



2022 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. For 2023, our audit plan includes topics such as:

SCOOTER
ENFORCEMENT

TENANT SUPPORT

ANIMAL SERVICES

AUSTIN ENERGY
MEDICALLY
VULNERABLE PROGRAM

AUDITS ISSUED LAST YEAR

We issued two audits and eight follow-up project reports in 2022. As we conduct our audits, we aim to focus on issues that most impact Austin residents. The following audits were issued in 2022:



CITY SERVICES FOR OLDER ADULTS

The City cannot assess how it meets the needs of older adults because the City's age-friendly plan does not include a way to measure progress, assign responsibility, or assess equity. Also, the City does not have clear outreach about programs and services for older adults.



EMERGENCY SHELTERS FOR DANGEROUS TEMPERATURES

The City has not always opened cold weather shelters when the City's plan said it should. Additionally, the City's cold weather and heat emergency plans do not include pandemic-related and power-outage-related protocols. The City has struggled to staff its overnight shelters with trained employees.



FOLLOW-UP PROJECTS

We followed up on several prior audit topics, including workforce development (2017), online services (2017), traffic enforcement (2018), traffic safety (2019), transportation effectiveness (2016), city utility street cut repairs (2017), AustinGO: Website Governance (2013), Animal Services (2015), and Austin Code Repeat Offender Program (2020). In those projects, we reported that:

- 20 of 30 recommendations were fully implemented by management
- 1 recommendation is no longer applicable (Traffic Enforcement Audit)
- 9 recommendations are currently underway

You can find report summaries, full reports, and podcasts by visiting www.austintexas.gov/auditor

SPECIAL REQUESTS FOR THE CITY COUNCIL

We completed five special request projects in 2022. Some examples of special request projects completed in 2022 include:



CRASHES INVOLVING CITY-OWNED VEHICLES

The City cannot fully monitor whether employees are wearing seat belts while driving; the drivers are required to report whether they were wearing a seat belt during a crash. The City is in the process of installing a new vehicle monitoring system that will track seat belt use. Individual departments share responsibility with the Human Resources Department for coaching and disciplining City drivers.



AIRPORT LEASES AND COMMUNITY BENEFITS

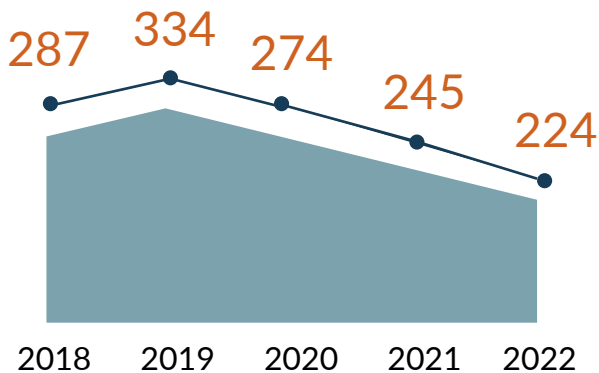
The City has 31 active lease agreements at the AUS Airport excluding the main passenger terminal. The City leases two of the properties for very low rates which may impact the Airport's goal to be self-sustaining. Two other agreements have provisions that could exempt tenants from the Airport's Minimum Standards.

INVESTIGATIONS ISSUED IN 2022

In 2022, we received 224 new allegations. Many allegations were either referred to another party with appropriate jurisdiction or closed due to lack of information.

We issued six reports:

- Misuse of City resources
- Conflict of interest
- Abuse of position



Management took action in 100% of the cases where action was warranted.

COUNCIL SATISFACTION

In 2022, Council rated their satisfaction with our services as follows:



5.0 of 5 for audit services



5.0 of 5 for integrity services

OUR VALUES



INTEGRITY



OBJECTIVITY



QUALITY



INNOVATION