



Legislation Details (With Text)

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In control: City Council
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Title: Approving the Audit Committee's recommendation to audit the customer and constituent services the City provides to the residents and businesses of Saint Paul.

Sponsors: Rebecca Noecker, Jane L. Prince, Dai Thao, Nelsie Yang

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Attachments:

Date	Ver.	Action By	Action	Result
10/27/2020	1	Mayor's Office	Signed	
10/21/2020	1	City Council	Adopted	Pass

Approving the Audit Committee's recommendation to audit the customer and constituent services the City provides to the residents and businesses of Saint Paul.

WHEREAS, per RES 20-1110, the Saint Paul City Council established the Saint Paul Audit Committee on August 12, 2020; and

WHEREAS, per RES 20-1272, Council President Amy Brendmoen appointed Councilmembers Noecker, Prince, Thao and Yang as acting members of the Audit Committee with Council President Amy Brendmoen serving as an ex officio member on September 23, 2020; and

WHEREAS, per RES 20-1380, the Audit Committee approved the appointments of John McCarthy, Matt Larson, Ellen Brown, Nou Fang and Eric Zidlicky as advisors to the Audit Committee and non-voting members for a term of three years on October 13, 2020; and

WHEREAS, the Audit Committee's mission is to evaluate the financial and program performance of City departments to build public trust and ensure outstanding service delivery, transparency and accountability; and

WHEREAS, the Audit Committee solicited suggestions on an audit topic from residents and City employees through a survey which generated more than 100 responses from September 1, 2020 to September 15, 2020; and

WHEREAS, at the Audit Committee's October 13, 2020 meeting, the acting members and advisors deliberated on the audit topics that would be relevant to community needs and narrowly focused enough to allow for an effective audit; and

WHEREAS, the acting members and advisors agreed that an audit of Saint Paul's processes for providing customer and constituent service would benefit Saint Paul residents; and

WHEREAS, there are many ways that residents currently seek City services, including the City's general-purpose complaint line and e-mail address, individual departments' contact pages, Council members' offices

and the Mayor's Office; and

WHEREAS, the acting members with the advice and support of the advisors decided that the customer and constituent services that City provides to its residents warranted further study, research and evaluation; and, now, therefore be it

RESOLVED, that the Saint Paul City Council hereby approves the recommendation of the Audit Committee to audit the City's customer and constituent services in 2021.