

**SOLID WASTE
AND ENVIRONMENTAL PROGRAM MANAGEMENT
CENTRALIZED DISPATCH
AUDIT 17-16
AUGUST 31, 2017**



CITY OF TAMPA

Bob Buckhorn, Mayor

Internal Audit Department

Christine Glover, Internal Audit Director

August 31, 2017

Honorable Bob Buckhorn
Mayor, City of Tampa
1 City Hall Plaza
Tampa, Florida

RE: Solid Waste and Environmental Program Management, Centralized Dispatch,
Audit 17-16

Dear Mayor Buckhorn:

Attached is the Internal Audit Department's report on the Solid Waste and Environmental Program Management, Centralized Dispatch.

We thank the management and staff of Centralized Dispatch for their cooperation and assistance during this audit.

Sincerely,

/s/ Christine Glover

Christine Glover
Internal Audit Director

cc: Dennis Rogero, Chief of Staff
Sonya Little, Chief Financial Officer
Ernest Mueller, Chief Assistant City Attorney
Brad Baird, Administrator of Public Works and Utility Services
Mark Wilfalk, Director of Solid Waste and Environmental Program Management
Adri Colina, Solid Waste Administrative Chief

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/s/ Kat Estelle

Auditor

/s/ Christine Glover

Audit Director

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BACKGROUND

The Department of Solid Waste and Environmental Program Management (Department) provides environmentally safe, time responsive and cost effective collection and recycling disposal services to residential and commercial customers. The Department's structure is organized into Residential, Commercial, Recycling, Quality Control, Urban Environmental Coordination, Audits and Contracts, and Assets and Facilities Management divisions.

Centralized Dispatch (CD) falls under the Quality Control Division and includes two dispatchers, six work order technicians (WOT), and a Solid Waste logistics supervisor. The Logistics Supervisor oversees the day-to-day operations of CD, including the logistics of driver routes, scheduling and Work Orders (WO), and is the primary liaison between the Department and the Utilities Call Center.

Information obtained from the Call Center, Solid Waste Accounts email, or the City's online Customer Service Center is used by WOT to create the WO issued for service provided to customers. The WO is monitored in various supervisor queues through WO completion. WOT also bill for services rendered to the customer and perform billing adjustments.

STATEMENT OF OBJECTIVE

This audit was conducted in accordance with the Internal Audit Department's FY2017 Audit Agenda. The objective of this audit was to determine the adequacy and effectiveness of the internal controls system of CD processes.

STATEMENT OF SCOPE

We evaluated the adequacy of the internal controls system as of July 2017. Original records as well as copies were used as evidence and verified through observation and physical examination.

STATEMENT OF METHODOLOGY

We assessed internal controls related to CD work order billing processes, adjustments, monitoring, and the handling of customer complaints and compliments. We accomplished this through walkthrough and review of Dispatchers, WOT, and Logistic Supervisor duties, as well as discussion with CD management. We also observed the overall process in responding to customer complaints through the Customer Service Center and the related WO issued through MSS.

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.

NOTEWORTHY ACCOMPLISHMENT

The Department's values assist with guiding employee attitudes and actions. These values include Safety, Teamwork, Achievement, Responsibility and Sustainability (STAR). CD was recognized as the Department's 2015 STAR Business Unit of the Year.

AUDIT CONCLUSION

Based upon the test work performed, we conclude that the CD system of internal controls is adequate and effective.