



City of San Antonio

Agenda Memorandum

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Agenda Item Number: 4

Agenda Date: October 8, 2024

In Control: Audit Committee

DEPARTMENT: Office of the City Auditor

DEPARTMENT HEAD: Kevin Barthold

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Acceptance of the Office of the City Auditor Report AU24-027 Audit of the Office of Management and Budget 24/7 Performance Metrics.

SUMMARY:

Determine if 24/7 metrics reported are accurate and properly supported.

BACKGROUND INFORMATION:

Background

In 2012, the 24/7 Performance Report was developed to show current and past performance along with comparisons against other major cities. The 24/7 Performance Report is a set of metrics across seven service categories that provide an overview of the City's performance. Examples of metrics includes fire response times, total calls for police service, and streets moving from bad to excellent condition. For FY 2022, the report included 56 metrics, while in FY 2023, 58 were included.

During FY 2022 and 2023, the Office of Innovation and Office of Management and Budget (OMB) worked together to collect metric results from 26 reporting departments on a quarterly basis. However, supporting documentation was not required to substantiate the results. As the results were received, reviews were performed by the Office of Innovation and OMB. Beginning in FY 2024, OMB has taken sole responsibility over management of the 24/7 Performance Reports.

Scope & Methodology

The audit scope was the 24/7 Performance Reports for FY 2022 and 2023 and included department policies and procedures, support for reported metrics, and comparative data sources.

Conclusions

The majority of 24/7 metrics were reported accurately; however, inaccurate metrics were identified. While supporting documentation was provided for selected metrics, the metrics did not match the support in some cases. In addition, there was no consistent process in place for notating adjustments made to previously reported metrics. Documentation and controls over the 24/7 metric reporting process could be improved.

We made recommendations to improve these areas. Management agreed with the recommendations and developed positive corrective action plans.

ISSUE:

This item is presented for acceptance by the Audit Committee.

FISCAL IMPACT:

NA

ALTERNATIVES:

NA

RECOMMENDATION:

Staff recommends acceptance of this audit report.