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

2012	19
2013	34
2014	29
2015	28
2016	45

Top City Departments

Austin Energy	16
Parks & Recreation	16
Police	12
Austin Water	9
Medical Services	8

Top Focus Areas

- Effective use of resources
- Safeguarding of assets
- Service effectiveness
- Employee safety
- Governance

Reported by Management to the Controller

128 Reported as Implemented

24 Reported as Underway

3 Other

Tested by the Office of the City Auditor to Date

62 Tested by Auditors

66 Not yet tested

7 Tested by Auditors

17 Not yet tested

2 Tested by Auditors

Testing Results to Date

for the 71 tested

51 Confirmed as Implemented

18 Underway

2 No longer tracked

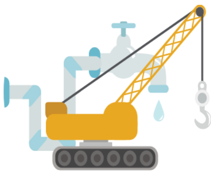
Testing Results from the Last 6 Month Period (included in the results to date above)

for the 21 tested during the last 6 months

18 Implemented

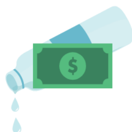
3 Underway

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

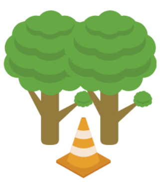


- periodically evaluate the parameters used to calculate expected usage ✓

EMS Worker Safety Audit
February 2013

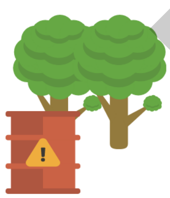
- implement strategies to reduce on the job injuries, including regular fitness assessments and return to work assessments ✓

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	to be implemented	
improved collection and analysis of injury data	reinstate Safety Committee meetings	improve protective clothing data accuracy

Evidence Disposition Audit April 2014

reported as implemented

implemented portion	to be implemented
revised policy and verified inventory of some items	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
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