

TO: Rules & Open Government Committee

FROM: Joe Rois,
City Auditor

SUBJECT: *Monthly Report of Activities for
March 2021*

DATE: April 1, 2021

RECOMMENDATION

Approve the Auditor's Office Monthly Report of Activities for the month of March 2021.

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 (FY) 2020-21 Work Plan during the month of March 2021.

Activities During the Month of March:

1. Issued **Police Staffing, Expenditures, and Workload: Staffing Reductions Have Impacted Response Times and Led to High Overtime Costs**. The report is online at: <https://www.sanjoseca.gov/home/showpublisheddocument?id=70064>.
2. Issued **Advocate Referrals: Further Improvements to Processes and Data Sharing Can Help Connect More Survivors to Services**. The report is online at: <https://www.sanjoseca.gov/home/showpublisheddocument?id=70206>.
3. Issued **Status of Open Audit Recommendations as of December 31, 2020**. The report is online at: <https://www.sanjoseca.gov/home/showpublisheddocument?id=70208>.

Information on the status of the City Auditor's FY 2020-21 Work Plan is attached. Additionally, staff within the Office continued to support the City's COVID-19 related emergency operations, including support for the local assistance and situational status teams. 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.



Joe Rois
City Auditor

Attachment

**Status of the City Auditor's FY 2020-21 Audit Work Plan
 As of March 2021**

	Objective	Status	Projected Issuance Date
Assignments Completed			
1. Fleet Maintenance	Efficiency of operations and timeliness of repairs for the City's vehicles and equipment.	Completed	August 2020
2. Fire Safety Code Compliance	Timeliness, efficiency, and consistency of on-site fire code inspections during the construction phase of development projects.	Completed	August 2020
3. Park Maintenance	Efficiency and effectiveness of park maintenance operations.	Completed	August 2020
4. Development Fee Work-in-Progress Reserves	Tracking of development fee work-in-progress reserves.	Completed	September 2020
5. COVID-19 Expenditure Documentation Review	Review costs, documentation, or other COVID-19 risk areas to be determined.	Completed	October 2020
6. Semi-Annual Compliance Review of the City's Investment Program as of June 30, 2020 (contracted audit service)	The City's investment policy requires semi-annual compliance audits of the City's investment portfolio. The independent certified public accounting firm Macias Gini & O'Connell (MGO) will conduct the agreed-upon procedures as of June 30, 2020.	Completed	October 2020
7. Santa Clara County Cities Association Expenditure Review Fiscal Years Ending June 30, 2019 and 2020	Routine expenditure review fiscal years ending June 30, 2019 & 2020.	Completed	November 2020
8. Annual Performance Review of Team San José and the Convention and Visitors Bureau	Annual review to determine whether Team San José met their performance metrics as of June 30, 2020 (as required in the City's agreements for the Convention Visitors Bureau, Convention Center, and Cultural facilities).	Completed	November 2020
9. Annual Audits of Voter-Approved Bond and Parcel Tax Measures (contracted audit service)	MGO will conduct audits of the Branch Library Bond Projects Fund, the Parks and Recreation Bond Projects Fund, the Public Safety Bond Projects Fund, the Library Parcel Tax Fund, and the Public Safety and Infrastructure ("Measure T") Bond Fund satisfying the City's obligation for guaranteed annual audits.	Completed	November 2020
10. Housing Department Grant Programs	Assess the allocation and monitoring of COVID-19 related grants.	Completed	December 2020
11. Annual Services Report	13 th annual report providing data about the cost, quality, quantity, and timeliness of City services. The report incorporates existing performance measurement data, showing ten-year historical trends, a variety of comparisons to other cities, and the results of resident surveys. It also incorporates information about the financial condition of the City through graphics, standardized measures, and benchmarking to other jurisdictions.	Completed	December 2020
12. Police Staffing, Expenditures, and Workload	Review and compare Police Department staffing over time, including allocation of staff by bureau or division, vacancies, and use of overtime. Will also include an analysis of the 1.2 million calls for police service, budgetary allocations, and progress toward civilianization.	Completed	March 2021
13. Police Department Protocols for Community Advocate Referrals	Assess protocols for and timeliness of community advocate referrals for survivors of sexual assault, domestic violence, child/sexual abuse, and human trafficking.	Completed	March 2021
14. Semi-Annual Audit Recommendation Status Report as of December 31, 2020	Update on the implementation status of all open audit recommendations.	Completed	March 2021

	Objective	Status	Projected Issuance Date
Assignments in Process			
15. Compliance Review of San José Clean Energy's Risk Management Practices (contracted audit service)	MGO will conduct tests of SJCE investment and risk management practices to ensure compliance with the City's Energy Risk Management Policy and Energy Risk Management Regulations.	In process	April 2021
16. Annual External Financial Audit and Single Audit (contracted audit service)	The City Charter requires an annual audit of the City's financial transactions. MGO will conduct the annual audits of the Comprehensive Annual Financial Reports (CAFRs) of the City and the Airport. MGO will also conduct audits of the financial statements of the Successor Agency to the Redevelopment Agency, Convention Center, the Clean Water Financing Authority, the Deferred Compensation plan, the Tier 3 Defined Contribution Plan, the Voluntary Employee Beneficiary Association (VEBA), MTC compliance, South Bay Water Recycling, San José Clean Energy, and the Single Audit (including Airport passenger facility charges and customer facility charges).	Multiple projects completed, Others In process	April 2021
17. Semi-Annual Compliance Review of the City's Investment Program as of December 31, 2020 (contracted audit service)	The City's investment policy requires semi-annual compliance audits of the City's investment portfolio. MGO will conduct the agreed-upon procedures as of December 31, 2020.	In process	April 2021
18. Real Estate Services	Review the tracking of City properties and lease revenues by Real Estate Services in the Office of Economic Development.	In process	May 2021
19. Code Enforcement management controls	Evaluation of oversight and management of Code Enforcement officials (added to work plan by the Rules Committee November 18, 2020).	In process	June 2021
20. Municipal Water Billing and Customer Service	Accuracy of billings, and customer service responses for Municipal Water services.	In process	TBD
Assignments Not Yet Started			
21. Citywide Information Security Audit (contracted service)	Conduct assessments of the City's priority information systems, controls, risks, and susceptibilities, and recommendations for policy and organizational improvements.	Planning underway	
22. Environmental Review for New Development	Assess the time required to complete the City's CEQA review process.		
23. Citywide Grant Monitoring	Assess the tracking and monitoring of expenditures for federal awards across departments.		
24. Beautify SJ programming	Assessment of the coordination and delivery of Beautify SJ services across the City.		
25. Fleet (take-home vehicles)	Assessment of current practices for take-home vehicles.		
26. Timeliness of Code Enforcement Responses	Timeliness of community code enforcement responses to complaints and violations for select programs.		
27. Integrated Waste Management	Review costs of Integrated Waste Management programs.		

The City Auditor's Fiscal Year 2020-21 Work Plan is online at:
<https://www.sanjoseca.gov/home/showdocument?id=62434>