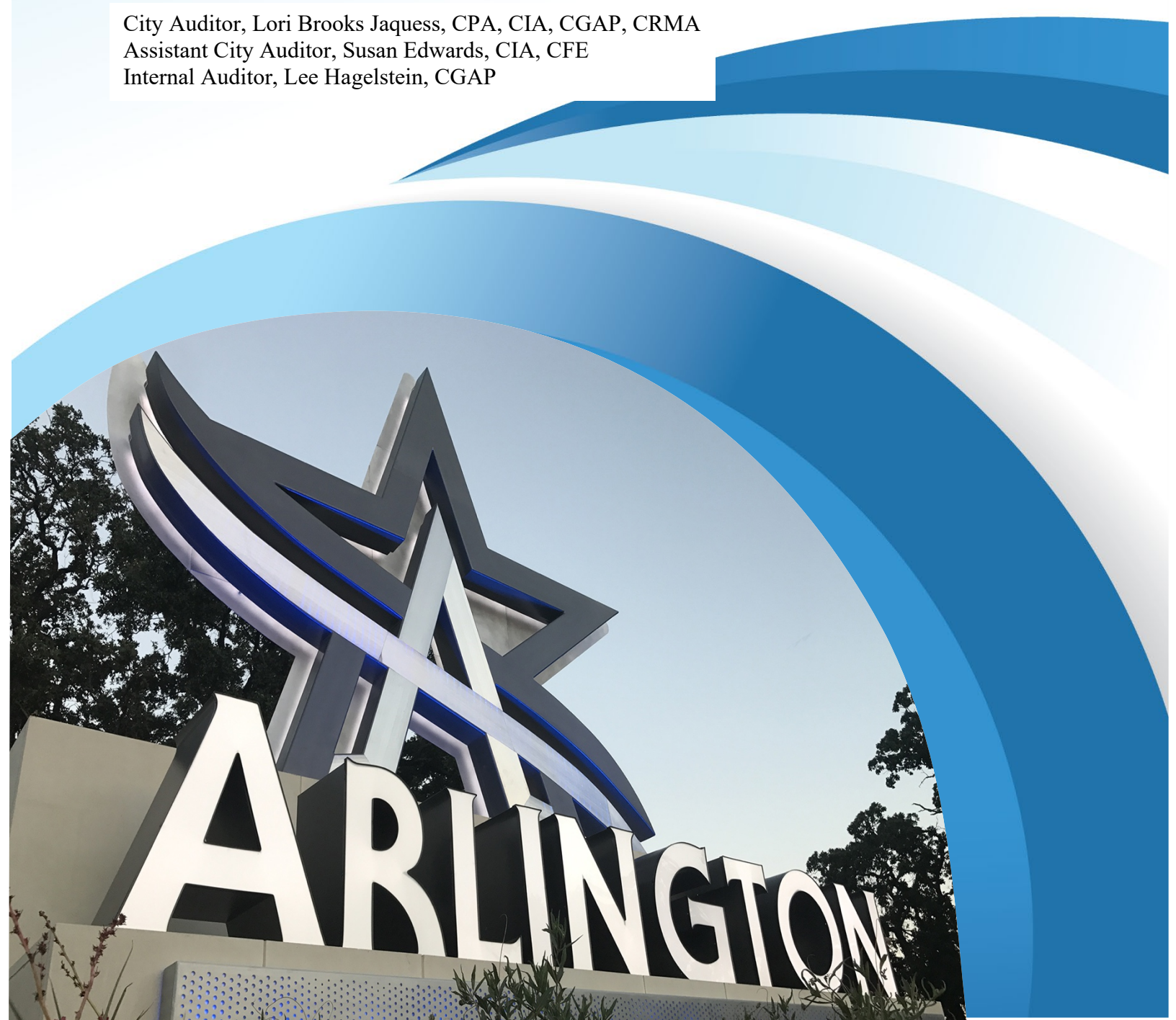# City Auditor's Office
Code Compliance Citizen Response Follow-Up

May 2021

City Auditor, Lori Brooks Jaquess, CPA, CIA, CGAP, CRMA
Assistant City Auditor, Susan Edwards, CIA, CFE
Internal Auditor, Lee Hagelstein, CGAP

May 20, 2020

Honorable Mayor and Members of the City Council:

The City Auditor's Office has completed a follow-up to the Code Compliance Citizen Response Audit completed in October 2019. The objective was to determine the implementation status of the audit recommendations presented in the original audit report.

Management concurred with all five recommendations in the original report. Follow-up procedures indicate that management has satisfactorily implemented three of those recommendations. The remaining two recommendations are in the process of being implemented.

We would like to thank staff from the Code Enforcement Department for their assistance and cooperation in completing this follow-up project.

Lori Brooks Jaquess

Lori Brooks Jaquess, CPA, CIA, CGAP, CRMA
City Auditor

c: Trey Yelverton, City Manager
      Jim Parajon, Deputy City Manager
      Gilbert Perales, Deputy City Manager
      Jennifer Wichmann, Deputy City Manager
      Brian Daugherty, Code Compliance Administrator

Code Compliance Citizen Response Follow-Up

Table of Contents

Background

The City Auditor's Office completed the Code Compliance Citizen Response Audit in October 2019. The purpose of the audit was to review current policies, processes, and practices for efficiency in responding to citizen reports related to code compliance activity. The objective of this follow-up project is to determine the implementation status of the audit recommendations included in the original audit report.

Scope and Methodology

The scope of the project was limited to following up on management's implementation of the previous audit recommendations. Our methodology included obtaining updated status reports from management regarding the implementation of the audit recommendations and reviewing relevant supporting documentation.

The matrix on the following pages illustrate the results of the follow-up procedures.

Status of Prior Audit Recommendations

PRIOR AUDIT RECOMMENDATION	CONCUR/ DO NOT CONCUR	PRIOR MANAGEMENT RESPONSE	RESPONSIBLE PARTY	DUE DATE	CURRENT MANAGEMENT RESPONSE/IMPLEMENTATION STATUS	AUDIT CONCLUSION
1. *The City Auditor's Office recommends the Code Compliance Administrator, with assistance from Grants Management, review the NRSA locations based on the 2019 housing study and determine if revisions of NRSA locations are needed to redirect grant funded code compliance efforts to new areas.*	Concur	The area covered by the NRSA should be re-evaluated to ensure resources are allocated effectively.	Brian Daugherty	9/30/20	COMPLETED - Code Compliance has notified City Council, as they are responsible for determination of the boundaries. Should they decide to alter or shift the boundaries, we will adjust staff accordingly.	**Implemented**
2. *The City Auditor's Office recommends the Code Compliance Administrator, with assistance from Communications and Legislative Affairs department staff, display the code violation standards more prominently in public media and increase efforts to communicate violation standards to citizens.*	Concur	Code Compliance has begun working with Communications and Legislative Affairs to redesign our brochures and educational information.	Brian Daugherty	9/30/20	COMPLETED - Code Compliance brochures were updated with new language and graphics. We also added a door hanger to add a layer of cooperation with citizens prior to beginning enforcement.	**Implemented**

	PRIOR AUDIT RECOMMENDATION	CONCUR/ DO NOT CONCUR	PRIOR MANAGEMENT RESPONSE	RESPONSIBLE PARTY	DUE DATE	CURRENT MANAGEMENT RESPONSE/IMPLEMENTATION STATUS	AUDIT CONCLUSION
3.	*The City Auditor's Office recommends that the Code Compliance Administrator, with assistance from the Information Technology staff and Accela Ask Arlington application software vendor, determine the possibility of including the violation standards as a pop-up display to citizens accessing the Accela software when submitting a complaint.*	Concur	Code Compliance will work with IT/Accela to see what options are available to increase information on the Ask Arlington App.	Brian Daugherty	9/30/20	COMPLETED - Code Compliance did not identify a resolution to add the improvement of "pop up" displays with our own IT department or the vendor (Accela) with the app. The contract is up with Accela in July 2021. Once a new bidding process begins, Code Compliance will be a part of it to ensure this is a feature included.	**In Progress**
4.	*The City Auditor's Office recommends the Code Compliance Administrator, with assistance from Amanda system administrators and the software vendor, define work order parameters that will identify duplicate code complaints, for the purpose of implementing an automated system control to prevent duplicates.*	Concur	Code Compliance has dealt with this challenge for many years. However, we will re-visit the issue to see if there are any new solutions or ideas to solve this issue.	Brian Daugherty	9/30/20	COMPLETED - Code Compliance did not identify a resolution to duplicate complaints with our own IT department or the vendor (Accela) with the app. The contract is up with Accela in July 2021. Once a new bidding process begins, Code Compliance will be a part of it to ensure this is a feature included.	**In Progress**

PRIOR AUDIT RECOMMENDATION	CONCUR/ DO NOT CONCUR	PRIOR MANAGEMENT RESPONSE	RESPONSIBLE PARTY	DUE DATE	CURRENT MANAGEMENT RESPONSE/IMPLEMENTATION STATUS	AUDIT CONCLUSION
5. *The City Auditor's Office recommends the Code Compliance Administrator ensure designated Code Compliance staff members are responsible to reconcile citizen complaints in the Accela phone application to Amanda work orders on a periodic, consistent basis, to ensure accurate data transfer between the two systems.*	Concur	Code Compliance began this process as soon as significant issues began happening with the app moving concerns to Amanda. We will continue checking this weekly.	Brian Daugherty	9/30/20	COMPLETED - Code Compliance created a weekly report to reconcile unassigned calls and assign them accordingly.	**Implemented**