

City of Corpus Christi City Auditor's Office

F25-007

Legal Department
Open Records Requests
Follow-Up Report

George Holland
City Auditor
December 1, 2025



Executive Summary

As part of our annual audit plan, we followed up on the AU24-001 Legal Department – Open Records Requests Audit Report dated April 9, 2024. The objective of the audit was to evaluate the Legal Department's timeliness in responding to Open Records requests and the accuracy of fee assessments for these requests originating in the City Secretary's Office.

The initial audit resulted in seven recommendations. Management accepted these recommendations and agreed to make the necessary process changes.

Management stated that six of the seven recommendations have been implemented, with one still in progress. Subsequently, auditors reviewed information submitted by the Legal Department and confirmed that six of the seven recommendations have been implemented, with one still pending.

A full list of recommendations and current statuses is available on pages 4-5.

We conducted this follow-up review in accordance with the Global Internal Audit Standards. These standards require that we confirm that management has implemented our recommendations or management's action plans. We inquired about the progress on implementation, performed follow-up assessments using a risk-based approach, and updated our tracker and Five-Year Follow-Up Dashboard to reflect issues and report this at every Audit Committee Meeting.

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Recommendation		Audit Status	Action Plan	Responsible Party
PROCEDURES				
A.1	Policies and Procedures should be developed at the Open Records level.	Implemented	Compliance was timely performed, and the CAO received Policies and Internal Procedures Legal Department guide. The guide gives a step-by-step account of the daily procedures of performing an Open Records request.	Miles Risley, City Attorney
TRAINING				
B.1	Complete required training per the Attorney General and retain evidence of training.	Implemented	The Legal Department will consider retaining evidence of the Attorney General training.	Miles Risley, City Attorney Sherry Quesada, Legal Assistant
COMPLIANCE				
C.1	Waiting time in the lobby should be limited by the Legal Department when requestors choose to wait for their Open Records requests. A policy should be developed that anyone who requests more than one Open Record request at a time must make an appointment to return in person.	Implemented	When a requestor gets to the 1-hour point of waiting for a request to be processed, the Legal Department will give them the option of returning at a later time and/or date.	Miles Risley, City Attorney
C.2	Overcharging for Open Records is due to the interpretation of programming when the correct charge and rate should be for the manipulation of data.	Implemented	The charges for programming should have been designated as manipulation of data. This change was made by the Legal Department. <i>* All overcharges have been refunded.</i>	Miles Risley, City Attorney

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COST RECOVERY				
D.1	Credit cards should be accepted as payment for Open Records requests to encourage easier payments for requestors.	In Progress	The Legal Department will evaluate the acceptance of credit cards and the associated fees and fixed costs that are required to provide this payment option.	Miles Risley, City Attorney Sherry Quesada, Legal Assistant
RECORD KEEPING				
E.1	The Legal Department should create a monthly “bank” reconciliation to match the income received to the deposits to the bank.	Implemented	The Legal Department will oversee and maintain a cash reconciliation of funds received and deposited for the Open Records income received.	Miles Risley, City Attorney
E.2	The Legal Department should request the Finance Department to set up General Ledger accounts that reflect the income and direct expenses of Open Records.	Implemented	The Legal Department will contact the Finance Department to set up a few General Ledger accounts as needed for the recording of income and expenses.	Miles Risley, City Attorney

Legend:	
<i>Implemented</i>	Evidence supported documentation.
<i>In Progress</i>	Action or control in the process of being.

Staff Acknowledgements:
Amr Hussein, CIA, CFE, CISA, Audit Manager
Samantha Chapa, Auditor

Appendix A: Management's Response

December 1, 2025

George H. Holland
City Auditor
Corpus Christi, Texas

RE: F25-007 Legal Department – Open Records Requests Follow-Up Report

The Legal Department has carefully reviewed the follow-up report referenced above. As there are no new recommendations for management, no responses are required.

Agree

Disagree

Regards,

Miles X Risley 12-23-25
Miles Risley Date
City Attorney

Rebecca Huerta 12/23/25
Rebecca Huerta Date
City Secretary

Peter Zanoni December 23, 2025
Peter Zanoni Date
City Manager