



CITY OF
PORTLAND, OREGON

OFFICE OF THE CITY AUDITOR
Audit Services Division

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September 16, 1997

To: Mayor Vera Katz
Commissioner Jim Francesconi
Commissioner Charlie Hales
Commissioner Gretchen Miller Kafoury
Commissioner Erik Sten

From: Barbara Clark, City Auditor

Subject: Audit Schedule for FY 1997-98

The following is the Audit Schedule for the Audit Services Division in FY 1997-98. Thank you for your input and suggestions on proposed audit topics. As the year progresses, we will inform you if we have changes or additions to this schedule. Please call me or Audit Director Dick Tracy if you have questions or comments.

Audits in Progress

Estimated completion

■ Emergency Response Times

October 1997

Why it's important: Council and bureau interest in response times to fire, medical, and police incidents. Response times are key performance goals for public safety agencies.

What's involved: Collect and analyze sample of response time data from CAD system. Test accuracy, validity, and compliance with goals.

■ Fleet Services: Comparison of Costs and Performance

November 1997

Why it's important: Council and bureau interest in the relative costs and performance of the City Fleet Services Division.

What's involved: Compare the costs of selected fleet services to comparable cities and private firms. Collect and compare service quality performance measures.

- Bureau of Environmental Services: March 1998
Audits of Selected Contracts

Why it's important: Significant level of capital expenditures by the Bureau. High risk area that could benefit from periodic audit.

What's involved: Select sample of construction and professional services contracts from each major program area. Audit compliance with contract provisions, contract management, and change order rationale.

- Annual Performance Report: SEA and December 1997
Financial Condition Trends

Why it's important: Improve citizen trust in local government. Help Council and management oversee City services. Help improve program operations.

What's involved: Collect, audit, and report major performance and financial condition indicators. Present in new, improved format available on the Internet.

- New Audits** **Estimated Start Date**

 - Management Controls: October 1997
Bureau Self-Assessment

Why it's important: Reduce risks of fraud, waste, and abuse. Improve control environment and procedures.

What's involved: Collaborate with managers to develop model management control process and help bureaus perform self-assessments of their control systems.

 - Handling Citizen Phone Calls December 1997

Why it's important: Council interest in good customer service.

What's involved: Test and evaluate phone response protocols at various bureaus against national criteria for quality customer service.

■ Park Capital Improvements

January 1998

Why it's important: Significant expenditures to improve parks and recreation facilities. Council and public interest in efficient and effective use of public resources.

What's involved: Assessment of Bureau's progress using General Obligation Bonds to improve parks and recreation facilities. Compare accomplishments to initial plan, audit for economical use of resources, and assess impact on program quality.

■ Bureau of Environmental Services:
Wastewater Collection System

April 1998

Why it's important: Good stewardship of the wastewater collection and treatment system contributes to community health and welfare, and helps control sewer user rates.

What's involved: Evaluate efficiency and effectiveness of infrastructure improvement planning and maintenance activities.

■ Bureau of Traffic Management

March 1998

Why it's important: Council and public interest in the program. Audit coverage, never audited.

What's involved: Identify program goals and objectives, evaluate strategies, compare performance to standards and other similar programs, determine potential for improvements.

cc: Bureau Managers

BC:DT:rcw

