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Questions

Auditor: Michael Mandolfo

Cultural Affairs Manager: Nancy Deane

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**Audit of Neighborhood Services
Rapid Response Team**

**CAO 1802-0910-03
September 4, 2009**

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Background

- Created in February 1996
- Responsibilities include:
 - Right-of-way obstruction removal
 - Graffiti abatement
 - Illegal sign removal
 - Draining swimming pools
 - Human waste and odor removal
 - Nuisance and hazard complaint response
- Use the Hansen Customer Service Request Function to track their work

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Submitted At Meeting

Date *10-15-09* Item *10*

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Audit Findings

- Inconsistent and Inaccurate data entry:
 - Inconsistent data entry (Finding 1)
 - Entering a single instead of customer service requests to represent work completed (Finding 1)
 - Incorrect resolution codes (Finding 2)
 - Unresolved customer service requests (Finding 3)
 - Incorrect dates (Finding 4)

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Audit Findings (continued)

- Effectiveness of Customer Service Request process in Hansen (Finding 5) :
 - A separate customer service request must be entered in Hansen for each work item.
 - Unused and redundant information is entered into Hansen.
 - 26% of office staff time is spent on data entry.
 - Office staff is 1 ½ months behind in data entry.

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Audit Findings (continued)

- Invoicing for Services:
 - Process is not in place to ensure services are billed (invoices not processed for 6 of 100 swimming pools that were drained). (Finding 6)
 - The number of shopping carts collected per the customer service requests were greater than the amounts billed. (Finding 6)
 - Invoices remain outstanding (Finding 7)
 - 67% of invoices for draining swimming pools were outstanding over 60 days
 - 28% of invoices for abatements were outstanding over 60 days

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Audit Findings (continued)

- Fixed Asset: trailer mounted boom, that was not capitalized (Finding 8)
- Hansen Access Control Groups (Finding 9)

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Questions

Auditor: Nancy Beaty
Neighborhood Services:
Steve Harsin, Director
Lisa Morris Hibbler, Deputy Director

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**Audit of Planning &
Development
Case Planning Division**

CAO 0701-0910-04
September 23, 2009

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Submitted At Meeting

Date Item