



CITY OF ORLANDO

Office of Audit and Evaluation Director

MEMORANDUM

To: Richard L. Levey, AICP, Chief Administrative Officer

From: Beryl H. Davis, CPA, CGFM, Audit and Evaluation Director

Re: Follow-Up Review of Audit of Permitting Field Inspections
(Report No. 05-06)

Date: November 30, 2004

Attached is a summary of the status of recommendations as determined from our follow-up review of the Audit of Permitting Field Inspections (*Report No. 04-08*), issued December 1, 2003. Our review procedures consisted of staff inquiries and review of the status of the recommendations provided by Department management.

Our follow-up was made in accordance with generally accepted government auditing standards, except that we did not perform substantial tests of evidence supporting responses from the officials responsible for resolving audit findings and recommendations.

Three of the nineteen recommendations contained in the original report have been implemented; five have been partially implemented; and eight are planned for implementation. Three recommendations have not been implemented.

Our recommendation to schedule reasonable numbers of inspections per day and to honor inspection date/time commitments is planned for implementation; we believe it is important to adopt these practices. Four recommendations planned or partially implemented await completion of the pertinent policies, procedures or forms. Four other recommendations planned or partially implemented will be accomplished when the Interactive Voice Response (IVR) system is activated in December 2004; and a recommendation to follow up on expired permits is planned for implementation pending a technology solution. Division management has also indicated it will complete necessary measures for the remaining three partially implemented recommendations.

Recommendation 7 will not be implemented in the foreseeable future, because Permitting's current technology does not support the wireless transmission of daily assignments to inspectors in the field. Recommendation 12 has not been implemented, although the Division Manager is seeking policy and resource support to inspect new business premises for suitability for their intended uses before they are occupied. Recommendation 17 has not been implemented, as Permitting has not established a basis for benchmarks as a measurement of inspector productivity.

Some delays in implementation of recommendations have occurred in part because of a record volume of inspections, a reorganization of the division, and the appointment of a new Division Manager in 2004. We follow up on the status of all recommendations not fully implemented during our annual review of open recommendations in all City departments.

Mona Mellon, Audit Program Manager, performed this work.

We wish to thank the officials and personnel of the Economic Development Department, particularly Permitting Services Division staff, for their cooperation during this follow-up review.

BHD/am

Attachment

c: Honorable Buddy Dyer, Mayor
Jose I. Fernandez, Jr., Chief of Staff
Joseph Robinson, Deputy Chief of Staff
Deborah D. Girard, Management, Budget and Accounting Director
Timothy L. Johnson, Permitting Division Manager