



FINAL

City of Albuquerque
P.O. BOX 1293, ALBUQUERQUE, NEW MEXICO 87103

Internal Audit

Interoffice Memorandum

July 18, 2003

Ref. No. 03-00-117F

**To: Charles T. Asbury, P.E., Director, Public Works Department
Dave Harmon, Traffic Engineering Division Manager**

From: Debra Yoshimura, Director, Office of Internal Audit

**Subject: FOLLOW-UP REVIEW OF AUDIT REPORT NO. 00-117, PUBLIC
WORKS DEPARTMENT, TRAFFIC ENGINEERING DIVISION**

The Office of Internal Audit completed a follow-up review of Management Audit Report No. 00-117, Public Works Department, Traffic Engineering Division, issued on December 20, 2001. The purpose of our review was to determine if the audit recommendations had been implemented. We determined the following:

RECOMMENDATION NO.1:

We recommended that the Traffic Engineering Division (TED) should make an effort to set realistic and attainable goals, based on its staffing levels. Public Works Department (PWD) should maintain adequate staffing to ensure achievement of goals. One of the goals that TED did not accomplish involved the completion of a two-year cycle for investigation of traffic obstructions.

ACTION TAKEN:

The recommendation has not been implemented. Due to continuous staff shortages, TED was unable to meet this goal. TED management stated that perhaps the PWD should set the City obstruction investigations function on a three-year cycle, in order to have an attainable goal with current staff levels. However, the liabilities associated with the possible risks warrant a shorter obstruction-investigation cycle.

FOLLOW-UP RECOMMENDATION

We recommend that PWD review its priorities for TED and decide if it is willing to accept the risks associated with extending the obstruction investigations cycle. TED should review all of its goals to ensure it is setting realistic and attainable levels based on the resources available.

EXECUTIVE RESPONSE FROM PWD

“PWD concurs. The Traffic Engineering Division (TED) will review its goals with available resources in mind and will also determine what cycle period for conducting obstruction investigations best fits with available resources and other required work tasks. These tasks will be completed by September 30, 2003.”

RECOMMENDATION NO. 2:

We recommended that TED complete the development of a tracking system for citizens' complaints/requests. At the time of our audit, TED was not meeting its goal of responding to inquiries/complaints within a specified time period. Efforts were hampered by the lack of a consistent method for tracking the complaints.

ACTION TAKEN:

The recommendation has been partially implemented. TED has developed and implemented a tracking system. The goals for implementation of the tracking system according to TED management include the following:

- To collect better, more complete data;
- To track the complaints and the follow-up of complaints;
- To keep logs of the activity
- To make the information easily accessible to everyone handling and working on the requests;
- To determine a reasonable response time; and
- To be able to report to Council the length of response time.

TED has not completed an analysis on the data gathered to determine such things as reasonable response time for complaints.

FOLLOW-UP RECOMMENDATION

We recommend that PWD TED complete its analysis of the data provided by the newly implemented tracking system. TED should establish a reasonable time period for responding to inquiries and complaints.

EXECUTIVE RESPONSE FROM PWD

“PWD concurs. We will review the data that has been collected and determine what response time would be appropriate and achievable by September 30, 2003.”

RECOMMENDATION NO. 3:

We recommended that TED develop working procedures that will ensure consistency in handling citizens’ complaints and requests. The procedures should be written, and should address timeliness of responses to citizens.

ACTION TAKEN:

The recommendation has been partially implemented. TED developed and implemented procedures for handling citizen requests/complaints. Further, TED put the procedures into written form. However, it appears that the procedures are not consistently followed.

The cases we reviewed did not all have complete information required by the procedures. Additionally, requestor/complainants did not always receive a timely response. The procedures state that the requestor/complainant should receive acknowledgement of his request within two weeks.

FOLLOW-UP RECOMMENDATION

We recommend that PWD TED consistently follow its procedures for handling citizen requests/complaints. TED should consider modifying the procedures, in order to make them realistic, attainable and executable.

EXECUTIVE RESPONSE FROM PWD

“PWD concurs. TED will review the data available for requests/complaints and modify the procedures to make them more realistic, attainable and executable. This will be completed by September 30, 2003.”

DDY/EMM/njt

xc: Mayor Martin Chavez
City Councilors
Jay Czar, CAO
James B. Lewis, COO
Gail Reese, CFO
Mark Sanchez, Director, Council Services
Sandra Doyle, Director, DFAS