

Office of the City Auditor

FISCAL YEAR 2021 – QUARTER 3 UPDATE: APRIL 1 – JUNE 30, 2021

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REPORTS ISSUED

During Quarter 3 the Office of the City Auditor released the following four reports (click on the hyperlinks below for the full report):

- [Audit of Fuel Services Planning, Procurement, Deployment, and Delivery](#)
- [Audit of the Interlocal Agreement for Public Health Services](#)
- [Audit of Mobile Devices – Smartphones](#)
- [Audit of Census 2020 Interlocal Agreement with Dallas County](#)

INVESTIGATIVE SERVICES

Exhibit 1:

Fraud, Waste, and Abuse Speak Up Line Alerts			
Quarter	Received	Closed	Outstanding
1	25	25	--
2	39	28	--
3	40	46	41
Total:	104	99	41*

In Quarter 3 Investigative Services closed 46 complaints. Of those closed, one was substantiated which resulted in letters of counseling as a disciplinary response.

*41 total cases were outstanding as of August 5, 2021. This number can fluctuate from day to day.

MANAGEMENT AGREEMENT

One of the performance measures for the Office of the City Auditor is to add value by achieving over 90 percent agreement to audit recommendations.

In Quarter 3, the Office of the City Auditor achieved agreement to 69 percent of audit recommendations (see [Exhibit 2](#) on page 2).

PROJECTS IN PROGRESS

19 Projects are in progress. Audits already released or on the horizon for release in Quarter 4 of Fiscal Year 2021 include:

- [Audit of City Boards and Commissions](#)
- [Audit of the City Investment Pool Management](#)
- [Audit of Senior Services](#)
- [Audit of Homeless Solutions](#)
- [Audit of Road Paving](#)
- [Audit of Police Overtime](#)
- [Audit of Budget Revenues Included in the Fiscal Year 2021-22 Proposed Annual Budget for the City of Dallas](#)
- [Audit of Coronavirus Aid, Relief, and Economic Security \(CARES\) Act - Interim Report 02](#)
- [Agreed-Upon Procedures for Department of Water Utilities– Elm Fork Water Treatment Plant Filter Complex Procurement Project](#)

4

Reports Issued

69%

Management Agreement
to Recommendations

19

Projects In Progress

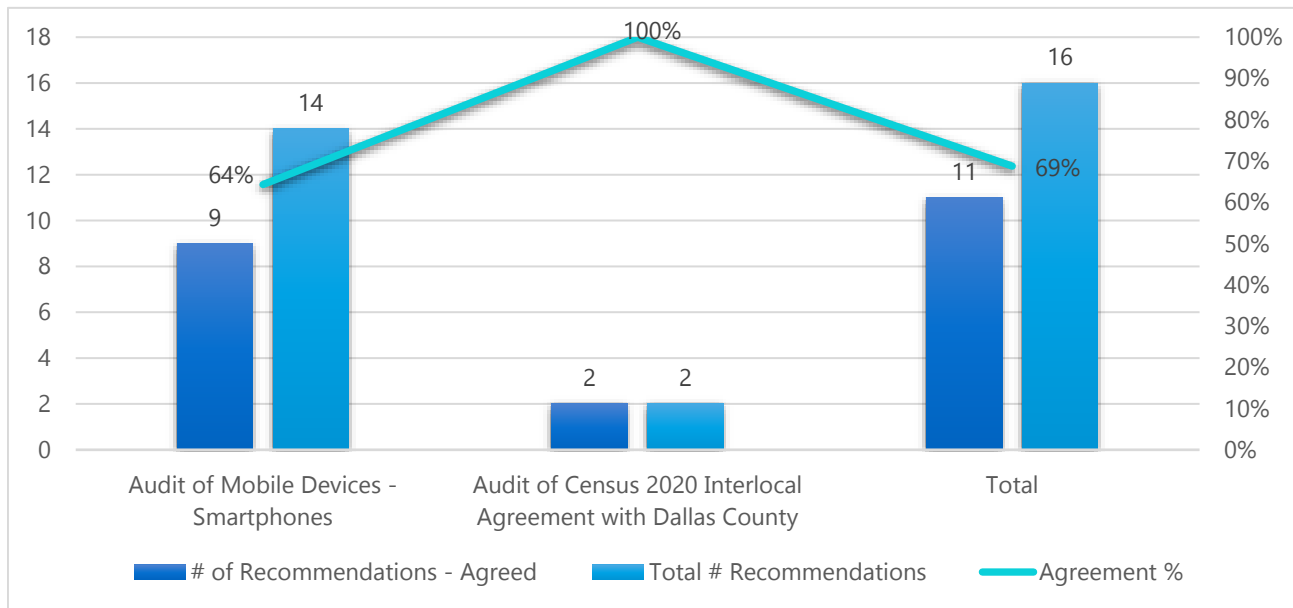
Office of the City Auditor

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MANAGEMENT AGREEMENT

Exhibit 2:



Note: Two of four reports were not included in Exhibit 2 as there were no recommendations associated with these reports:

- [Audit of Fuel Services Planning, Procurement, Deployment, and Delivery](#)
- [Audit of Interlocal Health Agreement for Public Health Services](#)

4

Reports Issued

69%

Management Agreement
to Recommendations

19








Projects In Progress







APPENDIX A: PROJECTS OVERVIEW

Exhibit 3 provides an overview of management's agreement to recommendations for reports released to date, and Exhibit 4 shows the current project status for pending and upcoming audit engagements.

Exhibit 3:

City Management's Agreement to Implement Audit Recommendations

Quarter Issued	#	Audit Plan Year October 2020 to September 2021	Release Date	No. Recommendations	No. Management Agreed to Implement	Agreement %
1	1	 Audit of the Dallas County Motor Vehicle Child Safety Fee	October 26, 2020	0	N/A	N/A
Quarter 1 Total:				0	N/A	N/A
2	2	 Audit of the TexasCityServices, LLC Contract	January 15, 2021	0	N/A	N/A
2	3	 Audit of Department of Information and Technology Services' AT&T Datacomm LLC Contract Monitoring Process	February 4, 2021	7	7	100
2	4	 Audit of the Department of Aviation's Noise Abatement Program	March 2, 2021	4	2	50
2	5	 Audit of the Coronavirus Aid, Relief, and Economic Security (CARES) Act – Interim Report 01	March 4, 2021	0	N/A	N/A
2	6	 Audit of Police Property and Evidence	March 11, 2021	7	6	86
2	7	 Audit of Landfill Closure and Post Closure Liability and Monitoring Expense	March 17, 2021	6	6	100
Quarter 2 Total:				24	21	88
Running Total (Q1-Q2):				24	21	88

Quarter Issued	#	Audit Plan Year October 2020 to September 2021	Release Date	No. Recommendations	No. Management Agreed to Implement	Agreement %
3	8	 Audit of Fuel Services Planning, Procurement, Deployment, and Delivery	April 16, 2021	0	N/A	N/A
3	9	 Audit of Interlocal Health Agreement for Public Health Services	May 14, 2021	0	N/A	N/A
3	10	 Audit of Mobile Devices - Smartphones	May 14, 2021	14	9	64
3	11	 Audit of Census 2020 Interlocal Agreement with Dallas County	June 16, 2021	2	2	100
Quarter 3 Total:				16	11	69
Running Total (Q1-Q3):				40	32	80
4	12	 Audit of Boards and Commissions	August 4, 2021	14	4	29
4	13	 Audit of the City Investment Pool Management	August 11, 2021	0	N/A	N/A
Quarter 4 Total (to date):				14	4	29
Running Total (Q1-Q4):				54	36	67

Fiscal Year 2021 Audit Plan Amendments

Project 21 of the approved Fiscal Year 2021 Audit Plan was the *Audit of Surplus Property Transfers to Land Bank Process*. The audit was redirected to looking at the City's trustee properties and renamed to the *Audit of Surplus Property Dispositions*. This project has been terminated due to data integrity issues and other factors. The Office will consider reopening the audit in a future audit plan.

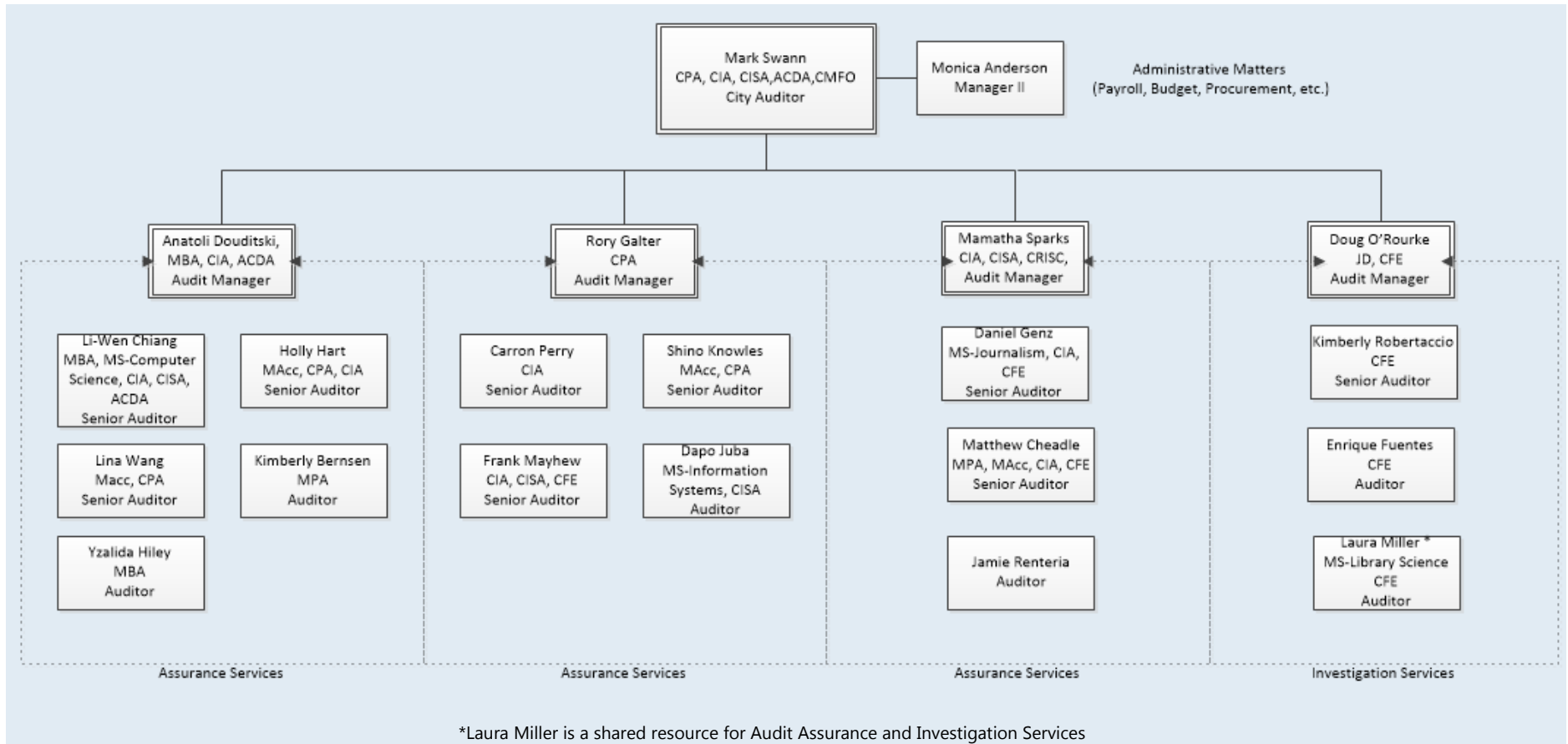
Exhibit 4:

Project Status Updates as of August 15, 2021

#	Audit Plan Year October 2020 to September 2021	Planning	Field-work	Report	Report Phase		
					Draft	City Official	Final
Engagements In Progress							
1	Department of Dallas Water Utilities – Stormwater Billing Calculations		✓				
2	Office of Community Care – Senior Services			✓	Jul-21		
3	Department of Public Works – Road Paving			✓	Aug-21		
4	Department of Transportation – Traffic Controls for Pedestrian Safety			✓	Aug-21		
5	Franchise Fees Reviews (Ongoing)		✓				
6	Sales and Use Tax Compliance Review (Ongoing)		✓				
7	City Attorney’s Office – Community Treatment Courts		✓				
8	Multiple Departments - Coronavirus Aid, Relief and Economic Security (CARES Act)			✓	Aug-21		
9	Office of Community Police Oversight <i>(Mayor and City Council Request)</i>		✓				
10	Dallas Police Department – Police Overtime <i>(Mayor and City Council Request)</i>			✓	Aug-21		

#	Audit Plan Year October 2020 to September 2021	Planning	Field-work	Report	Report Phase		
					Draft	City Official	Final
Engagements In Progress							
11	Department of Housing & Neighborhood Revitalization – Home Buying and Preservation Assistance		✓				
12	Office of Homeless Solutions – Homeless Solutions-Rapid Rehousing			✓	Jul-21		
13	Multiple Departments – Agreed-Upon Procedures for Department of Water Utilities Construction Project Procurement – Elm Fork Water Treatment Plant Filter Complex Project		✓				
14	Department of Human Resources – Language Incentive and Court Leave Pay		✓				
15	Mayor and City Council Office – Special Audit of Former City Council Members		✓				
16	Office of Budget & Management Services – Budget Revenues Included in the Fiscal Year 2021-22 Proposed Annual Budget for the City of Dallas.		✓				
17	Department of Equipment & Fleet Management – Fleet Downtime Performance Monitoring	✓					
18	Department of Information & Technology Services – Incident Management and Response Plan		✓				
19	Department of Dallas Animal Services – Dangerous and Aggressive Dog Investigation and Determination Process	✓					

APPENDIX B: OFFICE OF THE CITY AUDITOR ORGANIZATION CHART



APPENDIX C: DEPARTMENT GOALS UPDATE

MISSION

We collaborate with elected officials and employees to elevate public trust in government by providing objective assurance, investigation, and advisory services.

FISCAL YEAR 2021 GOALS

PERFORMANCE MEASURE	GOAL	ACTUAL (As of August 12, 2021)
Publish 19 audit/attestation reports.	19 reports	13 Reports
Report recommendations accepted.	90 percent	67 percent - 36 of 54 recommendations accepted.
Staff with professional certifications (CIA, CPA, CISA, or CFE).	80 percent	85 percent
Focus on mission with available time.	82 percent	81 percent
ADDITIONAL GOALS		
Percentage of initial response for Fraud, Waste, and Abuse alerts within three workdays.	95 percent	100 percent
Migrate City Auditor's computer servers to Information Technology Services support.	2nd Quarter	TeamMate migration completed; personal drives migrated to OneDrive; migration of Office share drives completed.
Upgrade TeamMate AM Software to TeamMate + Audit.	3rd Quarter	Administrative Action approved January 2021; Project cancelled.
Subject Matter Expert development.	3 SMEs	1 SME – Payment Card Industry (PCI) internal assessment; 1 SME – Construction Auditing.
Update City Auditor's Responsibilities and Administrative Procedures.	2nd Quarter	Completed February 24, 2021.
Percent of audit report recommendations implemented within 18 Months of report issue date.	60 Percent	Not applicable. Follow-up audits not started.
Identify other entities (external auditors, grant reviewers, federal and state auditors, etc.) providing assurance service coverage and consolidate their reports on the Office of the City Auditor website.	4th Quarter	Started preliminary website design.