

**MOBILITY DEPARTMENT  
OPERATIONS DIVISION  
CUSTOMER SERVICE & PROCUREMENT  
AUDIT 25-13  
APRIL 3, 2025**



# City of Tampa

*Jane Castor, Mayor*

## Internal Audit Department

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

April 3, 2025

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

RE: Mobility - Customer Service & Procurement, Audit 25-13

Dear Mayor Castor:

Attached is the Internal Audit Department's report on Mobility - Customer Service & Procurement. We thank the management and staff 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, Mobility Operations Manager  
Sarah Francklin, Infrastructure and Mobility Customer Experience Supervisor  
Bryan Smith, Mobility Support Supervisor  
Megan Birnholz-Couture, Assistant City Attorney

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/s/ Angela Mitchell

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Auditor

/s/ Vivian Walker

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Lead Senior Auditor

/s/ Christine Glover

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Audit Director

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**BACKGROUND**

The Customer Service & Procurement Section (CAP) in the Operations Division of the Mobility Department is vital to supporting the City of Tampa (City) stormwater, transportation, and traffic mobility initiatives. CAP ensures the coordination of administrative processes, customer service functions, and public engagement. It manages citizen service requests, responds to inquiries, and provides administrative support to ensure policy compliance, while overseeing records, documentation, and cross-departmental coordination to facilitate mobility operations. Through these efforts CAP contributes to the efficient delivery of mobility services, fostering community relationships, enhancing processes, and services in support of the City's stormwater, transportation, and traffic network.

**STATEMENT OF OBJECTIVES**

This audit was conducted in accordance with the Internal Audit Department's FY 2025 Audit Agenda. The objective of this audit was to ensure that the system of internal controls related to CAP is adequate.

**STATEMENT OF SCOPE**

The scope of this audit focused on customer service, managing, and responding to public inquiries, service requests, and complaints related to mobility services. The audit period covered customer service requests, and process activities for CAP that occurred from January 2023 to December 2024. Assessments were performed to determine whether personnel were fulfilling their stated duties, and responsibilities in an effective and efficient manner. The primary source of information reviewed was generated by Cityworks software system. 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**

- Conducted interviews with management and staff to gather insight into operational challenges, process efficiency, and to gain an understanding of the internal controls.
- Assessed internal controls by reviewing workflows and customer service processes.
- Reviewed internal policies and standard operating procedures to assess compliance with organizational guidelines governing customer service administration practices.
- Discussed customer service requests by reviewing customer feedback, service resolution, timeliness, quality, and overall customer satisfaction.
- Reviewed CAP purchase card reconciliation transaction logs and the City's Billing Purchase Card report.

- CAP does not currently report performance metrics related to their operations. However, based on the data being captured, there are relevant metrics that were discussed with CAP Management.

#### **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 on the assessment performed, we conclude that the system of internal controls related to CAP is adequate.