

Status of City Auditor Recommendations With Funding Impact 2020-2021 Adopted Operating Budget

There are audit recommendations that are addressed in actions included in the 2020-2021 Adopted Budget. The table below provides a summary of those audit recommendations. While this report focuses on audit recommendations with budget actions in 2020-2021, there are numerous outstanding audit recommendations with financial implications that are not being implemented as part of the 2020-2021 Adopted Budget. The City Auditor's Office reports on all outstanding audit recommendations on a semi-annual basis. These status reports can be found on the Auditor's Office website at: <https://www.sanjoseca.gov/your-government/appointees/city-auditor/audit-recommendations>.

Department	Item	Remarks
Information Technology Department	<p>Audit of Mobile Devices: Improvements Needed to Ensure Efficient, Secure, and Strategic Deployment.</p> <p>The Administration should:</p> <ul style="list-style-type: none"> - Administer citywide review of mobile device bills for usage and potential cost savings (e.g. zero- and low-use, plan optimization, minute and data polling, etc.), potentially through the acquisition and utilization of telecommunications expense management software. 	<p>The 2020-2021 Adopted Operating Budget provides funding for a Telecommunication/Wireless Billing System that will replace the City's manual billing process. The system will ensure the City is billed accurately for telecommunications services and will process bills and optimization reports within required time required timeframes.</p> <p>More detail on these actions can be found in the City Departments/Council Appointees section of the 2020-2021 Adopted Operating Budget for the Information Technology Department.</p>

(Issued 12/8/2016, #15)

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Parks, Recreation and Neighborhood Services Department	Community Center Reuse: Efficient Monitoring and Better Data Can Help Determine the Next Phase of Reuse - To better track the net costs of individual facilities in the Reuse Program, PRNS should improve tracking of maintenance costs and revenues, periodically review the City's cost for re-use facilities, and assess the continued value of reuse sites. (Issued 9/6/2018, #06)	The 2020-2021 Adopted Operating Budget continues one-time funding for 1.0 Senior Maintenance Worker, 1.0 Analyst I/II, and 1.0 Community Coordinator positions, limit-dated from July 1, 2020 through June 30, 2021, to support the Neighborhood Center Partner Program (formerly Community Center Re-Use Program). This team will continue implementation of the City Auditor recommendations including management of the program, infrastructure needs assessments, and facility repair needs. More detail on this action can be found in the City Departments/Council Appointees section of the 2020-2021 Adopted Operating Budget for the Parks, Recreation and Neighborhood Services Department.
Parks, Recreation and Neighborhood Services Department	Audit of the San José Police Activities League - The City should reconsider how and who should manage the PAL facilities and associated activities, and revise its 2007 agreement with the PAL organization accordingly. (Issued 6/7/2018, #01)	The 2020-2021 Adopted Operating Budget adds limit-dated positions through June 30, 2021 - 1.0 Recreation Program Specialist, 1.0 Groundskeeper, 1.0 Groundsworker, and 1.0 Recreation PT - and funding of \$50,000 to support business model assessments and long-term business strategy development aimed at making the Police Activities League (PAL) facility and programs sustainable, with additional resources allocated to sustaining limited operations at the facility in the interim. More detail on this action can be found in the City Departments/Council Appointees section of the 2020-2021 Adopted Operating Budget for the Parks, Recreation and Neighborhood Services Department.

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Transportation Department	<p>Audit of Vehicle Abatement - The City could improve customer service for vehicle abatement requests.</p> <p>(Issued 8/31/2018 ,#04)</p>	<p>The 2020-2021 Adopted Operating Budget adds 1.0 Parking and Traffic Control Supervisor position and funding of \$565,600 to continue the Vehicle Abatement Contract Program which consists of 8.0 contracted staffing resources.</p> <p>More detail on this action can be found in the City Departments/Council Appointees section of the 2020-2021 Adopted Operating Budget for the Transportation Department.</p>