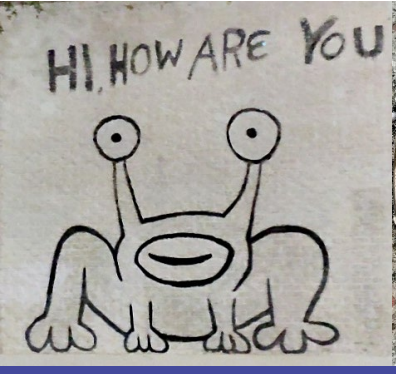
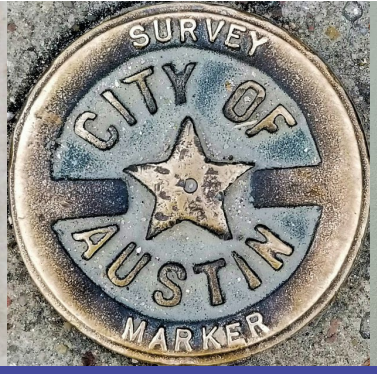
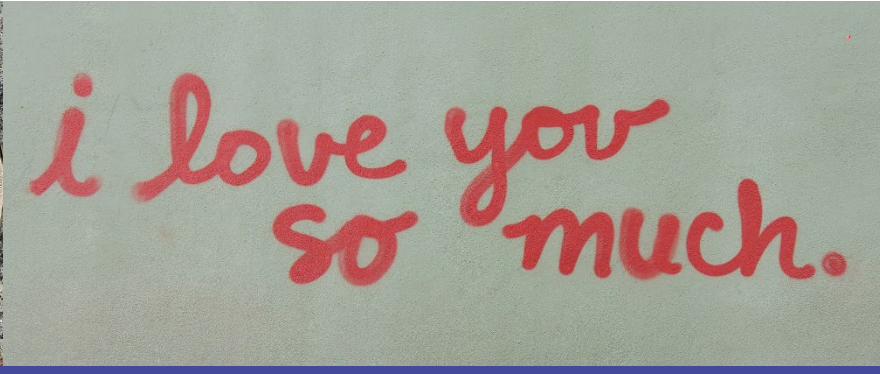






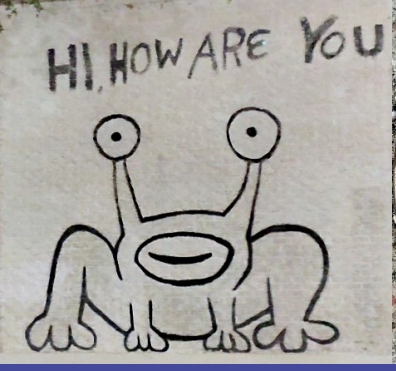
Austin City Auditor's Office | 2027 Audit Plan

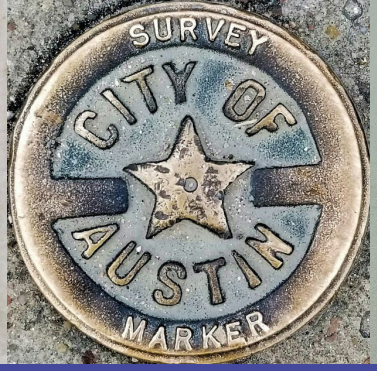
New Audits | 2027

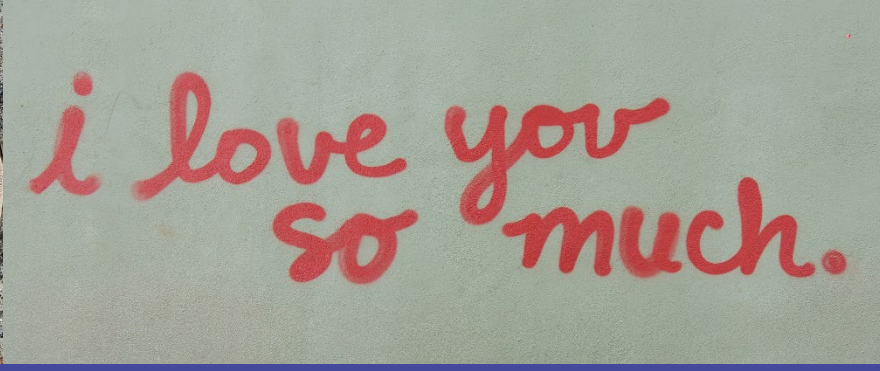
	Audit Topic	Objective(s)
1	Artificial Intelligence	Does Austin have effective governance in place to protect the City's information from risks associated with the adoption and use of artificial intelligence?
2	Facilities Management	Are Austin departments using office space efficiently to support effective operations?
3	Access to City Services: Parks Availability	Are Austin's park facilities and programs available for members of the public?
4	Police Oversight	Is Austin Police Oversight effectively providing impartial oversight of police conduct to enhance accountability and transparency for the community?
5	Noise and Sound Complaints	Are Austin's enforcement efforts responsive to citizen complaints about noise and sound issues?
6	Road Resurfacing	Are Austin's efforts to resurface roads effective, efficient, and equitable?
7	Transparency	What are other cities doing to proactively share information with the public and what can Austin do to improve access to information?
8	Employee Compensation	Are Austin's employee compensation practices aligned with best practices and competitive to attract and retain talent needed to provide effective City services?
9	Long-Term Water Availability	Does Austin's plan for long-term water needs align with best practices and is Austin Water making progress?
10	Critical Systems – IT Controls	Does Austin manage its critical systems effectively to safeguard against unauthorized access, prevent data loss, and ensure timely recovery?

Alternate Audits | Can be started in 2027

A1	Access to City Services: Parks Maintenance	Are Austin's park amenities regularly maintained so they are safe and available for use for residents and visitors?
A2	Special Event Management	Is Austin managing special event responsibilities efficiency and effectively?
A3	Workday Implementation	Has the Workday system made Austin's employee processes more efficient and effective?
A4	Efficiency Flex Project 1	To be determined based on early findings from the efficiency consultant team
A5	Efficiency Flex Project 2	To be determined based on early findings from the efficiency consultant team







Austin City Auditor's Office | 2027 Audit Plan

Original photos (in order) courtesy of Alvaro Montoro, George Pagan III, and Tim Arterbury

Carryover Audits | Started in 2026 to be completed in 2027

	Audit Topic	Objective(s)
C1	Homelessness Strategy and Operations Coordination	Is the Homelessness Strategies and Operations Office effectively and efficiently coordinating homeless-related services?
C2	Austin Police: Field Training	Does police field training align with what is taught in the Academy as well as general orders (policies and procedures) and is it provided consistently across the department?
C3	EMS: Revenue Collection	Does the Emergency Medical Services billing process ensure that charges for service are timely and accurate?
C4	Budget Line-Item Spending	Is excessive line-item spending flagged, reviewed, and approved, especially near the end of the fiscal year?
C5	Critical System IT Controls	Are critical City systems adequately protected from harm?
C6	Austin Water Infrastructure Cybersecurity Assessment	Is the technology environment supporting Austin Water's critical business and operational functions secure?

Efficiency Assessment Oversight

The Austin City Auditor's Office is providing contract management oversight of Public Works, LLC, the consultant conducting an independent efficiency assessment of City operations. Public Works will assess each City department over a three-year period to address City Council goals to safeguard public confidence, assure operational efficiency, and deliver the best value in City services.

2027	General Fund departments that provide direct services to residents and visitors, including Animal Services, Development Services, Public Safety, Housing, Parks, Public Health, and Library
2028	Support Services departments that provide internal services to other City departments as well as Aviation, Convention Center, Transportation and Public Works, and Watershed Protection
2029	Enterprise departments that provide utility services to customers – Austin Energy, Austin Resource Recovery, and Austin Water

Austin
City Auditor's Office

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Alternate formats available upon request