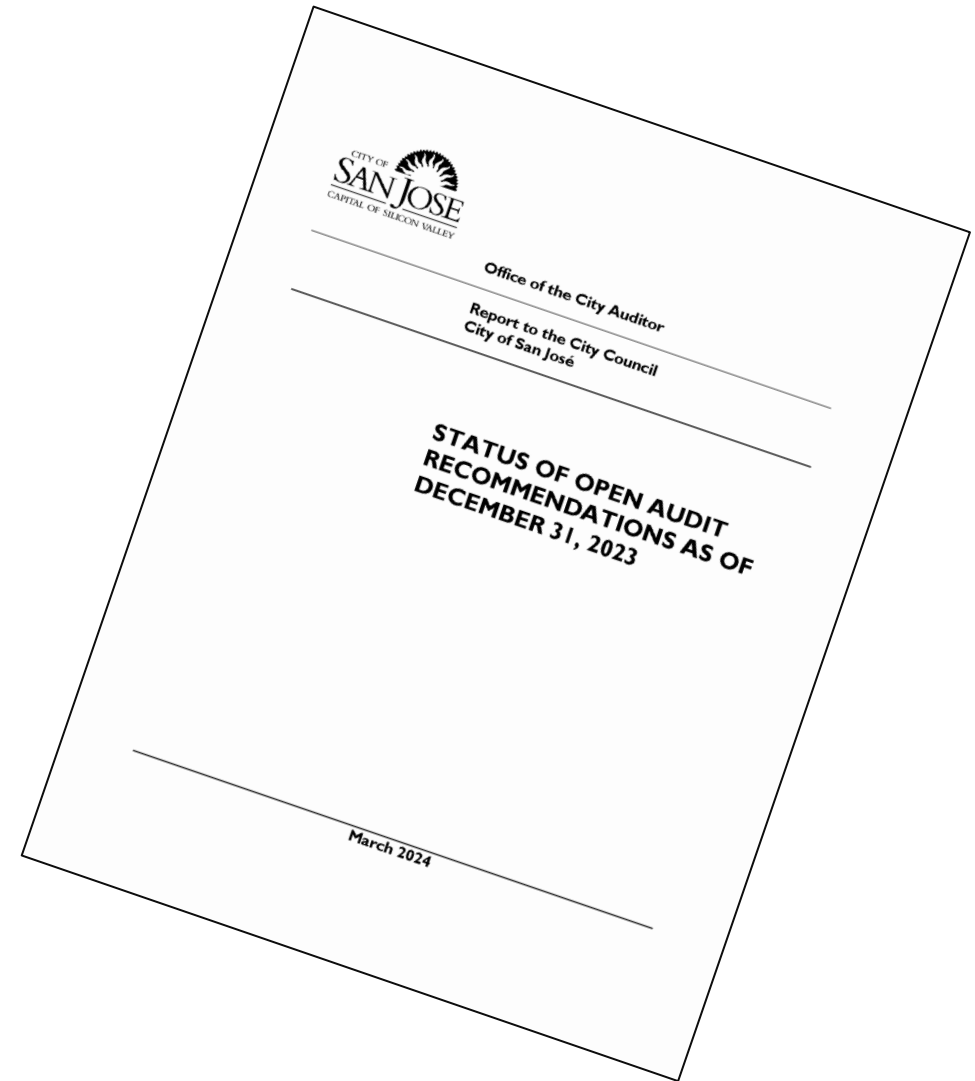




Status of Open Audit Recommendations as of December 31, 2023

An update by the City Auditor
Issued March 2024

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



Summary of Results

191 Recommendations

26 new recommendations made since last update

39 implemented or closed since last update

112 partly implemented, **40** not implemented

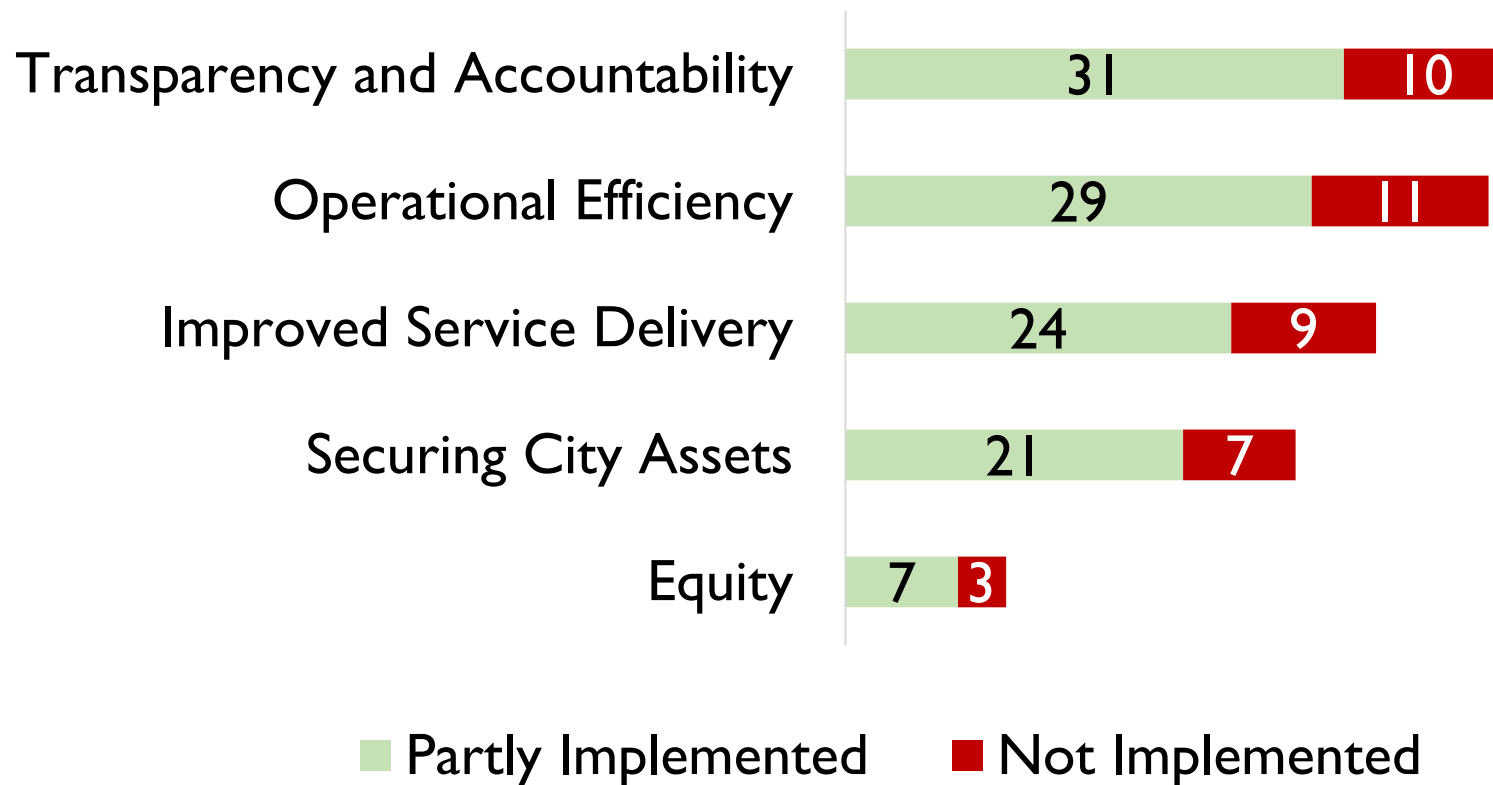
79% implemented / closed over the last 10 years / **64%** over the last 5 years

Departments Implemented 39 Recommendations

Examples of implemented recommendations in this period

- ✓ The City finalized an agreement for tow administrator services. (*Audit of Towing Services, 2018*)
- ✓ The City Manager's Office along with the City Attorney's Office and the Office of Employee Relations, finalized a new Open Government Policy within the City Policy Manual. (*Audit of Open Government, 2017*)
- ✓ The Police Department has taken steps to allow trained call takers to focus on emergency and non-emergency calls in the Communications Center. (*Audit of 9-1-1 and 3-1-1, 2019*)
- ✓ Finance worked with its outside vendors to allow utility customers to receive electronic billing statements (*Audit of Muni Water Billing and Customer Service, 2021*)
- ✓ PBCE implemented multiple recommendations from our 2022 audit of the CEQA review process. (*Audit of the Environmental Review for New Developments, 2022*)

152 Recommendations are still Pending



Twelve Priority Recommendations

Potential Budget Savings / Revenue Generation:

- Improve overtime controls in the Police Department (Audit of Police Staffing, Expenditures, and Workload, 2021)
- Identify uses and develop procedures for spending in-lieu fees for tree plantings (Audit of Tree Removals and Replacements, 2022)
- Adding Community Service Officers to address lower priority Police calls (Audit of Police Staffing, Expenditures, and Workload, 2021) – New priority added

Operational Efficiency:

- Develop Citywide policies and procedures for contract monitoring and management (Audit of Consulting Agreements, 2013) IMPLEMENTED
- Eliminate the Construction & Demolition Diversion Deposit (Audit of Development Services, 2014) – New priority added
- Adopt City policies and procedures by Retirement Services (Audit of Retirement Services, 2023) – New priority added

Twelve Priority Recommendations (...continued)

Citywide Security / Risk Mitigation:

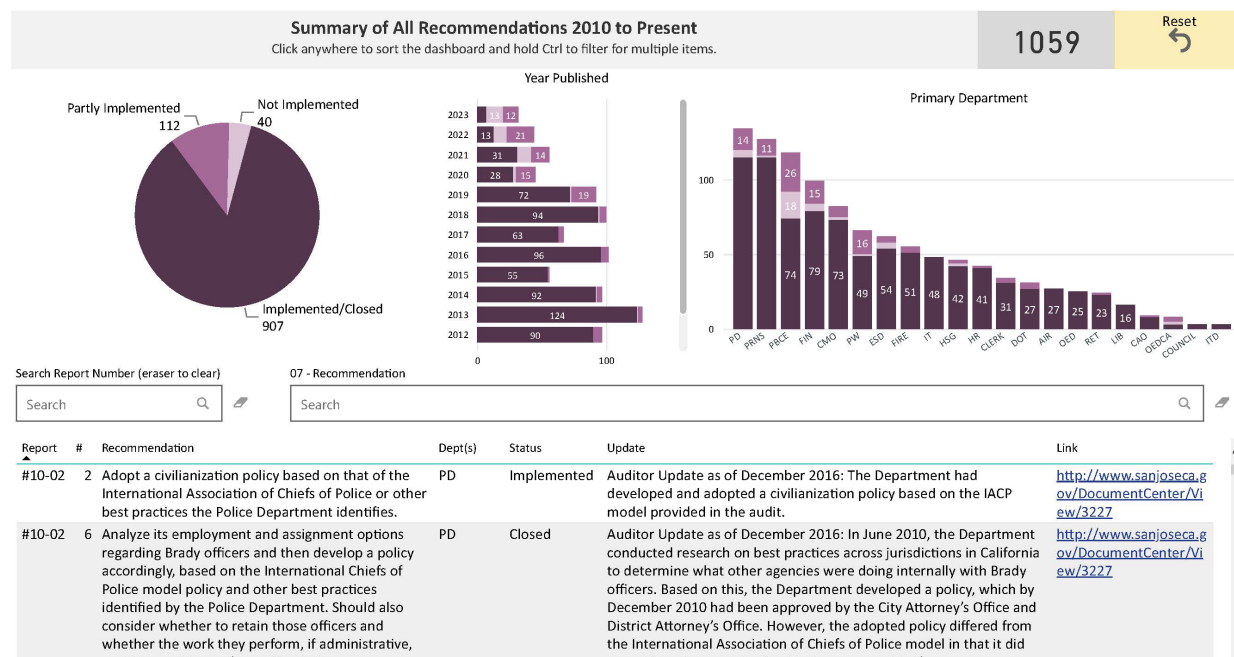
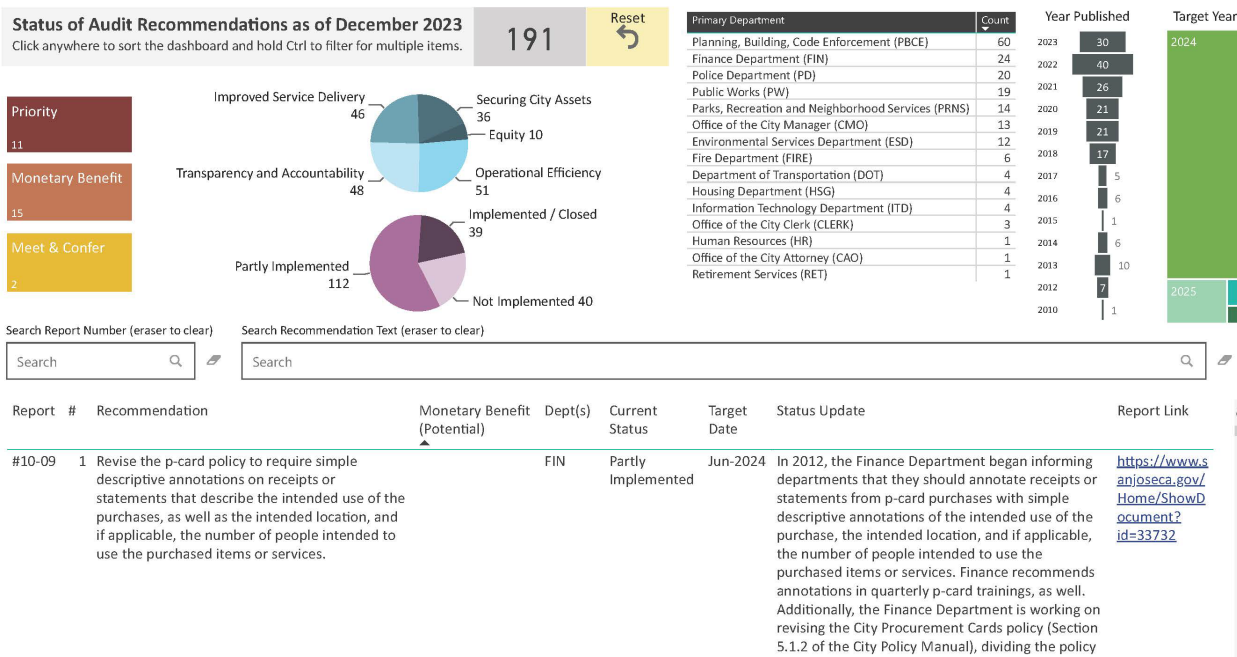
- Revise procurement card policy (Audit of City Procurement Cards, 2010)
- Develop Citywide administrative guidelines or procedures for managing federal grants (Audit of Citywide Grant Management, 2022)
- Fully document COVID-related procurements of food distribution contracts. (Audit of COVID-19 Food Distribution Expenditures, 2022) – *New priority added*

Improved Service Delivery:

- Improve governance around information technology systems (Audit of Information Technology, 2022) – New priority added
IMPLEMENTED
- Clarify massage program roles and responsibilities (Audit of Code Enforcement Management Controls, 2021)
- Procure a software solution and provide sufficient supervisory staff to support wage compliance review (Audit of the Office of Equality Assurance, 2017)



Online Interactive Dashboards



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