

# Office of the City Auditor Follow-Up Program Update

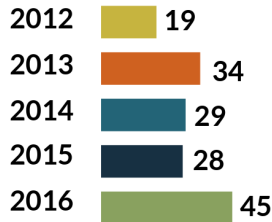


From fiscal year 2012 to 2016, we completed **61** audits with recommendations.

In those audits, we made **155** recommendations.

Some trends we have noted for our recommendations were:

### By Fiscal Year



### Top City Departments



### Top Focus Areas



### Reported by Management to the Controller



### Tested by the Office of the City Auditor to Date



### Testing Results to Date for the 71 tested

for the 71 tested



### Testing Results from the Last 6 Month Period (included in the results to date above)

for the 21 tested during the last 6 months



## Austin Water Utility Capital Improvement Project Funding Audit

December 2011



revise financial policies, including capital finance and citizen participation



eliminate deficit CIP cash balances and maintain reserves for operations



## Water Billing Process Audit

September 2014



periodically evaluate the parameters used to calculate expected usage



## EMS Worker Safety Audit

February 2013



implement strategies to reduce on the job injuries, including regular fitness assessments and return to work assessments



## PARD Patron Safety Audit

February 2015



allocate necessary skills and resources to the patron safety program



## PARD Hazardous Materials Audit

April 2015

review hazardous materials and correct any deficiencies



conduct periodic hazardous materials inspections at all PARD facilities



follow up on hazardous materials issues identified during inspections



implement additional security policies and training at the Central Maintenance Complex



establish a safety program to train staff who use or have access to hazardous materials



## Public Works Hazardous Materials Audit

April 2015



review hazardous materials at Harold Court and correct any deficiencies



regularly inspect hazardous materials compliance at permanent worksites



**Austin Energy Customer Assistance Program Audit** January 2012



work with Plus 1 Program partners and community representatives to define criteria for the program eligibility



**City of Austin Utility Customer Care Audit** April 2016



develop a service level agreement with Austin Water, including expectations for timely communication



**Enterprise Funds Transfer Audit** August 2014



implement formal procedures for review of the service cost allocation plan



implement detailed methodology for CTM cost allocation plan based on level of service



implement procedures that require departments to support interdepartmental reimbursements with qualifying documents



**Performance Measurement System Audit** October 2014



strengthen the implementation of the City's performance measurement system, including additional guidance to departments and accuracy of data



**Recommendations that were determined to be underway**

**AFD Worker Safety Audit** December 2012

reported as underway



**implemented portion**

improved collection and analysis of injury data

**to be implemented**

reinstate Safety Committee meetings

improve protective clothing data accuracy



**Evidence Disposition Audit** April 2014

reported as implemented



**implemented portion**

revised policy and verified inventory of some items

**to be implemented**

verify inventory of all items and consistently follow the new policy



**AustinGo: Website Governance and Management Audit** August 2013

reported as implemented

**to be implemented**

develop, document, implement, and monitor a complete web governance structure



\* tested during the Online Access to City Services Audit

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. We conduct performance audits to review aspects of a City service or program and provide recommendations for improvement.

We conducted this performance audit in accordance with Generally Accepted Government Auditing Standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

#### **Audit Team**

Olga Ovcharenko, Audit Manager  
Sam Naik and JoJo Cruz, Auditors-in-Charge  
Rachel Castignoli  
Kathie Harrison  
Tyler Myers  
Karl Stephenson

#### **City Auditor**

Corrie Stokes

#### **Deputy City Auditor**

Jason Hadavi

#### **Office of the City Auditor**

**phone:** (512) 974-2805

**email:** [AustinAuditor@austintexas.gov](mailto:AustinAuditor@austintexas.gov)

**website:** <http://www.austintexas.gov/auditor>



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