

Fiscal Year 2019 Follow-Up



When we complete audit work and issue recommendations, we aim to improve the way the City serves its citizens. Follow-up projects are intended to loop back with management and verify that known issues are addressed.

Objective

To test the implementation of recommendations from our audit reports.

Background

- City Code requires that City management provide a response to each audit report recommendation, either agreeing or disagreeing, and describing the actions they will take in response to the recommendations.
- The Office of the City Auditor has a follow-up program that confirms that actions proposed by management were taken.

What We Found

We continued our testing of recommendations from FY 2012 through FY 2018, as well as included testing of a few older recommendations as a part of our current audit, and were able to verify implementation of 21 more recommendations.

results of the six months testing



Examples of areas where improvements were made as a result of implementing our recommendations include:



overall results of this year's testing



We will continue our ongoing follow-up program and will work with management to ensure that improvement opportunities identified by our Office result in improvements of the City's operations.

What We Found - Details

Audit of Vehicle Utilization

1. Fleet Services management should create an interdepartmental team to determine how to conduct an annual vehicle utilization study, document the policies and procedures for doing so, assess data integrity, and update Administrative Bulletin 09-01 accordingly.

UNDERWAY
most of the recommendation is implemented with updating Administrative Bulletin 09-01 and improving data integrity still pending

Audit of Public Safety Vehicle

1. Fleet Officer should improve the vehicle repair management program to align with best practices, such as to ensure the quality and timeliness of repair services; reliability of work order data in the M5 system; and effective customer communication infrastructure.

IMPLEMENTED

Audit of Fleet Preventive Maintenance for Light Duty Vehicles

1. Fleet Officer should adjust preventive maintenance services to align with the manufacturer's threshold to reduce inspection costs and vehicle downtime.
2. Fleet Officer should complete a cost-benefit analysis for light-duty and non-public safety vehicles to determine if selective preventive maintenance services, such as oil change and state inspection should continue to be serviced internally, as opposed to contracting for those services.

IMPLEMENTED

UNDERWAY
cost-benefit analysis will be conducted once the data for the year will be available

Audit of AustinGO: Website Governance and Management

1. The City Manager's Office should develop and implement a strategic framework and implementation plan, which includes milestones and clear roles and responsibilities to implement open government per City Council resolution 20111208-074.

IMPLEMENTED

Audit of Performance Measurement System

2. Budget Officer should strengthen eCOMBS security access controls to align with the City's information security requirements related to user access rights and passwords.

IMPLEMENTED

Audit of Information Security

confidential recommendation was implemented

IMPLEMENTED

Audit of Traffic Enforcement

1. The Municipal Court should work with relevant stakeholders to evaluate current intersection crash data to determine if current red light cameras should be moved or new cameras added.

NOT APPLICABLE
due to change of State Law

Audit of Austin Energy Low Income Weatherization Program

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| 1. Austin Energy management should ensure adequate oversight over the eligibility process to optimize program funds and ensure funds are used solely to serve eligible customers. | IMPLEMENTED |
| 2. Austin Energy management should review and structure its weatherization contracting, operations, and measurement to maximize the use of program funds. | IMPLEMENTED |
| 5. Austin Energy management should ensure that contractors' accountabilities are clearly stated in the contract and duly complied with, all weatherization-related data are into one central database, and marketing of all program weatherization services are enhanced. | IMPLEMENTED |

Audit of Austin Police Department Handling of Complaints

these recommendations were reported by our Office as Underway last year, but management now has completed implementation

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| 2. The Police Monitor should improve the complaint process to reduce or eliminate barriers people face when attempting to make a complaint, such as to clearly communicate that complaints can be made anonymously, on-line, oral, or in writing. | IMPLEMENTED |
| 9. The Police Chief should ensure that regular meetings between stakeholders in the complaint process occurs, as prescribed in the agreement with the Austin Police Association.. | IMPLEMENTED |
| 11. City Manager should pursue opportunities to expand oversight function through changes to City Code and/or the City's agreement with the Austin Police Association. | IMPLEMENTED |

Audit of Matched Savings Account

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| 1. NHCD management should ensure that program supervisors and financial staff monitor Matched Savings program decisions and transactions properly. | IMPLEMENTED |
| 2. NHCD management should evaluate processes related to the authorization of funds to ensure payments are disbursed only to verified third parties and authorized only for goods and services that meet the program goals. | IMPLEMENTED |
| 3. NHCD management should take immediate action to ensure that the use of the City's procurement card by the program complies with City and department policy. | NOT APPLICABLE
program discontinued |
| 4. NHCD management should evaluate proposed participants' businesses are legitimate and feasible, and ensure program funds for working capital are only released to a participant's business checking account and not to the personal checking account. | IMPLEMENTED |
| 5. If the Matched Savings Program continues, NHCD management should disallow the use of program funds for the participant's small businesses; develop performance measures to track program's success effectively; and limit the use of program funds to verifiable third parties directly tied to savings goals, such as title companies or educational institutions. | NOT APPLICABLE
program discontinued |
| 6. NHCD management should re-evaluate the eligibility requirements of citizens and certain aliens and non-immigrant for all programs to ensure they comply with federal legislation. | UNDERWAY
pending formal adoption |

Audit of Homelessness Assistance – City Policies

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| 1. The City Attorney should reassess the City's camping, sit/lie, and panhandling ordinances to determine what legal risk they pose to the City. Further, the City Attorney should report the results of this review to City Council. | IMPLEMENTED |
| 2. The City Manager should work with City Council to determine if the City's camping, sit/lie, and panhandling ordinances are still aligned with the City Council's vision for addressing the issue of homelessness, or whether the ordinances should be revised or repealed. | IMPLEMENTED |
| 3. If the ordinances are not repealed, the City Manager should identify and implement changes to make the enforcement of the City's camping, sit/lie, and panhandling ordinances more effective and efficient. | NOT APPLICABLE due to implementation of recommendation 2 |

Audit of Homelessness Assistance – Coordination

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| 1. The City Manager should designate a position responsible for developing a strategic plan and coordinating the homelessness assistance efforts among city departments. | IMPLEMENTED |
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Audit of Citywide Records Management and Retention

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| 1. The City Clerk should fully leverage the Records Management Committee to actively support and promote Citywide records management, as prescribed by City Code; including seeking changes to the City Code to strengthen the composition of the Committee by including a representative of the City Manager's Office. | UNDERWAY
changes made to the guidelines, but the Committee has not been meeting |
| 2. The City Clerk should work with the Records Management Committee to strengthen the records management program by incorporating and implementing accountability tools, such as those identified in the Association of Records Managers and Administrators Principle of Accountability. | IMPLEMENTED |

Evidence Disposition Audit

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| 1. The Austin Police Department should ensure that policies and procedures related to drug disposition incorporate all the applicable requirements outlined by the Texas Administrative Code and are clear, fully documented, and monitored as suggested in industry guidance. | IMPLEMENTED |
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Audit of Sewer Overflow Prevention and Response

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| 2. The Austin Water Utility Director should ensure all wastewater regulations and requirements of the TCEQ agreement are routinely monitored and met to avoid potential penalties for non-compliance. | IMPLEMENTED |
| 3. The Austin Water Utility Director should ensure public notifications regarding overflows meet all notification requirements set forth in the Texas Administrative Code and that the public has all of the information necessary in the event of an overflow either by use of the media notification template provided by the TCEQ or through the use of an internally created template detailing the notification requirements. | IMPLEMENTED |