

City Auditor's Office

FY16 Actual FY17 Projection FY17 Target FY18 Target

Long-Term Issue - Accountability

The increasing expectations for government accountability as evidenced by more extensive accounting and auditing regulations, City Council Strategic Priorities and the Leading for Results program, if not addressed, will result in:

- Loss of public trust and confidence
- Diminished ability to provide new revenue sources for infrastructure and public services
- Decreased employee confidence in City leaders and managers
- The lack of an ethical culture throughout the City leading to an increased risk of fraud, waste, abuse, and significant policy violations

Strategies to address the Long-Term Issue

- Identify important programs and operations for inclusion in the Audit Plan through a triennial citywide risk assessment.
- Plan and deliver audit services using a risk-based approach to ensure audit scope and objectives are defined clearly and focused on important issues or concerns.
- Respond to requests for advisory services and investigate potentially unethical or fraudulent acts in a professional, sensitive manner.
- Undergo a triennial peer review to ensure audit services are provided in accordance with generally accepted government auditing standards.
- Communicate with audit clients throughout service delivery to ensure a complete and accurate understanding of conditions, facts, and circumstances.
- Present Hotline materials to new employees during orientation training.
- Remind employees about the Hotline through posters, brochures, newsletters and surveys.

Strategic Result(s) to measure annual progress on Long-Term Issue

Through 2020, City Council and other City decision makers will continue to benefit from objective, timely and useful audit information as evidenced each year by:

- At least 90% of City Council and other City decision makers will rate audit services as “good” or “excellent”
- At least 80% of audit services completed within deadlines
- At least 95% of audit recommendations will be accepted by management

87	% of City Council and other City decision makers rating audit services as good or excellent	100%	92%	90%	90%
88	% of audit services completed within deadlines	63%	76%	80%	80%
89	% of audit recommendations accepted by management	98%	100%	95%	95%



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Strategic Result(s) to measure annual progress on Long-Term Issue

Through 2020, management, and employees will benefit from the availability of an anonymous, secure avenue of reporting fraud, waste, abuse, and significant policy violations as evidenced by:

- 100% of employees are aware of the Hotline
- At least 95% of total allegations will be directed appropriately to the Hotline

90	% of employees aware of the Hotline	N/A	N/A	100%	100%
91	% of total allegations directed appropriately to the Hotline	87%	98%	95%	95%

Long-Term Issue - Complex Information Systems

The increasing reliance on complex information systems combined with rapid technology advancement creates a growing need for knowledge and expertise to assess controls over information systems that support critical operational and financial activities, which, if not addressed will lead to:

- Decision makers relying on inaccurate data
- Programs failing to meet objectives
- Undetected violations of laws, regulations, policies and procedures

Strategies to address the Long-Term Issue


- The department will continue to contract for information technology expertise, as needed, in providing audit services.

Strategic Result(s) to measure annual progress on Long-Term Issue

No results have been identified for this Issue





92	No Measures	N/A	N/A	N/A	N/A
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Administrative - Executive Leadership

93	 % of key measures achieved	40%	40%	75%	75%
94	% of full-time equivalent employees without an on the job injury (OJI) in the current fiscal year	97%	104%	100%	100%
95	% of performance evaluations completed by the review date	100%	100%	95%	95%
96	% of terminations submitted to the Personnel Department within 3 days of the termination date	100%	100%	95%	95%
97	# of full-time employees supported	9	7	8	7



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Administrative - Executive Leadership					
98	Dollar amount of operating expenditures managed	1,179,609	1,035,293	1,135,429	1,072,445
Audit Services - Audit Services					
99	 % of audit recommendations accepted by management	98%	100%	95%	95%
100	 % of City Council and other City decision makers rating audit services as good or excellent	100%	92%	90%	90%
101	% of audit services completed within deadlines	63%	76%	80%	80%
102	% of direct time on unscheduled services	14%	10%	28%	28%
103	# of scheduled direct service hours provided	9,559	9,425	7,090	7,050
104	# of unscheduled direct service hours provided	1,605	1,000	2,766	2,750
Ethics Assurance - Ethics Assurance					
105	 % of employees aware of the Hotline	N/A	N/A	100%	100%
106	 % of total allegations directed appropriately to the Hotline	87%	98%	95%	95%
107	% of actionable allegations assessed and assigned for investigation within 7 days of reporting	100%	100%	90%	90%
108	# of allegation dispositions provided	41	32	57	38
109	# of allegations directed to the Ethics Assurance Program	42	25	60	40

