

**TO:** Public Safety, Finance and Strategic Support Committee  
**FROM:** Sharon W. Erickson, City Auditor  
**SUBJECT:** *Monthly Report of Activities for August 2014*  
**DATE:** September 18, 2014

---

## RECOMMENDATION

Approve the Auditor's Office Monthly Report of Activities for the month of August 2014.

## SUMMARY OF RESULTS

Charter Section 8.05(e) requires the City Auditor to submit a monthly report to the City Council of our activities, findings, and recommendations. This report summarizes reports issued, other activities, assignments in process, and the status of the City Auditor's Fiscal Year 2014-15 Work Plan during the month of August 2014.

### Reports Issued During the Month of August:

- 1. Customer Call Handling** – We assessed the efficiency and effectiveness of customer call handling including the Customer Contact Center. The report made 13 recommendations and was accepted at the August 21, 2014 meeting of the Public Safety, Finance and Strategic Support (PSFSS) Committee.

### Activities During the Month of August:

- Provided training to SJPD fiscal staff (at their request) on "*Thinking Like an Auditor*".

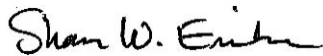
### Assignments in Process:

- 2. Procurement Card Usage** – Routine audit of procurement card usage for appropriateness and compliance with City policies.  
**Project Status:** Report writing completed.  
**Anticipated Release Date:** September 2014.
- 3. Development Services Application and Permitting Process** – Assess the efficiency and effectiveness of the application and permitting processes and wait times for single-family residential projects.  
**Project Status:** Report writing completed.  
**Anticipated Release Date:** September 2014.

- 4. Accounts Receivable** – One in a series of audits of City revenues, this audit focuses on the billing and collection of accounts receivable that originate in City departments.  
**Project Status:** Fieldwork in process.  
**Anticipated Release Date:** November 2014.
- 5. Public Works Facilities Maintenance** – Assessment of the process for prioritizing repair and improvement projects.  
**Project Status:** Fieldwork in process.  
**Anticipated Release Date:** TBD.
- 6. Fund Balance and Reserve Policies** – Review and assess the adequacy and appropriateness of ending fund balances and reserves compared to established targets and industry standards. Review the annual accounting to budgetary basis reconciliations of the City’s operating and capital funds to ensure budgetary fund balances are accounted for properly.  
**Project Status:** Fieldwork in process.  
**Anticipated Release Date:** TBD.
- 7. Employee Hiring** – Review the timeliness of the process for prioritizing, recruiting, and hiring new City employees.  
**Project Status:** Preliminary Survey in process.  
**Anticipated Release Date:** TBD.
- 8. Street Pavement Maintenance** – Assess the current condition and prioritization of street repair and preventative maintenance.  
**Project Status:** Preliminary Survey in process.  
**Anticipated Release Date:** TBD.

Information on the status of the City Auditor’s FY 2014-15 Work Plan is attached. The City Auditor’s FY 2014-15 work plan was approved by the Rules committee on August 13, 2014. On behalf of the Auditor’s Office, I would like to express my appreciation to City staff for their cooperation and assistance during our reviews.

Respectfully submitted,



Sharon W. Erickson  
City Auditor

SE:bh

**Status of the City Auditor's FY 2014-15 Work Plan<sup>1</sup>  
as of August 2014**

	Preliminary Survey	Risk Assessment	Audit Field Work	Report Writing	Projected Issuance Date <sup>2</sup>
<b>Assignments Completed</b>					
Recommendation Follow-Up For 6 Months Ended 6-30-14	N/A	N/A	Completed	In Process	September 2014
Procurement Card Usage	Completed	Completed	Completed	In Process	September 2014
Development Center Application and Permitting Process	Completed	Completed	Completed	In Process	September 2014
<b>Assignments In Process</b>					
Accounts Receivable	Completed	Completed	In Process		
Public Works Facility Maintenance	Completed	Completed	In Process		
Fund Balance and Reserve Policies	Completed	Completed	In Process		
Employee Hiring	In Process				
Street Pavement Maintenance	In Process				
<b>Assignments Not Yet Started (in alphabetical order)</b>					
2013-14 Annual Review of Team San Jose					
PRNS Cost Recovery Fee Programs					
7 <sup>th</sup> Annual Service Efforts and Accomplishments					
Performance Measure Review					
Curbside Recycling					
Cardroom Tax Revenue and Contributions					
Workers' Compensation Utilization Review Service Provider					
Cities Association of Santa Clara County					
Police Department Recruiting and Hiring					
Police Department Resources Spent on VTA/County Properties					
South Bay Water Recycling					
Street Sweeping					
Use and Coordination of Volunteers					
Golf Course Fund					

<sup>1</sup> The approved work plan is on the web at <http://www.sanjoseca.gov/DocumentCenter/View/33922>

<sup>2</sup> Projected Issuance Dates are usually six weeks after Report Writing is completed to accommodate exit conferences, draft report revisions and a three week allowance for the administration to prepare a written response. For the Assignments Completed, the date shown is the actual month of report issuance.