Outcome Based Indicators

	2010 Results	2011 Results	2012 Target	2013 Targe
imber of audits from the annual audit plan completed	2010 Results	2011 Nesdits	ZOIZ Target	5
ercentage of recommendations accepted by management				100
ercentage of recommendations implemented				100
•		I.	<u> </u>	
	2010 Results	2011 Results	2012 Target	2013 Targe
em#1 em#2				
em#3				
epartment Indicator #3				
	2010 Results	2011 Results	2012 Target	2013 Targe
em #1				
em#2 em#3				
EIII #3				
epartment Indicator #4				
	2010 Results	2011 Results	2012 Target	2013 Targe
em #1				
rem #2				
tem #3				
ustomer Satisfaction Indicator				
	2010 Results	2011 Results	2012 Target	2013 Targe
em #1				
mployee Turnover				
inployee runiover	2010 Results	2011 Results	2012 Target	2013 Targe
em #1			0	0
<u>Statistics</u>				
em #1	2010	2011	1	
em #1 em #2				
em #3				
		1	1	
taffing				
	2010	2011	2012 Budget	2013 Budge
			\$2	\$2

Information of Interest

Upcoming projects, pending items and other information of general interest

Outcome Based Indicators

Develop recommendations to improve the economy, efficiency and effectivene	ss of City operation	s 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
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				
<u>Statistics</u>	2010	2011		
Item #1	2010	2011		
Item #2				
Item#3				
Staffing				
<u>Staffing</u>	2010	2011	2012 Budget	2013 Budget
Year End Full Time Equivalent Employees (FTE)	2010	2011	2012 Budget 2	2013 Budget
	L	1		

Upcoming projects, pending items and other information of general interest

Outcome Based Indicators

Outcome Bused mulcutors					
Develop recommendations to improve the economy, efficiency and effectivene	ess of City operation	ns and programs			
	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Number of audits from the annual audit plan completed				5	5
Percentage of recommendations accepted by management				100	100
Percentage of recommendations implemented				100	100
Communication: City Council Interaction					
Provide summary of monthly activities at period council meetings	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target 12
Frovide Summary of monthly activities at period council meetings					12
		1	•		_
Communication: Department Interaction					
	2010 Results	2011 Results	2012 Target	2013 Target	2014 Targe
Provide monthly statistics on information requests and responses as part of the Compass committee report					12
Compass committee report					
		I	ı		1
Communication: Updates from Council COMPASS Committee Members					
	2010 Results	2011 Results	2012 Target	2013 Target	2014 Targe
Each Council Committee Member will send monthly summary of perceived					24
progress on auditing activities to Council Leadership					
]
Customer Satisfaction Indicator					1
	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	1
					_
<u>Statistics</u>					
	2010	2011	_		
Item #1					
Item #2			-		
Item #3			J		
Staffing					
<u>Staffing</u>	2010	2011	2012 Pudgot	2013 Pudgot	
Staffing Year End Full Time Equivalent Employees (FTE)	2010	2011	2012 Budget	2013 Budget 2	1

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.

Outcome Based Indicators

Outcome based mulcators					
Develop recommendations to improve the economy, efficiency and effectivene	ess of City operations	and programs			
	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Number of audits from the annual audit plan completed				5	5
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					
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	2010 11030113	2011 1100010	2022 . G. get	_010 .0.800	12
Compass committee report					
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					24
progress on auditing activities to Council Leadership					
Customer Satisfaction Indicator					
Customer Satisfaction mulcator	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Item #1	2010 Nesures	2011 Nesalts	2012 Tunget	2015 Tanget	2014 Tunget
		I		L	
Employee Turnover					
	2010 Results	2011 Results	2012 Target	2013 Target	2014 Target
Item #1			0	0	
<u>Statistics</u>					
	2010	2011	-		
Item #1					
Item #2			.		
Item #3			l		
0. (0					
<u>Staffing</u>					
	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.