



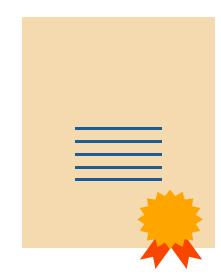
# FY 2019 ACCOMPLISHMENTS REPORT

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 2020, our audit plan included topics such as:

3-1-1 CUSTOMER  
SERVICE

PARKING  
MANAGEMENT

INTERLOCAL  
AGREEMENTS

AUSTIN CODE REPEAT  
OFFENDER PROGRAM

## AUDITS ISSUED LAST FISCAL YEAR

We issued 11 audits in FY 19. As we conduct our audits we aim to focus on issues that most impact Austin residents. Some examples of audits issued in FY19 include:



### HOME REPAIR PROGRAMS

The City has unspent home repair funds each year, leading to missed opportunities for residents to receive services. Improvements can be made in coordinating home repair programs and meeting program goals.



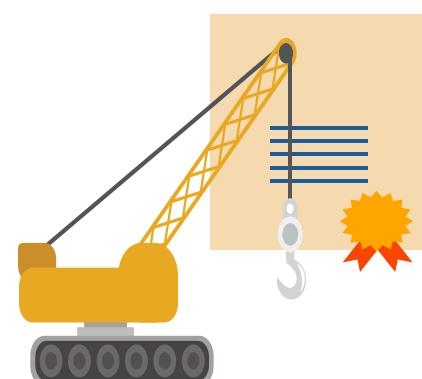
### SIDEWALK PROJECTS

The City does not have enough funding to build all missing sidewalks or even all of the highest priority ones. Also, the City could expand accessibility inspections and their documentation.



### POLICE BODY- WORN CAMERAS

Austin Police Department supervisors have not been consistently reviewing body-worn camera videos to detect and correct issues.



### PERMITTING PROCESS IMPROVEMENTS

To improve the permitting process, the City needs to clarify existing Code requirements and enhance cooperation among reviewing departments.



### TRAFFIC SAFETY: DESIGN AND EDUCATION

The City could improve its traffic safety efforts by continuing to improve crash data and specifically targeting education efforts at dangerous driving behaviors.



### ACCESS TO MENTAL HEALTH SERVICES

The City needs a coordinated approach for managing referrals for mental health services and needs to collect additional information to determine if services are being accessed.

# SPECIAL PROJECTS

We completed 4 special reports this year, including:



## CITY CONTRACTING PRACTICES

There are weaknesses in the way the City manages contracts, many of which have persisted citywide for several years.

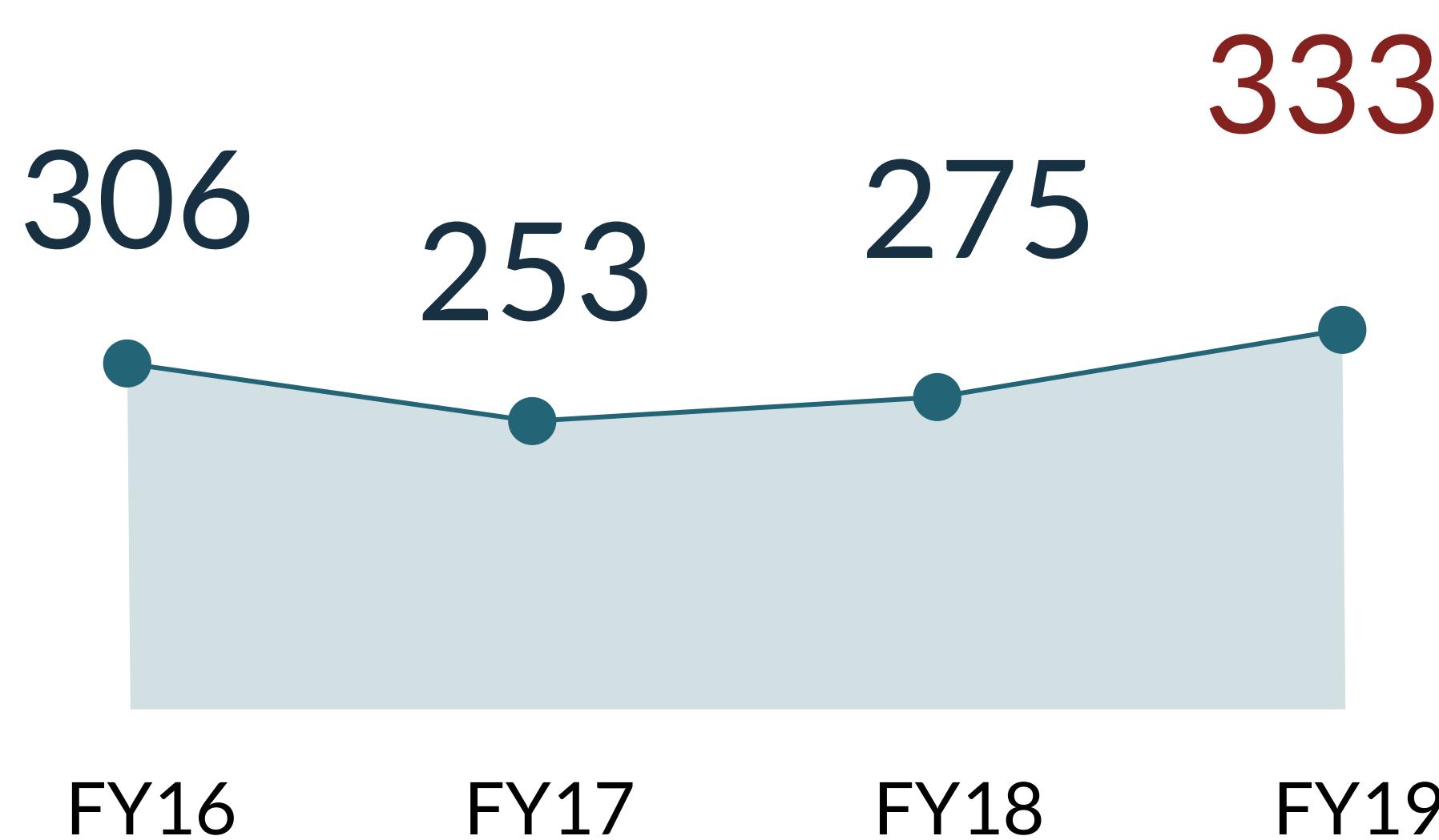


## CRIMINAL JUSTICE INFORMATION SECURITY COMPLIANCE

The City could lose access to criminal justice information because it may be violating several elements of federal information security policy, including those related to physical security and background checks.

# INVESTIGATIONS ISSUED LAST FISCAL YEAR

This year we received 333 new allegations. There was a 21% increase from FY18, and is the highest number in recent years. Many allegations were either referred to another party with appropriate jurisdiction or closed due to lack of information.



We completed 14 investigations and issued 9 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 dismissed 1 complaint and issued a letter of reprimand for 1 complaint.

Refer to the FY19 City Auditor's Integrity Unit report for more information.

# COUNCIL SATISFACTION

In FY19, Council rated their satisfaction with our services as follows:



**4.67** of 5 for audit services



**4.67** of 5 for integrity services

# OUR VALUES



INTEGRITY



OBJECTIVITY



QUALITY



INNOVATION