

COMPASS

Outcome Based Indicators

Develop recommendations to improve the economy, efficiency and effectiveness of City operations and programs

	2010 Results	2011 Results	2012 Target	2013 Target
Number of audits from the annual audit plan completed				5
Percentage of recommendations accepted by management				100
Percentage of recommendations implemented				100

	2010 Results	2011 Results	2012 Target	2013 Target
Item #1				
Item #2				
Item #3				

Department Indicator #3

	2010 Results	2011 Results	2012 Target	2013 Target
Item #1				
Item #2				
Item #3				

Department Indicator #4

	2010 Results	2011 Results	2012 Target	2013 Target
Item #1				
Item #2				
Item #3				

Customer Satisfaction Indicator

	2010 Results	2011 Results	2012 Target	2013 Target
Item #1				

Employee Turnover

	2010 Results	2011 Results	2012 Target	2013 Target
Item #1			0	0

Statistics

	2010	2011
Item #1		
Item #2		
Item #3		

Staffing

	2010	2011	2012 Budget	2013 Budget
Year End Full Time Equivalent Employees (FTE)			\$2	\$2

Information of Interest

Upcoming projects, pending items and other information of general interest

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Percentage of recommendations implemented				100

Communication: City Council Interaction

	2010 Results	2011 Results	2012 Target	2013 Target
Provide summary of monthly activities at period council meetings				

Communication: Department Interaction

	2010 Results	2011 Results	2012 Target	2013 Target
Provide monthly statistics on information requests and responses as part of the Compass committee report				

Communication: Updates from Council COMPASS Committee Members

	2010 Results	2011 Results	2012 Target	2013 Target
Each Council Committee Member will send monthly summary of perceived progress on auditing activities to Council Leadership				

Customer Satisfaction Indicator

	2010 Results	2011 Results	2012 Target	2013 Target
Item #1				

Employee Turnover

	2010 Results	2011 Results	2012 Target	2013 Target
Item #1			0	0

Statistics

	2010	2011
Item #1		
Item #2		
Item #3		

Staffing

	2010	2011	2012 Budget	2013 Budget
Year End Full Time Equivalent Employees (FTE)			2	2

Information of Interest

Upcoming projects, pending items and other information of general interest

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Percentage of recommendations accepted by management				100	100
Percentage of recommendations implemented				100	100

Communication: City Council Interaction

	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Provide summary of monthly activities at period council meetings					12

Communication: Department Interaction

	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Provide monthly statistics on information requests and responses as part of the Compass committee report					12

Communication: Updates from Council COMPASS Committee Members

	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Each Council Committee Member will send monthly summary of perceived progress on auditing activities to Council Leadership					24

Customer Satisfaction Indicator

	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Item #1					

Employee Turnover

	2010 Results	2011 Results	2012 Target	2013 Target
Item #1			0	0

Statistics

	2010	2011
Item #1		
Item #2		
Item #3		

Staffing

	2010	2011	2012 Budget	2013 Budget
Year End Full Time Equivalent Employees (FTE)			2	2

Information of Interest

Upcoming projects, pending items and other information of general interest

Audit staff will be working on a number of audit projects looking at various areas of city operations in 2013 and 2014 including city fees, information technology, financial processes, facilities, fleet and purchasing.

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Communication: City Council Interaction

	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Provide summary of monthly activities at period council meetings					12

Communication: Department Interaction

	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Provide monthly statistics on information requests and responses as part of the Compass committee report					12

Communication: Updates from Council COMPASS Committee Members

	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Each Council Committee Member will send monthly summary of perceived progress on auditing activities to Council Leadership					24

Customer Satisfaction Indicator

	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Item #1					

Employee Turnover

	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Item #1			0	0	

Statistics

	2010	2011
Item #1		
Item #2		
Item #3		

Staffing

	2010	2011	2012 Budget	2013 Budget	2014 Budget
Year End Full Time Equivalent Employees (FTE)			2	2	3

Information of Interest

Upcoming projects, pending items and other information of general interest

Audit staff will be working on a number of audit projects looking at various areas of city operations in 2013 and 2014 including city fees, information technology, financial processes, facilities, fleet and purchasing.