

ORDINANCE NO.

AN ORDINANCE AMENDING CHAPTER 2-3 OF THE CITY CODE RELATING TO THE CITY AUDITOR AND ESTABLISHING A CITYWIDE COMPREHENSIVE EFFICIENCY ASSESSMENT TO BE OVERSEEN BY THE AUSTIN CITY AUDITOR'S OFFICE.

BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:

PART 1. City council makes the following findings:

- (A) Council seeks to safeguard public confidence, assure operational efficiency, and deliver the best value in City services.
- (B) Independent, systemic, and continuous evaluation of City operations, service delivery, and resource utilization can enhance efficiency, effectiveness, and innovation, and lead to citywide and departmental improvements that are implementable and sustainable.
- (C) The most effective assessment requires external independence, accountability, and transparency.
- (D) Successful implementation of evaluation results and recommendations requires time for review, planning, and execution of new processes.

PART 2. City Code Chapter 2-3 (*City Auditor*) is amended to add a new Section 2-3-9, to renumber existing Section 2-3-9 as Section 2-3-10, and to renumber the remaining sections accordingly, to read:

§ 2-3-9 – COMPREHENSIVE EFFICIENCY ASSESSMENT

- (A) The city auditor shall initiate and oversee a program of recurring comprehensive efficiency assessments designed to address cost effective performance improvements of all other City departments on a repeating schedule with at least three years between assessment cycles.
- (B) The city auditor shall contract with an external consultant with expertise in municipal audits and collaborate with the consultant to perform each comprehensive efficiency assessment.
- (C) Each comprehensive efficiency assessment shall include:

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- (1) analysis of the efficiency of City operations, management structure, functions, programs, services, and policies, including a cost-benefit analysis where appropriate;
 - (2) analysis of City contracting practices and opportunities for increased efficiency;
 - (3) determination of whether City contractors are meeting uniform standards for performance metrics, documentation of required deliverables, and accounting of expenditures;
 - (4) identification of and recommendations for cost savings and performance enhancements within City departments;
 - (5) analysis of efforts toward continuous improvement and managing organizational change; and
 - (6) efficiency and financial benchmarking with peer cities, where applicable.
- (D) The city manager and all employees shall cooperate with the city auditor and external consultant on all requirements of this section.
- (E) The city auditor shall report on the status, including progress and any results, of each comprehensive efficiency assessment to the audit and finance committee semi-annually or as requested, and to the council annually or as requested and shall conduct follow-up review of any portion of the comprehensive efficiency assessment as requested by the audit and finance committee.
- (F) The city auditor shall report on any new efficiencies within the Austin City Auditor's Office during any report made under Subsection (E).
- (G) The city auditor shall post the plan and proposed schedule for a comprehensive efficiency assessment as well as related information, results, recommendations, and implementation progress on the City website.
- (H) No portion of this section is intended to interfere with the consistent and timely delivery of City services or to limit the authority of the city manager to initiate and implement practices that increase efficiency within City departments.

