

CITY OF AUSTIN OFFICE OF THE CITY AUDITOR

2015 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 ensure that the City provides efficient and effective services to the residents of Austin.

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.

OUR VALUES:



INTEGRITY



OBJECTIVITY



QUALITY



INNOVATION



SELECTING TOPICS THAT MATTER

SELECTING AUDITS

When we select projects each year, we want to identify topics that directly impact Austin residents. To do this, we talk to City officials and ask for input from the public. We also stay up-to-date on resident concerns by monitoring news, public meetings, and resident feedback.

FOCUS IN AUDITS

In each audit, after we spend some time understanding the general topic, we select areas to focus on where we believe we will add the most value for the City. This year we revised our processes and held trainings to get even better at focusing our audits.

INITIATING INVESTIGATIONS

We carefully review every allegation we receive through our fraud hotline. We refer some matters, such as criminal and personnel matters, to other City departments for resolution. For allegations within our jurisdiction, we collect evidence to determine whether the allegations are founded.



PERFORMING QUALITY WORK

AUDITING THE AUDITORS

This year, our office was audited by fellow local government auditors. This review is required every 3 years and makes sure we are doing our jobs per industry standards. The review found our office in full compliance!

COUNCIL SATISFACTION

AUDIT SERVICES:
5 of 5

INTEGRITY SERVICES:
5 of 5



"Continue to provide the high level of professional auditing expertise as you have done in the past. Thanks for all the good work!"

"I think the Auditor and her staff are doing an excellent job. Keep up the great work."



16 AUDIT OUTPUTS ISSUED WITH 29 RECOMMENDATIONS

AUDIT TOPICS

Employee Safety

Low-Income Assistance

Infrastructure

Animal Services

Purchasing

Police Evidence



WATER LOSS MANAGEMENT AUDIT

"City audit: Austin Water Utility could improve meters, loss-reporting process"

-KXAN News



PRIORITIZATION OF AFFORDABLE HOUSING DEVELOPMENT AUDIT

"City has no effective strategy to meet affordable housing needs, audit finds"

-KXAN News



ANIMAL SERVICES PROGRAM AUDIT

"City reports Austin Animal Services falling short on animal care, response time"

-70X 7 News

SPECIAL REQUEST REPORTS FOR COUNCIL

Our audit outputs included 5 in-depth special request reports, based on requests from individual Council offices.



265 ALLEGATIONS REVIEWED AND 21 INVESTIGATIONS

Our Integrity Unit received 265 allegations this year, which is an increase of 23% from last year. Many allegations were either referred to another party with appropriate jurisdiction or closed due to lack of information.

We conducted 21 investigations of allegations within our jurisdiction. While many resulted in a conclusion that there was not sufficient evidence of a violation, several will result in reports being issued.



BALANCING EFFICIENCY AND EFFECTIVENESS IN OUR WORK



AUDIT SERVICES

- conducted more in-depth audits focused on outcomes
- improved collaboration and communication with management to address audit issues



INTEGRITY SERVICES

- participated on the City's Management Integrity Committee to coordinate on City ethics issues
- presented at trainings to educate new supervisors about fraud

EFFECTIVENESS IMPROVEMENTS



- worked to present complex information more effectively
- initiated office-wide meetings to better coordinate audit and investigative work
- expanded the information in our reports to provide more information to decision-makers

EFFICIENCY IMPROVEMENTS

- continued our multi-year approach to audit follow-up
- leveraged audit resources by conducting Citywide risk assessments that resulted in audit series on particular topics
- enhanced our case management system to facilitate data entry and reporting
- improved coordination with other departments to reduce overlap between investigations



- reviewed our processes and removed redundancies

PROFESSIONAL GROWTH



Served in leadership roles in professional organizations



Obtained professional certifications



Networked with other audit professionals



Attended conferences and trainings to enhance our expertise



BEING A PLACE PEOPLE WANT TO WORK

OFFICE OF THE CITY AUDITOR EMPLOYEE RESPONSES COMPARED TO LAST YEAR:

OVERALL JOB SATISFACTION: 12% ↑

INTEND TO WORK FOR THE CITY IN A YEAR: 5% ↑

STAFF TURNOVER: 19% ↓

In prior years, staff identified office culture as a weakness. This year our positive work environment was identified as a strength.

PARTICIPATION IN CITYWIDE INITIATIVES



participated in the City's combined charities campaign



received an award in City's employee commute reduction program



donated backpacks through the City's build-a-backpack program



participated in the City Olympics and the City's wellness program



Office of the City Auditor staff