

**TAMPA POLICE DEPARTMENT
TPD COMMUNICATIONS BUREAU
AUDIT 23-06
MARCH 28, 2023**



City of Tampa

Jane Castor, Mayor

Internal Audit Department

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

March 28, 2023

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

RE: TPD Communications Bureau, Audit 23-06

Dear Mayor Castor:

Attached is the Internal Audit Department's report on TPD Communications Bureau, Audit 23-06.

We thank the management and staff of TPD Communications Bureau for their cooperation and assistance during this audit.

Sincerely,

/s/ Christine Glover

Christine Glover
Internal Audit Director

Cc: John Bennett, Chief of Staff
Lee Bercaw, Interim Chief of Police
Dennis Rogero, Chief Financial Officer
Calvin Johnson, Deputy Chief of Investigations and Support
Tricia Figueroa, Public Safety Telecommunications Manager
Carl Brody, Assistant City Attorney

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/s/ Stephen Mhere

Senior Auditor

/s/ Echiemeze Ofili

Senior Auditor

/s/ Christine Glover

Audit Director

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BACKGROUND

The Tampa Police Department Communications Bureau (TPD Communications) is one of the 11 designated Public Safety Answering Points (PSAP) for the Hillsborough County Emergency 911 system. TPD Communications is responsible for answering 911 calls and dispatching police officers in the field in response to the calls. The all-civilian staffed Public Safety Telecommunication Center receives all police, fire, and medical emergency calls that are made within the city limits of Tampa. The call-taker determines the nature of help and resources required by the caller and ensures appropriate help or response is dispatched for all calls.

TPD Communications receives volumes of emergency calls and has established performance goals for the different call categories. The purpose is to safeguard public safety and ensure compliance with TPD Communications' stated responsibilities and obligations in an efficient and effective manner. For example, when a Priority 1 call is placed for dispatch processing, the standard set internally is that it be dispatched as expeditiously as possible, preferably within one minute, at least 90% of the time.

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 determine if:

1. The system of internal controls is in place to help TPD Communications effectively and efficiently fulfill its stated responsibilities and obligations.
2. The time it takes TPD Communications to dispatch Priority 1 calls is consistent with standards set internally for such calls.

STATEMENT OF SCOPE

The audit period covered activity that occurred calendar year 2019 through 2022. Original records as well as copies were used as evidence and verified through observation and physical examination.

STATEMENT OF METHODOLOGY

The following steps were performed to achieve the audit's objectives:

- Evaluated TPD Communications internal controls, including policies and procedures, applicable state statutes, and City of Tampa ordinances.
- Interviewed staff, reviewed their processes, and created flowcharts.
- Discussed the potential for fraud in TPD Communications' operations with management.

- Assessed data reliability for the Computer Aided Dispatch System.
- Reviewed and recalculated the timeliness of dispatching calls.
- Reviewed performance metrics posted on OpenGov for TPD Communications. While the metric is useful information for management, it is not a measure of performance. An internal metric being used is a relevant measure of performance and should be considered for posting on OpenGov.

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, we conclude that:

1. The system of internal controls is in place to help TPD Communications effectively and efficiently fulfill its stated responsibilities and obligations.
2. The time it takes TPD Communications to dispatch Priority 1 calls is consistent with standards set internally for such calls.