



## Association of Local Government Auditors

April 11, 2022

Timothy O'Brien  
201 West Colfax Ave., Dept. 705  
Denver, CO 80202

RE: 2021 Knighton Award Winner

Dear Timothy,

The Association of Local Government Auditors' Awards Program Committee is pleased to announce that the City and County of Denver, Office of the Auditor's report, *Airport Parking Shuttle System*, won the 2021 Distinguished Knighton Award in the Extra-Large Shop Category.

ALGA was founded in 1985 to serve auditors who specialize in working with local governments, and our members represent about 300 local government audit organizations across the United States and Canada. Local government auditors are committed to helping their governments improve service delivery to the public more efficiently and effectively with the limited resources available to them.

To encourage increasing levels of excellence among local government auditors, ALGA created the Knighton Award in 1995 to recognize the best performance audit reports produced by local government audit shops in the previous year. Each year, local government audit organizations, like yours, submit their best performance audit report to be evaluated against four criteria:

- (1) An audit scope that has the potential for significant impact and is responsive to the needs and concerns of decision-makers and/or the public.
- (2) Audit conclusions that are persuasive, logical, and firmly supported by the evidence, which was gathered using appropriate research methods and tools.
- (3) Audit recommendations that are feasible and will make government programs more effective and efficient.
- (4) Audit results that are communicated clearly and concisely.

Judges from peer organizations determined your office's report was among the best of 2021.

The judges commented:

*The City and County of Denver's Office of the Auditor presented a thorough and impactful audit of the parking shuttle system at the Denver International Airport, which was responsive to the needs and concerns of the decision-makers and the public. The auditors employed a sound methodology that included both qualitative and quantitative tools to identify areas of non-compliance, inefficiencies, and improvement opportunities.*



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*The report was thorough, well documented, and logically connected the findings, causes, and recommendations. There is an excellent use and placement of visuals throughout the report to supplement the text. Implementing the clear and specific recommendations will empower the Airport's Parking and Transportation Section to ensure compliance with the shuttle service contract, that shuttle services are provided at the best value, and that passengers receive quality and timely shuttle services.*

Congratulations on receiving this award!

Sincerely,

Chris Horton, Ph.D.  
ALGA President

Sonal Patel, Chair  
ALGA Awards Program Committee