



# *City of Albuquerque*

## **Office of Internal Audit**

FOLLOW-UP OF THE  
Strategic Review of Call-to-Service Officer  
Overtime  
Report 24-22-402  
Date: June 26, 2024

### **INTRODUCTION**

The Office of Internal Audit (OIA) issued report No. 22-402, “Strategic Review of Call-to-Service Officer Overtime,” on October 19, 2022. OIA completed a follow-up to determine the corrective actions that the City of Albuquerque’s (City) Albuquerque Police Department (APD) has taken in response to the report. The report contains four recommendations that are now considered closed.

### **BACKGROUND**

OIA completed a strategic review of APD to assess whether overtime compensation related to call-to-service is accurate, appropriate, and compliant with the City’s Collective Bargaining Agreement<sup>1</sup> and APD policies and procedures. This audit was included in OIA’s fiscal year 2022 audit plan. The scope period for this strategic review was from January 1, 2021 through April 25, 2022. Pursuant to a request received from the APD, OIA conducted a strategic review of on-call and call-out overtime (collectively referred to as call-to-service overtime) compensation for a sample of officers. Specifically, the strategic review objectives were to determine if the following were true:

- Officers logged required information into the Computer-Aided-Dispatch (CAD) system for all instances of overtime.
- Information logged into the CAD system supports the amounts reported as worked in TeleStaff and reported as paid in Peoplesoft.
- On-Body Recording Devices (OBRD)-supported events logged into the CAD system.

Rather than providing continuous coverage, on-call status provides flexibility in scheduling and allows the APD to cover periods of time when on-duty officers are unavailable. While on-call, officers are expected to assume full responsibilities of their assignment within one (1) hour notice. Officers assigned to on-call status receive eight (8) hours of straight compensatory time for each seven (7) days of such assignment. If an officer is on call on a day-to-day basis, the officer receives two (2) hours of straight compensatory time for every twenty-four (24) hours of such assignment, not to exceed eight (8) hours in a week. The determination of the need for the use of on-call status and the number of officers required is made by the Chief or the Chief’s designee.

Call-out status occurs when an officer is called by a supervisor to resume normal duties while in an on-call status. Call-back status occurs when an officer responds to a call-for-service outside of their regular duty shifts. A call-back status differs from an on-call status because personnel are not expected to respond to a call-out to resume their regular duties during off-hours. In both of

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<sup>1</sup> City of Albuquerque, and Albuquerque Police Officers Association. *Collective Bargaining Agreement*. <<https://www.cabq.gov/humanresources/documents/apoa-jul-9-2016.pdf/view>>. Effective July 15, 2023 through June 30, 2026. Accessed June 16, 2024.

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these instances, the officer is guaranteed pay at either time and a half for two (2) hours' work or time and a half for hours actually worked, whichever is greater. Officers authorized or approved by the Chief or the Chief's designee for call-backs also receive five (5) hours of compensatory time each pay period, provided the employee is authorized or approved for call-back status for at least six (6) workdays during the pay period.

Further information pertaining to the audit scope, limitations, and methodology can be found in Appendix A of the original strategic review report.

The following issues were identified as part of the strategic review:

- There was no corresponding CAD entry to support the overtime reported as worked and paid for 16 instances.
- OBRD were not activated at least once during the call-to-service shift reported as worked in TeleStaff in seven (7) instances.

### **FOLLOW-UP OBJECTIVE**

The objective of this follow-up was to determine whether APD has taken the corrective actions recommended in OIA's October 9, 2022 strategic review report. Consistent with Government Auditing Standards, Section 9.08, promulgated by the U.S. Government Accountability Office, the purpose of audit reports includes facilitating a follow-up to determine whether appropriate corrective actions have been taken. This field follow-up is a non-audit service. Government Auditing Standards do not cover non-audit services, which are defined as professional services other than audits or attestation engagements. Therefore, APD is responsible for the substantive outcomes of the work performed during this follow-up and is responsible to be in a position, in fact, and appearance, to make an informed judgment on the results of the non-audit service. OIA limited our scope to actions taken to address our audit recommendation from the original audit report dated October 9, 2022 through the submission of actions on March 4, 2024.

### **METHODOLOGY**

To achieve the objective, OIA did the following:

- Obtained documentary evidence from APD.
- Interviewed APD staff to understand and verify the status and nature of the corrective actions taken.
- Verified the status of the recommendations that APD had reported as implemented.

### **RESULTS**

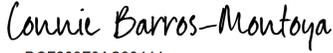
Of the four (4) recommendations addressed in the original strategic review report, all are considered closed. See Attachment 1.

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Recommendations	Responsible Agency	Department Response	OIA Conclusion	<u>OIA Use Only</u> Status Determination
<p><u>Recommendation 1:</u></p> <p>Research the sixteen (16) instances where there was no Computer-Aided-Dispatch (CAD) report to support the overtime reported as worked in TeleStaff and reported as paid in PeopleSoft, to determine whether the related overtime payments were appropriate.</p>	<p>Albuquerque Police Department</p>	<p>“In regards to recommendation number one it was determined that in all 16 instances, there were no associated CAD report for the overtime but that the associated overtime payments were found not to have violated APD policy. It is important to note that an absence of CAD entries is not necessarily indicia of malfeasance.” [sic]</p> <p><b>Documentation:</b> Internal Affairs Investigation Request</p> <p><b>Completion:</b> October 6, 2022</p>	<p>The Albuquerque Police Department received the findings and the four (4) recommendations from the Office of Internal Audit Strategic Review #22-402 issued on October 19, 2022. Per APD’s response, “the findings and recommendations were sent to Internal Affairs Professional Standards (IAPS), for further evaluation to determine if there were any policy violations and if so, if repayment of any unauthorized overtime needed to be sought by the city.”</p> <p>OIA obtained and reviewed the Executive Summary of Investigation I-</p>	<p><input type="checkbox"/> Open  <input checked="" type="checkbox"/> Closed  <input type="checkbox"/> Contested</p>

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			<p>676-22 conducted by IAPS. Per the Summary, on October 6, 2022, a Blue Team entry<sup>2</sup> and an Internal Affairs Investigation Request (IAR) were completed. The IAR consisted of “a review of the initiating Blue Team entry, identifying the policy alleged to have been violated, and a review of all documentation related to the citation.”</p> <p>The investigator determined that for three (3) of the five (5) officers evaluated in the audit, the employees’</p>	

<sup>2</sup> Blue Team is a computer program used to enter information on potential violations and directly connects with IAPro (the Internal Affairs Case Management system) for the transfer of information. IAPS then receives information and assigns cases to investigators within IAPro.

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			<p>timesheets were accurate by comparing “Telestaff hours and notes to the Unit History and Computer Aided Dispatch (CAD) reports”. The remaining two officers were brought in as subjects and were subsequently interviewed. The investigation determined that these individuals did not violate APD Standard Operation Procedure (SOP) 1-48-6. D (submitting inaccurate time card).</p> <p>According to the Deputy Chief of Support Services, while there were no policy violations</p>	

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			<p>associated with this audit, APD did take the opportunity to update its policy and remind its employees about the Standard Operatins Procedures regarding overtime.</p> <p>Effective May 17, 2024, technology has implemented the ability to geoloc atis its Offices through its new Off Duty Management program and embed GPS into its equipment.</p> <p>OIA obtained and reviewed the agreement between the City and Motorola that implements this technology.</p>	

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<p><u>Recommendation 2:</u></p> <p>Research the seven (7) instances where the number of hours reported as worked in the CAD system was at least 30 minutes less than the total hours paid that day, to determine whether the related overtime payments were appropriate.</p>	<p>Albuquerque Police Department</p>	<p>“In regards to recommendation number two it was determined that in all 7 instances where the time reported in the CAD was different than the time that was reported in Telestaff. The recorded time was acceptable and that no overpayment was found.” [sic]</p> <p><b>Documentation:</b> Internal Affairs Investigation Request</p> <p><b>Completion:</b> October 6, 2022</p>	<p>As detailed above in the conclusion to Recommendation 1, OIA obtained and reviewed the Executive Summary of Investigation I-676-22 conducted by IAPS and noted that IAPS found the issues of concern were unfounded. OIA also noted that technology to geolocate Officers in the field has now been implemented.</p>	<p><input type="checkbox"/> Open  <input checked="" type="checkbox"/> Closed  <input type="checkbox"/> Contested</p>
<p><u>Recommendation 3:</u></p> <p>Research the seven (7) instances where the</p>	<p>Albuquerque Police Department</p>	<p>“In regards to recommendation number 3. It was determined that in all 7 instances where</p>	<p>As detailed above in the conclusion to Recommendation</p>	<p><input type="checkbox"/> Open  <input checked="" type="checkbox"/> Closed  <input type="checkbox"/> Contested</p>

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<p>officer’s On-Body Recording Device was not activated at least once during the call-to-service shift reported as worked in the CAD system, to determine whether the related overtime payments were appropriate and whether such officers should be subject to monthly video inspections as provided for by Standard Operating Procedures.</p>		<p>there were no associated OBRD to coincide with the claimed overtime that this was appropriate. These were either secure scenes or the employee would not have been required to activate their OBRD due to the nature of the call or lack of contact with the community.” [sic]</p> <p><b>Documentation:</b> Internal Affairs Investigation Request</p> <p><b>Completion:</b> October 6, 2022</p>	<p>1, OIA obtained and reviewed the Executive Summary of Investigation I-676-22 conducted by IAPS and noted that IAPS found the issues of concern were unfounded. OIA also noted that technology to geolocate Officers in the field has now been implemented.</p>	
<p><u>Recommendation 4:</u>  If, upon research by the department, it is determined that the employee was overpaid, seek repayment from</p>	<p>Albuquerque Police Department</p>	<p>“In regards to recommendation number 4. In the review conducted by Internal Affairs, there was not one instance found that would have required an</p>	<p>As detailed above in the conclusion to Recommendation 1, OIA obtained and reviewed the Executive</p>	<p><input type="checkbox"/> Open  <input checked="" type="checkbox"/> Closed  <input type="checkbox"/> Contested</p>

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<p>officers. The City Attorney’s Office should be consulted if repayment is due from individuals who have since terminated employment with the City of Albuquerque. Additionally, the officers and their supervisors should be formally reminded to comply with Standard Operating Procedures and Special Orders related to overtime, CAD reporting, and Department-issued On-Body Recording Devices.</p>		<p>employee to repay any overtime that was paid to them.” [sic]</p> <p><b>Documentation:</b> Internal Affairs Investigation Request</p> <p><b>Completion:</b> October 6, 2022</p>	<p>Summary of Investigation I-676-22 conducted by IAPS and noted that IAPS found the issues of concern were unfounded. OIA also noted that technology to geolocate Officers in the field has now been implemented.</p>	