




Office of the City Auditor
Policies and Procedures

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| Number: 1.4 | Title: Mission Statement and Strategic Goals |
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| Original Date: | Revision Date: | Last Review Date: | Approved by: |
| 1991 | 06/21/2000 09/09/2004 07/29/2008 | |  |

I. Purpose

The attached document defines the mission and strategic goals of the Office of the City Auditor.

Mission

We assist City Council and citizens in ensuring that City government is accountable, transparent, and cost effective.

Goals

To help the office achieve its mission the following goals have been developed:

1. Improve performance of City programs and activities. We measure our achievement of this goal by:
 - City Council satisfaction rating of OCA services maintained at 3.0 or better
 - Percent of recommendations from current year audit reports that management agrees to implement maintained at 90% or better

2. Promote honesty and openness in conduct of City business. We measure our achievement of this goal by:
 - Percent of investigations completed where needed corrective action occurs maintained at 80% or better
 - Percent of control reviews completed where needed corrective action occurs maintained at 85% or better

3. Strengthen OCA's capacity for leadership and value-added services. We measure our achievement of this goal by:
 - Percent of OCA audit staff that have satisfied GAGAS Continuing Education Requirements maintained at 100%