



2020 ACCOMPLISHMENTS REPORT

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.

OUR FOCUS:



SELECTING TOPICS THAT MATTER



PERFORMING QUALITY WORK



BALANCING EFFICIENCY AND EFFECTIVENESS



BEING A PLACE PEOPLE WANT TO WORK

AUDIT SERVICES

We conduct performance audits to review aspects of a City service or program and provide recommendations for improvement.

INTEGRITY SERVICES

We conduct investigations of allegations of fraud, waste, or abuse by City employees or contractors.

SELECTING AUDITS

When we select projects each year, we want to identify topics that directly impact Austin residents. In FY 2021, our audit plan included topics such as:

CYBER SECURITY SERIES

ECONOMIC RECOVERY FUNDS

POLICE OFFICER WELLNESS AND EARLY WARNING SYSTEM

PUBLIC HEALTH RESPONSE

AUDITS ISSUED LAST YEAR

We issued 11 audits in 2020. As we conduct our audits we aim to focus on issues that most impact Austin residents. Some examples of audits issued in 2020 include:



311 CUSTOMER SERVICE

Dissatisfaction with 311 appears mostly related to issues outside of 311's control. However, 311 can improve how the activities of other departments are communicated to users.



CITY CULTURAL CENTERS

Ineffective strategic direction and inefficient operations threaten the City's ability to increase cultural opportunities. Additionally, oversight of the cultural centers' operations did not ensure that services were provided effectively to meet community needs.



VEHICLE PURCHASE/REPLACEMENT

Fleet did not always replace vehicles when appropriate. We did not find evidence that Fleet considered alternatives to buying vehicles and whether the vehicle requested was the right vehicle.



911 OPERATIONS

Emergency response departments met goals for quickly answering 911 calls, but missed other goals related to emergency response times. Improved public education efforts and preparation for disruptions are needed.



CODE REPEAT OFFENDER PROGRAM

The program has not ensured rental properties are meeting minimum health and safety standards and rental property owners have not been regulated or incentivized to correct Code violations.

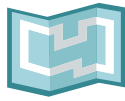


CITY EFFORTS TO REDUCE CARBON EMISSIONS

The City of Austin has made considerable efforts to reduce the community's carbon emissions. However, it is unclear if the City will reduce transportation emissions enough to meet its goal by 2050.

SPECIAL PROJECTS

We completed several special projects this year, including:



REDISTRICTING

Completed Charter-required responsibilities to recruit a diverse pool of applicants for two bodies that help ensure an independent redistricting process.

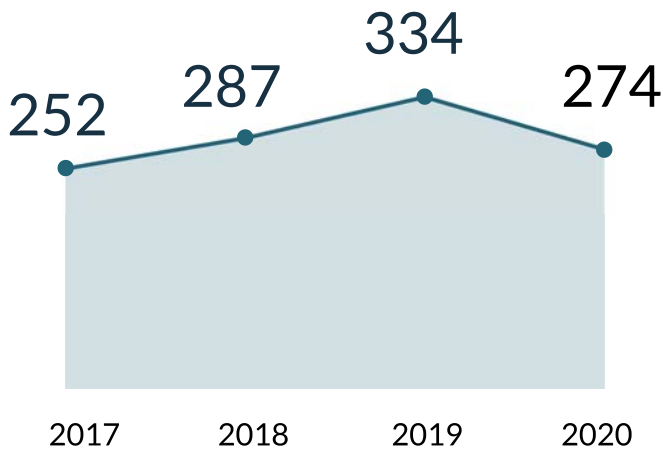


CODE INSPECTIONS

This special request from Council answered questions about types, number, trends, and workload for code violation inspections while also providing information about past efforts and possible barriers to improve inspection efficiency.

INVESTIGATIONS ISSUED LAST YEAR

This year we received 274 new allegations. Many allegations were either referred to another party with appropriate jurisdiction or closed due to lack of information.



We issued 12 reports and filed 1 Ethics Review Commission complaint, involving:

- Misuse of City resources
- Waste of City resources
- Acceptance of favor or employment
- Conflict of Interest


For example:


A library employee fraudulently bought and stole at least \$1.3 million in printer toner and resold it through various online sources. They also misused the Library’s credit cards to buy electronics and home goods for personal use.

Management took action in 100% of the cases where action was warranted. The Ethics Review Commission dismissed the filed complaint.

COUNCIL SATISFACTION

In FY20, Council rated their satisfaction with our services as follows:

 **4.8** of 5 for audit services

 **4.2** of 5 for integrity services

OUR VALUES



INTEGRITY



OBJECTIVITY



QUALITY



INNOVATION