



Richmond Office of the City Auditor

Office of the Inspector General

Fighting government waste, fraud and abuse

Umesh Dalal, CPA, CIA, CIG
Richmond City Auditor/Inspector General

September 7, 2012

Mr. Christopher Beschler, DCAO, Operations

Mr. James Jackson, Director of Public Works

The Office of the Inspector General has completed an investigation in the Department of Public Works regarding a DPW employee abuse of time and excessive use of telecommunication devices. This letter informs you of the results of the investigation.

Complaint

The Office of the Inspector General received a complaint alleging that a Trade Supervisor I in the Department of Public Works was:

1. Leaving work early without submitting leave,
2. Spending excessive time on the City computer on social websites, and
3. Using the City cell phone for personal use.

Legal and City Policy Requirements

1. In accordance with the Code of Virginia, §15.2-2511.2, the City Auditor is required to investigate all allegations of fraud, waste and abuse. Also, the City Code section 2-231 requires the Office of the Inspector General to conduct investigations of alleged wrongdoing.
2. The City's Administrative Regulations (AR) Number 2.5 related to Electronic Media Systems governs the usage of City computers that are distributed to City employees.
3. Policies and restrictions related to email and internet usage are outlined in Section C of A.R. 2.5. and which states: "Brief use of these systems for personal purposes is permitted. However, systematic and pervasive use of these systems for personal purposes is prohibited." The acceptable and prohibited uses of electronic data services and devices are addressed in the City's Electronic Media Systems Policy – AR 2.5, Section III, C and D. This policy is inclusive of all wireless telecommunication services and devices.

Findings

- The investigator obtained computer data from April 30, 2012 through July 23, 2012, and cell phone data from March 26, 2012 through July 16, 2012. The review revealed the subject employee was visiting social websites such as Facebook, Horoscope, Craig's list, and Comcast. The employee admitted to spending 30 minutes a day on social websites and chatting on the web with her children. She says she would sometimes lose track of time while on the web. The review of the City cell phone record revealed the following:

Number of calls	Total minutes	Relationship to Person Called
465	1,756	Boyfriend
123	312	Family
121	980	Family
97	188	Family
84	276	Unknown
84	208	Friend
88	334	Friend
87	989	Friend
93	182	Unknown
77	141	Family
51	117	Family
1,370	5,483	

The information in the above table represents a sample of calls from total 3,146 incoming and outgoing calls made during the observation period. The subject employee admitted to making the personal calls. She claimed lack of knowledge of the City's telecommunication policies cited above. However, the investigator found written, signed acknowledgement of these policies in her personnel file.

- According to the Facilities Manager who is the Division Manager, the subject employee was required to visit and provide in-person supervision over cleaning crew at various City facilities. During the interview, the subject employee admitted to not visiting these sights as required.
- Upon the investigator's confronting the subject employee about her leaving early without submitting a leave slip, the employee initially denied allegation. However, later she admitted later to leaving early and falsifying her timesheet and input in RAPIDS system.

She admitted that she had been leaving early and falsifying the records for over a year. In addition, she admitted that she was allowing similar behavior by one of her subordinates.

Conclusion

The OIG finds the allegations to be substantiated. The OIG recommends that the Department of Public Works take appropriate disciplinary action against the subject employee and, if substantiated, against the subordinate who abused work time.

If you have any questions, please contact me at extension 5640.

Sincerely,

A handwritten signature in black ink, appearing to read 'Umesh Dalal', written in a cursive style.

Umesh Dalal, CPA, CIA, CIG
City Auditor/Inspector General

Cc: Byron Marshall, Chief Administrative Officer