



FY 2017 ACCOMPLISHMENTS REPORT

The Office of the City Auditor was created by the Austin City Charter as an independent office reporting to City Council to help establish accountability and improve City services.

OUR FOCUS:



SELECTING TOPICS THAT MATTER



PERFORMING QUALITY WORK



BALANCING EFFICIENCY AND EFFECTIVENESS



BEING A PLACE PEOPLE WANT TO WORK

AUDIT SERVICES

We conduct performance audits to review aspects of a City service or program and provide recommendations for improvement.

INTEGRITY SERVICES

We conduct investigations of allegations of fraud, waste, or abuse by City employees or contractors.

SELECTING AUDITS

When we select projects each year, we want to identify topics that directly impact Austin residents. In FY 2018, our audit plan included topics such as:

HOME REPAIR PROGRAMS

COORDINATION IN THE RIGHT OF WAY

CITY CONTRACTS

POLICE RESPONSE TO PEOPLE WITH SPECIAL NEEDS

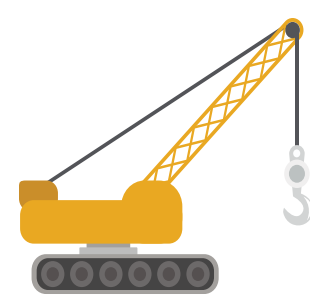
PERMITTING PROCESS IMPROVEMENTS

FOCUSING WITHIN AUDITS

In each audit, we select areas of focus where we believe we will add the most value for the City. For example, we started looking at homelessness assistance efforts and recognized several areas where improvements may be warranted, such as policies, coordination, resource allocation, and outcomes.

AUDITS ISSUED LAST FISCAL YEAR

We issued 14 audits in FY 17, including:



CAPITAL PROJECTS DELIVERY PROCESS

Process designed to contain costs and ensure the quality of capital projects is not consistently followed



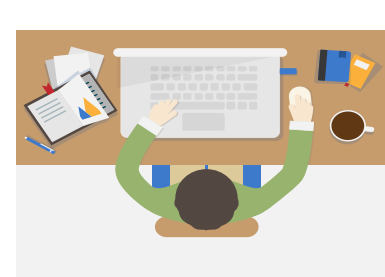
DEMOLITION PERMITS

Demolition permitting process is not designed effectively: two departments accept permit applications and other departments not fully involved



HISTORIC PRESERVATION PROGRAM

The historic preservation program is not effectively administered and is not in line with other entities' preservation activities



PERSONNEL INVESTIGATIONS PRACTICES

Basic structure is in place, but better tracking system, guidance, training, and staffing model is needed



CITY UTILITY STREET CUT REPAIRS

The City has a significant backlog of utility cut patches awaiting a repair, some of which are unreliable and possibly hazardous

51

Confirmed as Implemented

FOLLOW-UP ON PRIOR AUDIT RECOMMENDATIONS

To date, we tested almost half of 155 recommendations issued in fiscal years 12-16 and were able to confirm the implementation of 51

AUDIT IMPACT

Through our follow-up work, we confirmed that improvements were made in the following areas as a result of implementing our recommendations:

- cost allocation practices and departmental financial policies
- performance measurement system implementation
- patron safety at City parks
- storage of hazardous materials by Public Works Department

SPECIAL REQUESTS COMPLETED LAST FISCAL YEAR

We issued 4 special request reports this year:

POLICE AND FIRE LABOR AGREEMENTS

DRIVING WHILE INTOXICATED INCIDENTS

AFFORDABILITY DISTRICT PROFILES AND INVENTORY OF CITY PROGRAMS

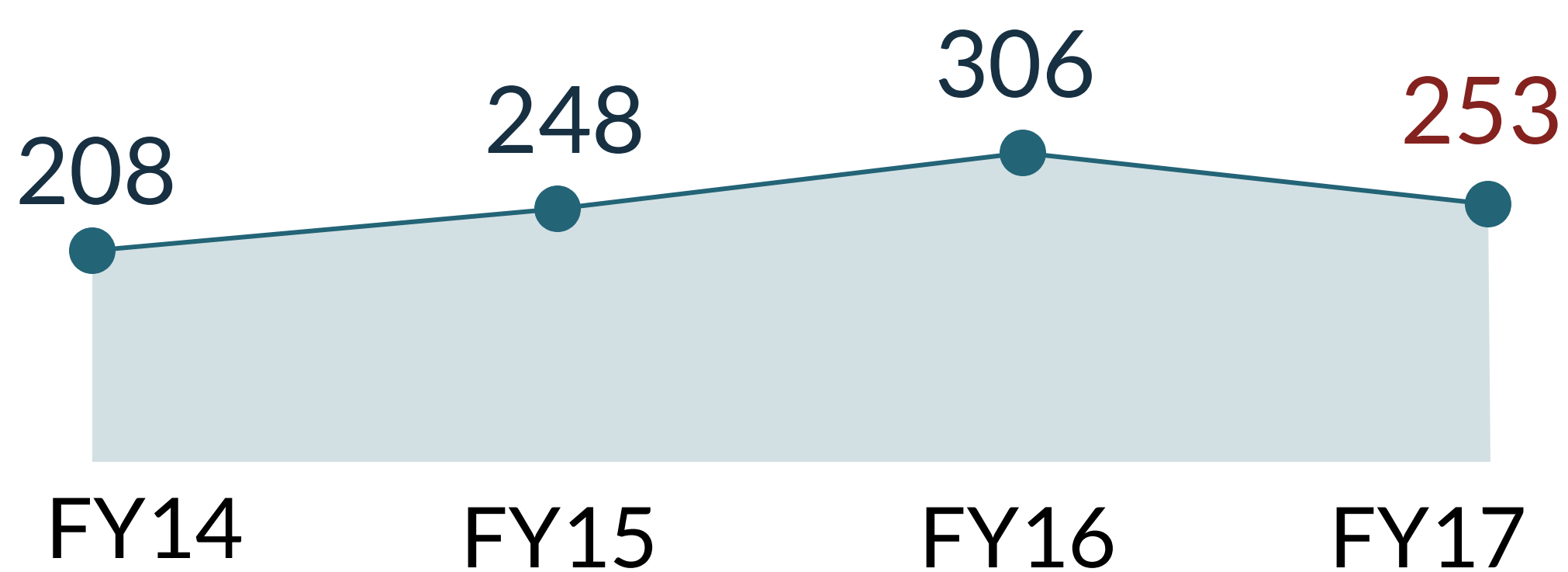
This year, in response to Council needs, we conducted a new type of project analyzing extensive information related to affordability in Austin by Council District. We also developed an inventory of City programs that affect affordability for Austin residents.

INVESTIGATIONS ISSUED LAST FISCAL YEAR

This year we received 253 new allegations. After a significant increase in FY16, the number of allegations decreased to the level of FY15. Many allegations were either referred to another party with appropriate jurisdiction or closed due to lack of information.

We completed 20 investigations and issued 10 reports or complaints, involving:

- misuse of City resources
- conflicts of interest
- acceptance of favor or employment
- waste of City resources



Management took action in 100% of the cases where action was warranted. The Ethics Review Commission took action in 2 of 4 filed complaints

Refer to the FY17 City Auditor's Integrity Unit report for more information.

COUNCIL SATISFACTION

In FY17, Council rated their satisfaction with our services as follows:



4.75 of 5 for audit services

Highest level of integrity and trust. Appreciated!

When it comes to City departments, the City Auditor's office is at the pinnacle of high performance.

The value of their function is currently too understated.



5 of 5 for integrity services

I would like to see audit resources focused on areas where the potential gains for the City in terms of efficiencies and fiscal benefit are large.

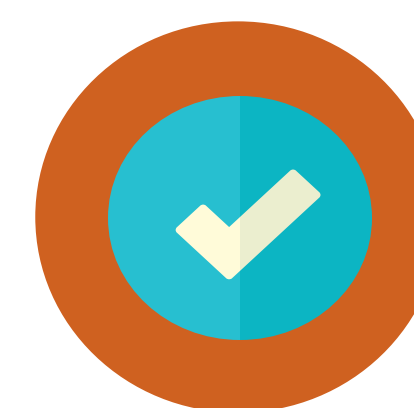
I would like to see more follow through on your recommendations by staff in other departments.



OUR VALUES



INTEGRITY



OBJECTIVITY



QUALITY

INNOVATION