

Audit Recommendation Follow-up

2024 Annual Status Report

July 10, 2025

Seattle City Council

Governance, Accountability, and Economic Development Committee



Seattle Office of City Auditor

How are we doing?

72% Overall Implementation Rate

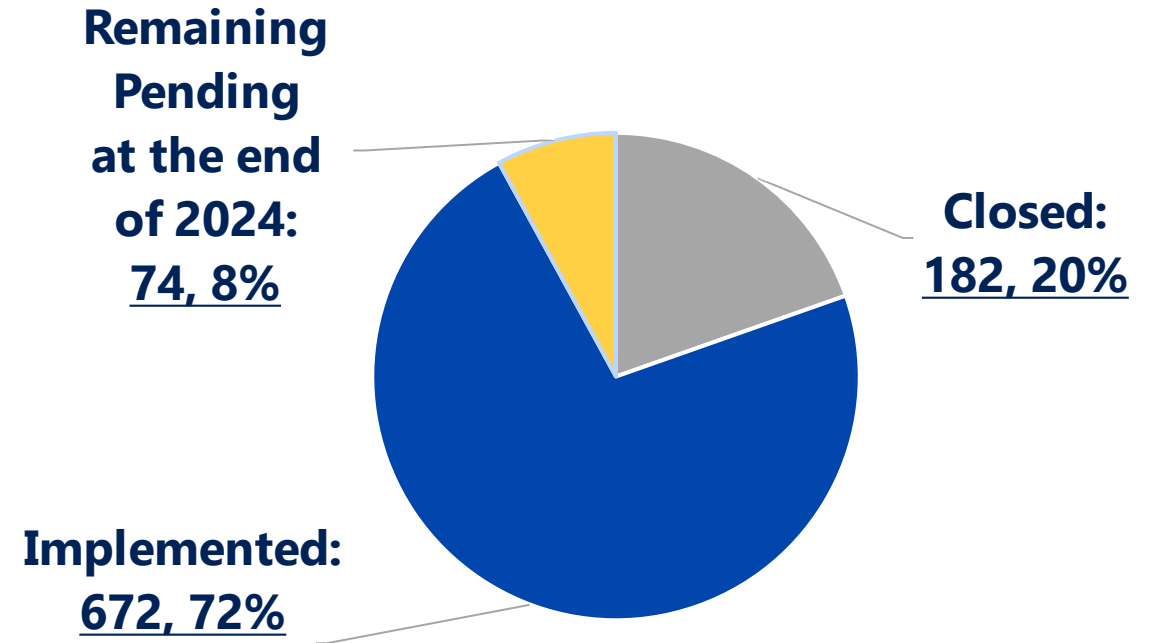
**928 Total Recommendations
2007 – 2024**

87 Reports



Seattle Office of City Auditor

All Office of City Auditor Recommendations 2007 – 2024

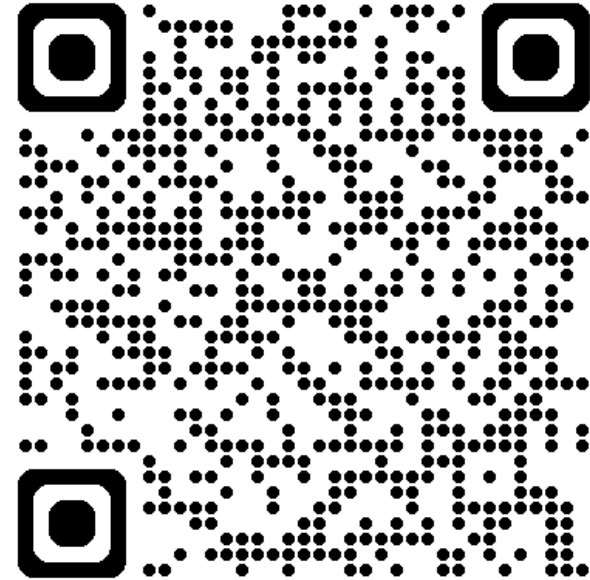


<https://www.seattle.gov/cityauditor>

Agenda

1. **Progress Made in 2024**
2. **Fully Implemented Reports**
3. **Pending Recommendations and Report Updates**
4. **Demo of City Auditor Dashboard**

Check out our 2024 Annual Recommendation Follow-up Report and our interactive dashboard



Seattle Office of City Auditor

Progress Made in 2024

IMPLEMENTED:

The recommendation, or intent, has been met.

PENDING:

We will continue to follow up on these recommendations.

CLOSED:

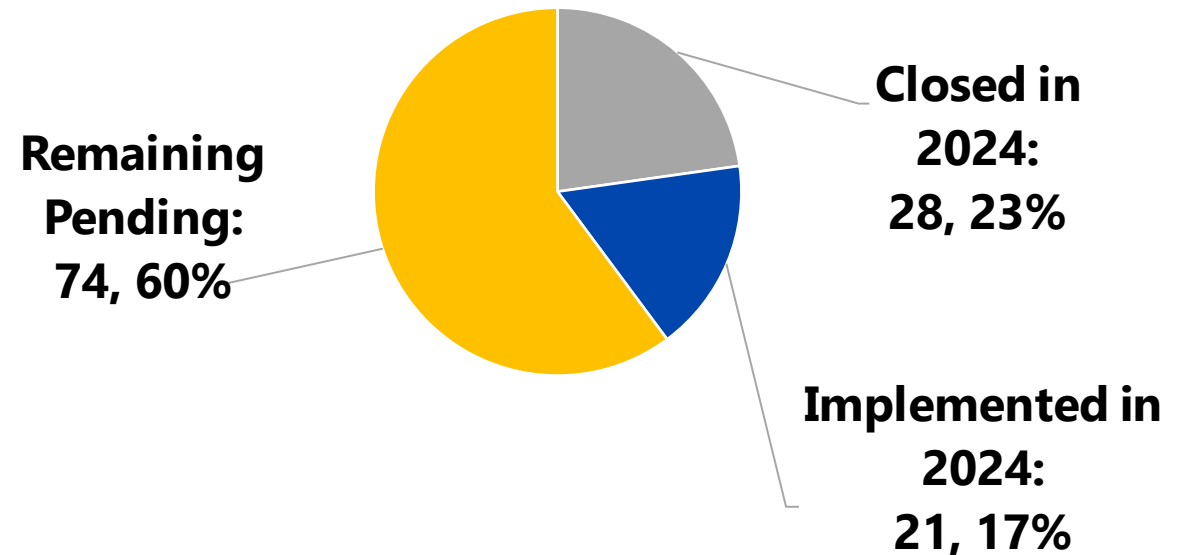
Used when either the recommendation is no longer relevant; implementation is not feasible or will not occur.



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We tracked the progress of 123 recommendations in 2024
21 were implemented

Recommendation Status as of December 31, 2024



Fully Implemented in 2024

Seattle Information
Technology
Department Loss
Reports (2020) –
Fully Implemented

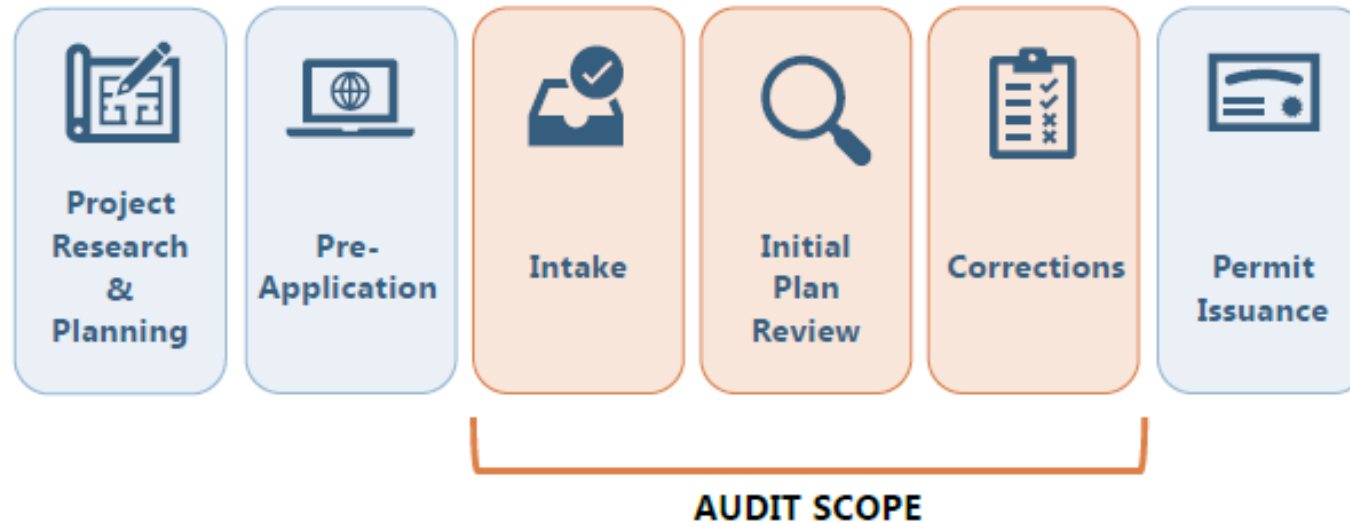
Seattle Municipal
Court Probation
Audit (2021) –
Fully Implemented

Mayor's Homeless
Encampments
Dashboard (2022) –
Fully Implemented

Construction Permitting Update (2023)

In 2024, the Seattle Department of Construction and Inspections (SDCI) reported that all **11 recommendations remain pending** with progress made towards publishing data on permitting metrics and timelines, coordination with other City departments, and working with the Information Technology Department on software solutions.

Exhibit 1: We examined the construction permitting process from intake through corrections



Construction Permitting Update (2023)

OCA Recommendation #2 – Pending

The Seattle Department of Construction and Inspections (SDCI) should address potential permitting barriers and equity concerns by incorporating the City's Race and Social Justice Initiative (RSJI) values into the permitting process. This should involve completing a Racial Equity Toolkit (RET) for the entire permitting process...

Progress in 2024

SDCI reported that it is in the process of conducting a Racial Equity Toolkit on the "future state of customer success (throughout the permitting process)."

Construction Permitting Update (2023)

OCA Recommendation # 7 – Pending

The City Budget Office, in collaboration with other City departments, should evaluate the governance and funding structures of departments that review construction permit applications and determine if changes can be made to better position the City to quickly respond to fluctuations in permit demand while meeting customer expectations.

Progress in 2024

The City Budget Office reported that work was ongoing to set up the Permitting and Customer Trust (PACT) Team to serve as a single point of accountability in the City for governance of the permitting process.

Evidence-Based Treatment for People Who Use Methamphetamine (2022)

OCA Recommendation #1 - Pending

Government, including the City of Seattle, should act with urgency to address methamphetamine use disorder in non-clinical settings by exploring ways to scale up implementation of evidence-based treatment (i.e., Contingency Management) with innovations that reduce barriers to participation and with ongoing rigorous research to ensure that positive outcomes are achieved.

Progress in 2024

- The Mayor's Office (MO) reported that this recommendation remains pending, and they continue to track the progress of this pilot.
- We will consider this recommendation implemented once the pilot is concluded and an implementation plan has been developed.
- Washington State University (WSU) Study of Contingency Management

Evidence-Based Treatment for People Who Use Methamphetamine (2022)



- WA state Health Care Authority is funding a Contingency Management pilot in Seattle at Plymouth Housing.
- Two Peer Navigators implement the program. 40 residents served to date; 29 have successfully graduated.
- Washington State University is evaluating pilot.
- Higher completion rates and higher participation rates than in clinical settings.

See February 2025 article on the Seattle Contingency Management Pilot from Canadian Broadcasting
<https://www.cbc.ca/news/canada/british-columbia/washington-state-free-gift-cards-to-get-off-drugs-1.7454079>

Organized Retail Crime Update (2023)

100 DAY CHALLENGE

Coordinate across City departments to support Phố Đẹp interventions.

LOCAL GOVERNMENT

Add your thoughts!

Our progress so far:

- City staff convened a Phố Đẹp Work Group with representatives from the Mayor's Office (MO), Seattle Police Dept (SPD), Dept of Neighborhoods (DON), Seattle Dept of Transportation (SDOT), Office of Economic Development (OED), Arts & Culture (ARTS), Seattle City Light (SCL), and Office of Planning & Community Development (OPCD)
- City created an interdepartmental agreement to gather \$65K for Phố Đẹp
- City staff have helped FLS and small businesses identify opportunities to implement Crime Prevention Through Environmental Design (CPTED) principles

What we're working on next:

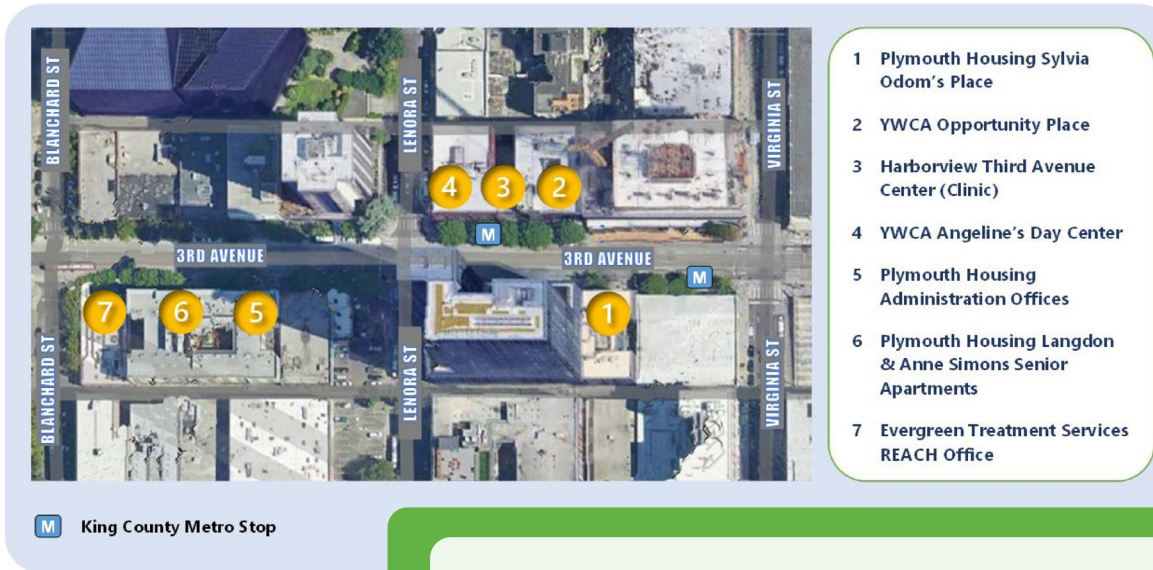
- City staff are continuing to seek funding sources to support Phố Đẹp implementations
- Building relationships with King County staff to support this work across jurisdictions

City staff presenting at the May Phố Đẹp Coalition meeting

**4 implemented
(6 pending)**

Addressing Overdoses and Crime (2024)

Exhibit 3: Audit Case Study Site – Third Avenue from Virginia Street to Blanchard Street



Source: Office of City Auditor

2 implemented (6 pending)



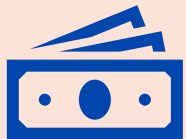
Seattle Police Oversight Update (2015, 2016, & 2017)



1 recommendation from the City Council-requested [March 2015 report on SPD's public disclosure process](#) remains open because SPD has not yet developed a staffing model to estimate the optimal number of staff to handle its workload of public records requests.



7 recommendations remain open from our [April 2016 report on SPD's management of overtime](#) that was requested by then Police Chief Kathleen O'Toole. These recommendations are still open largely due to the need for a new software solution.



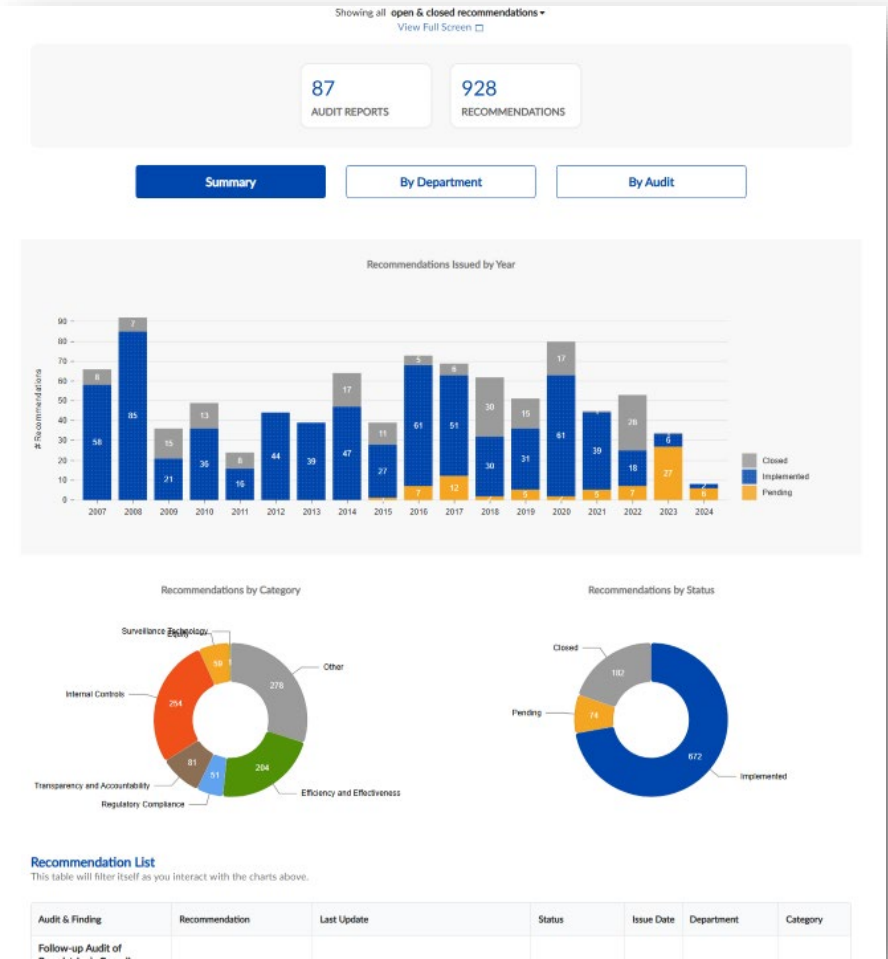
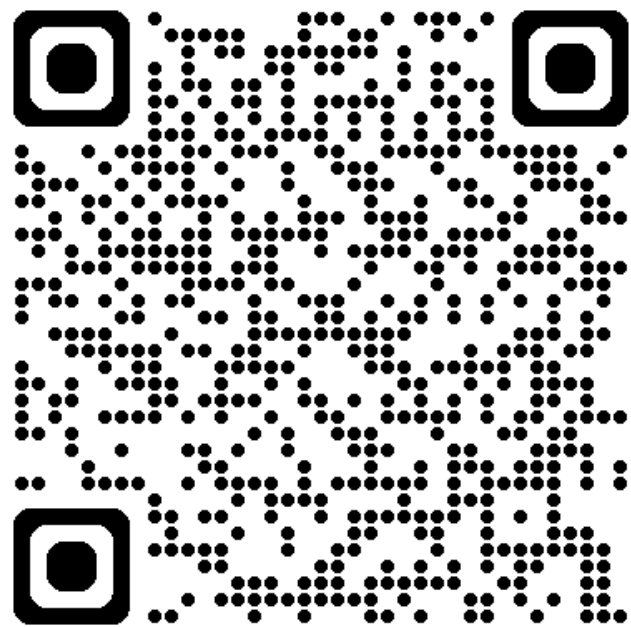
10* recommendations remain open from our Dec. 2017 report required by Ordinance 124860 on [SPD's staffing and cost recovery for work performed at special events held in Seattle](#), mainly because of the need for policy decisions that need to be made on cost recovery for special events and the need for the implementation of new software solutions. (**The 10 remaining recommendations are separated into 12 for tracking purposes.*)

Remaining 74 Recommendations by Dept/Year

Department	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	Grand Total
City Budget Office (CBO)									1		1
City Council			4						1		5
Seattle Department of Construction and Inspections (SDCI)							1		13		14
Finance and Administrative Services (FAS)									1		1
Human Resources (SDHR)									2		2
Office of Labor Standards (OLS)					4						4
Mayor's Office								1	9	5	15
Seattle Police Department (SPD)	1	7	7							1	16
Seattle Public Utilities (SPU)				2				6			8
Retirement					1						1
Special Events in Office of Economic Dev.			1								1
Seattle Department of Transportation (SDOT)						2	4				6
Grand Total	1	7	12	2	5	2	5	7	27	6	74

Public Dashboard - Demo

<https://www.seattle.gov/cityauditor/recommendations>



THANK YOU



**Seattle Office of
City Auditor**