



Budget, Governance, and Intergovernmental Relations Council Committee Meeting Summary

Tuesday, September 5, 2023

COMMITTEE AGENDA TOPICS

- Agenda Overview
- I. FY2023 Internal Audit Report and FY2024 Plan
 - II. Update on Implementation of CEDC Recommendations

COMMITTEE INFORMATION

Committee Members: Council Members Dimple Ajmera (Chair), Dante Anderson, and Lawana Mayfield were present. Council members James Mitchell (Vice Chair), and Tariq Bokhari were absent.

Staff Resource: Ryan Bergman, Strategy and Budget Director
Tina Adams, Internal Audits
Cherie Smith, Strategy and Budget

Meeting Duration: 12:00 p.m. – 1:30 p.m.

ATTACHMENTS

- I. Agenda
- II. Annual Audit Plan
- III. Implementing Recommendations

DISCUSSION HIGHLIGHTS

FY 2023 Internal Audit Report and FY 2024 Plan

Ms. Tina Adams, Internal Audit, started by providing a brief overview of the Internal Audit department and its role. Ms. Adams then shared the FY2023 audits status, including 14 completed audits and 4 planned audits for remaining from the FY2023 Plan. Items of note included that for the FY 2023 Audits:

- Audits Issued include
 - Convention Center Renovations Follow Up
 - General Services – Cemetery Fees
 - Aviation – Fixed Based Operations
 - User Fees
- Remaining Audits from FY 2023 include:
 - Storm Water – Design Build Contracts

- Housing and Neighborhood Services – Housing Rehabilitation Program
- General Services – Charlotte Business Inclusion/B2GNow
- CDOT – Vision Zero

A list of planned FY2024-2025 audits, post discussion with City departments, were then shared by Ms. Adams, including performance audits on various functions within City departments and follow-up audits on previous audits that resulted in substantial recommendations. The committee reviewed the FY 2024-2025 Audit plan and was reminded that all the audits can be viewed by the public on the city's website under Internal Audit's department page.

- After review and discussion, the committee voted to for Internal Audit to move up and include one of the audits currently identified by Internal Audit as under consideration, CATS light rail maintenance.
- The committee requested for Internal Audit to work on the initial scope and timeline plan for an audit of CATS light rail maintenance operations to be conducted after the current FTA reviews have concluded.

Other commitments of the Internal Audit department include employee hotline, ERP (Workday and Workiva) audit module implementation, and recommendation status report.

Vote: Motion was made and passed unanimously by the members present to request Internal Audit team move up the planned audit of CATS maintenance and to return and present on scope and timeline of planned.

Update on Implementation of CEDC Recommendations

Ms. Cherie Smith, Budget and Strategy, provided an update of what City staff are doing from the recommendations brought forward by CEDC (Charlotte Equitable Development Commission), particularly around Capital Projects Dashboard Awareness Campaign and Community Engagement Standard Operating Procedure (SOP).

- As a reminder the recommendations included to develop a more robust communication plan to let members of the public know of the current data and tools available to them such as the CIP dashboard and more recently the development near me app and to build a more structured approach for community engagement by developing an internal community engagement SOP to be used across city departments.
- Committee noted that the city does have a lot of information and useful tools that the community is not fully aware of and Committee feedback included a request for training on how to use the CIP dashboard and development near me apps.
- The committee also noted the importance of transparency with the community on the onset of engagement. And to ensure on the front end that the public understand the type of participation that is being sought. For example, is the city informing them or what will their feedback be used for specifically.
- In addition to these initial recommendations, the CEDC is meeting monthly and plans to present additional recommendations in the coming months.

Updates on Implementation

- Capital Project Dashboard Awareness Campaign – Social media campaign through December 2023. Email blast to over 3,000 subscribers via Public Input. Will be included with FY 2025 budget promotion. New UNC-Charlotte Fellow assisting budget office and will focus on dashboard content.
- Development Near Me – new tool planned by Planning and developed in partnership with IT, providing information from Development Center and Code Enforcement.
- Community Engagement SOP – Community Engagement division will be working with a certified facilitator to develop this SOP. Started benchmarking exercise in August by reaching out to other agencies to learn about their engagement practices. Concurrently, the work of internal stakeholder engagement within the City had begun to ensure that the SOP will be in a practical and implementable format once completed. External stakeholder engagement and CEDC workshop to take place in September.

On the Horizon

- Focused Community Area Planning – In partnership with Planning department, CEDC will be going through a focused exercise around area planning, particularly concentrating on rapid growth areas within the City and figure out where the gaps are in infrastructure, and what programs and projects will be available to address those gaps. The plan is for CEDC to come back to this committee with further recommendations to further enhance City's equitable infrastructure development.

Meeting adjourned at 1:30 p.m.

Next Meeting: The next meeting is scheduled for October 2, 2023, at noon.