



KING COUNTY AUDITOR'S OFFICE

2019 Annual Report

IMPROVING GOVERNMENT PERFORMANCE, ACCOUNTABILITY, AND TRANSPARENCY

50 Years of Audit in King County

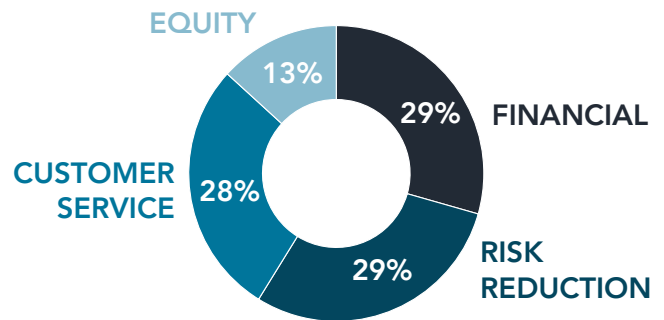
Last year was our 50th year of high-impact auditing in King County—and we made it count.

- We published a record number of audit and oversight products that have improved county services.
- Our talented team was given the highly-competitive Knighton Award for exceptional work in auditing for our audit of transit fare enforcement.
- In just the last seven years we have had more than \$300 million in positive financial impact for King County.
- We developed and implemented a five-year strategic plan devoted to improving government performance, accountability, and transparency.






We look forward to the next 50 years of impactful, independent audit work for the public good in King County.

Financial, Equity, Risk, and Service Impacts

Not all audit and oversight work targets the same types of results. In 2019, our recommendations sought improvements across a range of outcomes. This balance of impacts ensures the work is beneficial to the greatest number of people and programs.



Several significant recommendations were implemented in 2019, for example:

| | | | | |
|--|--|---|--|--|
|  <p>Sheriff made changes to reduce the negative safety and performance risks resulting from officers working excessively long hours</p> |  <p>Transit completed a larger body of critical maintenance work and reduced the risk of over-budgeting</p> |  <p>County terminated Immigration and Customs Enforcement access to private county resident data</p> |  <p>Elections enhanced its already strong practices to mitigate risks and ensure that all ballots are counted as cast</p> |  <p>Human Services applied a more race-sensitive tool to prioritize people for homeless housing</p> |
|--|--|---|--|--|

95%
CONCURRENCE

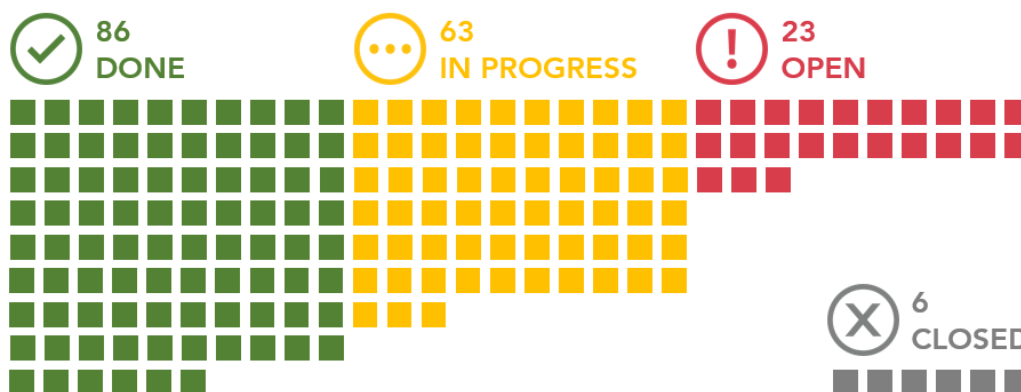
Concurrence Increases Impact

Concurrence with our recommendations is the first step in positive change for the County and is one signal that our recommendations are effectively crafted. In 2019, we made 64 audit recommendations.

84%
TOOK ACTION

Action Toward Implementation

Following up on our recommendations increases transparency and accountability and creates momentum for positive change. Last year, we followed up on 178 audit recommendations. We track recommendations until they are complete.



>90%
POSITIVE

Positive Relationships Maximize Change

County staff and auditors both seek positive outcomes, so good relations magnify results. 100% of survey respondents noted that auditors made good use of their time, and 92% said that the audit process was collaborative.

Feedback From Auditees

“I want to really express appreciation for what the auditors have done here. ... the depth of the analysis is really impressive and they worked with all of us and responded so much to the information that we gave and learned our language and what we do so quickly. I’m just really impressed by the ability and intelligence of the group.”

“The undertaking by the Auditor’s Office was no easy task. I think they did a remarkable job.”

“I want to especially acknowledge the collaborative approach used by the audit staff throughout this process. The audit team was consistently clear about timelines, specific in their questions, thoughtful in their communications and requests, and transparent and upfront as they were developing their conclusions and moving toward final recommendations.”

2019 Publications

In 2019, we published 40 reports and set a record for the number of follow-up reports published. All publications are available on our website.

Performance Audit Reports

- *Domestic Violence Resources for County Employees are Limited and Hard to Find*
- *Government Relations Functions: No Evidence Consolidation Would Improve Effectiveness*
- *ICE Access to County Data Shows Privacy Program Gaps*
- *Inconsistent Overtime Calculations Add Up for Corrections Officers and Paramedics*
- *Involuntary Treatment Act Court: Reentry and Court Outcomes*
- *IT Rates: Model Could be Improved to Enhance Transparency and Decision-Making*
- *Sheriff Equipment: Insufficient Safeguards to Protect High-Risk Items*
- *Transit Manages Reliability Well, but Could Further Improve Customer Experience*

Capital Projects Oversight Reports

- *PSERN Project Nine Months Behind Schedule and Cost Increased over \$20 Million since 2017*
- *Transit Capital Program Quarterly Monitoring Reports (Q1-Q3)*
- *West Point Treatment Plant Risks Will Not Be Fully Mitigated for Years*

Follow-up Reports

- Access Paratransit
- Combined Sewer Overflow
- Custodial Services
- Driver's Relicensing Program
- Elections Ballot Processing
- Emergency Management
- Emergency Medical Services
- EMS Levy Review
- Family & Medical Leave
- FMD Project Delivery
- Homelessness
- Law Enforcement Oversight
- Lean in King County
- Light Duty Fleet
- Noise Code
- Office of Law Enforcement Oversight
- Pavement Preservation
- Permitting & Environmental Review
- Privacy Program
- Public Defense Management
- Puget Sound Emergency Radio Network
- Real Estate Services
- Sheriff's Office Overtime
- Small Construction Contracts
- Take Home Vehicles
- Tax Title Properties
- Transit Asset Management
- Transit Information Technology
- Wastewater Capacity Charge

Auditor's Office Team

Kymer Waltmunson · King County Auditor

Ben Thompson · Deputy County Auditor and Transit Audit Manager

Brooke Leary · Audit Supervisor and Law Enforcement Audit Manager

Rachel Rawlings · Administrative Manager

Justin Anderson · Principal Auditor

Cindy Drake · Principal Auditor

Peter Heineccius · Principal Auditor

Laina Poon · Principal Auditor

Michael Bowers · Capital Projects Analyst

Elise Garvey · Senior Auditor

Megan Ko · Senior Auditor

Mia Neidhardt · Senior Auditor

Kayvon Zadeh · Senior Auditor

Grant Dailey · Auditor

Meg Sykes · Data Visualization Specialist

Anu Sidhu · Audit Intern

Luiza Barbato Montesanti · Audit Intern