

City Auditor Recommendation Follow-up

2025 Annual Status Report

July 9, 2026

Seattle City Council - Governance & Utilities Committee

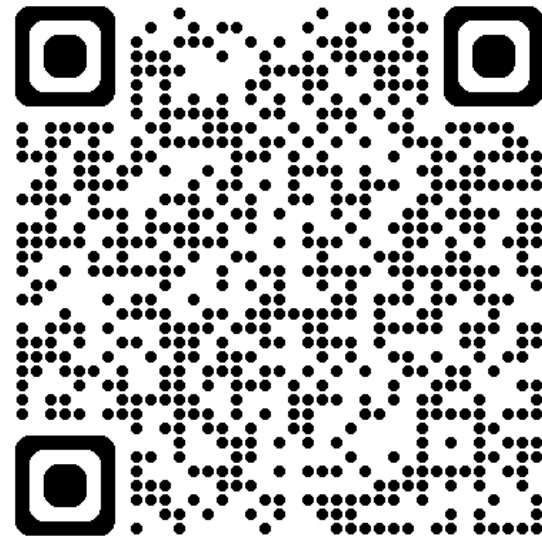


Seattle Office of City Auditor

Agenda

1. Implemented in 2025
2. Pending in 2026
& Progress Highlights
3. Public Dashboard

Check out our 2025 Annual
Recommendation Follow-up Report and
our interactive dashboard



Seattle Office of City Auditor

<https://www.seattle.gov/city-auditor/recommendations>

Overall Progress

72% Overall Implementation Rate

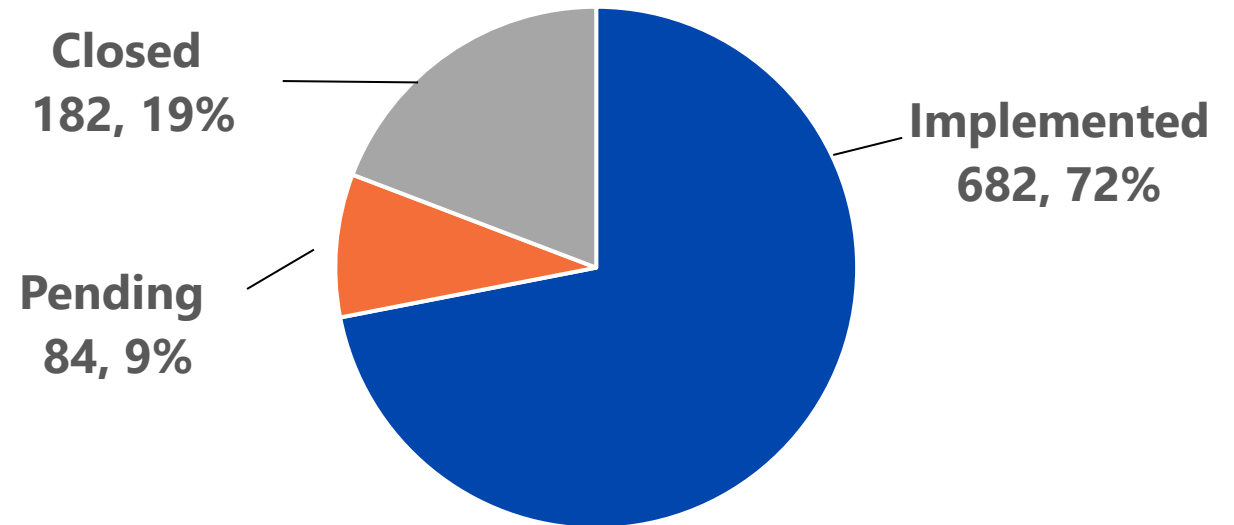
**948 Total Recommendations
(2007 – 2025)**

91 Reports



Seattle Office of City Auditor

Status of All 948 Recommendations Since 2007



Progress Made in 2025

IMPLEMENTED:

The recommendation, or intent, has been met.

PENDING:

We will continue to follow up on these recommendations.

CLOSED:

Either the recommendation is no longer relevant, or implementation is not feasible or will not occur.

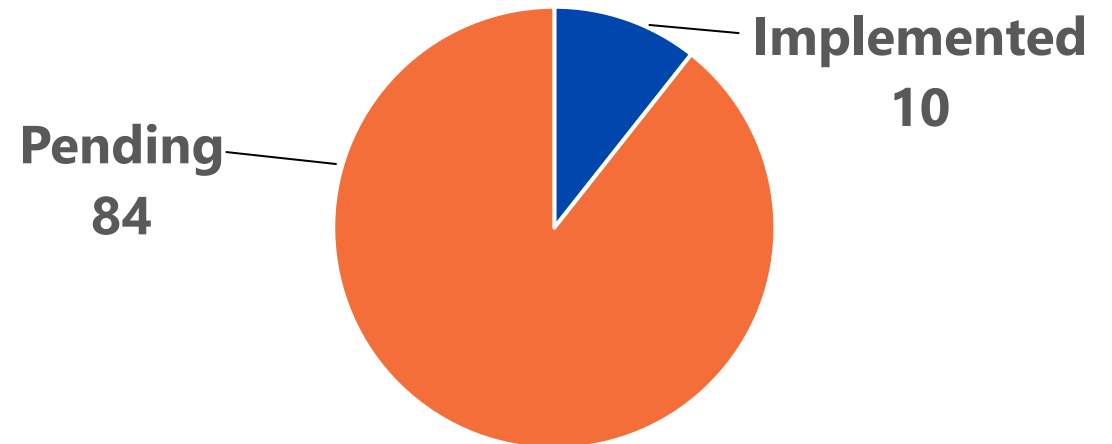


Seattle Office of City Auditor

We tracked the progress of 94 recommendations across 20 audit reports involving 14 departments in 2025.

10 were implemented.

**Recommendation Status as of
December 31, 2025**



Recommendations Implemented in 2025 (1 of 3)

Rental Registration and Inspection Ordinance (RRIO) Program Audit:

5 Implemented
SDCI (4)
City Council (1)

Audit Published: December 21, 2023

Recommendations Issued: 9

Total Implemented: 6 (5 in 2025), *Remaining: 3*

- **Short Term Rental licensing and Rental Registration and Inspection Ordinance (RRIO) registration information is now accessible across departments via Accela.**
- **City Council held public comment sessions and adopted regulatory changes to Neighborhood Residential zones through [Ordinance 127376](#). City Council also adopted new RRIO program fees in the 2026 budget.**

Recommendations Implemented in 2025 (2 of 3)

SPU Residential Solid Waste Billing Controls Audit:

2 Implemented

Audit Published: March 30, 2022

Recommendations Issued: 12

Total Implemented: 8 (2 in 2025), *Remaining: 4*

- **Seattle Public Utilities (SPU) reported alignment of job aids for internal Billing & Compliance teams.**
- **SPU identified and documented key controls, and the recommended solid waste billing risk assessment is underway.**

Recommendations Implemented in 2025 (3 of 3)

**2024 Annual
Surveillance
Technology Usage
Review:
2 Implemented**

Audit Published: September 30, 2025

Recommendations Issued: 8

Total Implemented: 2 (2 in 2025), *Remaining: 6*

- **SDOT's current CCTV Traffic Camera Surveillance Impact Report (SIR) is posted to the City's public website and SDOT has a process for future updates to be posted.**

**Workforce Equity in
Promotions Audit:
1 Implemented**

Audit Published: September 19, 2023

Recommendations Issued: 4

Total Implemented: 3 (1 in 2025), *Remaining: 1*

- **Seattle Department of Human Resources created internal workforce data dashboards with key workforce metrics.**

Progress on Pending Recommendations:

Updates on a selection of the remaining recommendations



Seattle Office of City Auditor

City Should Reassess Approach to Park Restroom Cleanliness and Availability



SPR is piloting new restroom cleaning standards for dry, wet, and deep cleans



SPR started to implement a routine monitoring program with crew chiefs and managers to complete monthly inspections across all park maintenance districts



SPR filled vacant positions and hired more seasonal staff to assist with cleaning restrooms and related park maintenance

**Audit Published:
February 4, 2025**

**Recommendations
Issued: 6**

**Previously
Implemented: 0**

City's Construction Permitting Needs More Customer Focus and Consistency



SDCI launched a public Construction Permit Performance Page with performance goals and current timelines



The Permitting and Customer Trust (PACT) Team initiative was created and work to collaborate across departments is underway



SDCI began integrating feedback software and establishing customer satisfaction scores

**Audit Published:
October 18, 2023**

**Recommendations
Issued: 11**

**Previously
Implemented: 0**

Four Recommendations to Better Understand and Address Current Gun Violence Patterns in Seattle – Update on Progress



Mayor Wilson's Office has begun development of a comprehensive gun violence reduction strategy.

Audit Published: March 25, 2025

Recommendations Issued: 4

Previously Implemented: 0

Addressing Places in Seattle Where Overdoses and Crime are Concentrated: An Evidence-Based Approach – Update on Progress



Mayor Wilson's Office reported they will collaborate with public health, public safety, and community partners to establish agreed upon metrics for success for each location and reporting expectations.

Audit Published: July 9, 2024

Recommendations Issued: 8

Previously Implemented: 2

The City Can Do More to Tackle Organized Retail Crime in Seattle



Mayor Wilson's Office reported that the Seattle Police Department relaunched its Organized Retail Theft program, clarifying and strengthening processes, and rebuilding relationships with businesses.

Audit Published: July 21, 2023

Recommendations Issued: 10

Previously Implemented: 4

Public Safety Audit Themes

- During this reporting period, no (zero) recommendations were fully implemented for our three open public safety audits (16 recommendations pending).
- The Mayor's Office is willing to present to Council jointly with our office on their progress on our public safety audit recommendations.
- There has been significant turnover in public safety leadership.
- A common theme from our audits – evidence-based coordination systems are needed (e.g., gun violence audit).

Changes in Seattle's Public Safety Leadership 2013 to 2026



7 Mayors
(including
2 interim)



8 Police
Chiefs
(including
5 interim)



Capt.
Nguyen

14 South Precinct Captains (including 1 interim)

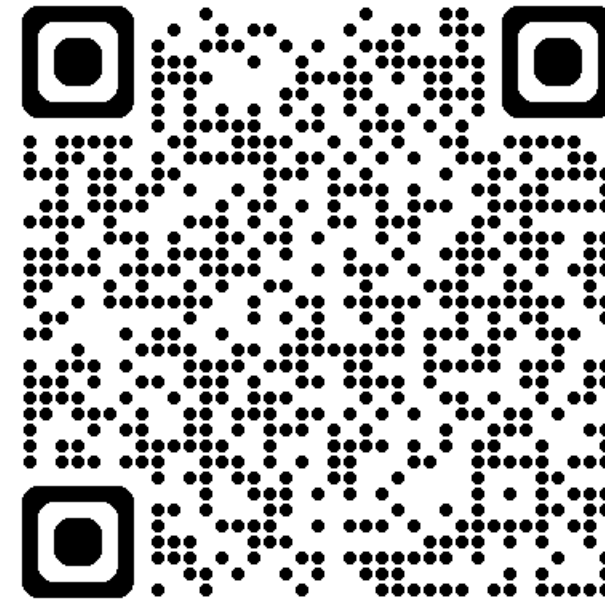
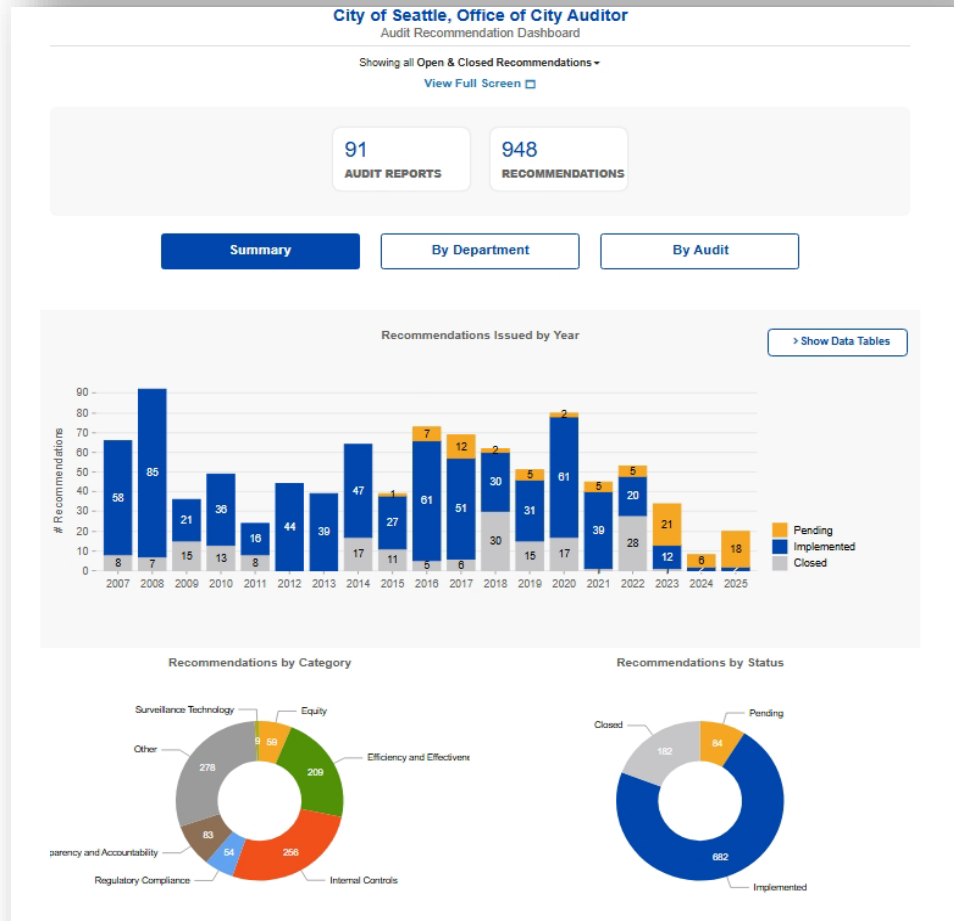
Recurring Recommendation Theme:

Evidence-based strategies for communication and problem-solving to address crime



Photo: [Violence Reduction Councils](#), Johns Hopkins Bloomberg School of Public Health, Bloomberg American Health Initiative

Public Dashboard - More Information



<https://www.seattle.gov/city-auditor/recommendations>

THANK YOU



**Seattle Office of
City Auditor**