

Office of the City Auditor

Proposed Audit Plan

Fiscal Year 2018

The Office of the City Auditor's mission is to provide audit and investigative services that foster transparency, accountability, and continuous improvement in Austin city government.


The Office of the City Auditor continuously collects information about risks facing the City from a variety of sources including the City Council, City management, and the public, as well as national and local events that could affect Austin.

The City Auditor assesses this information to identify value added audit topics.

These audit topics are prioritized based on available resources, timing, audit coverage, and other factors and then included in this Audit Plan.

New Audits

	Audit Topic	Primary Priority Area	Preliminary Objective(s)
1	Affordable Housing: Tenant Selection	Ec. Opportunity/ Affordability	Does the City monitor to ensure developers of affordable units select qualified tenants in an equitable manner in alignment with City goals?
2	City Coordination in the Right-of-Way	Mobility	Is the City effectively coordinating in the right-of-way to minimize traffic disruptions and maximize traffic flow?
3	Police Response to People with Special Needs	Safety	Is Austin Police Department effectively responding to incidents involving people with special needs?
4	Home Repair Programs	Safety	Are programs administered by the City to provide home repairs and weatherization services for low-income residents coordinated effectively and meeting goals?
5	Cultural Arts Grants: Outcome Reporting/ Monitoring	Cultural/ Learning Opportunities	Are cultural arts grants administered and monitored effectively to ensure agreed upon outcomes are achieved?
6	City Contracts	Cross-cutting	Is the City's approach to developing, awarding, and monitoring contracts ensuring desired outcomes are achieved?
7	Utilization of City-Owned Properties	Government that Works	Is the City effectively utilizing City-owned properties to achieve City objectives? Are City leases cost-effective?
8	Permitting Process Improvements	Government that Works	Have actions taken to improve the permitting process as a result of prior audit and consultant reports resulted in improved services?
9	Lobbyist Registration Compliance	Government that Works	Are lobbyists complying with City Code provisions? [required by City Code provisions]
10	Ongoing Follow-up for Prior Recommendations	Cross-cutting	Are recommendations previously issued by the City Auditor being implemented by departments?




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Carryover Audits - Started in Fiscal Year 2017 to be completed in Fiscal Year 2018

	Audit Topic	Primary Priority Area	Objective(s)
1	Workforce Development Contracts	Ec. Opportunity/ Affordability	How effective are workforce development contracting efforts at achieving outcomes and preparing employees for jobs that match the needs of the Austin job market?
2	Online Services	Government that Works	Are the City's online services meeting residents' basic needs?
3	Matched Savings Program	Ec. Opportunity/ Affordability	Is the Matched Savings Program serving eligible residents and achieving program goals?
4	Special Project on Displacement and Gentrification Efforts	Ec. Opportunity/ Affordability	What past work has been done by the City related to displacement and gentrification and what is the status of policy and program recommendations related to that work?
5	Homelessness Assistance (series)	Ec. Opportunity/ Affordability	What are the outcomes of City efforts to address the needs of the homeless population?
6	Neighborhood Centers	Ec. Opportunity/ Affordability	Are the City's Neighborhood Centers meeting the needs of low-income residents effectively and efficiently?
7	Fee Waivers	Government that Works	How much money is waived each year and how does the City administer the fee waiver process?
8	Austin Energy Inventory	Government that Works	How is Austin Energy managing issuance and return of inventory items?
9	On-Call Utilization	Government that Works	Is the City managing on-call and call-back assignments effectively and efficiently?
10	Down Payment Assistance	Ec. Opportunity/ Affordability	Is the Down Payment Assistance Program serving eligible residents and achieving program goals?



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Replacement Projects - One or more of the projects on this list will be initiated if ongoing or planned projects are shortened or removed from the audit plan.

	Audit Topic	Primary Priority Area	Objective(s)
1	City Staffing	Government that Works	Does the City effectively manage vacancies to minimize overtime costs and ensure operational needs are met?
2	Traffic Safety	Safety	Are the Police Department's enforcement efforts effectively promoting safety on City streets? What impacts does the level of enforcement have on other related City programs and initiatives?
3	Police and Fire Use of Civilian Staff	Safety	Are APD and AFD optimizing the use of civilians for tasks that do not require an officer? What approaches are in place in other cities that could be beneficial in Austin?
4	Human Resource Governance	Government that Works	Does the City's current approach to personnel management contribute to consistent outcomes for current and potential employees?
5	IT Security Management	Government that Works	Is the City effectively managing IT systems to reduce vulnerability to hacks or other intrusions?
6	Budget Process*	Government that Works	Does the budget process meet the needs of Council and Austin residents? How does Austin's process compare to other entities?
7	Citizen Review Panel Recommendations*	Safety	Have actions recommended by the Police Monitor Citizen Review Panel been implemented by the Austin Police Department?

*These may be appropriate to handle as non-audit special request projects.

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