



Las Vegas

Agenda Item No.: 10.

**AGENDA SUMMARY PAGE**  
**AUDIT OVERSIGHT COMMITTEE MEETING OF: OCTOBER 15, 2009**

DEPARTMENT: CITY AUDITOR'S OFFICE  
DIRECTOR: RADFORD SNELDING

Consent  Discussion

**SUBJECT:**  
Discussion and possible action on the audit Neighborhood Services Rapid Response Team (1802-0910-03)

**Fiscal Impact:**

- No Impact  Augmentation Required  
 Budget Funds Available

Amount:  
Funding Source:  
Dept./Division:

**PURPOSE/BACKGROUND:**

To review the audit report Audit of Neighborhood Services Rapid Response Team (1802-0910-03).

This audit was part of the authorized Audit Plan FY 2009 - 2010.

**RECOMMENDATION:**

Approval

**BACKUP DOCUMENTATION:**

1. Audit of Neighborhood Services Rapid Response Team (1802-0910-03)
2. Submitted at Meeting PowerPoint Slides 22-28 by City Auditor

Motion made by STEVE WOLFSON to Accept the report

Passed For: 3; Against: 0; Abstain: 0; Did Not Vote: 0; Excused: 2  
STEVE WOLFSON, MICHAEL W. KERN, LOIS TARKANIAN; (Against-None); (Abstain-None); (Did Not Vote-None); (Excused-PAUL WORKMAN, JOSE TRONCOSO)

**Minutes:**

Senior Internal Auditor Nancy Beatty read from the scripted PowerPoint, specifically Slides 22-28, to give her report on the audit of Neighborhood Services Rapid Response Team. The Customer Service Request function in the Hansen computer system is used to track the work completed by the Rapid Response Team.

Some of the audit findings included inconsistencies and inaccuracies in the Hansen Customer Service Request data input process that impact statistical reporting and the ability to follow-up on open issues. Twenty-six percent of assigned office staff time was devoted to data entry and staff was almost two months behind in the data entry. In addition, 67 percent of invoices for

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draining swimming pools and 28 percent of invoices for abatements remained outstanding over 60 days.

Member Wolfson was grateful for the City Auditors Office, as it is a means to remain updated with what is going on within each department. Mr. Snedding informed the Committee that once the report is completed, an extensive review process begins at the lower level of management. The recommendations are discussed and if not agreed upon, the findings remain in the report and are discussed with upper management. Thereafter, a plan of action is required with a completion date. This action plan is then reviewed with the City Managers Office and the Committee and is subject to revisions. Ultimately, an official report is completed and reviewed by the Committee.

Member Tarkanian believed the Rapid Response Team, along with the City Auditors Office, are critical components in furthering the City's goals and vision.

Regarding the Hansen system, it is confirmed with Mr. Snedding that the data collected from the audits are inclusive of staffs findings. Departmental maps, as well as previously expressed inconsistencies with the Hansen system will all be noted in the report to assist in establishing the policy and procedures.

Deputy City Manager Orlando Sanchez clarified for Member Tarkanian that the 26 percent referred to by Ms. Beatty dealt with only staff and not field representatives. A study is currently being done on the hand held systems. Member Tarkanian believed that the field representatives were experiencing the same issue.

Chairman Kern was anxious to review the report, particularly the inconsistencies with the Hansen system, especially since part of the discussions have involved reducing City personnel. He was concerned about the impact reductions would have when staff is already almost two months behind.