

MANAGEMENT AUDIT REPORT
OF
CITY OPERATORS PERMITS
CITYWIDE
REPORT NO. 06-111



CITY OF ALBUQUERQUE
OFFICE OF INTERNAL AUDIT AND INVESTIGATIONS

Management Audit of the City Operators Permit - Citywide
Report No. 06-111
Executive Summary

- Background** The Office of Internal Audit and Investigations (OIAI) conducted a management audit of City Operators Permits (COP). The COP Policy requires that employees must have a valid State of New Mexico driver's license, and pass the City's Defensive Driving Course to obtain a COP. The COP Policy also requires that department directors ensure that employee drivers have a COP to drive a motor vehicle on official City of Albuquerque business.
- Objective:** Do employees who have been issued a COP meet all of the applicable requirements?
- Loss Prevention could not provide documentation to substantiate that seven employees out of a sample of 60 had a valid New Mexico driver's license when the COP was issued, or that 19 out of the 60 had completed the required defensive driving course. Also, Loss Prevention did not train COP liaisons on the process necessary to obtain a complete listing of COPs from the reporting application.
- Recommendations:** Documentation should be maintained to substantiate that City employees who have been issued Cops meet all of the applicable requirements. DFAS should provide training to COP Liaisons on how to correctly run the COP reporting application.
- Objective:** Do employees who have been assigned a take-home vehicle have a valid COP?
- Of the 42 employees who had taxable income in 2005 relating to their use of a City take-home vehicle, three of these 42 employees did not have a required COP. Forty-one of these employees had not submitted the required annual application for a take-home vehicle. Seven employees out of another sample of 371 who had a City vehicle assigned to them did not have a required COP.
- Recommendations:** Departments should require that employees who have been assigned vehicles have COPs. Departments should ensure that employees who have been assigned take-home vehicles submit the required annual application for take-home vehicles.
- Objective:** Have employees who drive their own vehicles on City business provided their departments with the required proof of insurance on their personal vehicle?
- Departments could not provide documentation of personal vehicle insurance for 18 of 20 employees sampled who had received mileage reimbursement
- Recommendation:** Departments should require that employees provide the required proof of insurance for personal vehicle usage on City business when receiving mileage reimbursement.
- Objective:** Have departments designated departmental accident investigators/safety officers? Do these employees investigate department vehicle accidents to determine the cause of

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accidents so that corrective action may be implemented to attempt to reduce the future number of accidents?

In 11 of the 13 vehicle accidents sampled the department operating the vehicle did not submit the required accident documentation to the Fleet Safety Officer. As a result, the Fleet Safety Officer could not determine if the accidents were preventable, and consider assessing points against the driver's COP record.

Recommendations: Departments operating vehicles which are involved in accidents should submit accident documentation to the Fleet Safety Officer. The Fleet Safety Officer should then consider assessing points against the driver's COP record for preventable accidents.

Objective: Are departments and Risk Management complying with the requirements of Administrative Instruction No. 4-12, Civil Penalties under the Safe Traffic Operations Program (STOP)?

From March 20 through May 12, 2006, 11 STOP citations were issued to City vehicles. Risk Management pays the civil penalty and notifies the department, to which the vehicle is assigned, of the STOP Citation. The Fleet Safety Officer was not able to review any STOP citations for the assessment of points against employees' COP records because the departments did not notify him which employees were driving the vehicles that received STOP citations. In seven of the 11 cases, the employee driving the vehicle did not reimburse the City for the STOP citation, as required.

Recommendations: Departments should notify Loss Prevention which employees were driving the vehicles that received STOP citations. The Risk Manager should review STOP citations as potential driver misconduct under the COP Program for the assessment of points against the driver's COP record. Loss Prevention should implement a follow-up process to ensure that it receives notification from departments regarding which employees were driving the vehicles that received STOP citations.

During our fieldwork we noted no exceptions for the following objectives:

- Have employees who were issued Class A or Class B commercial drivers license COPs, passed the required physical exam?
- Do departments prevent employees from driving or operating City vehicles when Loss Prevention notifies them that an employee with a COP has had his or her state license revoked by the New Mexico Motor Vehicle Department?

Management responses are included in the audit report.



City of Albuquerque
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May 30, 2007

Accountability in Government Oversight Committee
City of Albuquerque
Albuquerque, New Mexico

Audit: CITY OPERATORS PERMITS
CITYWIDE
06-111

FINAL

INTRODUCTION

The Office of Internal Audit and Investigations (OIAI) conducted a management audit of City Operators Permits (COP). The audit was included in the Fiscal Year 2006 audit plan. The COP Policy requires that employees:

- Must have a valid State of New Mexico driver's license, and
- Pass the City's Defensive Driving Course to obtain a COP.
- Must have a COP to drive a motor vehicle on official City of Albuquerque business.

The COP Policy also requires that department directors ensure that employee drivers operate vehicles in accordance with the policy.

The Department of Finance and Administrative Services (DFAS,) Risk Management Division (Risk Management,) Loss Prevention Section, issues COPs, and maintains records for each employee who has been issued a COP.

AUDIT OBJECTIVES

The objectives of the audit were to determine:

- Do employees who have been issued a COP meet all of the applicable requirements?
- Have employees who were issued Class A or Class B commercial drivers license COPs, passed the required physical exam?

- Do departments prevent employees from driving or operating City vehicles when Loss Prevention notifies them that an employee with a COP has had his or her state license revoked by the NM Motor Vehicle Department?
- Do employees who have been assigned a take home vehicle have a valid COP?
- Have employees who drive their own vehicles on City business provided their departments with the required proof of insurance on their personal vehicle?
- Have departments designated departmental accident investigators/safety officers? Do these employees investigate department vehicle accidents to determine the cause of accidents so that corrective action may be implemented to reduce the number of accidents?
- Are departments and Risk Management complying with the requirements of Administrative Instruction No. 4-12, Civil Penalties under the Safe Traffic Operations Program (STOP)?

SCOPE

Our audit did not include an examination of all functions and activities related to COPs. The scope of our audit was January 2005 through June 2006.

This report and its conclusions are based on information taken from a sample of transactions and do not purport to represent an examination of all related transactions and activities. The audit report is based on our examination of activities relating to COPs through the completion of fieldwork, October 23, 2006, and does not reflect events or accounting entries after that date.

The audit was conducted in accordance with Government Auditing Standards, except Standard 3.49, requiring an external quality review.

METHODOLOGY

OIAI interviewed staff in Risk Management and the departments who operate City vehicles. Statistically selected and judgmental samples were used for testing. Documentation and processes reviewed included the following:

- Issuance of COPs.
- Actions taken by departments to prevent employees without a COP from driving or operating City vehicles.
- Loss Prevention notification to the department that an employee had his or her state license revoked or suspended.
- Records of employees who were authorized to have City take home vehicles.

- Records of employees who received mileage reimbursement for driving their own vehicles on City business.
- Records to determine if departments performed the required investigation of accidents involving City vehicles.
- Loss Prevention and departmental records, in the cases of STOP citation notices that were issued to City vehicles.

INTRODUCTORY STATEMENT FROM THE CAO

“The CAO respectfully notes that the Loss Prevention Manager during the audit period of January, 2005 through June, 2006, resigned on July 14, 2006 and the new Fleet Safety Officer did not begin work until December 15, 2006. The CAO believes that the resultant lack of transition, plus the implementation of the automated enforcement program during that time period, were significant contributing factors to several of the findings. The CAO also respectfully submits the following responses to the recommendations:”

FINDINGS

The purpose of an internal audit is to identify changes in the auditee’s activities, which would improve its effectiveness, efficiency, and compliance with administrative policies and applicable rules and regulations. Therefore, the auditee’s activities that appear to be functioning well are not usually commented on in audit reports.

The following findings concern areas that we believe could be improved by the implementation of the related recommendations.

1. **DFAS SHOULD SUBSTANTIATE THAT EMPLOYEES ISSUED COPs MET ALL OF THE REQUIREMENTS.**

The COP Policy requires that employees have a valid State of New Mexico driver’s license and pass the City’s Defensive Driving Course to obtain a COP. Also, an employee must have a COP to drive a motor vehicle on official City business.

OIAI examined a statistically selected sample of 60 COPs out of a population of 3,830 to determine if Loss Prevention had documentation to substantiate that the employees had met all of the applicable requirements. Loss Prevention could not provide documentation to substantiate that:

- Seven employees had a valid New Mexico driver's license at the time that the COP was issued.
- Nineteen had completed the required defensive driving course.

Loss Prevention:

- Has experienced turnover in the personnel who perform the function of maintaining COP records.
- Does not have procedures specifying what documentation it should maintain for each employee issued a COP.
- Does not have procedures to ensure that it maintains documentation to substantiate that City employees who have been issued city operators permits meet all of the applicable requirements.

The City could be put at increased legal risk if an employee who was involved in an accident in a City vehicle had been issued a COP, but the City could not substantiate that the employee met all of the applicable COP requirements.

RECOMMENDATION

DFAS should maintain documentation to substantiate that employees who have been issued COPs meet all of the applicable requirements.

RESPONSE FROM DFAS

“DFAS concurs with the recommendation. While there certainly were inconsistencies with internal policies and procedures, DFAS submits that alternative procedures were often used and those alternative procedures might be more effective and efficient than the internal policies and procedures in place under the prior Fleet Safety Officer. For example, while it has been and still is the practice to attach a copy of the driver license to the City Operator Permit Request (COPR) Form, that is not the only documentation of a driver license check. The copy of a person’s driver license that is attached to the COPR Form is a useful back-up form of documentation, but it is not as reliable as a search of the Motor Vehicle Division (MVD) database. The driver license a person carries may have been suspended or invalid for months, but the MVD record is updated on a daily basis. Because the COPS database is linked to the City’s EMPATH

system and the New Mexico MVD database, the most recent driver license information is available whenever a new COP record is created.

“DFAS recognizes that some records and files are incomplete and are taking steps to redefine the file specifications and to reorganize the files to make searching them a more productive venture. The Fleet Safety Officer is actively involved in meeting with individual departmental COP contacts. He is soliciting their input in the development of forms and processes to assure smooth operation of the COPS program. File reorganization and final specifications for content of an individual file will be completed by July, 2007.”

2. DFAS SHOULD ENSURE THAT THE FLEET SAFETY OFFICER REVIEWS VEHICLE ACCIDENTS FOR THE ASSESSMENT OF POINTS AS REQUIRED BY THE COP POLICY.

The COP Policy includes the following requirements in the cases of accidents involving City vehicles:

- Department directors will designate one or more department accident investigators/safety officers.
- All departments shall establish accident review committees.
- Departments shall investigate, review and classify all vehicle accidents occurring on official City business as minor or major. A major accident is defined as an accident that results in an injury that requires immediate medical attention and/or results in vehicle or property damage of \$2,500 or more.
- Departments shall submit all minor accident documentation to their respective departmental accident review committee for review. Department accident review committees shall review all minor vehicle accidents to determine if they were preventable or non-preventable. Department accident review committees shall report their accident findings to the Fleet Safety Officer. DFAS designated the Risk Management, Loss Prevention Manager to be the Fleet Safety Officer.
- Departments shall submit all major accident documentation to the Fleet Safety Officer.
- For all major accidents, the Fleet Safety Officer shall classify the accident as preventable or non-preventable. For preventable accidents, the Fleet Safety Officer will place points on the driver’s city driving record.

The Tort Claims Section of Risk Management provided a listing of the accidents involving City vehicles, which had been reported to them for insurance purposes, occurring from January through June 2006. OIAI judgmentally selected 13 out of the 470 accidents on the listing to determine if the investigations complied with the COP Policy.

A. Fleet Safety Officer

In 11 of the 13 accidents sampled, the department operating the vehicle did not submit accident documentation to the Fleet Safety Officer. As a result, the Fleet Safety Officer could not determine if the accidents were preventable.

- Nine involved APD vehicles.
- Two involved ABQ Ride vehicles.

According to Loss Prevention, Solid Waste Management Department (SWMD) is the only department which consistently provides vehicle accident documentation. Since the documentation was not provided, the Fleet Safety Officer was unable to assess points against a driver's record for preventable accidents, for other departments.

B. Albuquerque Police Department (APD) Accident Review Board

One of the accidents sampled involved an APD vehicle which occurred on January 17, 2006. According to APD's Traffic Analyst, the APD officer driving the vehicle did not turn in the necessary internal documentation to report this accident to APD management until October 2006. The APD Traffic Analyst stated that as of October 2006, this accident had not been reviewed by the APD Accident Review Board, due to a lack of internal notification. Risk Management estimated damages in this accident were \$21,000.

The Fleet Safety Officer and the departments discussed above do not have procedures in place to ensure compliance with the COP Policy. The Fleet Safety officer was not familiar with the listing of accidents information available in the Tort Claims Section. If Loss Prevention can not review accidents for the assessment of points against employees' City Operators Permits, unsafe drivers may not be identified. The City could be put at increased legal liability risk if employees who have preventable accidents are not identified and consideration is given to revoking their COPs.

RECOMMENDATION

ABQ Ride and APD should submit accident documentation to the Fleet Safety Officer, as required by the City Operators Permit Policy.

DFAS should ensure that the Fleet Safety Officer assesses points against a driver's record for preventable accidents, as required by the City Operators Permit Policy.

The DFAS Fleet Safety Officer should ensure that departments report all vehicle accidents to Loss Prevention. The Tort Claims Section of Risk Management has information available regarding insurance claims against the City for vehicle accidents. The Fleet Safety Officer could use this data to follow-up on vehicle accidents.

RESPONSE FROM DFAS

“DFAS concurs with the recommendations. The Fleet Safety Officer has met with the Parks and Recreation Department, the Transit Department and the Department of Municipal Development and has started to receive accident information on a timely basis from those departments. The Fleet Safety Officer anticipates that each department will be participating in the required Vehicle Accident Review Process by December, 2007. In addition, the Fleet Safety Officer has observed the workings of the Accident Review Committees at the Police Department, the Solid Waste Management Department, the Transit Department and the Water Utility. The Fleet Safety Officer has distributed an abstract of the accident review/reporting requirements to several departments, and is preparing a binder for each Committee that contains guidelines for committee operation, the National Safety Council Guidelines for Determination of Preventability, and the detailed requirements for review and reporting. Distribution of the binders will be completed by July, 2007.

“As the result of a Memorandum of Understanding expanding the provisions of the union contracts with AFSCME Locals 624, 3022, 1888 and 2962, all points assigned against an employees COP are considered to be “advisory” until January 1, 2008. During this period, the Fleet Safety Officer will consult with representatives of those unions to develop a method of applying points that is consistent with the COP Policy and that can be effective on January 1, 2008.

“The Fleet Safety Officer is now receiving a monthly report of vehicle accidents from the Risk Management Claims Administrator and is developing a system to use this and other sources of accident data to ensure that the required review and reporting is occurring. This system will be in place by November, 2007.”

RESPONSE FROM ABQ RIDE

“ABQ Ride concurs that accident documentation should be submitted to the Fleet Safety Officer, as required by the City Operators Permit Policy, and has implemented procedures to do so.”

RESPONSE FROM APD

“APD concurs that accident documentation should be submitted to the Fleet Safety Officer, as required by the City Operators Permit Policy, and has implemented procedures to do so.”

3. LOSS PREVENTION SHOULD REVIEW STOP INCIDENTS TO DETERMINE IF POINTS SHOULD BE ASSESSED AGAINST THE DRIVER.

Administrative Instruction No. 4-12, Civil Penalties under STOP requires:

- The Risk Manager to notify departments of STOP citation notices received by the City for that department’s vehicles.
- The notified department to determine the driver of the cited vehicle and notify the Risk Manager.
- The Risk Manager to review the incident as potential driver misconduct under the COP Program for the assessment of points.
- The employee-driver to reimburse the department for the civil penalty paid by the City.

STOP citation notices are issued to vehicles when automated monitoring equipment determines that a vehicle ran a red light at a monitored intersection, or was speeding in a school zone. From March 20 through May 12, 2006, 11 STOP citations were issued to City vehicles, as follows:

- Six citations were issued to ABQ Ride vehicles.
- Two citations were issued to SWMD vehicles.
- One citation was issued to an Office of Senior Affairs vehicle.
- One citation was issued to a Family and Community Services vehicle.
- One citation was issued to a Department of Municipal Development vehicle.

All STOP citations issued to City vehicles are sent to Risk Management. Risk Management pays the civil penalty and notifies the department of the STOP Citation.

A. Points Assessed by Risk Management

The Risk Manager has delegated to the Fleet Safety Officer the responsibility to review STOP citations for the assessment of points. However, the Fleet Safety Officer did not review any STOP citations for the assessment of points against employees' COPs. Departments did not notify the Fleet Safety Officer which employees were driving the vehicles that received STOP citations. The Fleet Safety Officer does not have a follow-up process in place to ensure that it receives this information.

B. Employee Reimbursement

ABQ Ride employees were issued six STOP citations, but ABQ Ride was reimbursed for only one of them. ABQ Ride personnel also indicated that they were not informed of one of the six citations.

Two SWMD vehicles received STOP citations, but SWMD was reimbursed for only one of them. SWMD personnel could not identify the driver of the second vehicle, because it was used by more than one employee-driver, and there was no documentation of who was driving the vehicle.

One Family and Community Services Department vehicle received a STOP citation. Family and Community Services personnel indicated that they could not identify the driver of the vehicle, because the vehicle was used by more than one employee, and there was no documentation of who was driving the vehicle.

Loss Prevention and the departments discussed above do not have procedures in place to ensure that the employee-driver reimburses the department for the civil penalty paid by the City.

If Loss Prevention can not review STOP citations and assess points against employees' City Operators Permits, unsafe drivers may not be identified. The City could be put at increased legal liability risk if employees who run red lights and speed in school zones are not identified and consideration is given to revoking their COPS.

RECOMMENDATION

The CAO should require departments to notify Loss Prevention which employees were driving the vehicles that received STOP citations, and require departments to keep records of who is driving City vehicles.

DFAS should ensure that the Risk Manager review STOP citations as potential driver misconduct under the City Operator's Permit Program and assess points.

DFAS should ensure that Loss Prevention implements a follow-up process to ensure that it receives notification from departments regarding which employees were driving the vehicles that received STOP citations.

RESPONSE FROM CAO

"The CAO concurs with the recommendation and did, in fact, issue Administrative Instruction No. 4-12 in March, 2006 to that point. However, while the Administrative Instruction directs Departments to "promptly determine the driver of the vehicle" and to provide that information to the Risk Manager, it did not include a penalty for failure to comply. There have been a number of challenges raised to the automated enforcement program, and ordinance changes are currently under consideration by the City Council. The Administration has deferred modifying the Administrative Instruction until such time as ordinance changes have been finalized to ensure that City policies do not conflict with ordinance provisions."

RESPONSE FROM DFAS

"DFAS concurs with the recommendations. Risk Management serves as a clearinghouse for STOP violations issued against City-owned vehicles to avoid the issue of delinquencies and defaults and to determine which Department is the "owner" of the vehicle. However, as noted above, if a Department does not notify the Fleet Safety Officer of the actual person

driving the vehicle, no notation of the violation can be made to a driver's file. Various proposals are under consideration to ensure that Departments do notify the Fleet Safety Office of the actual driver, but no decisions have been made until such time as proposed ordinance changes have been finalized to ensure that those proposals do not conflict with ordinance provisions."

4. THE CAO SHOULD REQUIRE DEPARTMENTS TO ENSURE THAT EMPLOYEES PROVIDE THE REQUIRED PROOF OF INSURANCE.

The COP Policy requires employees utilizing their personal vehicle for City business to be reimbursed for mileage upon submitting an approved request for reimbursement and proof of insurance for the vehicle driven.

According to City payroll records, 534 employees received reimbursement for mileage driven in their personal vehicle while on City business in 2005. OIAI selected a judgmental sample of 20 of these employees.

The following departments could not provide proof of insurance on their personal vehicles for 18 employees:

<u>Department Name</u>	<u>Number of Employees</u>
Albuquerque Fire Department	6
Cultural Services	4
Family and Community Services	2
Council Services	1
DFAS	1
Municipal Development	1
Parks and Recreation	1
Office of Senior Affairs	1
ABQ Ride	1

OIAI discussed the proof of insurance requirements with the designated COP departmental liaisons in these departments. Some of the departmental liaisons were not familiar with the proof of insurance requirements.

The City could be put at increased legal liability risk if an employee who was involved in an accident while using a personal vehicle on City business did not have insurance.

RECOMMENDATION

The CAO should require departments to ensure that employees provide the required proof of insurance for personal vehicle usage on city business when receiving mileage reimbursement. When departments verify an employee's proof of insurance, they should ensure that the employee's insurance policy does not include an exclusion relating to the use of the personal vehicle for business purposes.

RESPONSE FROM CAO

"The CAO concurs with the recommendation and will again remind Department directors of their responsibility for compliance with administrative provisions related to daily operations. As a practical matter, the CAO is rarely presented with a request for mileage reimbursement so will have to delegate compliance with this provision to the Department directors."

5. THE CAO SHOULD REQUIRE DEPARTMENTS TO ENSURE THAT EMPLOYEES WHO ARE ASSIGNED VEHICLES HAVE CITY OPERATORS PERMITS.

A. Take-Home Vehicles

The COP Policy prohibits any person from driving a motor vehicle on official City of Albuquerque business without a valid New Mexico driver's license and a COP. A COP indicates that the City determined that the employee was qualified to operate City vehicles.

The DFAS Accounting Division provided a listing of the 42 employees who had taxable income in 2005 relating to their use of a City take-home vehicle. According to Loss Prevention's records, of these 42 employees; one employee from APD, one from the Parks and Recreation Department, and one from ABQ Ride did not have current COPs.

B. Requirements of Administrative Instruction No. 4-5

Administrative Instruction No. 4-5, City Vehicle Usage Policy, requires that employees driving take-home vehicles must submit an annual application for take-home vehicles to their department director with prior review and concurrence by their division manager in July of each fiscal year.

OIAI requested departments to provide evidence that the required annual application for a take-home vehicle had been submitted by the 42 employees in July 2005. Only one of the 42 employees had completed the form.

The following departments did not have evidence that employees submitted applications for take home vehicles:

<u>Department Name</u>	<u>Number of employees</u>
Albuquerque Police Department	17
Department of Municipal Development	10
Aviation	4
Albuquerque Fire Department	4
Parks and Recreation	2
Office of Senior Affairs	1
Solid Waste Management	1
Family and Community Services	1
ABQ Ride	1

C. Other Assigned Vehicles

Ten departments sampled provided a listing of 371 of their employees who had a City vehicle assigned to them. These vehicles were either take-home vehicles or vehicles that the employee only used during their work day. According to Loss Prevention's records, six employees in the Environmental Health Department, and one employee from the Albuquerque Fire Department did not have a current COPs. These departments did not ensure that employee drivers have COPs before they are assigned a City vehicle.

The City could be put at increased legal risk if employee drivers do not have a COP. Loss Prevention performs periodic checks of the State of New Mexico drivers licenses records to determine if employees with COPs have had their New Mexico driver's license suspended or revoked. In these cases, Loss Prevention notifies the employee's department to restrict the employee from driving on City business until the suspension or revocation is resolved.

When an employee has been assigned a City vehicle, but does not have a COP, the employee's department would not be notified of a driver's license suspension or revocation.

RECOMMENDATION

The CAO should ensure that departments require employees who have been assigned vehicles have COPs.

The CAO should require departments to ensure that employees who have been assigned take-home vehicles comply with the requirements of Administrative Instruction No. 4-5, and submit an annual application for take-home vehicles in July of each fiscal year.

RESPONSE FROM CAO

“The CAO concurs with the recommendation and will again remind Department directors of their responsibility for compliance with administrative provisions related to daily operations. In addition, the CAO will request that Risk Management take a more proactive role in training appropriate Department personnel to ensure compliance with the provisions of Administrative Instruction No. 4-5.”

6. DFAS SHOULD PROVIDE TRAINING TO COP LIAISONS ON HOW TO CORRECTLY RUN THE COP REPORTING APPLICATION.

Departments can use ReportNet/COGNOS to generate reports that list the status of all the departmental employees who have COPs. ReportNet/COGNOS is a reporting system that provides a broad range of business reports to help employees understand City operations and make effective business decisions. During the audit, OIAI and Loss Prevention determined that when a report is generated, it does not list all of the department’s employees who have COPs. Upon further research, Loss Prevention determined that a complete listing of employees who have COPs can only be obtained if the report is run by division, rather than by department.

Each department has a COP liaison that interacts with Loss Prevention. Loss Prevention did not train COP liaisons on what is necessary to obtain a complete listing of COPs in their department.

The COBIT Control Practices, Section A14.4 Training Materials, states that training materials should be developed as part of every information systems development. This results in complete, accurate and consistent training materials to avoid potential operational as well as usage problems.

If departments do not generate complete reports, they can not properly monitor the status of employees who have COPs. Departments may be unaware of employees whose COPs have expired.

RECOMMENDATION

DFAS should provide training to COP liaisons in the departments on how to correctly run the COP reporting application.

RESPONSE FROM DFAS

“DFAS concurs with the recommendation. The Fleet Safety Officer regularly receives calls from the COP liaisons about how to access the reports and works with them to facilitate their use of the system. The Fleet Safety Officer is working with ISD to make several crucial modifications to the COPS database and with the COGNOS administrators to make the COPS reports more useful to the user departments.”

7. MISCELLANEOUS FINDING

The following finding does not require a response, but should be considered as an additional way to improve departmental compliance with the requirements of the COP Policy.

The COP Policy states that departments with a small number of drivers will not be required to independently create an accident review committee, but may combine with other departments to form a joint committee, as approved by the Fleet Safety Officer. The COP Policy does not define what constitutes a small number of drivers.

The COP Policy requires that department accident review committees review all minor vehicle accidents, and report their findings to the Fleet Safety Officer. The COP Policy defines a minor accident as involving property damage of less than \$2,500, where no immediate medical attention is required.

Loss Prevention informed OIAI that there are 17 City departments who have a COP Liaison. OIAI used a questionnaire to survey 12 of these 17 departments regarding their compliance with the requirements of the COP Policy. This survey determined that none of these twelve departments had combined with other departments to form joint accident review committees.

It would be more efficient for the departments with a small number of drivers to work together to accomplish the accident review function. Vehicle accidents that occur in these departments may be more thoroughly investigated and reviewed if there is a joint accident review function.

DFAS should assist departments with small number of drivers to form joint accident review committees, as permitted by the COP Policy.

RESPONSE FROM CAO

“Although no response was requested, the CAO would like to note that the Executive Safety Committee did initiate an effort to create joint accident review committees, as permitted by the COP policy. However, there was a gap of almost six months between when the Loss Prevention Manager resigned and the Fleet Safety Officer was hired. The creation of the joint accident review committees was not completed by the Loss Prevention Manager prior to his resignation and, because of a lack of transition, the Fleet Safety Officer was not aware of the need to complete this task. The Executive Safety Committee will add this item to their agenda for proper follow-up.”

COMMENT FROM DFAS

“This audit has provided value by identifying issues which the new Fleet Safety Officer had not been made aware of, particularly with respect to training. We thank the Office of Internal Audit and Investigations for their cooperation and assistance.”

CONCLUSION

OIAI believes the recommendations will help Loss Prevention’s and City department’s efforts to implement the COP Policy. Loss Prevention and departments should develop policies to ensure that required documentation and communication is maintained.

OIAI appreciates the cooperation of all City employees contacted during the audit.

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