

CITY OF AUSTIN OFFICE OF THE CITY AUDITOR FY 2016 ACCOMPLISHMENTS REPORT

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.

OUR FOCUS:



SELECTING
TOPICS THAT
MATTER



PERFORMING
QUALITY
WORK



BALANCING
EFFICIENCY AND
EFFECTIVENESS



BEING A PLACE
PEOPLE WANT
TO WORK

SELECTING AUDITS

When we select projects each year, we want to identify topics that directly impact Austin residents. This fiscal year, our audit plan included topics such as:

STORM WATER
INFRASTRUCTURE
MAINTENANCE

HISTORIC PROPERTY
DESIGNATION
PROCESS

UTILITY
CUSTOMER
CARE

FLOOD BUYOUT
PROGRAM

STREET CUT
REPAIRS

FOCUSING WITHIN AUDITS

In each audit, we select areas of focus where we believe we will add the most value for the City. For example, we started looking at infrastructure safety and focused on City-owned bridges within that audit because other infrastructure-like dams had stronger oversight.

AUDITS ISSUED THIS FISCAL YEAR

We issued 14 audits this year, including:



AUDIT OF THE AUSTIN
POLICE DEPARTMENT'S
HANDLING OF COMPLAINTS

The City's complaint process is not accessible and may discourage people from filing complaints about officers



CONSISTENCY OF CODE
INVESTIGATIONS AND
RESOLUTIONS AUDIT

Code violation investigation, documentation, and resolution practices vary



AUDIT OF PARKS AND
RECREATION DEPARTMENT
RESOURCE ALLOCATION

The resource allocation process for parks and recreation programs is ineffective and does not provide a basis for strategic decision making



LANGUAGE ACCESS AUDIT

The City may not be meeting the language assistance needs of all residents



TRANSPORTATION
EFFECTIVENESS AUDIT

The City has not effectively coordinated among City departments and external partners on transportation issues



BRIDGE SAFETY AUDIT

The City does not currently have a complete inventory and does not conduct routine inspections for pedestrian or small bridge structures

SPECIAL REQUESTS COMPLETED THIS FISCAL YEAR

We issued 2 special request reports this year. The topics we covered were:



THE PLANNED UNIT DEVELOPMENT
APPLICATION PROCESS

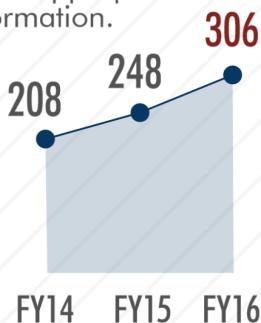


ALTERNATIVES TO INCARCERATION AT
MUNICIPAL COURT

INVESTIGATIONS ISSUED THIS FISCAL YEAR

As reported in the FY16 City Auditor's Integrity Unit report, we received 306 allegations this year. Many allegations were either referred to another party with appropriate jurisdiction or closed due to lack of information. We continued to process an increasing number of allegations.

23% increase
from FY 15
47% increase
from FY 14



We completed 26 investigations and issued **9** reports, involving:

- misuse of City resources
- conflict of interest
- business with direct report
- waste of City resources

Refer to the FY16 City Auditor's Integrity Unit report for more information.

CONTINUOUS IMPROVEMENT

AUDIT SERVICES



INTEGRITY SERVICES

- conducted more in-depth audits focused on outcomes
- where we saw management effectively addressing risks, we ended audits early

- continued to participate on the City's Management Integrity Committee to coordinate on City ethics issues
- presented at trainings to educate new employees and new supervisors about fraud

- improved collaboration with management to address audit and integrity issues
- continued working to present complex information more effectively by focusing on report readability and improved graphics

PROFESSIONAL GROWTH



Served in leadership roles in professional organizations



Obtained professional certifications



Hosted the national conference for the Association of the Local Government Auditors, including leading multiple sessions

OUR VALUES



INTEGRITY



OBJECTIVITY



QUALITY



INNOVATION