



Internal Audit Department Streets and Maintenance (SAM) – Permits Review Follow-Up Audit A2025-06

Objectives

The objective was to ensure that corrective action was taken by management to address the recommendations identified in the original Audit Report dated July 10, 2023.

Scope

The scope of September 1, 2024 to March 1, 2025 included:

- Reviewing AECOM's assessment of Streets and Maintenance's Permitting Process.
- Reviewing Streets and Maintenance Policies and Procedures related to the Permitting Process.
- Reviewing City of El Paso Municipal Code to identify whether updates have occurred.
- Reviewing Streets and Maintenance methods for keeping track of Permits that require inspections.

Finding 1

Original Finding

- Streets and Maintenance (SAM) does not have Policies and Procedures specific to the Permitting Function of the department.

Current Observation

- SAM has draft documents of Procedures used by staff for the Permitting Process. The documents have not been consolidated into a single manual and have not been finalized by SAM.

Finding 2

Original Finding

- El Paso Municipal Code Chapter 12.30.080 does not reflect SAM operations.
- SAM is taking an average of five (5) working days to issue permits, four (4) days longer than required by City Municipal Code.

Current Observation

- Chapter 12.30.080 has not been updated to better reflect SAM operations. AECOM, a consultant contracted by SAM also provided a recommendation to adjust the Municipal Code to reflect SAM operations.

Finding 3

Original Finding

- SAM is not consistently conducting inspections before closing out a permit.

Current Observation

- SAM has developed a “Pre-Construction and Inspection Checklist” to inspect sites before a permit is closed out
- A “Weekly Permit & Inspection Report” has been developed to keep track of inspections completed, inspections failed, and inspector statistics.

Conclusion

SAM met the audit objectives as follows:

- Working to finalize a comprehensive Policies and Procedures Manual for their Permitting Process.
- Working to revise Chapter 12.30.080 of the City of El Paso Municipal Code to better reflect department operations.
- Developing a checklist and weekly report to keep track of Permits that require inspections and completed inspections.

Requested Action

To accept the results of the Streets and Maintenance (SAM) – Permits Review Follow-Up Audit and forward the Audit Report to City Council for action.