

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	Home Repair Programs	Ec. Opportunity/Affordability	Are programs administered by the City to provide home repairs and weatherization services for low-income residents coordinated effectively and meeting 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	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 City programs and initiatives?
5	Follow-up on Changes Regarding Officer Interactions with the Public	Safety	Has the Austin Police Department implemented changes to policies and practices recommended by the Citizen Review Panel as well as recommendations from the City Auditor regarding the complaint process?
6	Cultural Arts Grants: Outcome Reporting/Monitoring	Cultural/Learning Opportunities	Are cultural arts grants administered and monitored effectively to ensure agreed upon outcomes are achieved?
7	City Contracts	Cross-cutting	Is the City's approach to developing, awarding, and monitoring contracts ensuring desired outcomes are achieved?
8	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?
9	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?
10	Risk Assessment of Human Resources	Government that Works	What risks exist within the City's human resources governance structure? How does the structure compare with industry practices?
11	Lobbyist Registration Compliance	Government that Works	Are lobbyists complying with City Code provisions? [required by City Code provisions]
12	Follow-up for Prior Recommendations	Cross-cutting	Are recommendations 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?

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.

1	Human Resources: Selected Audit Topic	Government that Works	To be determined based on results of FY18 Risk Assessment of Human Resources project.
2	City Staffing	Government that Works	Does the City effectively manage vacancies to minimize overtime costs and ensure operational needs are met?
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	IT Security Management	Government that Works	Is the City effectively managing IT systems to reduce vulnerability to hacks or other intrusions?

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