

# Status of Open Audit Recommendations

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As of June 30, 2022

An update by the City Auditor's Office

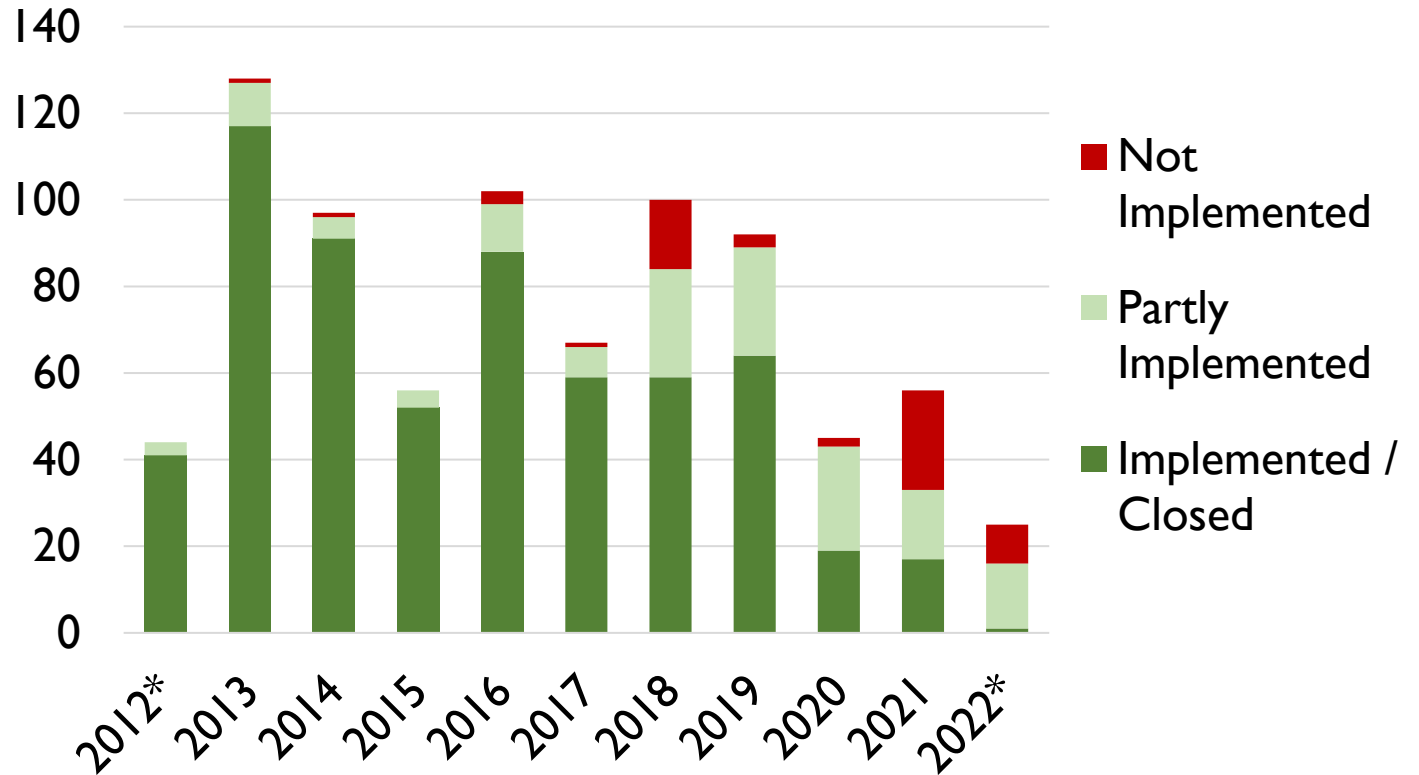
<http://www.sanjoseca.gov/auditor>

## Summary of Results:

- **243** recommendations
- **25** new recommendations made since last update
- **33** implemented or closed since last update
- **151** partly implemented, **59** not implemented

## Percent of Recommendations Implemented/Closed:

- ✓ **75%** of recommendations made over last 10 years
- ✓ **56%** of recommendations made over last 5 years



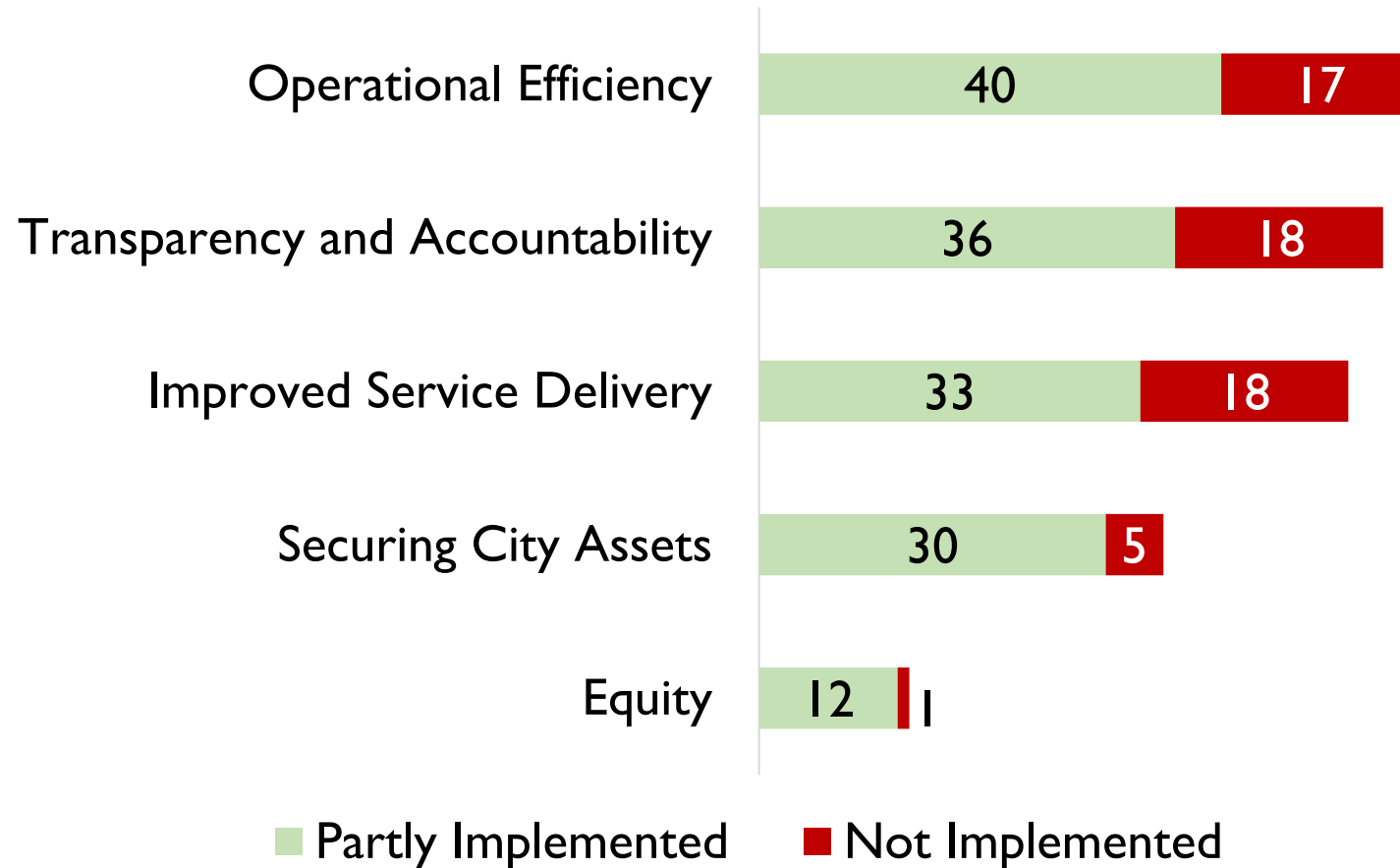
\* Recommendations in 2012 represent July 2012-December 2012, and recommendations in 2022 represent January 2022-June 2022 to account for 10 full years

## Departments Implemented 33 Recommendations Since the Last Update

Highlights include:

- ✓ PRNS updated its PCA guidelines and developed procedures around timeliness of corrective work orders.
- ✓ SJPd updated its Duty Manual and procedures related to advocate referrals, and updated resource cards
- ✓ SJPd formalized role of the Human Trafficking team within the City's massage inspection program
- ✓ ESD, Finance, and ITD centralized and compiled content around Muni Water billing and customer service

## 210 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 and procedures (*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*)

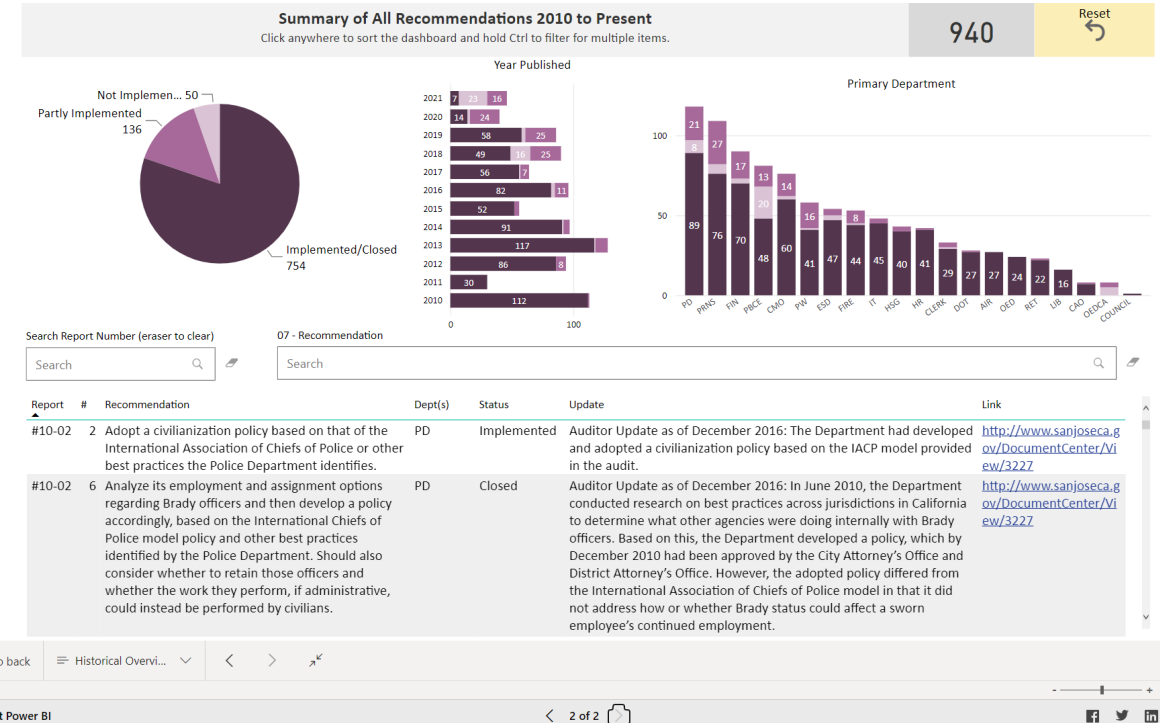
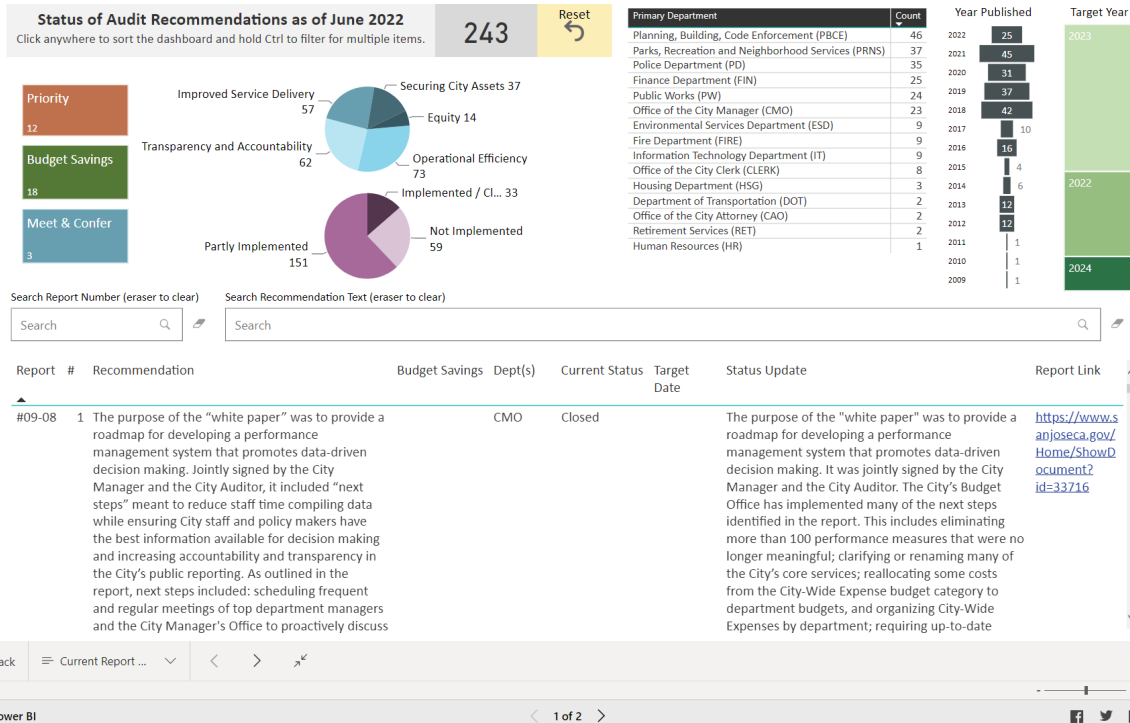


# Twelve Priority Recommendations

## 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*)
- Citywide administrative guidelines for managing federal grants (*Audit of Citywide Grant Management, 2022*)

# Online Interactive Dashboards



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