



April 28, 2026

Council Members:

Attached is a copy of the April 2026 Internal Audit of the City's 311 Cincy system. Also attached is a summary table of the Findings, Recommendations and the Management's Response.

This audit should be viewed as a starting point for evaluating how effectively the City delivers basic services to residents—and whether current systems provide the level of responsiveness and accountability the public expects.

Several high-level observations warrant attention:

- **Limited acceptance of findings:** Management fully agreed with only 4 of 10 recommendations. The remaining partial agreements suggest that key issues—particularly those involving technology, coordination, and oversight—may not be easily resolved without Council engagement.
- **Systemic weaknesses affecting service delivery:** The audit identifies fragmented technology, inconsistent processes across departments, and unclear escalation pathways. In practice, these conditions can lead to delays, duplicate requests, unresolved complaints, and resident frustration.
- **Accountability and data concerns:** Gaps in standardized procedures and identified inaccuracies in performance reporting raise questions about how well the City can measure, manage, and improve customer service outcomes.

Taken together, these findings suggest that the current system may not be operating as an integrated, accountable service delivery model. This audit provides a useful baseline for follow-up questions, oversight, and potential reforms.

To that end, I would like to repeat a suggestion I made during an earlier public comment period: The city council should ask that the city auditor be included on a city council agenda to brief the council and the public on the results of the audit and their implications.

Todd Zinser

Cc: Mayor Pureval  
City Manager Long