

MEMORANDUM OF TRANSMITTAL



To: Paul Deuel, Water Reclamation Division Manager

From: George J. McGowan, CPA
Director, Office of Audit Services and Management Support

Date: November 29, 2021

Subject: Follow-up Review of Water Reclamation Preventative Maintenance (Report No. 22-02)

Attached is a summary of the status of recommendations as determined from our follow-up review of the Water Reclamation Preventative Maintenance Report (Report No. 21-02), issued November 17, 2020.

This review consisted of inquiries of City personnel and examinations of supporting documentation. It is substantially less in scope than an audit. The evidence obtained provided a reasonable basis for our conclusions; however, had an audit been performed, other matters may have come to our attention that would have been reported to you and our conclusions may have needed to be modified.

We are pleased to report that the four recommendations contained in the original report are implemented.

We would like to thank the management of the Water Reclamation Division for their cooperation during this follow-up review.

GJM

Attachment

c: The Honorable Buddy Dyer, Mayor
Jody Litchford, Deputy City Attorney
Kevin Edmonds, Chief Administrative Officer
Francis J. Flynn, Deputy Chief Administrative Officer
Richard Howard, Public Works Director

Water Reclamation Preventative Maintenance Reply and Implementation Summary

#	Recommendations	Concur	Partially Concur	Do Not Concur	Original Management Action Plan	Original Target Date	Implementation Status		
							Current Status	Target/ Implementation Date	Comments
1	Water Reclamation Division should ensure that departmental procedures are communicated to all employees so that proper protocols are followed.	✓			Make sure that all policy and procedures are available on the WR Intranet as some are, and any City-Wide policies are available on Workday and inform everyone where these are.	2/2/2021	Implemented	2016 - 2018	This information was included on the water reclamation employee intranet site under the heading CMOM (Capacity, Management, Operations & Maintenance) Program - all employees have been given training how to access via computer or tablets.
2	Water Reclamation should enhance the current process for tracking changes made to records in the CMMS system. Work-around should be developed to ensure changes are properly tracked until the vendor rolls out the CMMS V8.9 with audit configuration functionality.		✓		V8.9 has been installed and the audit retention time has been set to 3 months. Changes to PM's are reflected by the Work Orders they Generate. Knowing when a change to a PM Configuration was made is irrelevant because the work orders that are generated are the evidence of that change. WO history is years of records.		Implemented	9/4/2020	As stated in the original Management Action plan, V8.9 was installed and allowed for larger tracing of changes within CMMS system.
3	Water Reclamation should evaluate current staffing and position control to ensure that the department is adequately staffed to have an effective preventative maintenance program.	✓			The Division Manager gets constant feedback from Section Leaders to evaluate staffing needs to carry out the responsibilities of the Division. When the need arises, additional positions are requested, or upgrades to current positions are requested to keep pace with the current employment situation.		Implemented		Water Reclamation requests job postings via Human Resources - and receives lots of unqualified applicants. Applicants who are qualified will go through the interview process and withdraw due to the low starting salary. In addition if we are successful in hiring they don't stay because of low salary. This department is unable to offer close to the midpoint due to inequities of existing employee salary. The original management action plan had been implemented years ago.
4	Water Reclamation should conduct routine scheduled housekeeping exercises to ensure that the information maintained in CMMS is accurate and complete. Also, the maintenance schedule should be communicated to the staff.	✓			Our Data Analyst and his staff do this on a routine basis.		Implemented	9/14/2020	Data Analyst continues to do routine house keeping by sending managers reports that outline work completed in system, by their employees and train employees as needed.