



OUR VISION IS TO
CONTINUALLY EARN THE TRUST
OF THE CITY'S COUNCIL,
CITIZENS, AND EMPLOYEES.

Austin City Council



Lee Leffingwell
Mayor



Sheryl Cole
Mayor Pro Tem
Place 6



Chris Riley
Council Member
Place 1



Mike Martinez
Council Member
Place 2



Kathie Tovo
Council Member
Place 3



Laura Morrison
Council Member
Place 4



Bill Spelman
Council Member
Place 5

ACCOMPLISHMENTS REPORT 2013

The Office of the City Auditor (OCA) seeks to assist the Austin City Council, citizens, and City management in establishing accountability, transparency, and a culture of continuous improvement in City operations and service delivery.

This report highlights our office's annual contributions to making Austin the most livable City.

OCA HIGHLIGHTS

For FY 2013, the City Council satisfaction rating with OCA services averaged 4.3 out of 5.0. This year we successfully completed our portion of the 10-ONE initiative, which resulted in a large, diverse, and qualified pool of applicants for both the Applicant Review Panel and Independent Citizens Redistricting Commission. Other key contributions included assisting the City Council in improving public services by identifying opportunities for effectiveness and efficiency; ensuring compliance with laws, regulations, and policies; and providing reliable reporting of information to improve public accountability and Council decision-making. Additionally, we looked to mitigate the risk of loss or abuse of assets, as well as correct wasteful practices.

Overall, we completed 24 audits, one special request from Council, 42 investigations, and worked on two detection projects.

10-ONE REDISTRICTING

Our office initiated the landmark 10-ONE project to fulfill our responsibilities under the recently revised Austin City Charter. During the 10-ONE project, our team worked to solicit and identify qualified candidates for the Applicant Review Panel and Independent Citizens Redistricting Commission, which is tasked with drawing Austin's first representative districts. To accomplish this task, the team undertook innovative work not typically handled by our staff. These efforts included establishing a brand and logo, designing and populating a new website, executing an extensive outreach and marketing campaign, and designing a public process to evaluate applications. We also used GIS tools to focus and track our outreach efforts, as well as to update and track the geographic distribution of applicants on easy-to-understand maps. We conducted our work with full transparency to ensure the credibility of this open process to achieve a large, diverse, and qualified pool of applicants for both the Panel and Commission.

CONTINUOUS IMPROVEMENT

In the past year, our office continued to evolve and transform the way we carry out our audit and investigative work, making our office a nationally recognized model for holding government accountable to the citizens it serves. We continued to apply a comprehensive risk-based planning process aimed at identifying risk areas and horizon issues that impact Council priorities and our community and focusing our work on those areas where taxpayer dollars are most vulnerable to misuse and abuse. We initiated an internal review process to increase efficiency and enhance the relevance of our work. We strengthened our quality assurance program to ensure we continue to meet our profession's rigorous standards. Also, we continue to be leaders in the auditing profession and serve in key positions in premier auditing organizations (as summarized in "National Leadership" on the back). Finally, OCA continues to support the pursuit of professional certification and, currently, 88% of our staff hold at least one relevant certification.

ACCOUNTABILITY AND TRANSPARENCY

AUDIT SERVICES

We completed 24 audits and one special request from Council; also, we used our audit resources towards completing the 10-ONE project. Our audits resulted in a total of 34 recommendations focused on improving the effectiveness, accountability, and transparency of City operations. For the third consecutive year, we gained management concurrence on 100% of our recommendations.

Examples of audits that focused on risks aligned with key Council interests include:

- **Public Safety:** Worker Safety in Public Safety Departments Audits
- **Community Impact Programs:** Parkland Dedication Audit
- **Economic Initiatives:** EMS Collection Controls Audit
- **Critical Infrastructure:** AustinGO: Website Governance

Issues identified through some of the audits mentioned above include significant weaknesses in the way EMS and AFD were managing occupational safety risks and costs, issues related to PARD not spending funding from its parkland dedication fund in a timely manner, and weaknesses in the EMS payment collection process, including non-compliance with the City's Cash Handling Policy and billing practices that were increasing the risk for errors or misuse of resources.

INTEGRITY SERVICES

Also, the City Auditor's Integrity Unit (CAIU) conducted several integrity-related projects. Through these projects, the CAIU helped improve ethics Citywide by maintaining a visible integrity system and ensuring compliance with applicable policies, laws, and regulations. For the third year in a row, the percentage of investigations completed where needed corrective action took place significantly exceeded the goal of 80%. For example, the CAIU conducted two waste investigations that identified approximately \$250K in waste; management made corrections in response to these investigations to prevent further waste.

OCA STAFF



From left to right: **top row** - Tope Eletu-Odibo, Kacy Williams, Henry Katumwa, Karl Stephenson, Charles Holder, Anthony Martin; **middle row** - Katie Houston, Christopher Shrout, Felipe Garcia-Colon, Angie Guerrero, Jason Hadavi, Patrick Johnson, Corrie Stokes, Kenneth Mory, Matthew Clifton, Andrew Keegan, Walton Persons, Hector Gonzales, Robert Elizondo, Olga Ovcharenko; **bottom row** - JoJo Cruz, Neha Sharma, Kathie Harrison, Nathan Wiebe, Niki Raggi, Margot Wilson, Rebecca Takahashi

OCA PERFORMANCE

What did we do (outputs)?	Actual	Target
Audits and Special Requests	25	29
10-ONE project outputs	3	
Investigations	42	50
Total outputs	70	79

What did we achieve (outcomes)?	Actual	Target
Concurrence with audit recommendations	100%	90%
Investigations which resulted in accountability actions	88%	80%

Quality of OCA services	Actual	Target
Council satisfaction with audit services (5 pt scale)	4.0	4.0
Council satisfaction with integrity services (5 pt scale)	4.7	4.0

Cost of OCA services (\$000)	Expenditures	Budget
Audit services	\$ 2,162	\$ 2,159
Integrity services	\$ 304	\$ 473
Support Services/others	\$ 229	\$ 377
Total Expenditures vs. Budgeted	\$ 2,695	\$ 3,009

NATIONAL LEADERSHIP

The City Auditor was appointed the IIA's Chair of the Public Sector Committee, Editorial Advisory Council, and the American Center for Government Auditing Advisory Board. The Deputy City Auditor was appointed President-Elect of ALGA. Other leadership positions held by OCA staff include the Chair of the Information Systems Audit and Control Association (ISACA) Nominating Committee and the Chair of the ALGA Survey Committee.

FY 2013 AUDIT OUTPUTS

Special Request on City Transactions with Office Depot
STP Nuclear Operating Company Management Oversight Audit
EMS Collections Controls Audit
Construction Cost Management for WTP 4 Audit
Worker Safety Audit Series (Public Safety departments)
Citywide Contract Management Follow-Up Audit
Zero Waste Advisory Commission Audit
Alternative Fuel Vehicle Follow-Up Audit
Hotel Occupancy Tax Revenue Audit
Public Safety Camera System Audit
Animal Advisory Commission Audit
Real Estate Management Audit
Parkland Dedication Audit
PARD Mid-Year Program Changes Audit
Pension Contribution Audit
311 Customer Service Initiative Follow-Up Audit
Historic Landmark Commission Follow-Up Audit
Austin Energy Appliance Efficiency Program Audit
Risk Assessment of Citizen Safety at City Facilities
AustinGO: Website Governance and Management Audit
Fitness for Duty: Drug and Alcohol Testing Audit and
Criminal Background Investigations Audit
EMS Outcomes Audit



301 W 2nd Street, Suite 2130 Austin, TX 78701
Tel: (512) 974-2805 Fax: (512) 974-2078
Fraud, Waste, and Abuse Hotline: (512) 974-2798
www.austintexas.gov/auditor