

# Status of Open Audit Recommendations

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As of December 31, 2021

An update by the City Auditor's Office

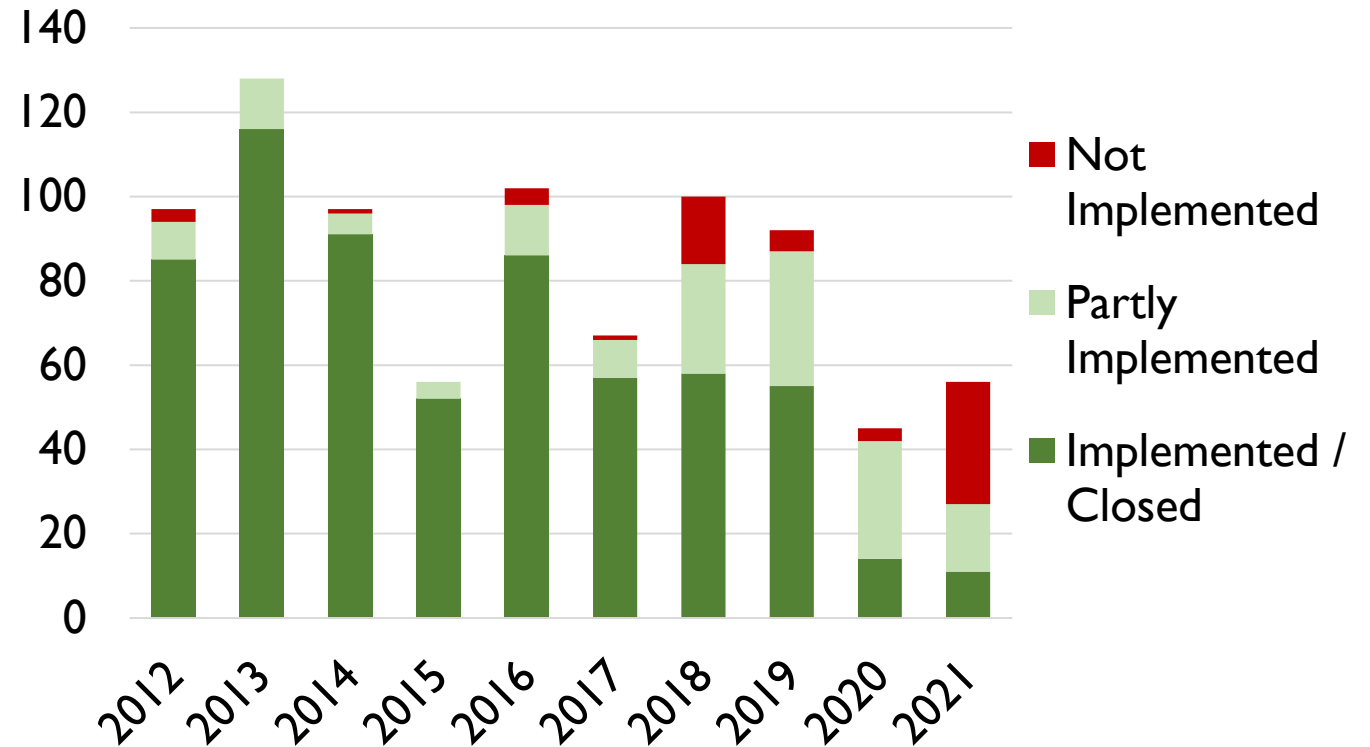
<http://www.sanjoseca.gov/auditor>

## Summary of Results:

- **261** recommendations
- **34** new recommendations made since last update
- **43** implemented or closed since last update
- **156** partly implemented, **62** not implemented

## Percent of Recommendations Implemented/Closed:

- ✓ **74%** of recommendations made over last 10 years
- ✓ **54%** of recommendations made over last 5 years



## Departments Implemented 43 Recommendations Since the Last Update

Highlights include:

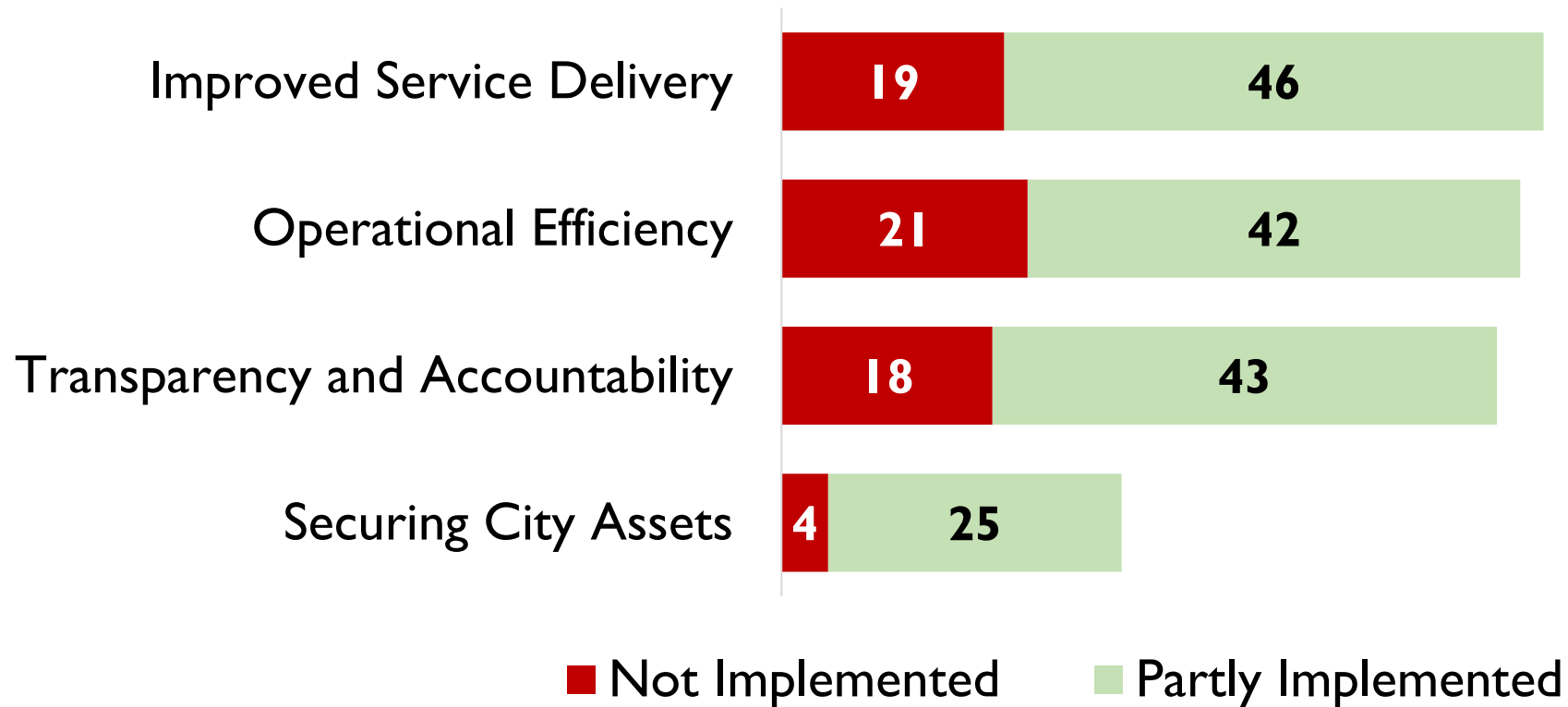
- ✓ The Police Department made additional progress implementing recommendations from our audit of the Police Secondary Unit
- ✓ Office of Equality Assurance developed standard procedures for wage compliance reviews
- ✓ PRNS implemented multiple recommendations from our audit of the Neighborhood Center Partner Program (formerly reuse)
- ✓ The Administration created a map of neighborhood and business associations

## Departments Implemented 43 Recommendations Since the Last Update

Highlights include:

- ✓ Public Works updated the City's Vehicle Replacement Policy
- ✓ PBCE has developed new procedures around supervisory review of open and closed code enforcement cases
- ✓ The Administration created an electronic registration form for Municipal Water customers qualifying for Low-Income or Medically Vulnerable service options

## 218 Recommendations are Still Pending



# Twelve Priority Recommendations

## Potential Budget Savings:

- Reduce Police Department comp time balances (*Audit of Police Overtime, 2016*)
- Contract terms with golf course operators (*Audit of Golf Courses, 2015*)
- Improve Police Department Overtime Controls (*Audit of the Police Staffing, Expenditures, and Workload, 2021*)

# Twelve Priority Recommendations

## Operational Efficiency:

- Contract management policies for consulting services (*Audit of Consulting Agreements, 2013*)
- Volunteer program guidelines (*Audit of the City's Use and Coordination of Volunteers, 2016*)
- Update tow service agreements (*Audit of Towing Services, 2018*)



# Twelve Priority Recommendations

## Improved Service Delivery:

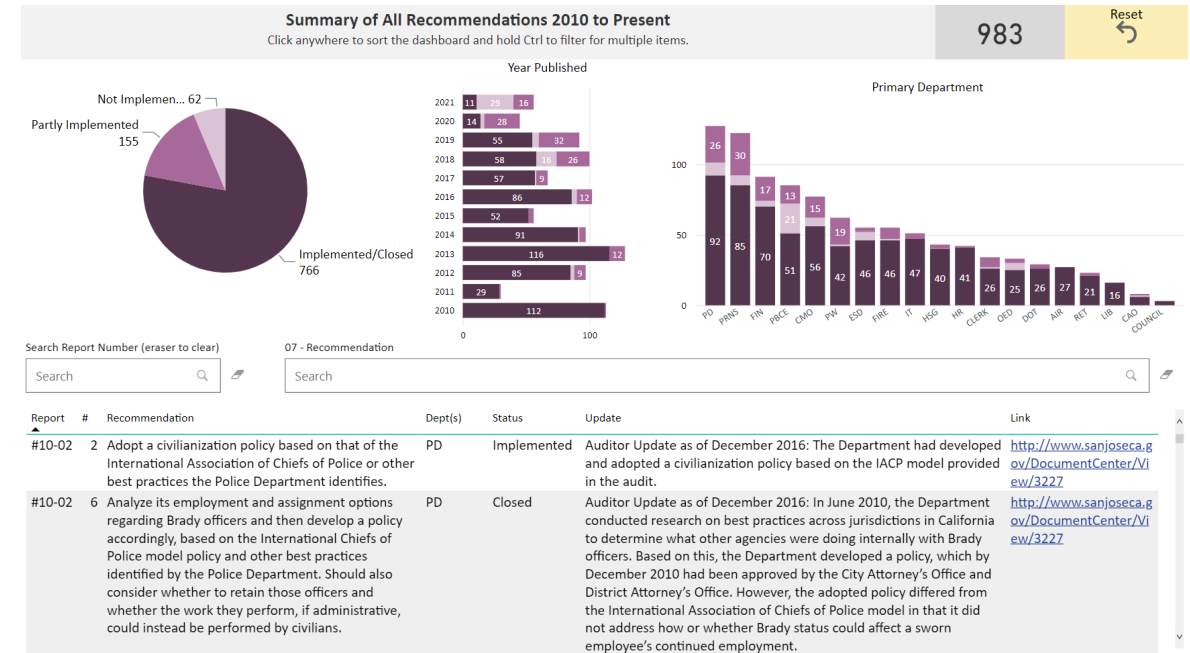
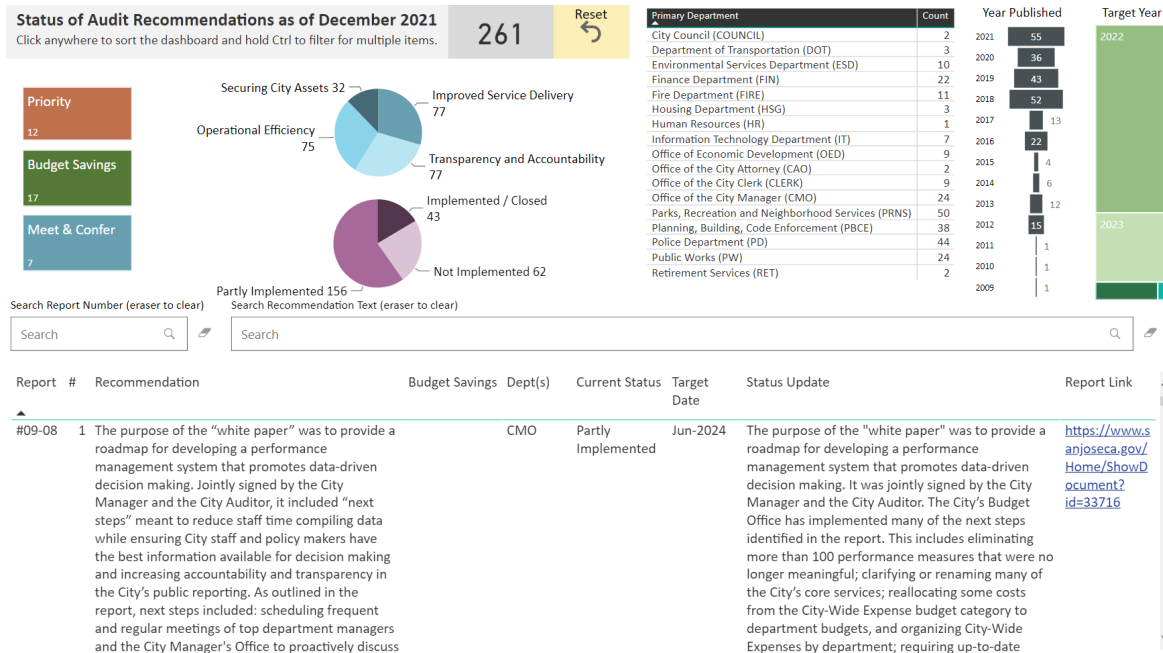
- Update Police Activities League (PAL) agreement (*Audit of the San José Police Activities League, 2018*)
- Monitoring of homeless service providers (*Audit of Homeless Assistance Programs, 2018*)
- Massage Program roles and responsibilities (*Audit of Code Enforcement Management Controls, 2021*)

# Twelve Priority Recommendations

## Citywide Security / Risk Mitigation:

- Revise City Procurement Card Policy (*Audit of City Procurement Cards, 2010*)
- Office of Equality Assurance software and other resources (*Audit of the Office Equality Assurance, 2017*)
- Technology Asset Inventory (*Audit of Technology Deployments, 2019*) CLOSED

# Online Interactive Dashboards



<https://www.sanjoseca.gov/your-government/appointees/city-auditor/audit-recommendations>