

Slide 27

### Audit Findings (continued)

- Fixed Asset: trailer mounted boom, that was not capitalized (Finding 8)
- Hansen Access Control Groups (Finding 9)

27

Slide 28

### Questions

Auditor: Nancy Beaty  
Neighborhood Services:  
Steve Harsin, Director  
Lisa Morris Hibbler, Deputy Director

28

Slide 29

Audit of Planning &  
Development  
Case Planning Division

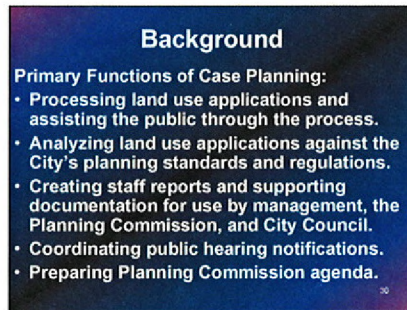
CAO 0701-0910-04  
September 23, 2009

29

Submitted At Meeting

Date *10-15-09*  
Item *11*

Slide 30



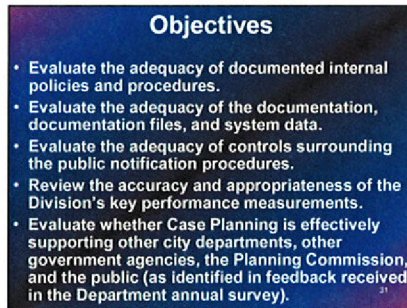
**Background**

Primary Functions of Case Planning:

- Processing land use applications and assisting the public through the process.
- Analyzing land use applications against the City's planning standards and regulations.
- Creating staff reports and supporting documentation for use by management, the Planning Commission, and City Council.
- Coordinating public hearing notifications.
- Preparing Planning Commission agenda.

30

Slide 31

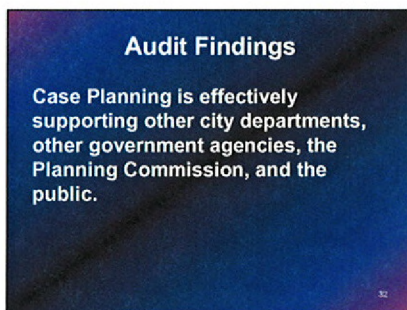


**Objectives**

- Evaluate the adequacy of documented internal policies and procedures.
- Evaluate the adequacy of the documentation, documentation files, and system data.
- Evaluate the adequacy of controls surrounding the public notification procedures.
- Review the accuracy and appropriateness of the Division's key performance measurements.
- Evaluate whether Case Planning is effectively supporting other city departments, other government agencies, the Planning Commission, and the public (as identified in feedback received in the Department annual survey).

31

Slide 32



**Audit Findings**

Case Planning is effectively supporting other city departments, other government agencies, the Planning Commission, and the public.

32

Slide 33

**Audit Findings (continued)**

- Need for improved standard operating procedures (Finding 1)
- Need for less redundancy in staff reports and less duplication of supporting documentation (Finding 2)
- Need for increased distribution of documentation electronically (Finding 3)
- Need for creation and implementation of formalized procedures for reviewing compliance of the paper documentation files with the document retention policy once final action has been taken (Finding 4)

33

Slide 34

**Audit Findings (continued)**

- Certain system data fields are being used incorrectly and there is a need for management reports for monitoring compliance with the public notification procedures (Finding 5)
- Need for improved key performance measurements (Finding 6)
- Enhancements are needed in how customer feedback is obtained and evaluated (Finding 7)

34

Slide 35

**QUESTIONS**

Auditor: Bryan Smith

Representatives from  
Planning & Development:

- Margo Wheeler, Director
- Doug Rankin, Manager

35