



# 2021 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. For 2022, our audit plan includes topics such as:

CITY ETHICS PROGRAM

COST SAVINGS  
INITIATIVE

PUBLIC INFORMATION  
RESPONSES

ACCESS TO CITY SERVICES:  
OLDER ADULTS

## AUDITS ISSUED LAST YEAR

We issued seven audits and three follow-up project reports in 2021. As we conduct our audits, we aim to focus on issues that most impact Austin residents. Some examples of audits issued in 2021 include:



NATIONAL AWARD WINNER

DISASTER  
PREPAREDNESS

The City did not adequately plan for Winter Storm Uri, had not implemented many past recommendations, and did not communicate effectively. Also, the City's disaster planning was not equity focused.



ECONOMIC  
RECOVERY FUNDS

The City effectively managed distribution of economic relief funds to help those impacted by the COVID-19 pandemic. Programs included assistance to renters and small businesses.



EARLY INTERVENTION  
SYSTEM FOR  
POLICE OFFICERS

Austin Police Department's early intervention system did not effectively identify officers who may need additional support and did not connect officers to available services.



CITY TECHNOLOGY  
PURCHASES

The City's technology purchasing process was not coordinated, timely, clear, or consistent. Also, the process did not ensure City resources are secure and protected.



FOLLOW-UP  
PROJECTS

We followed up on several prior audit topics, including homelessness assistance, police oversight, and Parks and Recreation strategic planning. In those projects, we reported that 23 of 41 recommendations were fully implemented by management.

# SPECIAL REQUESTS FOR THE CITY COUNCIL

We completed two special request projects in 2021:



## CONVENTION CENTER FINANCIAL REVIEW

The Austin Convention Center's primary revenue sources were the Hotel Occupancy Tax, contractor and facility revenue, and parking fees. The Convention Center shared some similarities with other Texas cities in how it tracked and used revenue.

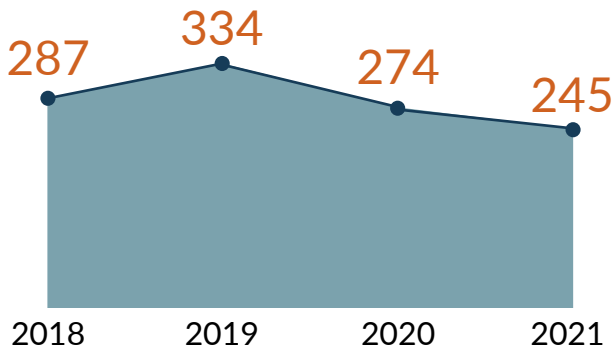


## HOMELESSNESS SPENDING

Austin Public Health's spending on homelessness assistance generally aligned with City Council direction and priorities. However, there was no complete inventory of agreements and associated spending for the City's homelessness assistance efforts.

# INVESTIGATIONS ISSUED IN 2021

In 2021, we received 245 new allegations. Many allegations were either referred to another party with appropriate jurisdiction or closed due to lack of information.



We completed nine investigations and issued five reports:

- Acceptance of compensation and failure to cooperate
- Conflict of interest
- Fraud and misuse
- Acceptance of favors from a subordinate
- Misuse and failure to cooperate

Management took action in 100% of the cases where action was warranted.

# COUNCIL SATISFACTION

In 2021, Council rated their satisfaction with our services as follows:



5.0 of 5 for audit services



5.0 of 5 for integrity services

## OUR VALUES



INTEGRITY



OBJECTIVITY



QUALITY



INNOVATION