



MEMORANDUM

DATE: May 22, 2009

Jane Prior

TO: Mike Letcher
City Manager

FROM: Jane Prior
Internal Audit Manager

SUBJECT: Collaborative Auditing – Quarterly Analysis Report

Internal Audit has completed an analysis of the Collaborative Auditing performance measures reported by departments through the third quarter of fiscal year 2009 (January – March). The performance measures were analyzed to identify existing or corrected negative trends and the corrective actions planned or taken. The following measures were identified for reporting and follow-up as necessary:

Environmental Services Department: Missed Pick-ups

The Environmental Services Department significantly reduced the number of missed plastic container pick-ups during the third quarter. The reduction reversed a slightly negative trend first noted during the second quarter. The negative trend was the result of new pick-up days and revised routes that were implemented in November 2008. Consequently, the department instituted new procedures that increased both supervisory involvement and driver awareness to improve consistency in service. In addition, customers have had time to become accustomed to the new pick-up days.

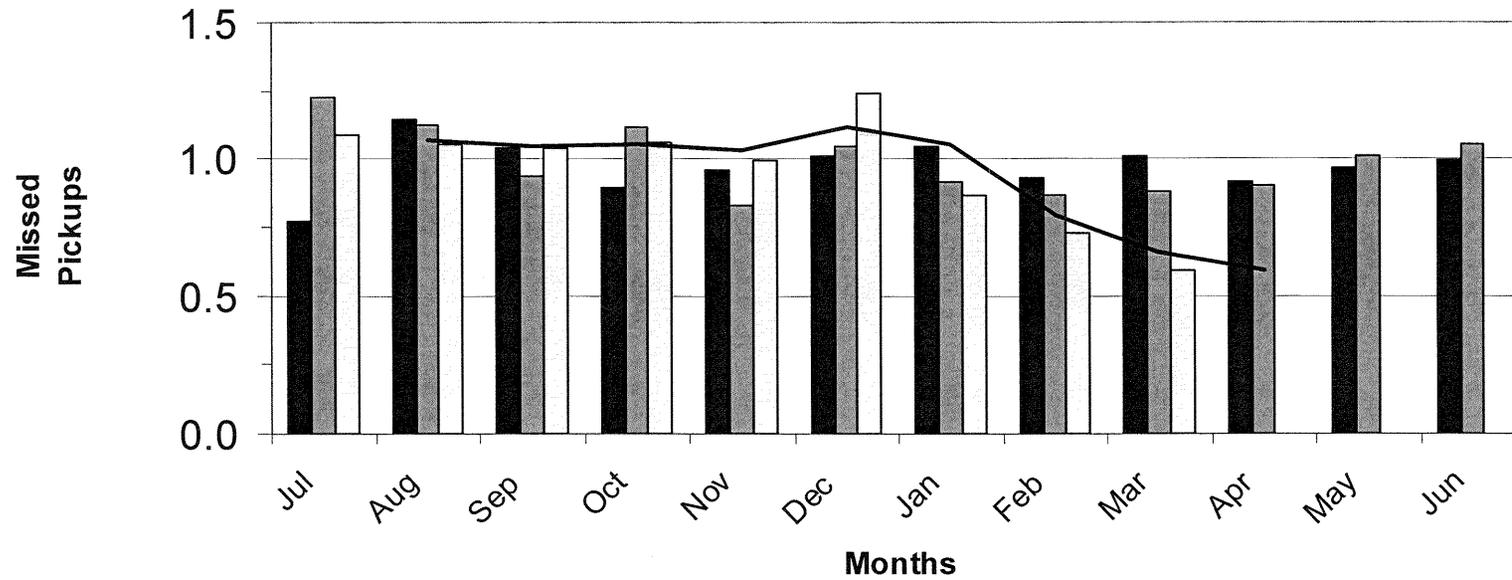
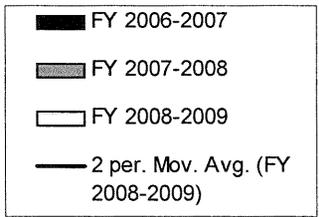
Police Department: Response Times

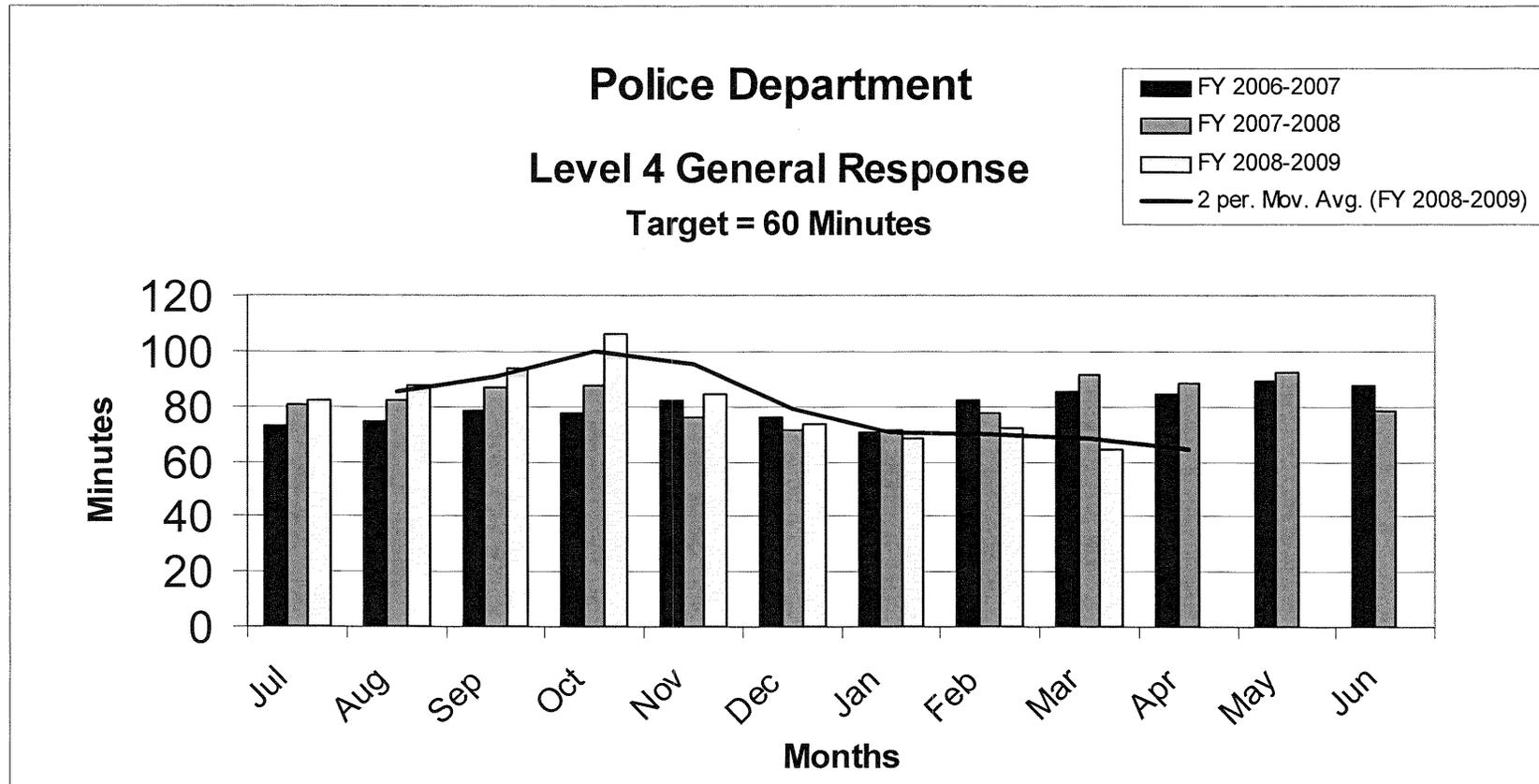
The Police Department has reduced or maintained its response times for all four response levels and, with the exception of Level 4, average response times were below their respective target times during the third quarter. Level 4 response times have been reduced significantly since October 2008, but responses are still slightly above the target time of 60 minutes. Level 4 is the lowest priority and responds to crimes or matters requiring police response, generally occurring more than 10 minutes prior to dispatch and having a complainant.

JP:RK

c: Independent Audit and Performance Commission
Andrew Quigley, Environmental Services Director
Roberto Villaseñor, Chief of Police

Environmental Services Department
Plastic Container Missed Pickups per 1000 Collections
 (combined Refuse and Recycle)





GENERAL RESPONSE – Other crimes or matters requiring police response, generally occurring more than 10 minutes prior to dispatch and having a complainant.