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Report of Investigation

FILE NO: 25-0119-C

SUBJECT MATTER: A Solid Waste trash truck is often seen parked at the residence of the driver for long periods of time.

STATUS: Final

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July 6, 2026
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August 6, 2026
Date of Approval

DISTRIBUTION:

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AUTHORITY AND DEFINITIONS

The Office of Inspector General's (OIG) mission is to promote a culture of integrity, accountability, and transparency throughout the City of Albuquerque (City) to safeguard and preserve public trust. Investigations, inspections, evaluations, and reviews are conducted following Association of Inspectors General (AIG) Standards.

City Ordinance 2-17-2 states the “Inspector General's goals are to (1) Conduct investigations, inspections, evaluations, and reviews in an efficient, impartial, equitable, and objective manner; (2) Prevent and detect fraud, waste, and abuse in city activities including all city contracts and partnerships; (3) Carry out the activities of the Office of Inspector General through independence in both fact and appearance, investigation and interdiction; and (4) Propose ways to increase the city's legal, fiscal and ethical accountability to ensure that tax payers' dollars are spent in a manner consistent with the highest standards of local governments.”

As defined in the Inspector General Ordinance § 2-17-3, “fraud is the knowing misrepresentation of the truth or concealment of a material fact to induce another to act to his or her detriment. Waste is the thoughtless or careless expenditure, mismanagement, or abuse of resources to the detriment of the City. Abuse is the use of resources or exercise of authority contrary to rule or policy, or knowingly inconsistent with any established mission or objectives for the resource, or the position held by the person exercising the authority. Abuse does not necessarily involve fraud or illegal acts.”

EXECUTIVE SUMMARY

The Office of Inspector General (OIG) received a complaint that a Solid Waste Department (SW) trash truck is often seen at the residence of the driver (E1) and remains parked there for a period of time. After review of the allegation the OIG determined that an investigation was necessary to identify any potential waste of resources by paying E1 while potentially not performing their job duties. The OIG also investigated potential timecard fraud by E1 utilizing a City vehicle for personal use during City work hours, which could be a potential violation of AI No: 4-5 City Vehicle Usage Policy and AI No: 2-28 Time Report and Approval Policy.

During the course of investigation, the OIG preformed the following investigatory steps:

- **Review of Evidence Provided by Referring Party:** Conducted to establish the neighborhood of where the photograph was taken as no specific address was provided in the complaint.
- **Review of City Policies:** Conducted to identify established City policies and procedures related to the allegation.
- **Review of Requested Driver Information:** The OIG reviewed SW driver information for the City vehicle identified in the photograph provided.
- **Review of Human Resource Records for Identified Employees:** Conducted to establish a background of the identified employees based the numbered City Vehicle. Identified subject (E1) with a matching address of the neighborhood identified.
- **Review of Requested Solid Waste Departmental Information:** The OIG requested SW policies related to drivers stopping at their homes during their shifts. The OIG also requested and reviewed GPS information and assigned scheduled for E1. Conducted to establish if and when the City vehicle was near E1's home.
- **Review of Solid Waste Department Geofencing Data:** Conducted after the independent OIG review of the GPS data to confirm the findings.
- **Spoke with former Solid Waste Department Director as a Subject Matter Expert:** Conducted in order to establish an understanding and knowledge base of departmental policies related to the allegation.
- **Spoke with Current Director for Solid Waste Department:** Conducted in order to inform the department director of the allegation received by the OIG and the findings that were identified. SW Director also provided the OIG with additional documents and information.

Based on the evidence identified during the course of the investigation, the OIG substantiated the allegation that E1 was utilizing a non-Take Home City vehicle for personal use during scheduled work hours, in violation of AI No: 4-5 City Vehicle Usage Policy and AI No: 2-28 Time Reporting and Approval Policy. Observations and recommendations identified by the OIG during the course of the investigation can be found at the conclusion of this report (*see Table of Contents*).

ABBREVIATIONS

AIG:	Association of Inspectors General
City:	City of Albuquerque
E1:	City of Albuquerque Employee
D1:	City of Albuquerque Department Director
DD1:	City of Albuquerque Department Deputy Director
HR:	Human Resources
OIG:	Office of Inspector General
SW:	Solid Waste Department

INTRODUCTION

The mission of the Office of Inspector General (OIG) is to provide independent and objective insight, oversight, and foresight in promoting integrity, efficiency, overall effectiveness, accountability, and transparency in government to safeguard and preserve public trust. Investigations, inspections, evaluations, and reviews are conducted following AIG Standards.

Allegation:

- 1) The referring party stated that a City of Albuquerque trash truck was seen parked at the residence of the driver (E1) multiple times for long periods of time. The referring party took a photograph of the truck number to submit with their allegation.

Related Policies:

City of Albuquerque employees that utilize a City of Albuquerque Department vehicle have guidelines set for the vehicle usage in AI No: 4-5 City Vehicle Usage Policy. “Section (1) - Background” of this AI states:

“The City and its employees have a fiduciary responsibility to use these resources wisely, effectively, safely and in conformance with federal, state, and City laws, statutes, ordinances, rules and regulations.”

AI 4-5, specifically “section (3)”, further defines how a City vehicle may be used when conducting personal business:

“City vehicles are not to be used to conduct personal business including, but not limited to, leaving City property solely for meals or breaks, running personal errands to cleaners, banks, etc., going to medical appointments unless based on a workers compensation claim, or visiting friends or relatives. Personal errands in a City vehicle are only allowed if the location of the errand is on the way to the employee’s Work Station and not done during work hours.”

As detailed under AI No 2-28 Time Report and Approval Policy; City of Albuquerque employees are required to accurately report their time worked. City employees use Kronos, the official timekeeping program for the City of Albuquerque employees. As outlined in AI 2-28, a City employee is required to either:

- 1) **Non-Exempt Employees:** Clock in when beginning work for their position; or Clock out when ending work for their position.
- 2) **Exempt Employees:** Maintain a 2 week pay period timesheet with the employee's actual work hours for each day.

At the end of a pay period, it is the responsibility of the employee to first ensure that their time shown in Kronos is correct to the actual time worked for that pay period. After which, the employee's direct supervisor will also review the timecard and submit the final approval at the end of each pay period. This process is detailed in AI No 2-28 (6) subsections (a) and (b):

"6. It is the responsibility of each employee to ensure that their electronic timecard is complete and accurate.

- a. Employees are responsible for approving their own electronic timecard, and by doing so, the employee is attesting that, to the best of his/her knowledge, the information submitted is complete and accurate.*
- b. Regardless of who entered the time, employees are responsible for any inaccuracy or omission of which the employee is aware at the time the electronic timecard is approved and submitted."*

INVESTIGATION

Procedures Performed:

- **Review of Allegation Evidence:** Conducted to establish the neighborhood of where the photograph was taken as no specific address was provided in the allegation.
- **Review of City Policies:** Conducted to identify established City policies and procedures related to the allegation.
- **Review of Requested Driver Information:** The OIG requested and reviewed SW driver information for the identified City vehicle from the provided photograph.
- **Review of Human Resources Records for Identified Employees:** Conducted to establish a background of the identified employees based on driver assignments for the City Vehicle. Identified a subject (E1) with a matching address of the neighborhood identified.
- **Review of Requested Solid Waste Department Information:** The OIG requested SW departmental policies related to drivers stopping at their homes during their shifts. The OIG also requested and reviewed GPS information and assigned scheduled for E1. Conducted to establish if and when the City vehicle was near E1's home.

- **Review of Solid Waste Department Geofencing Data:** Conducted after the independent OIG review of the GPS data to confirm the findings.
- **Spoke with Current Department Director for Solid Waste Department:** Conducted in order to inform the department director of the allegation received by the OIG and the findings that were identified.

Evidence:

- **Photograph:** Photo included with allegation of identified City Vehicle parked at an individual house.
- **Assigned Driver Log:** List of drivers for the identified City vehicle.
- **E1's Human Resource File:** Confirmation of identified E1's reported primary residence.
- **GPS Information for Identified Vehicle:** Confirmed the location of the identified City vehicle for each specific day.
- **Driver Schedule:** Confirmed which City employee was assigned to the identified vehicle for a specific day.
- **Geofencing Data for Identified Vehicle:** Verification of specific dates and times the identified City vehicle was within approximately 50ft of the identified subject's address.

Analysis:

Allegation Evidence:

The OIG received a photograph with the original allegation that was submitted. In the photograph, a City of Albuquerque trash truck, with a clearly identified unit number, is seen parked on the side of a residence in a neighborhood. In the photo a stop sign is visible with a cross street. The OIG was also provided with the two cross streets that the vehicle was seen parked at.

The OIG used the identified unit number on the City vehicle to request the driver information of the City trash truck from the Solid Waste Department (SW).

Solid Waste Driver List:

The OIG requested and reviewed a list of drivers for the identified City trash truck from the SW Department. The OIG requested this information in order to establish a complete list of all drivers for the identified vehicle in order to narrow down the individuals to those who reportedly live near the neighborhood identified in the allegation.

City of Albuquerque Employee Files:

The OIG reviewed HRMPROD¹ for each identified driver detailed in the Solid Waste Driver List. The OIG identified E1 as the only driver with a reported residence near the identified neighborhood in the allegation.

¹ **HRMPROD:** City Use Database of City employee and Human Resources information.

The OIG then requested and reviewed the Central Human Resources (HR) employee files for E1. The OIG identified that E1's reported primary residence is in the neighborhood identified in the allegation.

Solid Waste Route Information:

The OIG requested and reviewed the trash truck route information for each specific date. The OIG reviewed data for a period of one year from June 2024 – June 2025. During this review, the OIG determined the geocoordinates as a universal latitude and longitude value. This value was cross referenced with the latitude and longitude values provided by SW for each specific time and date.

Using this, the OIG was able to determine times in which the vehicle, which was assigned to E1 for that specific date, was near the established geocoordinate point based on the latitude and longitude value comparisons.

Solid Waste Department Policy:

The OIG requested department specific policy related to drivers utilizing City vehicles to stop at their homes. SW Department Director (D1), stated the following:

“After further review of the Solid Waste policies, we were unable to locate a formal policy addressing the use of City vehicles for travel outside of assigned routes. Currently, it is our practice to inform staff of this expectation verbally.”

We will be formally incorporating this guidance into the updated Solid Waste Policies and Procedures to ensure clarity and consistency moving forward.”

Geofencing ²Data:

The OIG requested and reviewed geofencing data from the SW department for June 2024 – January 2026. The OIG requested that a total of approximately 50ft of geofencing be established at the cross roads next to E1's verified primary residence.

The OIG expanded the original search parameters in order to establish and identify potential patterns or repeated behaviors for E1.

The purpose of this was to establish a data set to determine specific times in which the identified City vehicle entered the geofencing area, and when the vehicle left the geofencing area. In reviewing this information, the OIG cross referenced the driver list for the identified City vehicle as well as Department confirmation provided to the OIG from the Departmental investigation³ detailed below.

² **Geofencing:** In this instance means marking an area of a specific location with a box that will pull GPS data of when a City vehicle enters that location and when that vehicle leaves that location. Travel outside of the Geofencing location was not included with this request.

³ See “Department Investigation” section for additional information

The OIG considered instances in which E1 was assigned to a route that was in their neighborhood and did not include total times of less than 10 minutes to account for this.

From the geofencing data, the OIG identified that the City vehicle in question, while assigned to and being driven by E1 stopped within this geofenced area the following times:

- June 14, 2024 – December 2024
 - o Total number of dates the vehicle entered the geofence: *28 times*
 - o Total amount of idle time while within the geofence: *43 Hours and 35 minutes.*
- January 2025 – December 2025
 - o Total number of dates the vehicle entered the geofence: *66 times*
 - o Total amount of idle time while within the geofence: *118 Hours and 14 minutes.*
- January 2026
 - o Total number of dates the vehicle entered the geofence: *9 times*
 - o Total amount of idle time while within the geofence: *13 Hours and 40 minutes.*

The OIG determined the following grand totals for each set of data identified above in order to determine the total number of times the vehicle entered the geofence and the amount of idle time while within the geofence:

- Times Entered Geofence Total: *103 times*
- Idle Time Total: *175 Hours and 29 Minutes*

OIG Identified Approximate Overpayments:

The OIG reviewed the HR information for E1's pay-rate during the above times which equated to the following approximate overpayments to E1:

- | | |
|--|------------------------|
| - Approximate Overpayments to E1 for June 2024 – December 2024: | <i>\$971.67</i> |
| - Approximate Overpayments to E1 for January 2025 – December 2025: | <i>\$2701.61</i> |
| - <u>Approximate Overpayments to E1 for January 2026:</u> | <u><i>\$322.78</i></u> |
| - Approximate Overpayments to E1 Grand Total: | <i>\$3996.06</i> |

As a note, the OIG did not factor in any potential overtime wages for specific days. The OIG provided a recommendation⁴ at the conclusion of this report to have the department address this.

OIG Interview with Solid Waste Director and Deputy:

The OIG completed an interview with the current SW Director (D1) and SW Deputy Director (DD1) on March 23, 2026. The OIG shared the allegation that was received along with the corresponding photograph that was received as evidence and explained the investigative process that was completed (*see above*) which resulted in the OIG confirming E1 as having used the identified City vehicle multiple times from June 2024 – January 2026.

The OIG asked D1 if SW had any policies that related to City vehicle use and employees going to their personal residence. D1 stated the following:

⁴ See Observation 1 below for additional information.

“It’s always been an internal Department notification. Now that the union contracts are up for negotiation we are going to try and formalize that during the negotiations to put that in there. So, we can eliminate this type of situation [drivers abuse of City vehicles]”

D1 described the normal process for City truck drivers that they:

- May stop by their house to, for example, use the restroom if it is within a 2-mile distance from their normal route.
- Have a 30-minute lunch, a 15-minute break in the morning and in the afternoon. These breaks cannot be combined together.

The OIG asked if SW used AI No: 4-5 – City Vehicle Usage Policy for their truck drivers. D1 stated that the department does not apply that policy to their trash trucks. D1 further explains that AI 4-5 is applied to their “white fleet” vehicles, i.e. the non-trash truck vehicles.

The OIG asked for clarification on how the 2-mile distance rule was applied. D1 stated that different supervisors would implement different allowable distances being told to drivers. D1 stated that this was the reason the department wants to clarify this in the union contracts, in order to avoid drivers being told different information and to have a standard policy for all drivers.

D1 provided the OIG with information and data from the department related to this allegation that was identified which corroborated the investigation and data conclusions independently reached by the OIG.

Conclusion:

Based on the information reviewed, the OIG substantiated the allegation that E1 violated City AI No: 4-5 – City Vehicle Usage policy by using a City vehicle for personal errands during work hours. Additionally, E1 violated AI No 2-28 – Time Reporting and Approval Policy by incorrectly reporting their time in KRONOS as the time spent on these personal errands during work hours exceeded E1s approved time for breaks and lunch.

As a result, E1 had a total of 175 Hours and 29 Minutes of time, over 103 different days, that they used a City vehicle to drive to their home for extended amounts of time. This resulted in E1 receiving approximately \$3996.06 of overpaid wages for time not worked, not to include any overtime paid for those times.

Post Investigation Information:

Following the conclusion of the investigation, the OIG learned that E1 resigned from their position with the City.

D1 provided the OIG with E1’s “Letter of Resignation” that was emailed to SW management.

OBSERVATIONS AND RECOMMENDATIONS

Observation 1:

E1 had several instances in which they were at their home during normal work hours, resulting in possible overpayments for time not worked.

Recommendation 1:

The Solid Waste Department should work with the appropriate City departments to recoup the identified \$3996.06 identified in the report as well as any additional overtime paid to E1 in accordance with established City policies and procedures as well as relevant Union Contracts.

Management Response 1:

Solid Waste agrees with the OIG's recommendation. The department will work with the appropriate City departments to try and recoup the identified \$3,996.06 in wages, as well as any additional overtime paid to E1 that is determined to be recoverable through further review. Any recovery efforts will be conducted in accordance with established City policies and procedures and applicable union contract provisions.

Please note that E1 no longer employed with the City of Albuquerque Solid Waste Department; therefore, the department is unable to recover any amounts through payroll garnishment. Alternative recovery methods will be explored as appropriate and in accordance with City policies and applicable legal requirements.

Observation 2:

During the course of the investigation, the OIG identified that E1 continued the actions of using a City vehicle to drive to their residence

Recommendation 2:

The Solid Waste Department should work to implement a system to monitor or review driver GPS information periodically, in accordance with established City policies and procedures as well as relevant Union Contracts, to act as a deterrent to similar actions in the future.

Management Response 2:

The Solid Waste Department agrees with the OIG's recommendation to implement a process for periodically monitoring and reviewing vehicle GPS data as a deterrent to the misuse of City vehicles. Within three months, the department will establish a random sampling process under which vehicles will be selected for GPS review during designated days and time periods.

The results of these reviews will be used to help ensure that City vehicles are operated solely for authorized City business. All monitoring activities will be conducted in accordance with applicable City policies and procedures, as well as relevant Collective Bargaining Agreements.