



Audit Department

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Angela M. Darragh, CPA, CFE, CISA, Director

April 7, 2014

Mr. Don Burnette
Clark County Manager
500 South Grand Central Parkway, 6th Floor
Las Vegas, Nevada 89106

Dear Mr. Burnette:

In accordance with our annual audit plan, we conducted an audit of the Public Works Road Division. The audit reviewed procedures for the period July 1, 2012 through December 31, 2013. The audit objective is to review the current procedures to determine whether they adequately address concerns of public safety.

To meet our objectives, we gathered information and examined Project Orange data relevant to our audit period. We conducted interviews with key personnel, performed observations and walkthroughs, reviewed policy and procedures, and gathered sufficient evidence to conclude on the audit objective. We obtained reports from Project Orange and compared to detail information to validate the reports. We judgmentally selected 25 transactions to determine the cause of delays longer than twenty-four hours related to citizen inquiries. We also reviewed the fiscal year 2013-2014 Regional Flood Control Maintenance Plan and selected 20 work orders to verify amounts are billed correctly and maintenance work is completed to ensure channels are open and working as intended to prevent damage to life and property.

Overall, it appears that the Road Division has current procedures in place to adequately address concerns of public safety in regards to road maintenance. Citizen inquiries are addressed in a timely manner. Roadway debris is removed in a timely fashion thereby helping to reduce injuries to the public. Flood channels are properly maintained. We did note that the Division needs to be more diligent to ensure the "Initial Action/Made Safe" field in Project Orange is completed for each inquiry.

A draft report was provided to the Director of Public Works for comment and his response is included. We appreciate the cooperation and assistance provided by the Public Works Road Division.

Sincerely,

A handwritten signature in blue ink that reads "Angela M. Darragh".

Angela M. Darragh, CPA
Audit Director



AUDIT DEPARTMENT

Audit Report

Public Works Road Division Operational Review

April 2014

Angela M. Darragh, CPA, CISA, CFE
Audit Director

AUDIT COMMITTEE:

Commissioner Steve Sisolak

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Commissioner Lawrence Weekly

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BACKGROUND The Road Division of Public Works is responsible for the repair and maintenance of Clark County accepted road and flood control infrastructure. Such infrastructure consists of roadways, curbs, gutters, sidewalks, and shoulders, as well as storm drain and flood control facilities. Maintenance is essential to providing a safe, efficient and cost-effective transportation network. In addition to the efforts of in-house staff, the Road Division contracts with outside firms for both routine and specialized pavement maintenance activities. Services include removal of dead animals, pothole repairs, sidewalk repairs, removal of roadway debris from wind storms or flooding, removal of down trees, removal of over grown landscaping in public right of ways, shoulder maintenance, flood channel maintenance and inspections, crack sealing, pavement repairs, wheel chair ramps, street sweeping and trail maintenance.

Maintenance activities and citizen inquiries are tracked using an in-house designed database called Project Orange. The database is used to log, track and assign citizen inquiries to field supervisors who will perform an initial investigation of the inquiry and make the area safe by the use of barricades or cones. The standard set by the Road Division is to have all inquiries initially investigated within 24 hours of notification of a potential hazard. Some roadway issues require a work crew to correct the problem.

OBJECTIVES, SCOPE, AND METHODOLOGY The audit objective is to review current procedures to determine whether they adequately address concerns of public safety.

We gathered information and examined relevant Project Orange data for the period July 1, 2012 to December 31, 2013. To achieve our audit objective, we conducted interviews with key personnel, performed observations and walkthroughs, reviewed Road Division policy and procedures, and gathered sufficient evidence to conclude on the audit objective.

We obtained the Citizen Inquiry Response Time by Supervisor Report from Project Orange for the audit period of July 1, 2012 to December 31, 2013, and compared the information noted in the report to the detailed records within Project Orange to determine the validity of the report information. We then performed a trend analysis of response times over the last four calendar years. We judgmentally selected 25 transactions from the Citizen Inquiry Response Time

Report to determine the cause of delays longer than twenty-four hours. We reviewed the fiscal year 2013-2014 Regional Flood Control Maintenance Plan and judgmentally selected 20 work orders to verify the amounts were billed correctly and that maintenance work is completed to ensure channels are open and working as intended to prevent damage to life and property. We also reviewed the Driver's License Detailed Report from Project Orange to verify that all drivers had a current driver's license and current medial form on file for their Commercial Driver's License as required by Nevada Revised Statutes.

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.

Our last day of fieldwork was February 26, 2014.

RESULTS IN BRIEF

Overall, it appears that the Road Division has current procedures in place to adequately address concerns of public safety in regards to road maintenance. Citizen inquiries are investigated and resolved in a timely manner. Roadway debris is removed in a timely fashion thereby reducing injuries to the public and potential lawsuits. A work plan is in place to provide maintenance for the flood control structure to ensure channels are open and working as intended to prevent damage to life and property. Commercial driver's licenses and medical forms are reviewed regularly to ensure all drivers are properly licensed in accordance with Nevada Revised Statutes. The Division does need to be more diligent to ensure the "Initial Action/Made Safe" field within Project Orange is completed for each inquiry.

DETAILED RESULTS

MEDIUM Initial Action/Made Safe Field Needs To Be Completed

Citizens may call Public Works and report a wide range of maintenance issues from potholes to uneven sidewalks, road way debris, dead animals, graffiti, or overgrown vegetation in public right of ways. These citizen inquiries are logged, tracked and assigned to field supervisors within the Project Orange database. The supervisor

will perform an initial inspection (the standard is within 24 hours) and make the area safe by repair or by placing barricades to alert the public to the hazard. Once the hazard is made safe, the supervisor will enter the date and time in the “Initial Action/Made Safe” field within Project Orange.

From a sample of 25 inquiries selected from Project Orange, we noted the “Initial Action/Made Safe” field on inquiry number 119505 dated August 27, 2013 was blank. There were no notes on the inquiry. From this information, we cannot determine if and when the hazard was made safe.

Additionally, based on our examination of the 2012 and 2013 Citizen Inquiry Response Time by Supervisor Report, we found 13 out of 6,525 (less than 1 percent) inquiries that did not have a date and time under the “Initial Action/Made Safe” column on the report. Due to the incomplete information, the average response times listed on the report for inquiries without a completed date and time ranged from 2 to 659 days. However, our detailed review of the Project Orange Inquiry notes found that supervisors were putting the initial action/made safe information in the note section rather than completing the “initial Action/Made Safe” field within Project Orange. Without the proper completion of this field, average response times are inflated on the report.

Because of the importance of making areas safe after a report is received, we ranked this as a medium risk.

Recommendation

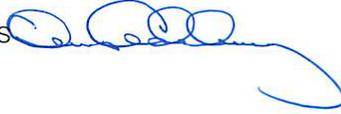
1. Remind all supervisors to complete the “Initial Action/Made Safe” field for each inquiry in Project Orange.
2. Implement procedures to review the Citizen Inquiries Response Time Recap by Supervisor Project Orange Report monthly and follow-up on any inquiries that have a blank “Initial Action/Made Safe” field.

MEMORANDUM

Department of Public Works

DENIS CEDERBURG
Director

TO: ANGELA M. DARRAGH, DIRECTOR OF AUDIT
FROM: DENIS CEDERBURG, DIRECTOR OF PUBLIC WORKS
SUBJECT: ROAD DIVISION AUDIT
DATE: MARCH 31, 2014



I am in receipt of the findings from the audit you conducted for the Public Works Road Division. Below you will find the corrective actions that have been implemented as a result of your findings.

- Beginning March 31, 2014, during the weekly (every Monday morning) staff meetings, all Road Division Supervisors will be reminded on the importance of entering and updating their inquiries and entering the initial responses. In the event of Monday holidays observed by the County, reminders will be provided on Tuesdays.
- An employee from Public Works Administrative Support Services has been assigned to run weekly reports to ensure all initial responses are being entered accurately and in a timely manner. In addition, this new step will prevent any inquiries from having a blank "Initial Action/Made Safe" field. This process will be ongoing and a part of the daily job assignment.

Should you have any further questions or comments, please let me know.

DC:ms/gms

cc: Allen Pavelka, Manager, Public Works Road Division