



2023 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 2024, our audit plan includes topics such as:

EXTREME HEAT
PREPAREDNESS

WORKFORCE
MANAGEMENT

PUBLIC SAFETY
RECRUITMENT &
TRAINING SERIES

WATER MAIN
MAINTENANCE &
REPLACEMENT

AUDITS ISSUED LAST YEAR

We issued six audits, one special project, and four follow-up project reports in 2023. As we conduct our audits, we aim to focus on the biggest risks in each area. The following audits were issued in 2023:



AUSTIN ANIMAL CENTER

While the Austin Animal Center(AAC) has consistently met and exceeded its goal live release rate for cats and dogs, these successes have come at the expense of animal care, and the Center has had to close its intake of new animals due to overcrowding. AAC does not have a strategic plan that balances these priorities. We also found other issues including strained relationships with partners and data reliability.



AUSTIN ENERGY'S VEGETATION MANAGEMENT

Austin Energy is behind on their goal to trim trees on a seven-year cycle, a goal that is two years longer than industry standard. Trimming less than industry standards for many years contributed to overgrowth, which impacts the reliability of power lines and increases workload.



EXTERNAL REVIEW OF AUSTIN WATER QUALITY EVENTS

A team of consultants determined that the processes used at the Ullrich Water Treatment Plant are appropriate for meeting all regulatory requirements for drinking water. This report also provides recommendations to improve Austin Water's ability to protect public health by providing safe drinking water to Austin residents.



FOLLOW-UP PROJECTS

We followed up on several prior audit topics, including wildfire preparedness (2019), language access (2016), IT topics (2019, 2022), and development services (2017, 2019). In those projects, we reported that:

- 13 of 24 recommendations were fully implemented by management
- 11 recommendations are currently underway

In addition to testing, we improved the way we track recommendations by implementing a new system, adding a public facing dashboard, and periodically reporting to Council on all follow-up efforts.

SPECIAL REQUESTS FOR THE CITY COUNCIL

We completed six special request projects in 2023. Some examples of special request projects completed in 2023 include lifeguard hiring, boards and commissions, the planning and development notification process, city financial reserves, anonymous complaints of misconduct by police officers, and effects of traffic patrol on road safety.

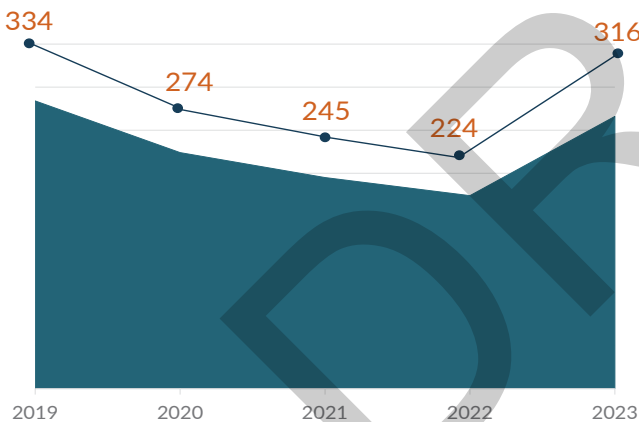
INVESTIGATIONS ISSUED IN 2023

In 2023, we received 316 new allegations. Many allegations were referred to another party with appropriate jurisdiction.

We issued eight reports that covered:

- Fraud
- Misuse
- Conflict of Interest
- Waste

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



COUNCIL SATISFACTION

In 2023, Council rated their satisfaction with our services as follows:



4.75 of 5 for audit services



4.75 of 5 for integrity services

OUR VALUES



INTEGRITY



OBJECTIVITY



QUALITY



INNOVATION