

Office of the City Auditor

Approved Audit Plan | Calendar Year 2023

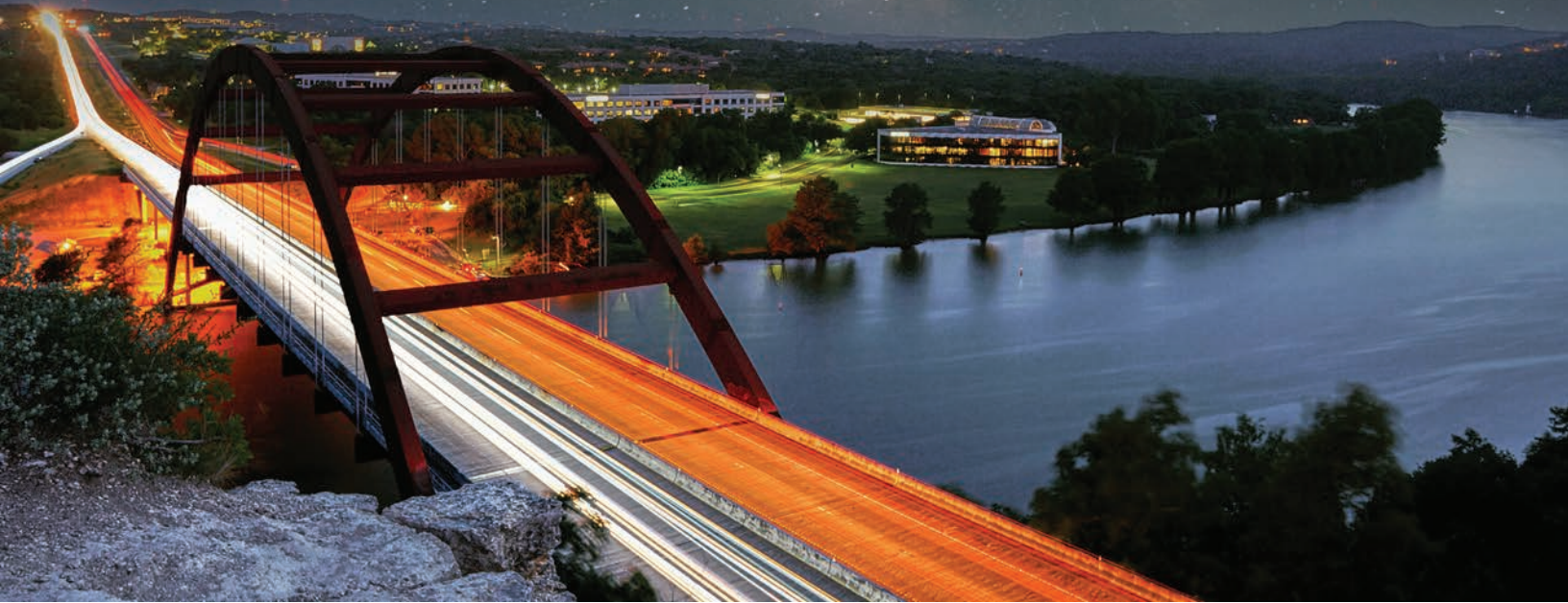
The Office of the City Auditor works to improve Austin city government to make it transparent and accountable. City Council, City management, and the public provide valuable input about issues facing Austin. The City Auditor assesses that information and identifies valued-added projects for this Audit Plan. Our office also conducts investigations, special requests, and other projects focused on the efficiency and effectiveness of City services.

New Audits

	Audit Topic	Preliminary Objective(s)
1	City Handling of Sensitive Data	Does the City handle sensitive residential data in an effective and secure manner?
2	Citywide Retention	Does the City's retention and compensation policies and procedures reduce turnover and compare to peer city practices?
3	Tenant Support	Does the City's tenant support process effectively and efficiently support resident efforts to avoid eviction?
4	AE Medically Vulnerable Program	Does the City's Registry for the Medically Vulnerable effectively and efficiently serve residential customers in need?
5	City Office Space Utilization	Does the City effectively and efficiently utilize office space whether owned or leased?
6	Criminal Background Investigation Process	Does the City's criminal background investigation process operate effectively and efficiently?
7	Employee Reimbursement Process	Does the City's employee expense reimbursement process operate effectively and efficiently?
8	Scooter Enforcement	Does the City's regulatory framework and enforcement efforts compare to peer city practices?
9	DSD Follow Up	Are recommendations previously issued by the City Auditor being implemented by departments and resulting in improvements? [Building Fees, Development Agreements, Demolition, & Permitting Audits]

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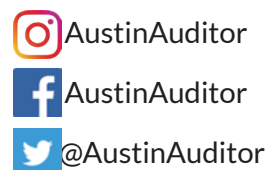
Photograph courtesy of Justin Lauria

Carryover Audits - Started in 2022 to be completed in 2023

	Audit Topic	Objective(s)
C1	Animal Services Audit	Evaluate the Animal Services Office effectiveness and identify strategies and recommendations for improved flow of operations, quality care for animals, and a successful, sustainable No Kill shelter.
C2	Public Information Responses	Does the City follow open records laws and provide requested information in an efficient and timely manner?
C3	Data Reliability	Does the City collect reliable information and openly share it with decision-makers and other interested stakeholders to improve outcomes?
C4	SD23: Economic Opportunity & Affordability	What progress has the City made to implement Council's strategic outcome of "having economic opportunities and resources that enable us to thrive in our community?"
C5	Language Access Follow Up	Are recommendations previously issued by the City Auditor being implemented by departments and resulting in improvements?

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Alternate formats available upon request