handling Audit 2024 Cash Handling/Revenues Audit
125	Public Works	Parking Management	Parking By-law Enforcement	Director of Transportation	2018 Parking By-Law Enforcement VFM Audit
126	Public Works	Traffic Operations Management	Traffic Operations	Manager, Transportation Operations	
127	Public Works	Traffic Operations Management	Traffic Signals	Manager, Transportation Operations	
128	Public Works	Traffic Operations Management	Crossing Guard Program	Manager, Transportation Operations	
129	Public Works	Traffic Operations Management	Streetsighting	Manager, Transportation Operations	
130	Public Works	Transportation Planning	Long Range Transportation Planning	Manager, Integrated Mobility	
131	Public Works	Transportation Planning	Development Applications Review	Manager, Integrated Mobility	
132	Public Works	Transportation Planning	Active Transportation	Manager, Integrated Mobility	
133	Community Services	Transit	Transit Operations	Director of Transit	2012 Transit Business Services 2014 Transit Business Services Follow-up Audit 2014 DCP Benchmark Compliance Audit 2015 PRESTO User Entity Controls Audit 2024 Cash Handling/Revenues Audit
134	Community Services	Transit	Transit Maintenance	Director of Transit	2011 Transit Inventory Physical Count 2012 Transit Physical Inventory Count Limited Scope Audit 2017 Inventory Audit
135	Community Services	Transit	Transit Planning & Service Development	Director of Transit	
136	Community Services	Transit	Transit Rider Experience & Education	Director of Transit	
137	Community Services	Specialized Transit	Specialized Transit	Director of Transit	