



City of San Antonio

Agenda Memorandum

File Number:
{{item.tracking_number}}

Agenda Item Number: 2

Agenda Date: November 12, 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 AU24-035 Audit of Public Works Communication and Outreach.

SUMMARY:

Determine if resident and business communications regarding Public Works projects are adequate, timely and citizen feedback is addressed.

BACKGROUND INFORMATION:

Background

Public Works (PW) Department, in collaboration with Communications and Engagement (C&E), is tasked with strategically communicating accurate information to San Antonio residents and other relevant stakeholders regarding projects and initiatives that will affect their daily routines. PW's Capital Project Officers (CPO's) are the primary staff assigned to ensure that affected

citizens are informed and updated about PW project plans, status updates, and resolve relevant issues and complaints as they arise. Between October 2022 and June 2024, Public Works managed 359 projects and infrastructure programs with a total budget of approximately \$2.4 billion.

The frequency and type of stakeholder communication is dependent upon a number of factors including public interest, project timeline and budget. However, the length of time a stakeholder will be impacted is a primary driver for the communication measures taken. Long-term projects are those that will impact stakeholders for more than one year and include public meetings, along with various communication efforts. Short-term projects last less than one year and have more limited communication efforts.

Furthermore, to allow for more immediate communication to stakeholders, PW launched online project dashboards in February 2024. The dashboards provide project information such as project area, budget, phase, contact information and up to date construction start and end dates.

Scope & Methodology

The audit scope covered active projects from October 2022 through May 2024. It included compliance with Public Works (PW) policies and procedures, communication efforts with resident and business stakeholders, and review and effectiveness of 311 and City Council liaison complaint resolution process.

Conclusions

Short term project communication efforts were adequate and timely. In addition, long term project design phase meetings were conducted, and stakeholder concerns were addressed.

However, opportunities for improvement were identified. We identified long term projects that had inconsistent communication efforts. Additionally, citizen complaints received by City Council staff and their resolution are currently not logged in the 311 system for tracking.

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 approval of this audit report.