City Utility Street Cut Repairs Follow-Up



Background

In the 2017 audit, we found that there was a significant backlog of utility cut patches awaiting a permanent repair that could take several years for Public Works to address. Some of the utility cut patches were unreliable and could pose a safety hazard due to issues with age or height. Public Works did not maintain complete and consistent data to determine the backlog's true size or whether their work was cost-effective in comparison with the work of their contractor. As a result, Public Works management could not be sure the information they reported or used for planning or resource allocation was accurate.

The audit resulted in two findings and four recommendations.

Objective

The objective of this report was to follow up on the Public Works and Austin Water departments' actions to implement recommendations from the 2017 City Utility Street Cut Repairs Audit.

What We Learned

We issued four recommendations through the 2017 City Utility Street Cut Repairs Audit, three addressed to Public Works and one to Austin Water. We verified that all four recommendations have been implemented.

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The City has implemented all recommendations from the 2017 City Utility Street Cut Repairs Audit



Source: Auditor analysis of City actions to address the 2017 City Utility Street Cut Repairs Audit recommendations, December 2021

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Implementation Status of Recommendations

#	Recommendation	Status Verified by OCA
1.	The Public Works Department Director should evaluate options for eliminating the backlog of utility cut repairs, such as expanding the use of contracted services and reallocating resources internally.	Implemented
2.	The Austin Water Director should ensure temporary patches meet the requirements of the City Code Standards Manual.	Implemented
3.	The Public Works Director should develop, implement, and monitor written policies and procedures to ensure: a) Utility cut repair work order data is complete and accurate b) Repairs are prioritized efficiently c) Inspections are performed in compliance with the City Code Standards Manual d) Temporary patches are not in place longer than 90 days e) Quality control and assurance steps are completed consistently	Implemented
4.	The Public Works Director should assess the cost-effectiveness of the Utility Excavation Repair activity using the complete data obtained through implementation of Recommendation 3.	Implemented

Source: Auditor analysis of City actions to address the 2017 City Utility Street Cut Repairs Audit recommendations, December 2021

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