



Status of Open Audit Recommendations as of June 30, 2025

An update by the City Auditor
Issued September 2025

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

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Presented by:

Joe Rois, City Auditor

Michelle Mallari, Program Performance Auditor



Summary of Results

151 Recommendations

6 new recommendations made since last update

42 implemented or closed since last update

85 partly implemented, **24** not implemented

85% implemented / closed over the last 10 years

Departments Implemented 42 Recommendations

Highlights of implemented recommendations in this period:

- ✓ **Finance Department:** Determined the proper accounting treatment of fee revenues for work-in-progress and updated the City's encumbrance policy.
- ✓ **Police Department:** Finalized a Community Engagement Plan and updated its Duty Manual to clarify responsibilities around gun violence restraining orders.
- ✓ **Department of Transportation:** Developed new performance measures to assess progress on tree planting goals.
- ✓ **City Manager's Office of Communications:** The City's Language Access Manager began site visits of City facilities to assess language accessibility and developed standard operating procedures for monitoring language accessibility.

Departments Implemented 42 Recommendations

Highlights of implemented recommendations in this period (continued):

- ✓ **Public Works:** Animal Care & Services (ACS) implemented multiple recommendations from the 2024 audit of ACS, including formalizing protocols for different aspects of operations.
- ✓ **Parks, Recreation and Neighborhood Services:** Created a tool to compare BeautifySJ blight reduction and beautification service delivery to the Healthy Places Index to support equitable service delivery.
- ✓ **Open Government:** The Administration clarified guidelines around disclosures of public subsidies and updated City policies around the retention and disposition of electronic records.

Twelve Priority Recommendations

Potential Budget Savings / Revenue Generation:

- Improve overtime controls in the Police Department (Police Staffing, Expenditures, and Workload, 2021)
- Add Community Service Officers to address lower priority Police calls (Police Staffing, Expenditures, and Workload, 2021)
- Outreach on the Massage Ordinance and notify massage businesses when their permit is about to expire (Code Enforcement Management Controls, 2021) – *New priority added*

Operational Efficiency:

- Identify vacant lands within the City's real estate portfolio and report on their intended use annually (Real Estate Services, 2021) – *New priority added*
- Finalize and publish guidelines about the City's CEQA requirements and process for environmental consultants (Environmental Review for New Developments, 2022) – *New priority added*
- Contract with outside service providers for spay and neuter services (Animal Care and Services, 2024) – *New priority added*

Twelve Priority Recommendations (...continued)

Citywide Security / Risk Mitigation:

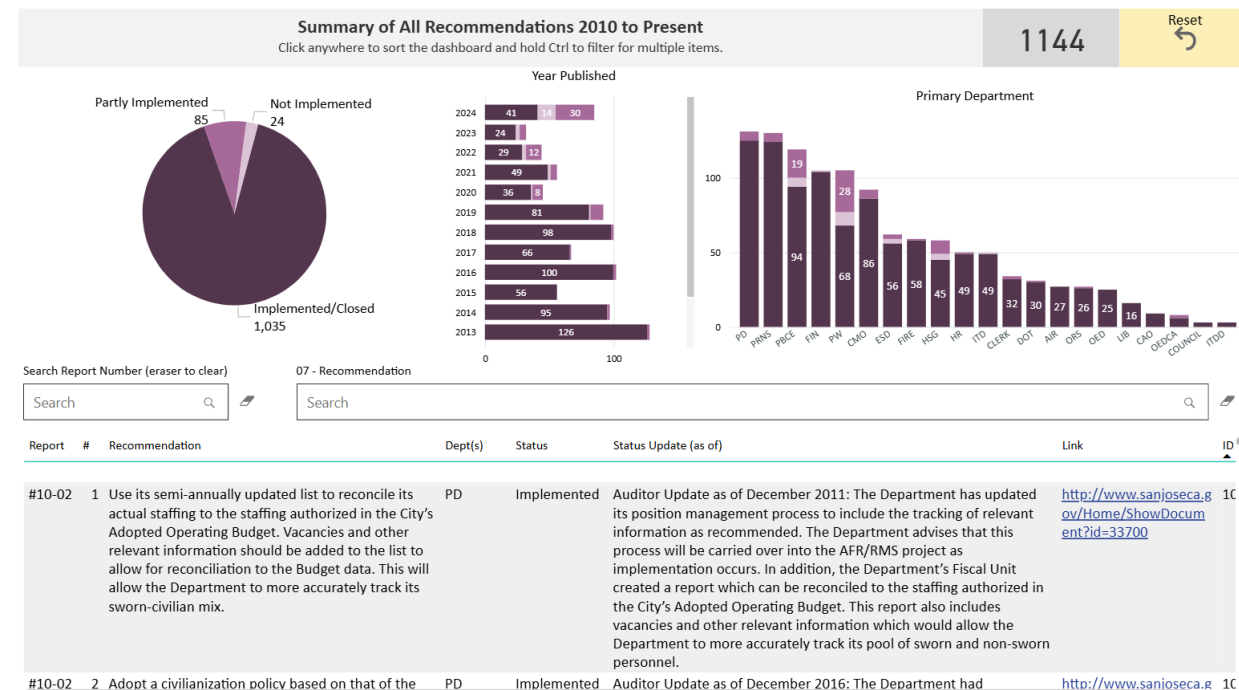
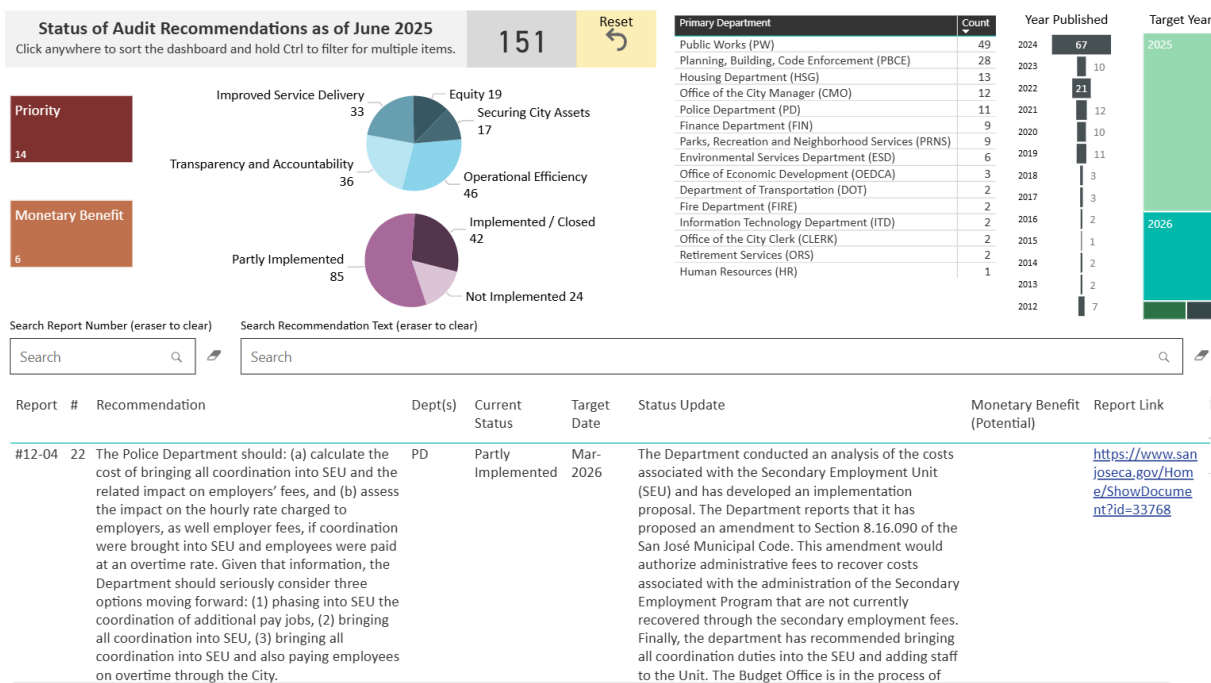
- Develop Citywide administrative guidelines or procedures for managing federal grants (Citywide Grant Management, 2022)
- Update the Emergency Operations Plan to segregate duties and formalize procurement tools (COVID-19 Food Distribution Expenditures, 2022)
- Improve the accuracy and usefulness of reporting tools for encumbrances (Encumbrances, 2024)

Improved Service Delivery:

- Increase language translations of vital documents and include translation options on Sjpermits.org (Residential Building Permits, 2023)
- Update Animal Care and Services' manual to align with Association of Shelter Veterinarians Guidelines (Animal Care and Services, 2024)
- Incorporate all languages spoken by 5 percent or more of the population into the SJ311 website and mobile application. (Access and Use of Neighborhood Blight Programs, 2024) – *New priority added*



Online Interactive Dashboards



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