

1 **CITY OF SANTA FE, NEW MEXICO**

2 **RESOLUTION NO. 2013-64**

3 **INTRODUCED BY:**

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5 Councilor Ives  
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10 **A RESOLUTION**

11 **DIRECTING STAFF TO ESTABLISH ADMINISTRATIVE POLICIES AND PROCEDURES**  
12 **RELATING TO PARKING CITATION PROCESSING AND COLLECTIONS.**  
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14 **WHEREAS**, on January 30, 2013, the Governing Body approved a professional services  
15 agreement between the City of Santa Fe and Moss-Adams, LLP (“Consultant”); and

16 **WHEREAS**, the Consultant services included a limited scope forensic investigation and  
17 forensic audit report of the City of Santa Fe's Parking Division financial records from  
18 January 1, 2005 through December 31, 2012, specifically related to parking citation  
19 processing and collections; and

20 **WHEREAS**, on April 30, 2013, the Consultant submitted its findings and  
21 recommendations to the City of Santa Fe; and

22 **WHEREAS**, the Governing Body desires that the recommendations of the Consultant be  
23 used as a guide for staff to establish administrative policies and procedures related to parking citation  
24 processing and collections.

25 **NOW, THEREFORE, BE IT RESOLVED BY THE GOVERNING BODY OF THE**

1 **CITY OF SANTA FE** that staff is directed to establish detailed administrative policies and  
2 procedures related to parking citation processing and collections in accordance with the following  
3 recommendations of the Consultant:

- 4 1. Revise the current policies to provide clear guidance on how to treat citations received by  
5 city employees, including the city manager and members of the governing body. At a  
6 minimum, the policies should specify when and under what circumstances any  
7 adjustments on citations are appropriate, including that adjustments to parking citations  
8 shall only be made at the discretion of the Municipal Court. A detailed written record  
9 and explanation of each adjustment shall be kept. An employee shall never make  
10 adjustments on citations against himself/herself, his/her family; his/her close friends,  
11 his/her supervisors, division director or department director. Policies shall specify the  
12 procedures to be implemented and adhered to in order to detect instances of policy  
13 violation. In order to be effective, employees shall be trained on relevant policies.
- 14 2. Institute a regular review of all manually entered citations, including agreeing citation  
15 information from the supporting documents to the information recorded in the T2 system,  
16 or similar system used by the City. Reviews should be performed timely (e.g., weekly) by  
17 an individual who does not have access to enter or edit citations, with approval evidenced  
18 by signature or other verifiable means.
- 19 3. Parking shall work with the Santa Fe Police Department (SFPD) and other departments  
20 (e.g., IT) to ensure that citations from SFPD are entered into the T2 system, or other  
21 comparable system in use by the City, in a timely manner.
- 22 4. Institute a review of all manually entered citations, including related citation information  
23 from the supporting documents to the information recorded in the T2 system, or other  
24 comparable system in use by the City. Reviews shall be performed timely (e.g., weekly)

1 by an individual who does not have access to enter or edit citations, with approval  
2 evidenced by signature or other verifiable means.

- 3 5. The representative of the Parking Division who attends Municipal Court shall print out a  
4 report, created within T2 system, or other comparable system in use by the City, or  
5 manually in the event said system is then incapable of doing so, that lists all citations  
6 treated by the Court that day and the resulting disposition. The representative should sign  
7 and date the report to indicate that s/he prepared it and s/he should also have a  
8 representative of the court do the same to indicate the report is complete and accurate.
- 9 6. Implement a system where an individual without access to make entries or changes in the  
10 T2 system, or other comparable system in use by the City, prepares a report of all  
11 citations with a status changed to "Transfer". The individual should then trace each of  
12 these citations to the supporting documentation to ensure the status change was valid.  
13 Reviews should be timely, with approval to be evidenced by the initials or signature of  
14 the reviewer.
- 15 7. Parking should either work with their vendor to disable statuses that are not used, or  
16 should develop policies and procedures to review status changes on a timely basis.  
17 Reviews should be performed timely and by an individual without access to make  
18 changes in the T2 system, and should be evidenced by initials or signature of the  
19 reviewer.
- 20 8. Management should monitor adjustments, e.g., by reviewing T2 system or other reports  
21 for all adjustments made. Reviews should be timely, executed by someone without access  
22 to enter or adjust citation amounts in the T2 system, or other comparable system in use by  
23 the City, with approval evidenced by signature or initials of the reviewer. If reports are  
24 used, the completeness of the report shall also be evaluated.

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9. Parking should review changes to user roles to ensure that changes have been properly authorized. More broadly, management should regularly monitor user activity.

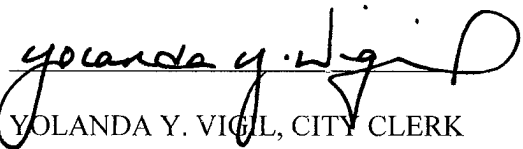
**BE IT FURTHER RESOLVED** that in order to be effective, Parking Division staff who are tasked with parking citation processing and collection shall be trained in accordance with the established administrative policies and procedures.

PASSED, APPROVED and ADOPTED this 26<sup>th</sup> day of June, 2013.



DAVID COSS, MAYOR

ATTEST:

  
YOLANDA Y. VIGIL, CITY CLERK

APPROVED AS TO FORM:



GENO ZAMORA, CITY ATTORNEY