

OC-25-47



OFFICE OF INSPECTOR GENERAL
City of Albuquerque

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Peter Pacheco
Interim Inspector General

August 29, 2025

Honorable Mayor Tim Keller
Office of the Mayor
PO Box 1293
Albuquerque NM 87103

Councilor, President Brook Bassan
City Council
P.O. Box 1293
Albuquerque, NM 87103

Dear Mayor Keller and Councilor Bassan:

The Office of Inspector General's Annual Report for Fiscal Year 2025 has been completed. I am pleased to transmit it to both the Mayor's Office and City Council for review.

Sincerely,

Peter Pacheco, CIG, CFE, CIGI
Interim Inspector General



CITY OF ALBUQUERQUE OFFICE OF THE INSPECTOR GENERAL

ANNUAL REPORT FOR THE FISCAL YEAR 2025

August 29, 2025



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Office of Inspector General
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Interim Inspector General

To the Mayor, City Council, and Citizens of the City of Albuquerque:

It is my privilege and honor to present the Fiscal Year 2025 (FY2025) Annual Report on behalf of the Office of Inspector General (OIG), in accordance with Section 2-17-10 of the Municipal Code of Albuquerque. This report highlights our major efforts over the past year to promote transparency, accountability, efficiency, and effectiveness in government.

With the departure of Inspector General Melissa Santistevan in May of this year, I was appointed by the Accountability in Government Oversight Committee to serve as Interim Inspector General. On behalf of myself and the OIG staff, I extend our sincere appreciation to Ms. Santistevan for her leadership and guidance during her term. We remain committed to carrying out our mission and fulfilling our responsibilities as an independent and nonpartisan office.

I would like to extend my deepest gratitude to the team of the Office of Inspector General for their unwavering commitment, professionalism, and dedication to our mission. As Interim Inspector General, I am both honored and humbled to work alongside such a capable and dedicated team. Their tireless efforts in promoting accountability, transparency, and integrity within the City of Albuquerque are the foundation of the Office's success.

I would also like to thank the Accountability in Government Oversight (AGO) Committee for their support and guidance during my time as Interim Inspector General.

Looking ahead, the Office of Inspector General will continue to direct its efforts toward identifying and addressing instances of waste, fraud, and abuse that most affect the citizens of Albuquerque and erode public trust in government. The OIG remains firmly committed to the professional standards established by the Association of Inspectors General (AIG). Adherence to these standards, coupled with the consistent application of best practices, serves as a cornerstone of our mission and reinforces the confidence of both the community and City employees in the integrity of our work.

Respectfully,

Peter Pacheco, CIG, CFE, CIGI
City of Albuquerque Interim Inspector General

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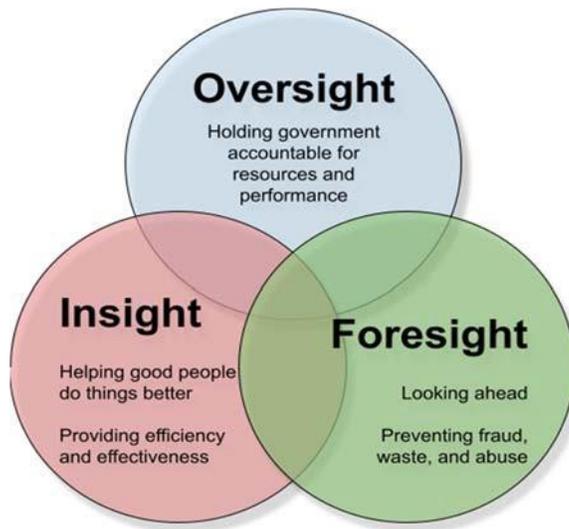
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Mission, Vision, and Values

Mission Statement

Our purpose is to serve as an independent and objective body to promote insight, oversight, and foresight in promoting integrity, efficiency, overall effectiveness, accountability, transparency, and to prevent and detect fraud, abuse, mismanagement, and waste in government to safeguard and preserve the public trust.

Our promise is to accomplish our purpose through inspections, reviews, investigations, oversight, and outreach activities.



Vision Statement

Advancing transparency, accountability, and integrity in the governance of the City of Albuquerque through independent oversight.

Values

Professionalism – We take pride in our purpose, profession, products, results, and conduct.

Respect – We are respectful of others and recognize their value.

Integrity – We do the right thing, the right way, for the right reason.

Dedication – We are dedicated to our purpose, our work, and the people we serve.

Excellence – We strive for excellence in everything we do.

Authorities and Responsibilities

The purpose, duties, and responsibilities of the OIG are specified in the IG Ordinance (Chapter 2, Article 17, City of Albuquerque Code of Ordinances). Some of the authority, powers, functions, and mandated requirements include:

The Office of the Inspector General has the authority to receive and evaluate complaints referred to them by any official, employee, contractor, or the public and initiate an investigation when deemed appropriate. The Inspector General shall receive and investigate complaints referred by the Board of Ethics and Campaign Practices (BOE). The Inspector General may also initiate investigations for proactive reasons, or in reaction to another complaint.

The Inspector General shall not investigate complaints that are under the jurisdiction of the Civilian Police Oversight Agency (CPOA) or the Internal Affairs Division of the Albuquerque Police Department, nor shall they access any Internal Affairs files.

The Inspector General can require the production of documents and receive full and unrestricted access to records. The Inspector General has the power to subpoena witnesses and administer oaths. Additionally, the Inspector General is the appropriate local official for whistleblower reporting and protection. People may also submit anonymous complaints to the Office of Inspector General.

All city officials, employees, and contractors are required to promptly notify the Inspector General of every instance of theft or other disappearance of cash, check, or property, misfeasance or nonfeasance, defalcation, improper governmental actions as defined in the Whistleblower Ordinance, and non-compliance with federal and state law, city ordinances and city regulations of which they are aware.

The Whistleblower Ordinance was established in January 2004 and protects City employees who fear having retaliatory actions taken against them, such as a demotion or employment termination, for reporting activities such as violations of policies and laws, etc. Certain requirements of the Ordinance must be met before the Ordinance is applicable. The person making the complaint can report the situation to a supervisor, director, or the Inspector General. The Inspector General can encourage the employee to report the matter to the Department Director or can decide to investigate the matter if appropriate. It is important to understand that the Whistleblower Ordinance does not apply in situations where no reporting and no suspected retaliatory actions have taken place. Mere fear of retaliatory action if something is reported, is not a violation of the policy.

"Inspectors General with no independence or authority result in the mere appearance of oversight, which is much worse than no oversight at all."

Stephen B. Street, Jr., Past President
Association of Inspectors General

Standards, Accreditation, and Staff Qualifications



The Association of Inspectors General (AIG) is a national professional organization comprised of IGs from federal, state, and local governments. The AIG *Principles and Standards for Offices of Inspectors General* is one of the main standards used. It provides guidelines for the overall operations of OIGs, as well as, specific standards for investigations and inspections.

Inspector General Staff Qualifications

Staff members bring an array of experience from State Investigation Communities, state and local government, and public accounting firms. For FY2025 staff members have backgrounds in and/or academic degrees or certifications in:

Accounting
Auditing
Business Administration
Criminal Justice
Financial Analysis
Fraud Examination
Grant Administration
Inspections
Internal Controls
Investigations

Successful high-performing organizations are built upon the foundation of hiring, retaining, and developing high-quality staff.

Staff Professional Certifications

Professional Certifications held by OIG staff include but are not limited to:

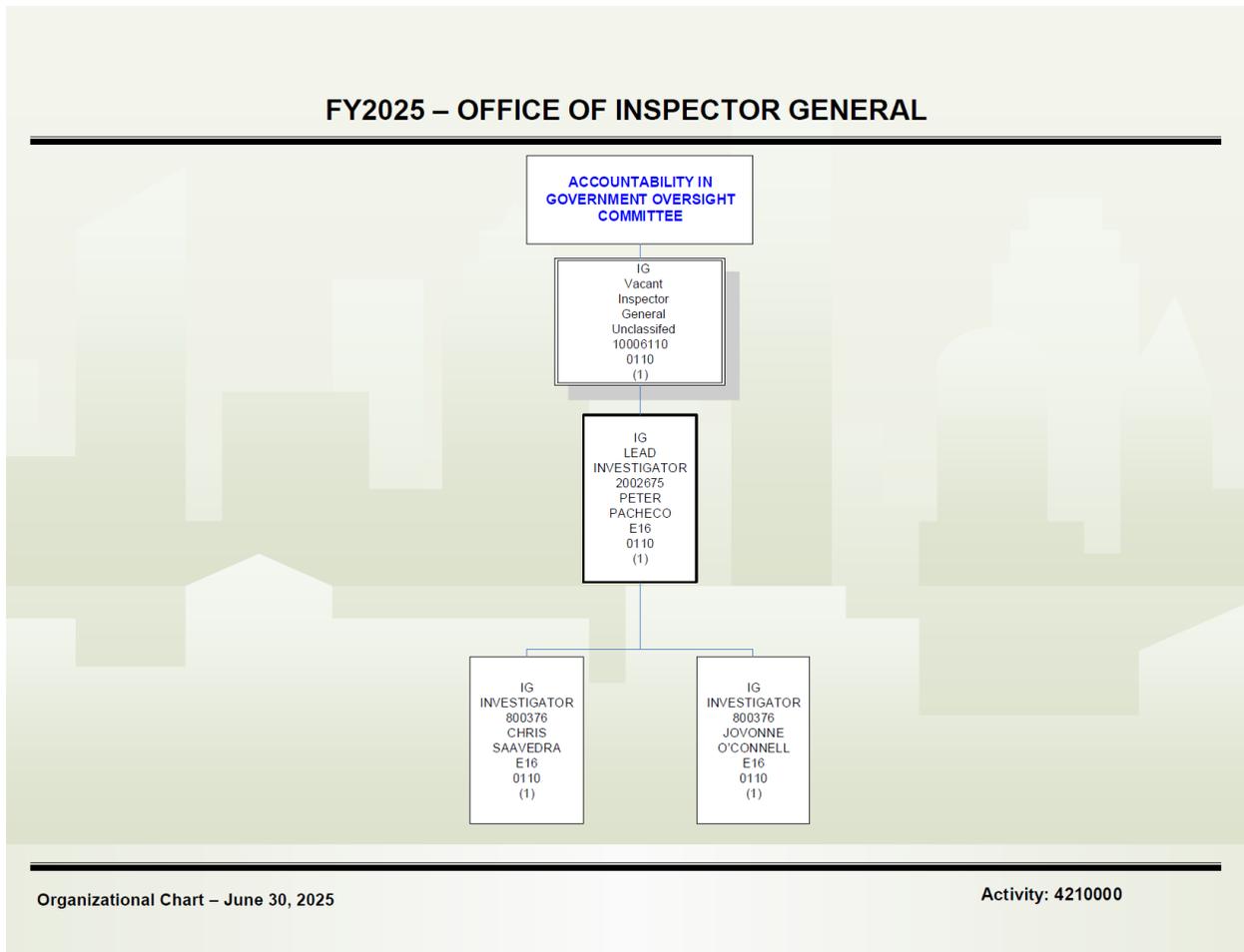
- Certified Inspector General
- Certified Inspector General Investigator
- Certified Fraud Examiner
- Certified Inspector General Inspector/Evaluator
- Certified EnCase Examiner

Structure and Staffing of the Office of Inspector General

The Accountability in Government Oversight Committee shall accept applications from candidates, interview candidates, and shall submit to the City Council the names of three candidates that it finds to be the best qualified to be Inspector General, indicating its ranking, and the Council shall appoint the Inspector General from the three. Instead of recommending three candidates to the Council, the Committee may recommend to the Council the reconfirmation of the incumbent Inspector General, whom the Council may choose to reconfirm.

The Inspector General shall have, subject to appropriation by the City Council, the power to appoint, employ, and remove such assistants, employees, and personnel and establish personnel procedures as deemed necessary for the efficient and effective administration of the activities of the Office of the Inspector General.

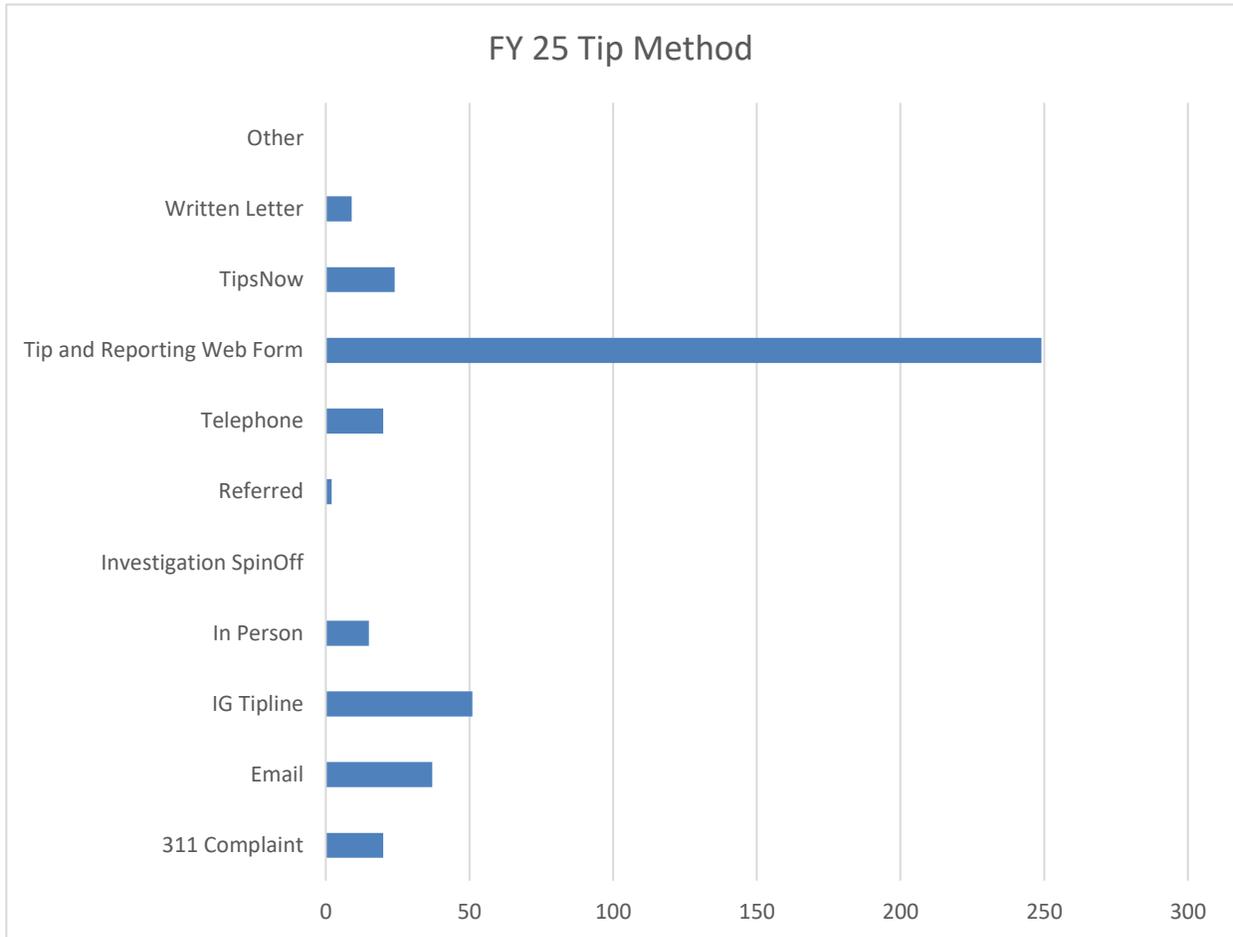
As of June 30, 2025, the Office of Inspector General has two investigators, one lead investigator and a vacancy for Inspector General.



Office of Inspector General Budget

During Fiscal Year 2025, the OIG expended \$729,424.18 (89.7%) of its approved budget. The financial resources dedicated to the OIG are 0.06% of the estimated \$1.45 billion in the annual budgets of the City of Albuquerque for which the OIG provides independent oversight.

Tip Methods



Complaints by Department

Department	# of Complaints
Albuquerque Community Safety	6
Animal Welfare	4
Arts and Culture Department	10
Aviation Department	4
City Clerk's Office	14
City Council	10
Civil Rights Office	0
Civilian Police Oversight Agency	0
Economic Development Department	0
Emergency Management Office	0
Environmental Health Department	0
Equity and Inclusion Office	1
Finance & Administrative Services Department	8
Fire Rescue Department	1
General Services Department	16
Health, Housing & Homelessness	10
Human Resources Department	5
Inspector General's Office	1
Internal Audit Office	0
Legal Department	0
Management & Budget Office	0
Mayor's Office	4
Municipal Development Department	237
Office of Consumer Protection	0
Parks & Recreation Department	5
Planning Department	13
Police Department	11
Senior Affairs Department	0
Solid Waste Department	0
Technology & Innovation Department	2
Transit Department	13
Violence Intervention Program	0
Youth and Family Services	1
Unidentified Dept	15
Out of Jurisdiction	36
Total Number	427

Complaints by Allegation Type

The following table shows the complaints received by allegation type.

Category	Number of Cases
Abuse	30
Assault/Threat	5
Bribery	1
Conflict of Interest	1
Ethical Inquiry	2
Fraud	27
Misfeasance	2
Misuse	9
Non-Compliance with Laws and Regulations	272
Non-Criminal	2
Other	36
Procurement	3
Public Safety	5
Referral to Department	2
Retaliation	5
Theft	6
Unknown	2
Waste of taxpayer dollars or City resources	14
Whistleblower	3
Total Number	427

Special Investigations

In addition to its reactive investigative work in response to complaints, the OIG is responsible for conducting special investigations into Campaign Practices during election years as mandated by City Ordinance. During the fiscal year 2025, the OIG did not conduct any special investigations at the direction of the Board of Ethics and Campaign Practices.

Summary of reports issued in Fiscal Year 2025

Case ID	Title	Disposition
23-0005-N	Alleged improper use of Child Care Stabilization Grant Funds	Substantiated
23-0013-C 23-0014-C 23-0019-C	Allegation of abuse of authority by General Services Department Management	Partially Substantiated
23-0101-C	Alleged waste of taxpayer dollars by ABQ Bio Park due to purchasing shuttle being inoperable due to high temperatures	Not Substantiated
23-0116-C 24-0042-C	Alleged time card fraud by two City employees not reporting to the office during their scheduled working hours	Not Substantiated
24-0007-C 24-0013-C	Allegation of abuse of power by a City Director through a temporary upgrade being given outside of City Policy	Not Substantiated
24-0059-C	Allegation of harassment and retaliation by a manager for participation in a previous investigation.	Not Substantiated
24-0068-C	Alleged violations of the Inspection of Public Records Act by the City Clerk's Office	Inconclusive
24-0130-C	Alleged violation of leave policy resulting in waste of City resources and an alleged failure to meet minimum position qualifications	Partially Substantiated
24-0147-C	Alleged violation of City Nepotism policy and not properly addressing employee grievances or complaints and retaliation	Not Substantiated
24-0150-C	Alleged leave abuse	Substantiated
24-0165-C	Alleged fraud against an operator through misbilling of services	Not Substantiated
24-0178-C	Alleged time and attendance theft due to the employee being at home during work hours	Substantiated
24-0186-C	Alleged time and attendance fraud and abuse of position	Substantiated
24-0204-C	Alleged waste, fraud, or abuse due to poor control over non-capital assets	Partially Substantiated
24-0222-C	Alleged abuse of position; abusing parking violations; and time card fraud	Partially Substantiated
24-0450-C	Alleged waste of taxpayer's dollars for multiple designs for the renovation of City Hall	Substantiated

Contact Information

Please contact the Office using one of the methods below if you have any questions about this report, the Office and its mission, or if you have a complaint that could be addressed by our Office. We look forward to hearing from you.

The Ways to Report Fraud, Waste, and Abuse to the Office of Inspector General:

Hotline – 505-768-4TIP (4847)

711 (TTY) for the hearing impaired

Email – TipsNow@cabq.gov

**For more information, go to the Office of Inspector General's
Website**

www.cabq.gov/inspectorgeneral



Scan this QR Code with your smartphone to access our website.

The City of Albuquerque Office of Inspector General is an independent office of the City Government. The Office is not part of the City's executive branch or the City Council. The Inspector General reports to the Accountability in Government Oversight Committee.

OIG's authority to produce reports of its findings and recommendations is established in the City of Albuquerque's Code of Ordinances §2-17-1 through §2-17-12. For further information about this report, please contact the City of Albuquerque's Office of Inspector General, P.O. Box 1293, 501 Tijeras, Albuquerque, NM 87103, or call us at 505-768-3190.

A copy of this report has been made available for public inspection at the Office of the Inspector General and is posted on the Office of Inspector General, City of Albuquerque website.