



Ken Bramlett
Inspector General

OFFICE OF INSPECTOR GENERAL
City of Albuquerque

OC-20-13

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August 1, 2020

Councilor Pat Davis, President
City Council
P.O. Box 1293
Albuquerque, NM 87103

Dear Councilor Davis,

The Office of Inspector General's Annual Report for fiscal year 2020 has been completed. The Accountability in Government Oversight Committee approved the Annual Report on July 29, 2020 and I am pleased to transmit it to the City Council for review.

Sincerely,

Kenneth E. Bramlett



FY2020 Annual Report
Office of Inspector General
City of Albuquerque



Kenneth E. Bramlett
Inspector General

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OFFICE OF INSPECTOR GENERAL
Fiscal Year 2020 Annual Report
July 1, 2019 – June 30, 2020

Honorable Mayor, Members of the City Council, Accountability in Government Oversight Committee and Citizens of Albuquerque

I am pleased to present the Annual Report on the Office of Inspector General (OIG) for the period of July 1, 2019 to June 30, 2020. The annual report summarizes the activities of the OIG for the past 12 months. FY2020 has been a year of change and challenge for the OIG. With the effects of Covid-19 impacting all facets of business for the last four months of FY20, the OIG has adapted to current working conditions. The conditions include teleworking, not having timely access to documents and persons involved in investigations, inspections and reviews. The OIG and the Office of Internal Audit (OIA) have worked together on several projects resulting in improved efficiency and morale during this period and intend to continue to do so in FY2021.

The OIG underwent its first Peer Review, completed by the Association of Inspectors General (AIG), the week of September 9th. The AIG Peer Review committee found the OIG to be in compliance with rules and regulations for Offices of Inspector General.

Staff were able to expand their professional expertise by attending national conferences that usually occur in the spring and summer. Staff will be unable to attend training conferences in the summer of 2020 due to Covid-19 concerns cancelling previously scheduled conferences and training.

The Accountability in Government Oversight Committee (AGO) has been an invaluable resource to the OIG. The AGO is always available to assist the OIG by offering advice and oversight of our investigations, inspections and reviews. They also advocate for budget and other operating needs of the office. I would like to thank the members of the AGO for their leadership, guidance and involvement with this office.

I would like to thank the Mayor and City Councilors for supporting the OIG by converting a contract position to a permanent position for an additional investigator in the FY20 budget. The support of City Councilors and other City staff working with this office to help ensure the integrity of the programs, processes and assets of the City help embody the “One Albuquerque” mindset and is greatly appreciated.

The OIG will continue to expand its outreach, within Covid-19 restrictions, in an effort to become more involved with the citizens of Albuquerque. We are available to meet with any citizen’s group, neighborhood organization, civic group and others to discuss how we can work together for a better and more transparent Albuquerque.

Sincerely,

Kenneth E. Bramlett
Inspector General



City of Albuquerque
Accountability in Government Oversight Committee
P.O. Box 1293 Albuquerque, New Mexico 87103

July 29, 2020

Honorable Mayor Tim Keller, Members of City Council, and Citizens of Albuquerque:

The Accountability in Government (AGO) Committee would like to recognize the Office of Inspector General (OIG), Inspector General and his staff for their continued service to the Administration, City Council and the Citizens of the City of Albuquerque.

As this annual report demonstrates, the OIG produces investigations that include recommendations intended to improve City processes which result in potential cost savings.

The AGO Committee has found the OIG staff to be a professional and respected resource for the City of Albuquerque. As an independent, objective set of eyes that can help the organization accomplish its objectives, the OIG is certainly an integral part of the City of Albuquerque government.

Sincerely,

Edmund E. Perea, Esq., Chairperson for
Accountability in Government Oversight Committee

John A. Carey
Laura Smigielski Garcia
Daniel O. Trujillo
Johnny I Mangu

Mission Statement

The mission of the Office of Inspector General is to serve as an independent and objective inspection and investigative body to promote effectiveness, efficiency, transparency and integrity, to prevent and detect fraud, abuse, mismanagement, and waste in the City of Albuquerque's programs and operations.

Vision Statement

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

Authority and Responsibility

The Albuquerque OIG's authority is established in City Ordinance Chapter 2, Article 17, which specifically creates the Office, the position of Inspector General, associated responsibilities, and duties. The Ordinance establishes the purpose of the Office and goals for the IG. The Ordinance also provides for the selection and retention of the IG, the authority, professional standards and requirements to provide reports. The Ordinance also requires OIG language in City contracts and states that all City officials, employees and contractors must notify the IG of every instance of theft, misfeasance, improper actions and non-compliance with laws at all government levels, as well as the requirement to cooperate with OIG during an investigation. The Ordinance established the OIG as an independent office of the City, which does not report to the Mayor or City Council, but instead to a five member, all volunteer civilian oversight committee-The Accountability in Government Oversight Committee. The Ordinance also empowers the IG to administer oaths and serve subpoenas. The IG also has the authority and responsibility to conduct investigations pertaining to violations of the Code of Ethics and Elections Code when requested by the Board of Ethics and Campaign Practices.

Finally, the IG has the authority to investigate violations of the Whistleblower Ordinance.

Whistleblower Ordinance

The Whistleblower Ordinance was established in January 2004 and provides protection to City employees who have had retaliation actions taken against them, such as a demotion or employment termination, for reporting activities such as violations of policies, 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 the supervisor, director or to 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 retaliation actions have taken place. A mere fear of retaliation action if something is reported, is not a violation of the policy. However, employees are encouraged to report any suspected violation of policy or law and the OIG can take steps to help protect the employee's identity.

Goals

OIG Goals are established in the Inspector General Ordinance as follows:

- (1) Conduct investigations in an efficient, impartial, equitable and objective manner;
- (2) Prevent and detect fraud, waste and abuse in city activities including all city contracts and partnerships;
- (3) Deter criminal activity through independence in fact and appearance, investigation and interdiction; and
- (4) Propose ways to increase the city's legal, fiscal and ethical accountability to insure tax payers' dollars are spent in a manner consistent with the highest standards of local governments.

The OIG investigates allegations of fraud, waste and abuse in order to prevent recurrence, assist the City in achieving better results from limited resources and promote public trust in City government. Investigations may involve allegations of improper governmental actions as well as matters involving potential violation or non-compliance with federal and state law, city ordinances and city regulations. Many investigations are initiated on referrals from the Mayor's Office, members of the City Council as well as reports from citizens.

The OIG proactively conducts inspections per the OIG ordinance, to ensure compliance, efficiency and good stewardship with public funds. Inspections also may identify instances of fraud, waste and abuse as well as to ensure transparency in City operations and processes.

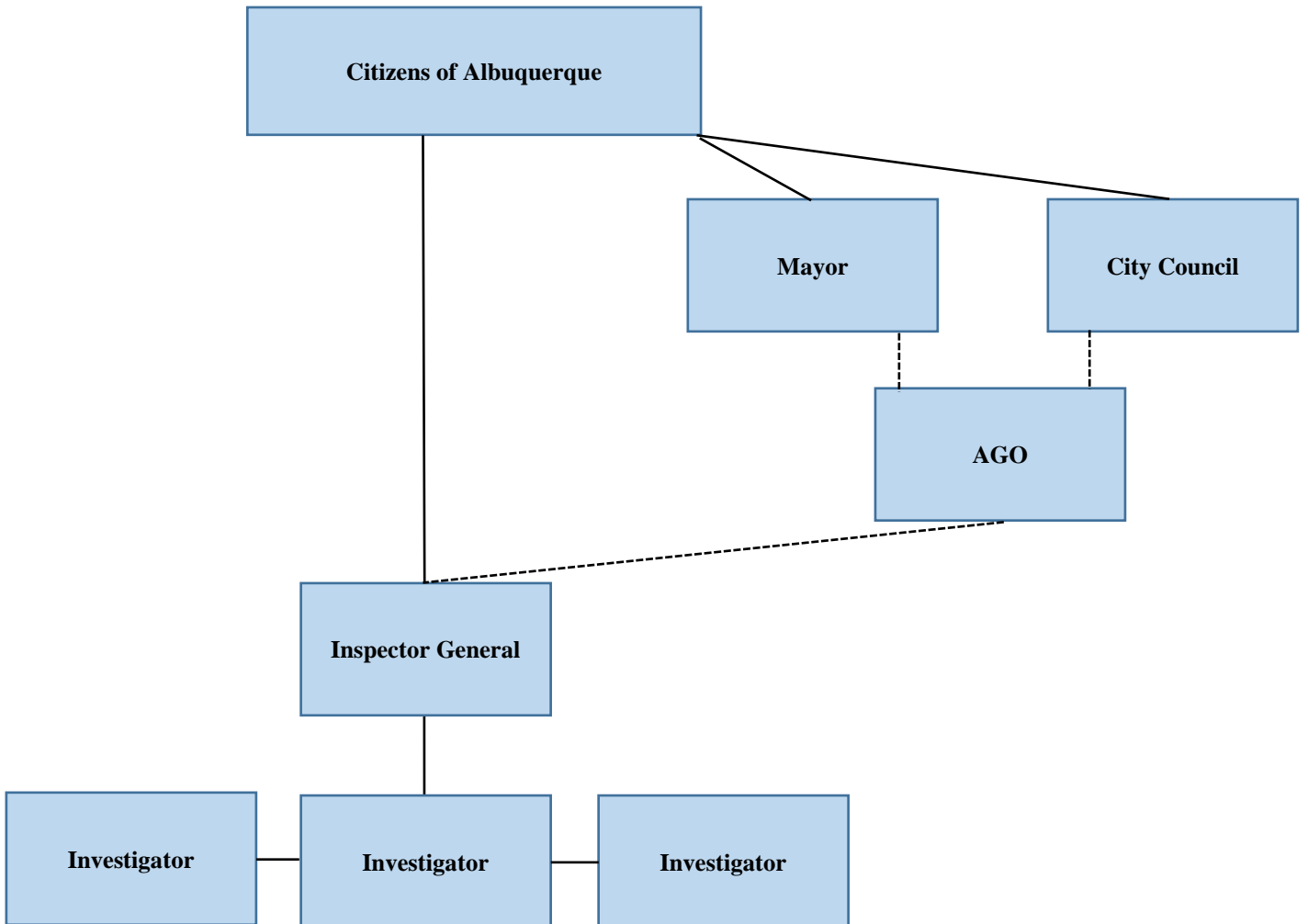
The OIG follows the AIG professional standards for both investigations and inspections. The I Ordinance requires the Inspector General to report annually to the Council and the Mayor regarding activities and investigations of the office. The annual report of the OIG is for the year ended on June 30, 2020.

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

Organizational Chart



Cases closed in FY 2020

[Final No. 18-0004-I - Alleged Impropriety in Street Lighting](#)

The Office of Inspector General for the City of Albuquerque completed an investigation of allegations regarding the street lighting project and the associated contracts that were awarded to Citelum US, Inc.

[Final No. 19-0009-I – Environmental Health Time Reporting Fraud](#)

The Office of the Inspector General for the City of Albuquerque completed a thorough review of the different forms of data available to determine the time an Environmental Health Department employee was present at work and the time being reported on the employee's timecard. The complaint stated an employee was suspected of time reporting fraud and abuse of position in the Environmental Health Department.

[Final No. 19-0002-I - Beehive](#)

The Office of the Inspector General for the City of Albuquerque completed a thorough review of the contracts between the City of Albuquerque (COA) and Beehive Technology, LLC . According to the initial complaint, Beehive was being used as a front to pay a subcontractor, who previously had a contract with the COA under a different name, Organizational Change Management, LLC. (OCM). The allegation stated that OCM had reached the contract limit with the COA and is why the company name of Beehive was being utilized.

[Final No. 19-0001-S - Planning Department HR Process](#)

The Office of Inspector General received a request from the Office of City Council requesting an inspection of the hiring processes at the City's Planning Department.

[Final No. 19-0006-I - FINAL - Report of Investigation Animal Welfare - AMENDED.pdf](#)

The Office of Inspector General received an anonymous complaint stating that the number of animals being euthanized by the Animal Welfare Department were being under reported. Complainant further states that the Animal Welfare Director and another AWD employee were removing animals that were killed from the software to make it appear they were never in the shelter.

[Final No. 19-0040-C - Report of Investigation City Engineer](#)

The Office of Inspector General received a complaint from an anonymous worker for the City of Albuquerque stating that one of the Planning Department's employees has been accused of abusing the authority of his position for the financial gain of his brother and possibly himself.

[Final No. 19-0010-I Planning Department: Possible Fraud](#)

The Office of Inspector General (OIG) for the City of Albuquerque, NM, completed an investigation based on information received regarding concerns with the contractor the City's Planning Department, Code Enforcement Division uses for board up services. Concerns were brought to the OIG that the emergency board up contractor was being over-utilized by on particular Code Enforcement employee and that there may be possible collusion.

Final No. 18-0007 I Transit: Alleged Misuse of City Time

The Office of Inspector General for the City of Albuquerque, NM completed an investigation based on information received regarding a number of Transit employees traveling to the BYD plant in Lancaster, California to conduct bus assemble inspections for the City's Albuquerque Rapid Transit (ART) project. According to the complainant, a number of Transit employees may not have been going to the BYD plant and instead were using work time as a vacation.

19-0033 C Albuquerque Museum and Possible Employee Theft from the Cash Boxes

The Office of Inspector General completed a thorough review involving cash handling procedures for the City of Albuquerque (City), the process by which the Albuquerque Museum collects money from the parking lot cash boxes, and the allegation of theft from these boxes by a City employee.

19-0005-I HopeWorks: Better Way Program

The Office of Inspector General for the City of Albuquerque received a complaint regarding "There's a Better Way" program, which was run by HopeWorks and funded by the City. HopeWorks is a nonprofit organization that provides services to people experiencing (or at risk of) homelessness in Albuquerque.

19-0003-I Aviation: Alleged Abuse of Position; Unethical Conduct

The Office of Inspector General for the City of Albuquerque completed an investigation based on information received from a complaint regarding a police officer for the Aviation Department. According to the complaint, the police officer was accused of committing a security violation when accessing a particular gate which grants employees access to the airport grounds.

Received Tips:

Source	Quantity
768-4TIP	14
Email to: tipsnow@cabq.gov	16
OIG personal communications	12
311 Complaint	163
Inspector General's web form	8
Other	0
Total	213

Looking Forward FY2020

The OIG is looking forward to a very productive FY2020. Staff are concluding several investigations that were initiated in FY2019 and have initiated other investigations in FY2020. We believe these investigations will support the transparency and accountability expected by the City of Albuquerque and its citizens.

Our best source of information are the tips and information received from the employees and citizens of Albuquerque. The OIG is asking that if you see or know something, say something and help us to enhance the trust placed in the governance of the City of Albuquerque.