



Internal Audit Department Planning & Inspections – Permit Review Follow-Up Audit A2026-01

Objectives

The objective was to ensure that corrective action was taken by management to address the recommendation identified in the original Audit Report dated October 22, 2024.

Scope

The scope of Fiscal Years 2025 & 2026 included:

Reviewing Planning & Inspections Department Policies and Procedures in the following areas:

- Roles and responsibilities for staff in charge of issuing Permits.
- Required documents/information to be included in each Permit Application.
- Review and process before issuing a Permit.
- Permits requested online via the Citizen Access Portal.

Finding 1

Original Finding (Report Dated October 22, 2024)

The Policies and Procedures established for the Planning & Inspections Department's Plan Review Division are outdated and vague. The Policies and Procedures consist of flowcharts documenting the workflow for issuing and closing Building and Construction Permits.

- The Procedures have not been updated since Calendar Year 2010.
- The Procedures lack comprehensive and detailed guidelines for managing the following areas:
 - Roles and Responsibilities for staff in charge of issuing Permits.
 - Required documents/information to be included in each Permit Application.
 - Review and approval process before issuing a Permit.
 - Permits requested online via the Citizen Access Portal.

Recommendation

Original Recommendation (Report dated October 22, 2024)

The Planning and Inspections Department should:

- Update their Plan Review Division's Policies and Procedures to reflect current practices.
- Add comprehensive Policies and Procedures on how to manage the following areas:
 - Roles and Responsibilities for staff in charge of issuing Permits.
 - Required documents/information to be included in each Permit Application.
 - Review and approval process before issuing a Permit.
 - Permits requested online via the Citizen Access Portal.

Management Response

Original Management's Response (Report dated October 22, 2025)

The Planning and Inspections Department will update the Policies and Procedures Manual by September 2025. Staff will make sure the update accounts for changes that have occurred since the last update, e.g. electronic plan review, code updates, etc.

- Guidelines will be updated to reflect directions required to issue different types of permits, e.g. permit status required for issuance. These guidelines will be included in the Department Policies and Procedures Manual and will be available to all Plan review staff, including the One-Stop Shop staff for implementation.
- Staff will update and include the document submittal requirements guidelines into the Policies and Procedures Manual. Planning and Inspections currently has 40 types of permits in the document submittal guidelines, staff will combine permit types whose requirements are similar to reduce the number of guidelines and requirements.

Management Response Continued

- Staff will make sure the review and approval process is updated and included in the Department Policies and Procedures Manual.
- Updated Citizen Access Portal (electronic submittal) guidelines will be included in the Department Policies and Procedure Manual and will be incorporated into the Departmental website.

Original Implementation Date (October 22, 2024)

September 2025

Current Observation

The Planning and Inspections Department implemented *The City of El Paso Plan Review/Inspection Policies and Procedures* dated August 2025. The manual addresses how the Planning and Inspections Department manages:

- Roles and responsibilities for staff in charge of issuing Permits.
- Required documents/information to be included in each Permit Application.
- Reviews and approval processes before issuing a Permit.
- Permits requested online via the Citizen Access Portal.

All Plan Examiners and Inspectors were trained on the new procedures on October 22, 2025. One Stop Shop staff were trained on the new procedures on November 12, 2025.

Conclusion

Planning & Inspections met the audit objectives as follows:

- The Planning and Inspections implemented the *City of El Paso Plan Review/Inspections Policies and Procedures* dated August 2025.

Requested Action

To accept the results of the Planning & Inspections – Permit Review Follow-Up and forward the Audit Report to City Council for action.