Credit Cards Audit Presentation

Austin City Auditor's Office | November 18th, 2026

Background

The City's ProCard Program is used to streamline the purchase of goods and services.

Credit card responsibilities are shared between AFS and City departments.

In FY25, Austin had 1,571 individual credit cards and spent $45 million.

Finding

Austin uses credit cards more than other Texas cities and does not follow best practices for managing credit cards, increasing the risk of fraud, misuse, and unnecessary spending.

Austin leads peers in number of cards and amount spent.

City	Cards	Staff per Card	Amount Spent (million)	Amount Spent per Card
Austin	1,571	~ 9	~ $44.6	~ $28,400
El Paso	449	~ 16	~ $2.9	~ $6,500
Fort Worth	436	~ 18	~ $10.1	~ $23,200
Houston	867	~ 26		
Dallas	475	~ 32	~ $8.4	~ $17,600
San Antonio	370	~ 37		

Austin also leads peers when all card types are considered.

City	Cards	Staff per Card	Cards	Staff per Card
Austin	1,571	~ 9	1,709	~ 8
El Paso	449	~ 16	449	~ 16
Fort Worth	436	~ 18	436	~ 18
Houston	867	~ 26	867	~ 26
Dallas	475	~ 32	633	~ 24
San Antonio	370	~ 37	370	~ 37

Austin does not follow all best practices to safeguard resources.

Access



Training



Monitoring



Austin does not follow all best practices to safeguard resources.

Access



Card activity is not reviewed to determine if cards can be revoked

Training



Monitoring



Card Activity

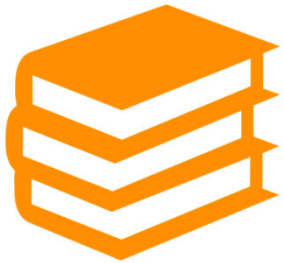
Card Use	Cards	Percent
Less than once a quarter	159	10%
Less than once a month	419	27%
Less than every two weeks	682	43%
Less than every week	941	60%

Austin does not follow all best practices to safeguard resources.

Access



Training



Training is one-time and does not provide thorough guidance

Monitoring



Credit Card Training

City	Initial Training	Refresher Training
Austin	✓	✗
El Paso	✓	✓
Fort Worth	✓	✓
Houston	✓	✓
Dallas	✓	✓
San Antonio	✓	✓

Austin does not follow all best practices to safeguard resources.

Access



Training



Monitoring



Documentation is unclear and purchases are not reviewed for cost efficiency

Examples of Unclear Documentation

Purchase description	Cost
"yearly subscription"	$120
"video"	$168
"flyers"	$249
"out on leave"	$285

CAIU Investigations

Since 2020, the City Auditor's Integrity Unit has published several investigations involving inappropriate credit card use.

Investigations highlight the importance of following best practices to prevent fraud and misuse.

Recommendations

1. Implement a process to review and revoke cards that are underutilized at least annually.
2. Revise the initial credit card training and implement annual training
3. Revise current policies to clarify guidance, monitoring, and responsibilities
4. Implement a strategy to analyze purchases for cost-efficiency at least annually.

Questions