



**Neighborhood Traffic Management Program
(NTMP) Follow-Up Audit
No. A2022-06**

Issued by the
Internal Audit Office
June 30, 2022

**City of El Paso
Internal Audit Office
Neighborhood Traffic Management Program (NTMP) Follow-Up Audit A2022-06**

EXECUTIVE SUMMARY

The Internal Audit Office conducted a Follow-Up Audit of the Neighborhood Traffic Management Program (NTMP) Audit Report dated June 7, 2021. The original Audit Report contained one (1) finding. Upon completion of the audit fieldwork, we have determined the status of the recommendation for the audit finding as outlined in the table below:

Finding No.	Description of Original Finding	Status
1	<p>The Traffic Division of the Streets and Maintenance (SAM) Department is not updating the documented NTMP Policies and Procedures on a regular basis. Changes to procedures, documents and forms have occurred since the documented NTMP Policies and Procedures were last updated. These documents include:</p> <ul style="list-style-type: none"> • <i>Exhibit “A” City of El Paso Neighborhood Traffic Management Program</i> • <i>Neighborhood Traffic Management Program (NTMP) SOP 2018</i> <p>The <i>Exhibit “A” City of El Paso Neighborhood Traffic Management Program</i> document was last revised September 17, 2018:</p> <ul style="list-style-type: none"> • On the Acknowledgements page, it includes names of the past Mayor, City Council members, City Management members and Traffic Division and Maintenance members. • During the pandemic, public meetings were cancelled and other innovative ways to communicate with the neighborhood residents regarding their traffic calming project were developed and will most likely continue. These new communication methods are not documented. <p>The <i>Neighborhood Traffic Management Program (NTMP) Standard Operating Procedures (SOP) 2018</i> document does not include a revision date:</p> <ul style="list-style-type: none"> • Newly developed documents and forms such as the Petition Verification document and Affidavit Notice form are not mentioned or described. • Also, the new communication methods mentioned above are not documented. 	Implemented

For a detailed explanation of the current observation please refer to the appropriate finding contained in the body of this Audit Report.

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BACKGROUND

The *Generally Accepted Government Auditing Standards* (Standard 8.30) states that auditors should evaluate whether the audited entity has taken appropriate corrective action to address findings and recommendations from previous engagements. The *International Standards for the Professional Practice of Internal Auditing* (Performance Standard 2500.A1) require that the chief audit executive establish a follow-up process to monitor and ensure that management actions have been effectively implemented or that senior management has accepted the risk of not taking action.

During the November 23, 2021 City Council meeting, the City Manager was directed to have the Streets and Maintenance Department review and lower the qualification criteria for speed cushions under the Neighborhood Traffic Management Program (NTMP). The qualification criteria and processes were approved during an April 12, 2022 City Council Meeting. Since the NTMP program qualification criteria and processes were updated, the Internal Audit Office will confirm the approved changes will be documented in the updated *Exhibit "A" City of El Paso Neighborhood Traffic Management Program* document and The *Neighborhood Traffic Management Program (NTMP) SOP* document as well.

AUDIT OBJECTIVES

The audit objective was to ensure that corrective action was taken by management to address the recommendations identified in the original Audit Report dated June 7, 2021.

AUDIT SCOPE

The audit period covered the Neighborhood Traffic Management Program Policies and Procedures for Fiscal Year 2022.

AUDIT METHODOLOGY

To achieve our audit objectives, we:

- Interviewed the Assistant Director and Lead Planner from Streets and Maintenance Department regarding NTMP Policy and Procedures changes.
- Reviewed updated NTMP Notice Letters sent to citizens of El Paso.
- Reviewed the April 12, 2022 City Council Meeting Agenda for changes to the Neighborhood Traffic Management Program (NTMP).

We conducted this audit in accordance with *Generally Accepted Government Auditing Standards* and the *International Standards for the Professional Practice of Internal Auditing*. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

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CURRENT OBSERVATION AND STATUS

Based on the follow-up audit results, each original finding recommendation will be designated with one of the following four status categories:

<i>Implemented</i>	The finding has been addressed by implementing the original corrective action or an alternative corrective action.
<i>In Progress</i>	The corrective action has been initiated but is not complete.
<i>Not Applicable</i>	The recommendation is no longer applicable due to changes in procedures or changes in technology.
<i>Not Implemented</i>	The recommendation was ignored, there were changes in staffing levels, or management has decided to assume the risk.

Finding 1

Current Observation

The NTMP Policies and Procedures are currently being updated to address the original finding and incorporate the City Council approved changes. The following changes are being made with an expected completion date of July 15, 2022:

- The *Exhibit “A” City of El Paso Neighborhood Traffic Management Program* document will no longer include the Acknowledgements page with the names of the Mayor and City Council.
- The *Exhibit “A” City of El Paso Neighborhood Traffic Management Program* and The *Neighborhood Traffic Management Program (NTMP) SOP* document will be updated to include the new communication method. The new communication method will include NTMP Notice Letters to citizens detailing the traffic calming projects in their neighborhoods.
- The *Neighborhood Traffic Management Program (NTMP) SOP* document will be updated to include a revision date and to reference the Petition Verification document.
- The Affidavit Notice Form is no longer used.

The Internal Audit Office reviewed the April 12, 2022 City Council Meeting Agenda for approved changes to the Neighborhood Traffic Management Program. The updates will also be included in the updated *Exhibit “A” City of El Paso Neighborhood Traffic Management Program* document. The changes include:

- Lower and clarify petition requirement to at least 51% of the residential households abutting the requested street support traffic calming installations.
- Revise speed criteria to 10% of traffic volume traveling 5MPH or more over speed limit.
- Remove crash rate criteria as substitute for speed criteria.
- Remove Tier 2 capital project option.
- Remove additional consensus from property owners abutting proposed Speed Cushion locations. The City Traffic Engineering team will determine placement of Speed Cushions on qualified streets based on established criteria.

No further Follow-Up will be necessary.

Status

Implemented

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INHERENT LIMITATIONS

Because of the inherent limitations of internal controls, errors or irregularities may occur and not be detected. Also, projections of any evaluation of the internal control structure to future periods beyond the Audit Report date are subject to the risk that procedures may become inadequate due to changes in conditions, management override of internal controls, or that the degree of compliance with the procedures may deteriorate. This was a limited scope audit which only reviewed the areas stated in the Audit Objectives during the Audit Scope period. No representations of assurance are made to other areas or periods not covered by this audit.

CONCLUSION

We have concluded our audit work on the objectives of the Neighborhood Traffic Management Program (NTMP) Follow-Up Audit. The audit evidence used in the analysis is sufficient and appropriate for addressing the objectives and supporting the observations and conclusion. In accordance with *Generally Accepted Government Auditing Standards*, we are required to conclude on whether Streets and Maintenance met the objectives of this Follow-Up Audit. Based on our audit work, we have determined that:

1. Streets and Maintenance met the audit objectives in the following areas:
 - The *Exhibit "A" City of El Paso Neighborhood Traffic Management Program* document will no longer include an Acknowledgements page.
 - NTMP Notice Letters are already being sent to citizens.
 - NTMP Policies and Procedures are being updated to document the new communication method with an expected completion date of July 15, 2022.
 - The *Neighborhood Traffic Management Program SOP* document is being updated to have a revision date and to mention the Petition Verification document with an expected completion date of July 15, 2022.
 - The Affidavit Notice Form is no longer used.

We wish to thank Streets and Maintenance management and staff for their assistance and courtesies extended during the completion of this Follow-Up Audit.

Signature on File

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Chief Internal Auditor

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