

**WASTEWATER DEPARTMENT  
COLLECTION SYSTEM REACTIVE MAINTENANCE  
AUDIT 17-18  
DECEMBER 21, 2017**



# CITY OF TAMPA

Bob Buckhorn, Mayor

Internal Audit Department

Christine Glover, Internal Audit Director

December 21, 2017

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

RE: Wastewater – Collection System Reactive Maintenance, Audit 17-18

Dear Mayor Buckhorn:

Attached is the Internal Audit Department's report on Wastewater-Collection System Reactive Maintenance.

We thank the management and staff of Wastewater Collection 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  
Eric Weiss, Director of Wastewater  
Francis Drovie, Wastewater Collection Operations Manager

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*/s/ Kat Estelle*

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Auditor

*/s/ Christine Glover*

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Audit Director

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**BACKGROUND**

The City of Tampa (City) maintains the sanitary sewer system from the owner's property line to the street, easement, or alley where the main sewer line is located. The City's Wastewater Department's (Department) mission is to provide outstanding wastewater services to our customers while protecting public health and the environment.

The Department's Wastewater Collection Division (Division) is charged with the construction, maintenance, repair, and replacement of wastewater pipelines. This audit focused on the Division's Reactive Maintenance (RM) activities.

The Division uses the software IMaint to initiate work orders, record and track job costs, schedule additional preventive maintenance work, and produce management reports. Also, the City's Technology and Innovation Department internally developed the Overflow database to record overflow information and generate reports sent to regulatory agencies.

**STATEMENT OF OBJECTIVES**

This audit was conducted in accordance with the Internal Audit Department's FY2018 Audit Agenda. The objectives of this audit were to determine that:

1. The system of internal controls related to monitoring and completion of work orders is adequate.
2. Overflow reports were completed, in accordance with environmental regulations, and filed within the required timeline.

**STATEMENT OF SCOPE**

The audit period covered Division activity that occurred from October 1, 2016, to July 31, 2017. Tests were performed to determine whether the Division's personnel were fulfilling their duties and responsibilities in an efficient and effective manner. Original records as well as copies were used as evidence and verified through observation and physical examination.

**STATEMENT OF METHODOLOGY**

To accomplish the stated objectives the following procedures were performed:

- Reviewed documentation and traced to the work order software system.
- Reviewed overflow reports for regulatory required information and traced to the Overflow database and also reviewed the overflow comments in the work order software system.
- Conducted a walkthrough of Utility Technicians responding to work order requests to determine that standard operating procedures were followed.
- Reviewed the work order process and software system records to evaluate monitoring efforts of the work orders through completion.
- Observed the initial customer phone call contact and comments in the Customer Service Center and other department emails relating to the work order requests.

Audit Command Language was used to randomly select a sample of work orders and overflow reports for review. The criteria of 90% confidence and 10% error rate were used to select the samples. We also assessed the data in IMaint and the Overflow database and deemed it reliable.

**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 CONCLUSION**

Based upon the test work performed, we conclude that:

1. The system of internal controls related to monitoring and completion of work orders is adequate.
2. Overflow reports are completed, in accordance with environmental regulations, and filed within the required timeline.