

**TO:** Rules and Open Government  
Committee

**SUBJECT:** *Monthly Report of Activities for  
September 2015*

**FROM:** Sharon W. Erickson,  
City Auditor

**DATE:** October 1, 2015

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## RECOMMENDATION

Approve the Auditor's Office Monthly Report of Activities for the month of September 2015.

## 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 2015-16 Work Plan during the month of September.

### Activities During the Month of September:

- 1. Golf Courses: Loss of Customers and Revenues Requires a New Strategy** (audit issued September 2015). We examined the causes of decline in net operating income to the Golf Course Fund. The report includes 5 recommendations to increase utilization of the land, obtain more favorable contract terms, and improve oversight by the department of Parks, Recreation and Neighborhood Services. The Neighborhood Services and Education Committee accepted the report on September 10, 2015. The audit is scheduled to be presented for acceptance at the October 20, 2015 meeting of the City Council. The report is online at:  
<http://www.sanjoseca.gov/DocumentCenter/View/46030>.
- 2. Police Hiring: Additional Efforts to Recruit Qualified Candidates Urgently Needed to Fill Vacancies** (audit issued September 2015). We analyzed the department's recruiting, backgrounding, and hiring processes. The report includes 14 recommendations to enhance recruiting and outreach. The Public Safety, Finance and Strategic Support Committee accepted the report on September 17, 2015. The audit is scheduled to be presented for acceptance at the October 6, 2015 meeting of the City Council. The report is online at:  
<http://www.sanjoseca.gov/DocumentCenter/View/46250>.
- 3. As part of our on-going efforts working with the City Manager's Office to improve performance measurement and accountability, we presented a citywide training session *Performance Management: Are You Measuring What Matters?* We also provided suggestions to the Police Department on the format of their bi-monthly report to the Public Safety, Finance, and Strategic Support Committee.**

Information on the status of the City Auditor's FY 2015-16 Work Plan is attached. 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

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City Auditor

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**Status of the City Auditor's FY 2015-16 Audit Work Plan  
 As of September 2015**

	<b>Objective</b>	<b>Status</b>	<b>Projected Issuance Date</b>
<b>Assignments Completed</b>			
1. Golf Course Fund	Examine the causes of decline in net operating income to the Golf Course Fund and potential alternatives.	Completed	September 2015
2. Police Department Recruiting and Hiring	Analyze the department's recruiting, backgrounding, and hiring processes. Identify barriers and resources needed, and determine to what extent San José is subsidizing other jurisdictions with our academy.	Completed	September 2015
<b>Assignments In Process</b>			
3. Semi-Annual Audit Recommendation Status as of 6/30/15	Provide the City Council with an update on the status of all open audit recommendations.	In process	October 2015
4. Structure for Conducting Personnel Investigations	Review the structure for conducting personnel investigations.	In process	November 2015
5. Semi-Annual Compliance Review of Investments as of 6/30/15	Semi-annual review required by the city's investment policy (contracted audit service).	In process	November 2015
6. Annual External Financial Audit and Single Audit	Required annual audit of financial transactions (contracted audit service).	In process	December 2015
7. Annual Audits of Voter-Approved Bond and Parcel Tax Measures	Guaranteed annual audits of tax measures approved by voters (contracted audit service).	In process	December 2015
8. Use and Coordination of Volunteers	Evaluate the use and coordination of volunteers to augment city services.	In process	TBD
9. Street Sweeping	Assess the efficiency and effectiveness of street sweeping services.	In process	TBD
10. Recycled Water	Assess the efficiency and cost-recovery status of recycled water services.	In process	TBD
11. Information Technology Deployment	Assess the barriers to timely technology deployment.	In process	TBD
12. Financial Condition Report	Prepare an annual summary of financial condition using graphics and standardized measures with benchmarking to other jurisdictions.	In process	TBD
<b>Assignments Not Yet Started</b> (items marked with ** have been designated as priority items)			
** 13. City Clerk's Office	Assess the office's performance of its primary responsibilities including, but not limited to, candidate information and City Council office budgets and hiring (added by the Rules Committee 9/9/15).	To be initiated October 2015	
** 14. Airport Operations and Business Development	Review the history and financial projections for airport operations and debt service.		
** 15. Police Response for Animal-Related Calls	Analysis of police response data for animal-related calls for service and identification of possible alternatives (referred by Manager's Budget Addendum #14).		
** 16. Housing Department	Performance audit of Housing department functions (added by the Rules Committee 8/19/15).		

17. Annual Review of Team San José	Annual review to determine whether Team San José met its performance metrics and key requirements in the new Management Agreement as of June 30, 2015. This will include a review of the internal controls over the per ticket fees to fund theatre preservation.	To be initiated October 2015	November 2015
18. Santa Clara County Cities Association	Annual review of financial transactions at the request of the association's board.	To be initiated October 2015	November 2015
19. FY 2014-15 Service Efforts and Accomplishments Report	Annual report providing data about the cost, quality, quantity, and timeliness of city services. The report shows ten-year historical trends, a variety of comparisons to other cities, and the results of resident surveys.		December 2015
20. Police Overtime	Routine audit of the appropriate use of overtime in the Police Department (whistleblower hotline referral).		
21. Semi-Annual Audit Recommendation Status as of 12/31/15	Provide the City Council with an update on the status of all open audit recommendations.		March 2015
22. Semi-Annual Compliance Review of Investments as of 12/31/15	Semi-annual review required by the city's investment policy (contracted audit service).		April 2015
23. Mobile Devices	Assess the cost, usage, and management accountability for the growing number of mobile devices distributed to city employees.		
24. Police Department Civilian Staffing	Assess the level of civilian support in the Police Department (follow-up to 2010 audit of civilianization opportunities).		
25. Employee Benefit Funds	Routine audit and reconciliation of contributions and expenditures in the benefit funds.		
26. Encumbrance Balances	Routine audit of the appropriateness of carryover encumbrances.		
27. Pensionable Earnings	Audit the accuracy of pensionable earnings, calculations, and the status of corrections pending from 2011 audit.		
28. Business Tax Revenue	Review the basis, calculation, and collection of annual business tax revenue. The <i>2008 General Fund Structural Deficit Elimination Plan</i> proposed modernizing rates by indexing to current consumer price index and restructuring the business tax formula.		
29. Cardroom Tax Revenue and Contributions	Review the calculation and collection of city cardroom taxes, and determine whether recent AACI contributions have been in accordance with the settlement agreement.		
30. Sunshine Requirements	Review compliance with sunshine requirements.		

The City Auditor's Fiscal Year 2015-16 Work Plan is online at:  
<http://www.sanjoseca.gov/DocumentCenter/View/45609>.