

**MOBILITY DEPARTMENT  
OPERATIONS  
AUDIT 23-05  
FEBRUARY 7, 2023**



# City of Tampa

*Jane Castor, Mayor*

## Internal Audit Department

315 E. Kennedy Boulevard  
Tampa, Florida 33602  
Office (813) 274-7159

February 7, 2023

Honorable Jane Castor  
Mayor, City of Tampa  
1 City Hall Plaza  
Tampa, Florida

RE: Mobility - Operations, Audit 23-05

Dear Mayor Castor:

Attached is the Internal Audit Department's report on Mobility Operations.

The Operations Division has already taken positive actions in response to our recommendation. We thank the management and staff of Operations for their cooperation and assistance during this audit.

Sincerely,

/s/ Christine Glover

Christine Glover  
Internal Audit Director

cc: John Bennett, Chief of Staff  
Jean Duncan, Administrator of Infrastructure and Mobility  
Dennis Rogero, Chief Financial Officer  
Vik Bhide, Mobility Director  
Bryan Rodger, Operations Manager  
Carl Brody, Assistant City Attorney

**MOBILITY DEPARTMENT  
OPERATIONS  
AUDIT 23-05**

/s/ Matt Talbot

---

Senior Auditor

/s/ Vivian N Walker

---

Lead Senior Auditor

/s/ Christine Glover

---

Audit Director

**MOBILITY DEPARTMENT  
OPERATIONS  
AUDIT 23-05**

**BACKGROUND**

This audit covers activities for the Inspections Team (Inspections) of the Operations Division. Inspections is responsible for triaging service requests and assigning additional work to the correct team or the applicable contracted vendor. There are eight Engineering Technician IIIs and one Engineering Technician IV assigned to Inspections.

**STATEMENT OF OBJECTIVES**

This audit was conducted in accordance with the Internal Audit Department's FY 2023 Audit Agenda. The objectives of this audit were to ensure that:

1. The system of internal controls related to the separation of duties for the creation, payment, and subsequent closure of work orders is adequate.
2. The inspection process properly documents and supports resolution of service requests received.
3. Performance metrics are accurate, consistent, relevant, and verifiable.

**STATEMENT OF SCOPE**

The audit period covered activity for Inspections that occurred from May 2021 to November 2022. Tests were performed to determine whether Inspections personnel were fulfilling their stated duties and responsibilities in an effective and efficient manner. Cityworks software is used for work order processing. An analysis was performed and determined that the data generated by Cityworks is reliable. Original records as well as copies were used as evidence and verified through observation and physical examination.

**STATEMENT OF METHODOLOGY**

The following steps were taken to accomplish the objectives:

- Interviewed Operations Management to determine the process for responding to service requests and the subsequent issuance of any required work orders.
- Reviewed documentation to determine the adequacy of separation of duties between the initiator of a service request and the individual able to close any related work orders.
- Reviewed documentation for proper separation of duties between contract monitoring and vendor payment.

The following steps were performed to determine the accuracy, consistency, and relevance of reported metrics:

- Identified the source for metrics being reported. Specifically, sidewalk data is generated based on work order authorizations and brick work was tracked using an internal spreadsheet.
- Traced reported metrics for sidewalks, curbs, and brick streets maintained to supporting documentation.

#### **STATEMENT OF AUDITING STANDARDS**

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

#### **AUDIT CONCLUSIONS**

Based upon the test work performed and the audit finding noted below, we conclude that:

1. The system of internal controls related to the separation of duties for the creation, payment and subsequent closure of work orders is adequate.
2. The inspection process properly documents and supports resolution of services requests received. However, the process for capturing work related to certain types of work orders needs to be improved.
3. Performance metrics are accurate, consistent, relevant, and verifiable.

## **WORK ORDERS FOR CONTRACTED SERVICES**

**STATEMENT OF CONDITION:** Documentation for additional work required from service requests related to brick, fence repair, or tree removal is maintained on a departmental share drive and not in Cityworks. As a result, there is no work order generated that would capture costs related to maintenance of those assets, which is captured on work orders generated from Cityworks.

**CRITERIA:** Prudent business practices would recommend use of one system as the source of information for asset maintenance. Additionally, any information intended to assist management with decision making should be properly secured.

**CAUSE:** At the time of implementation for Cityworks, only contracts related to the Municipal Stormwater permit were carried over from the legacy system and all other contracts were tracked in a spreadsheet on the share drive.

**EFFECT OF CONDITION:** Inaccurate costs for maintenance of an asset could result if the information kept in the spreadsheets is inadvertently edited or deleted. Additionally, tracking information in two separate locations is inefficient and could result in omission of key information.

**RECOMMENDATION:** Management should revise the current practice of documenting work assigned to a contractor on the share drive to issuing a work order in Cityworks. This will provide more accurate costs for maintenance on a specific asset.

**MANAGEMENT RESPONSE:** The legacy system was not able to track contract work effectively; spreadsheets and the share drive were the most efficient. From the beginning we have planned on moving all contracts to Cityworks but for the initial implementation we decided not to convert work from spreadsheets until Cityworks was fully functional and our technicians were familiar with the system. We do agree one system is prudent and will start migrating the remaining contracts over to Cityworks.

**TARGET IMPLEMENTATION DATE:** June 1, 2023