



City of Albuquerque

Office of Internal Audit

P.O. BOX 1293, ALBUQUERQUE, NM 87103

September 24, 2018

Councilor Ken Sanchez, President
City Council
P.O. Box 1293
Albuquerque, NM 87103

Dear Councilor Sanchez:

We have completed the Office of Inspector General's Annual Report for fiscal year 2018. The Accountability in Government Oversight Committee approved the Annual Report on August 22, 2018, and we are pleased to transmit it to the City Council for your review.

Sincerely,

A handwritten signature in cursive script that reads 'JoVonne O'Connell'.

JoVonne O'Connell,
Interim Inspector General
Office of Inspector General



City of Albuquerque
Accountability in Government Oversight Committee
P.O. Box 1293 Albuquerque, New Mexico 87103

August 24, 2018

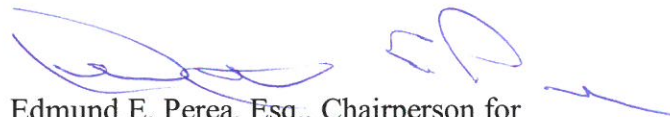
Honorable Mayor Tim Keller, Members of the City Council, and Citizens of Albuquerque:

The Accountability in Government Oversight (AGO) Committee would like to recognize the Office of Inspector General's (OIG) Inspector General and his staff for their continued service to the Administration, City Council and the Citizens of the City of Albuquerque.

As this annual report demonstrates, OIG produces investigations that include recommendations intended to improve City processes which result in potential cost savings.

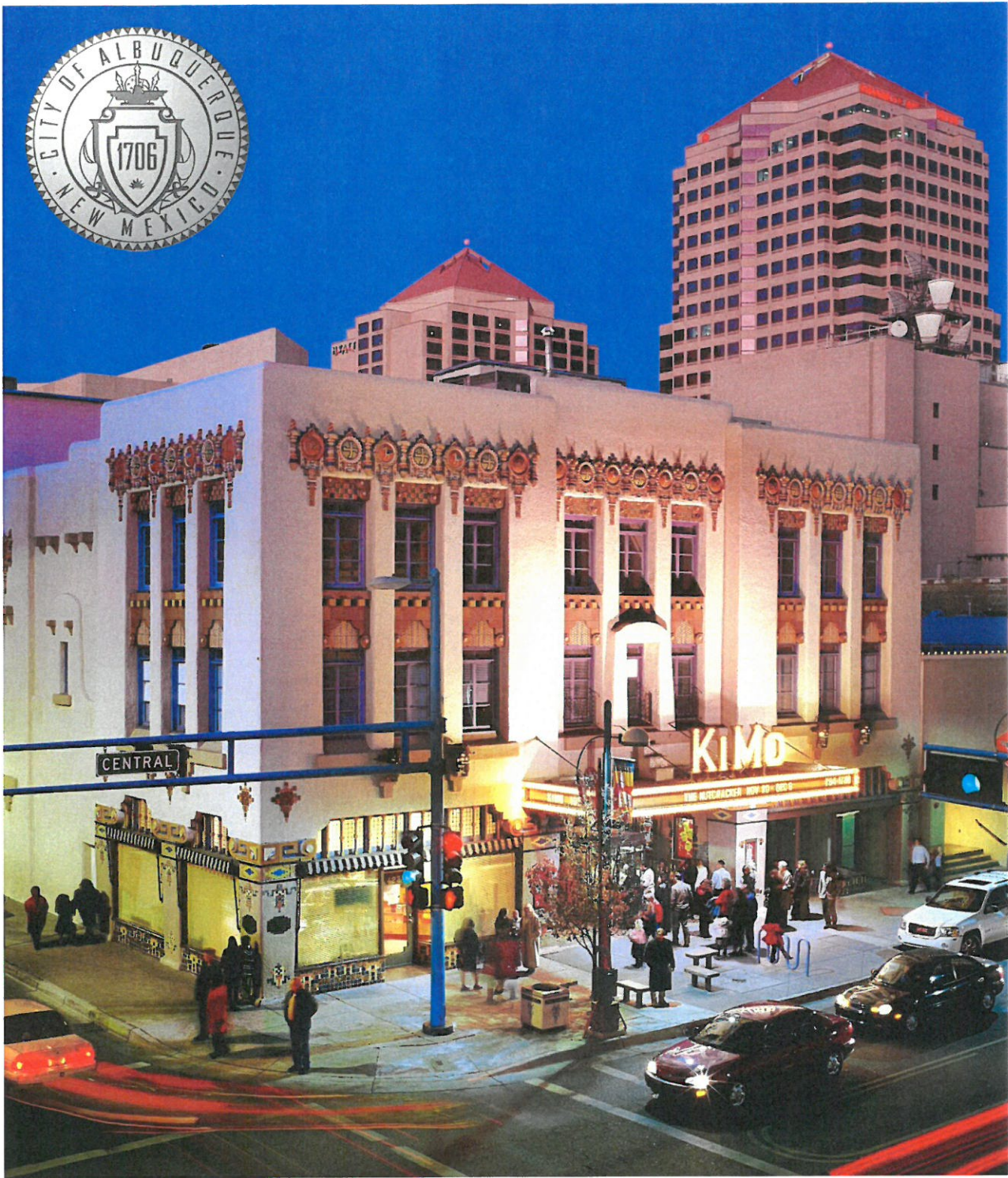
The AGO Committee has found the OIG staff to be a professional and respected resource for the City of Albuquerque. As an independent, objective set of eyes that can help the organization accomplish its objectives, OIG is certainly an integral part of the City of Albuquerque government.

Sincerely,



Edmund E. Perea, Esq., Chairperson for
Accountability in Government Oversight Committee

John A. Carey
Elizabeth Metzger
Daniel O. Trujillo
Laura Smigielski Garcia



**FY 2018 Annual Report
Office of Inspector General
City of Albuquerque**

David T. Harper
Inspector General

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OFFICE OF INSPECTOR GENERAL
Fiscal Year 2018 Annual Report
July 1, 2017 – June 30, 2018



Honorable Mayor, Members of the City Council, Accountability in Government Oversight Committee and Citizens of Albuquerque:

It is my privilege and honor to issue this Annual Report on the Office of Inspector General (OIG) for the period July 1, 2017 to June 30, 2018. This is the third report issued under my leadership and represents the conclusion of my second year as the Inspector General for this great City. This report provides a summary of our efforts for the past 12 months to promote a culture of integrity, accountability and transparency throughout the City of Albuquerque as we seek to safeguard and preserve the public trust.

My second full year as the Inspector General proved to be a productive year in spite of unsuccessful advocacy for additional resources. The office continued to move into a proactive stance, increase outreach efforts and solidify policies, processes and procedures. The OIG was able to obtain an automated case management system and increase the case work load.

We were able to send the staff to both the annual Association of Inspectors General (AIG) conference and the Association of Certified Fraud Examiners (ACFE) conference, where staff learned about new schemes and methodology, as well as the opportunity to benchmark from other Inspectors General offices at all levels of government and fellow fraud investigators from various public and private organizations.

I was elected to the national board of the AIG, continued to serve on the New Mexico ACFE Chapter, and asked to participate on an ethics panel at the ACFE Global Conference. I also presented at the AIG certification courses on the topic of procurement fraud investigations. These experiences help raise the awareness and stature of this office and facilitate benchmarking best practices.

I would like to continue to advocate for additional resources. As addressed in prior Annual Reports, this office is understaffed and insufficiently resourced when compared to other OIGs across the nation at all levels of government. This office represents the smallest department in the City, but perhaps has one of the most important functions—safeguarding the Public Trust and Taxpayer’s money. As with the FY2018 budget, unfortunately, the FY2019 did not include needed funding. However, the office was able to secure funding for the automated Case Management and Tracking System (CMTS), which has proven to be a tool that will continue to help the office become more efficient and effective.

The OIG staff has worked hard to achieve significant accomplishments this past year and much credit and appreciation goes to them. In spite of the challenges, they rose to the occasion to make a positive difference for the Citizens and Taxpayers.

The Accountability in Government Oversight Committee (AGO), has once again gone through some turnover and we saw several new members come on board to ensure oversight of the Office of Internal Audit and the OIG. They advocated for increased resources for this office and have increased their engagement with this office. We appreciate their support and engagement and look forward to working with them to ensure we collectively serve the Citizens of Albuquerque.

I would like to thank all City Officials—the Mayor, Chief Administration Officer, Department Directors, City Councilors, City Council Services, Members of Boards and Committees, and City Employees, who have supported the work of the OIG during FY2018. We couldn't have done our job without your support.

As I expressed last year, we especially would like to thank the Citizens of Albuquerque for their confidence in the OIG. They have shared their concerns and provided important feedback. Ultimately, we work for them and it is our greatest responsibility to give them a reason to trust their government to make their interests a constant priority and purpose. The OIG is committed to leading the way in providing each of you the very best service possible. This office will continue to advocate for greater transparency, increased efficiencies, more accountability and ensuring integrity is always first. We are here to serve the Citizens, so please visit the OIG web page at: www.cabq.gov/inspectorgeneral.

Respectfully,



David T. Harper
Inspector General

History

The concept of an “Inspector General” began with the French Army in 1668, under King Louis XIV and was introduced to the Continental Army in 1775, during the Revolutionary War. The Continental Congress wanted to ensure accountability of public investments and assurances that the military would not exceed its authority, and finally, General George Washington wanted to ensure troop readiness.

In 1978, the US Congress established the Inspector General Act of 1978, which has been amended several times through the years. This Act resulted in the establishment of Offices of Inspectors General in most Federal Government agencies. The mission at the Federal Government differed from the military, in that the focus of readiness (largely the “inspection” mission), expanded in scope to include audit and investigations. Federal Inspectors General have law enforcement authority to conduct criminal investigations, conduct searches and seizures, as well as arrests.

The State and Municipal Office of Inspectors General initiated with the State of Massachusetts in 1981. Since then many States have adopted the OIG at the State level or a State agency level and many municipalities have also followed suit.

The Albuquerque OIG was established in 2004, but the position was not filled until 2007. Unlike many municipalities, where the OIG is part of the City Charter, the Albuquerque OIG was established by the City Council in City Ordinance Chapter 2, Article 17, and has been revised several times since, with the last revision in October 2015.

Timeline of office and assigned IGs:

2004: OIG Ordinance introduced and passed by City Council

2010: OIG Became an independent office

2015: Revised Ordinance – selection criteria for the Inspector General

2017: Revision ongoing – Increase scope, possible limited law enforcement status to enhance capabilities, clarification of authority and strengthening independence

2017 - ? : IG Vision to increase staff and capabilities to position office for more focused and engaged proactive efforts and results

IGs:

2004 – 2007: Vacant (27 months)

Richard Maag (2007-2007; 7 months)

Silvia Padilla (2008 – 2009; 20 months)

Janet McHard (2010 – 2010; 8 months)

Neftali Carrasquillo (2011 – 2012; 17 months)

Peter Pacheco (Acting) (2013 – 2016; 3.5 years)

David T. Harper (Jun 2016 – present)

Mission

The mission of the OIG is to promote a culture of integrity, accountability, and transparency throughout the City of Albuquerque, to promote the efficiency and effectiveness in the programs and operations of the City of Albuquerque, in order to safeguard and preserve the public trust. Additionally, the OIG will accomplish this by preventing, detecting, deterring and investigating fraud, waste and abuse in City activities including all City contracts and partnerships. Also, to deter criminal activity through independence in fact & appearance, investigation and interdiction. The mission also includes the requirement to investigate all allegations of violations of the Code of Ethics and the Elections Code when requested by the Board of Ethics and Campaign Practices. This mission is accomplished by conducting investigations that are criminal, civil and administrative in nature. It also involved conducting inspections of departments and programs, to ensure compliance with local, state and federal law and regulations, as well as conducting oversight reviews of processes, actions, decisions, etc. Finally, the OIG has responsibility for ensuring employees are protected by conducting investigations involving violations of the City Whistleblower Ordinance when retaliation is suspected or alleged.

Vision

The Office of Inspector General serves to “Protect the Public Trust” and does so by, encouraging positive change and ethical behavior in City government, exemplifying Efficiency, Stewardship and Accountability, and strengthening community confidence and public trust.

Authority and Responsibility

The ABQ OIG’s authority is established in City Ordinance Chapter 2, Article 17, which specifically creates the Office, the position of Inspector General, associated responsibilities and duties. The Ordinance established the purpose of the Office and goals for the IG. The Ordinance also provides for the selection and retention of the IG, the authority, professional standards and requirements to provide reports. The Ordinance also requires OIG language in City contracts and states that all City officials, employees and contractors must notify the IG of every instance of theft, misfeasance, improper actions and non-compliance with laws at all government levels, as well as the requirement to cooperate with the OIG during an investigation. The Ordinance established the OIG as an independent office of the City, which does not report to the Mayor or City Council, but instead to a five member, all volunteer, civilian oversight committee—the Accountability in Government Oversight Committee. The Ordinance also empowers the IG to administer oaths and serve subpoenas.

The IG also has authority and responsibility to conduct investigations pertaining to violations of the Code of Ethics and Elections Code when requested by the Board of Ethics and Campaign Practices.

Finally, the IG also has the authority to investigate violations of the Whistleblower Ordinance.

Whistleblower Ordinance

The Whistleblower Ordinance was established in January 2004, and provides protection to City employees who have had retaliation actions taken against them, such as a demotion or employment termination, for reporting activities such as violations of policies, laws, etc. Certain requirements of the Ordinance must be met before the Ordinance is applicable. The person making the complaint can report the situation to the supervisor, director or to the Inspector General. The Inspector General can encourage the employee to report the matter to the Department Director or can decide to investigate the matter if appropriate. It is important to understand that the Whistleblower Ordinance does not apply in situations where no reporting and no suspected retaliation actions have taken place—a mere fear of retaliation action if something is reported, is not a violation of the policy. However, employees are encouraged to report any suspected violation of policy or law, and the OIG can take steps to help protect the employee's identity.

Goals

OIG goals are established in the Inspector General Ordinance:

1. Conduct investigations in an efficient, impartial, equitable and objective manner
2. Deter fraud, waste and abuse in city activities including all city contracts and partnerships
3. Deterrence of criminal activity through independence in fact and appearance, investigation and interdiction.
4. Propose ways to increase the city's legal, fiscal and ethical accountability to insure that taxpayers' dollars are spent in a manner consistent with the highest standards of local governments.

The OIG investigates allegations of fraud, waste and abuse in order to prevent recurrence, assist the City in achieving better results from limited resources and promote public trust in City government. Investigations may be "reactive" or "proactive" in nature – they may be a response to allegations of improper governmental actions as defined in the "Whistleblower Ordinance" and matters involving potential violation or non-compliance with federal and state law, city

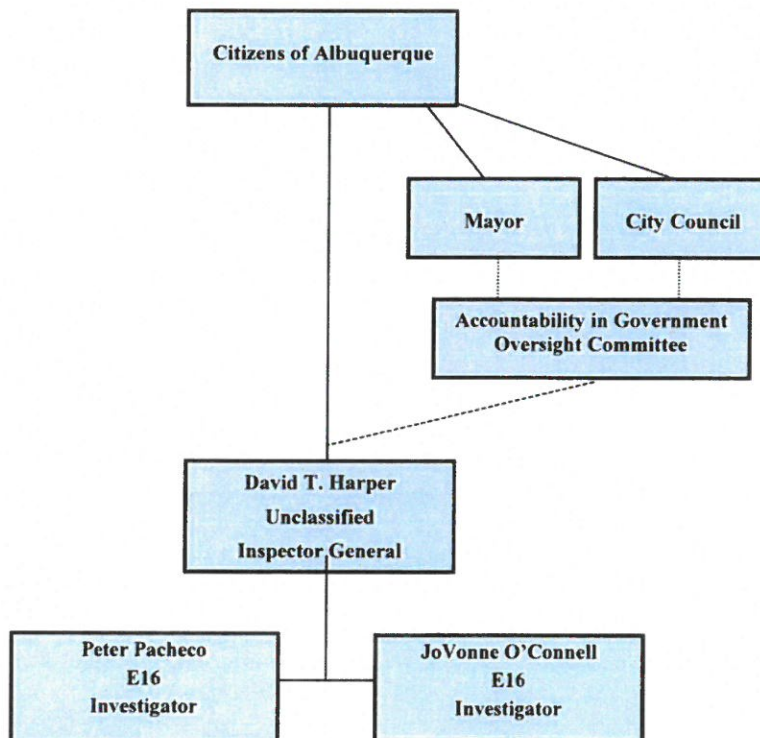
ordinances and city regulations. They may also be based on the proactive identification of a violation of the same laws and ordinances addressed above. Many investigations are initiated based on referrals from the Mayor's Office, members of the City Council and Citizens of the City.

The OIG also proactively conducts inspections per the OIG ordinance, to ensure compliance, efficiency and good stewardship with public funds. Inspections also may identify instances of fraud, waste and abuse and ensure transparency in City operations and processes.

The OIG follows the AIG professional standards for both investigations and inspections. The IG Ordinance requires the Inspector General to report annually to the Council and the Mayor regarding activities and investigations of the office. This annual report of the OIG is for the year ended on June 30, 2018.

Organizational Chart

The chart below reflects the fact that the Office of Inspector General serves the citizens of Albuquerque and has oversight responsibility for City government, to include both the executive and legislative branches of government. It also reflects the role of the AGO to ensure accountability of the OIG. AGO members are unpaid citizen volunteers who are alternately appointed by the Mayor and City Council, as depicted by the lines.



Staff Biographies

David T. Harper – Inspector General

Mr. Harper was appointed as the Inspector General by the City Council on April 18th, 2016, and started working on June 27th, 2016. Prior to his current position, Mr. Harper served as a Special Agent for 35 years with the Air Force Office of Special Investigations (AFOSI), where he specialized in white collar criminal investigations. His most recent position was Chief, Economic Crime Desk for AFOSI, Quantico Marine Corps Base, VA, where he provided oversight and support to fraud and public corruption investigations throughout the Air Force. Mr. Harper previously served as the Special Agent-in-Charge of the New England office and prior to that he had assignments in Los Angeles, New York City, Sacramento, Munich and West Berlin. He is also a military Veteran, having served nine years of active duty with the United States Air Force and eight years in the Air Force Reserves. Mr. Harper is a Certified Inspector General, Certified Fraud Examiner and Certified Financial Crimes Investigator. He is also a member of the Association of Certified Fraud Examiners (ACFE) New Mexico Chapter Board and a Member of the ACFE Advisory Council. He also serves as an Association of Inspectors General National Board Member. He is the recipient of the Air Force Outstanding Civilian Career Service Award. He has a Masters of Public Administration degree from California State University, Dominguez Hills, a Bachelor's of Science degree in Criminal Justice from California State University, Sacramento, an Associate's degree from the University of Maryland, University College and an Associate in Applied Science degree from the Community College of the Air Force.

Peter Pacheco – Investigator

Mr. Peter Pacheco is an investigator for the Office of Inspector General and has served as the Acting Inspector General from January 2013 through June 2016. He is a graduate of the University of New Mexico – Robert O. Anderson School of Business with a Bachelors of Business Administration and a concentration in Finance. He previously worked for the Office of the State Auditor as a Senior Auditor. Mr. Pacheco is a Certified Inspector General Investigator, Certified Fraud Examiner, and a Certified Internal Controls Auditor.

JoVonne O'Connell – Investigator

Ms. JoVonne O'Connell is an investigator for the Office of Inspector General. She is a graduate of the University of New Mexico with a Bachelor of Arts degree in Criminology. Ms. O'Connell has over eleven years' experience in investigations. Before joining the City, Ms. O'Connell worked as a Special Agent for the State of New Mexico Human Services Department, Office of Inspector General, conducting investigations in public assistance fraud and employee misconduct. She is a Certified Fraud Examiner and a Certified Inspector General Investigator.

Staff Professional Certifications

Professional Certifications held by OIG staff members include:

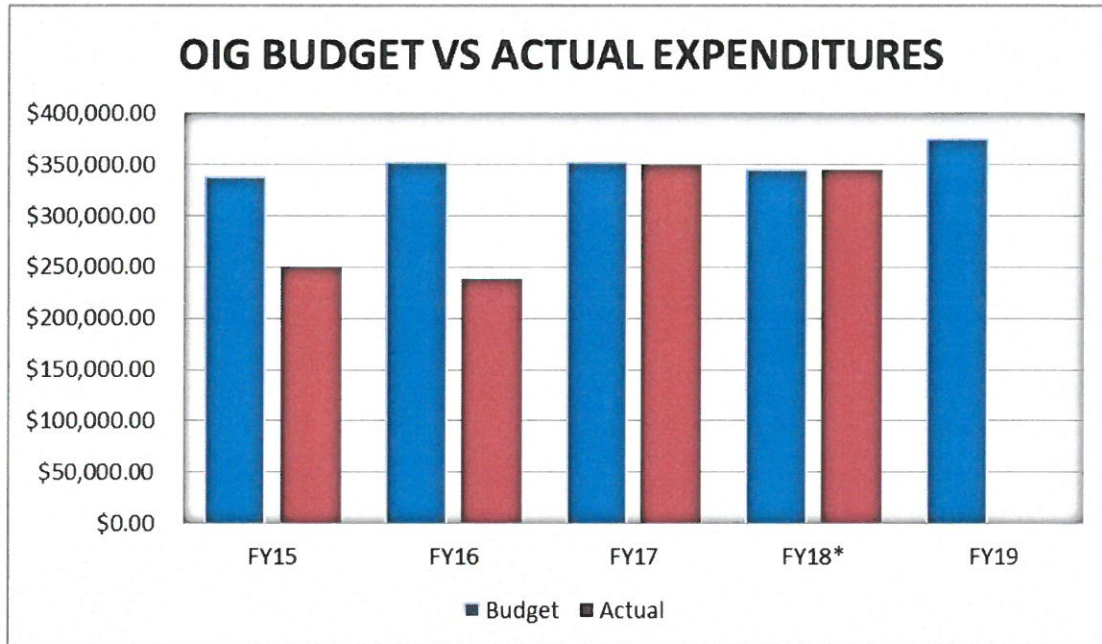
- Certified Inspector General
- Certified Inspector General Investigator
- Certified Financial Crimes Investigator



The OIG staff is active in each of these professional organizations.

Budget FY2018

The FY18 budget for the OIG was \$345,000. Expenditures for the year were approximately \$345,000 for personnel and operating expenses. All three positions were filled for FY18. The FY19 budget was increased by 30,000 to include a wage adjustment, increased medical costs, cost of living adjustment and annual maintenance software fees. The chart below contains budget and actual expenditure comparison for FY18, as well as for previous years.



* Actual expenditures for FY2018 are approximate, as they are unadjusted and unaudited.

Strategic Partners and Liaison

During FY2018, OIG conducted liaison with several agencies and organizations, to include law enforcement agencies, government agencies, and professional associations. The OIG embraces establishing partnerships and has conducted such activities with the following organizations in an effort to strengthen insight, understanding, and awareness of emerging and current fraud and financial crime threats to City resources and public funds:

- United States Department of Justice
- Federal Bureau of Investigation
- Internal Revenue Service
- US Department of Housing and Urban Development, Office of Inspector General
- New Mexico Office of the Attorney General
- New Mexico Office of the State Auditor
- New Mexico Human Services Department, Office of the Inspector General
- New Mexico Department of Transportation, Office of the Inspector General
- New Mexico Department of Taxation and Revenue
- District Attorney, Second Judicial District
- Bernalillo County Sheriff 's Department
- Association of Certified Fraud Examiners New Mexico Chapter (Presentation on the OIG)
- City of Albuquerque Mayor's Office, Chief Administration Officer and all City Departments
- City Council
- City New Employees Orientation (biweekly presentations on the OIG)
- Kirtland Air Force Base, Office of Special Investigations and Base Inspector General

Additionally, the IG has attended various City board and committee organizations, to include:

- Americans with Disabilities Act Advisory Council
- Aviation Advisory Board
- Albuquerque Development Commission
- Environmental Planning Commission

Tips Received

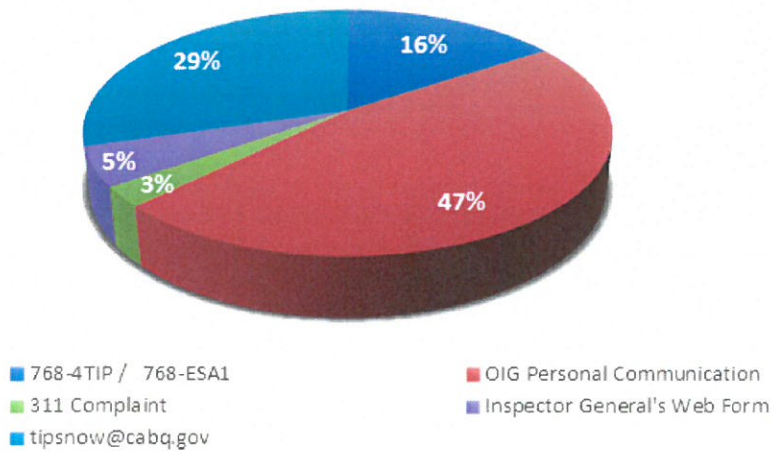
In addition to self-initiated investigations, inspections and reviews, the OIG depends on several sources for referrals of allegations of fraud and wrong doing. The OIG “Tip Line” phone number is: 505-768-4TIP (4847) and the email address is: TipsNow@cabq.gov. The City also has “Efficiency, Stewardship and Accountability” email address that is a source for fraud tips as well. The OIG’s website, www.cabq.gov/inspectorgeneral, also has a tip reporting form. Finally, the City also uses “311” to provide information to citizens and is a source for fraud tips too. Many citizens choose to use more traditional methods for reporting fraud tips, to include direct phone calls, US Mail service and “walk-ins.”

The City received 115 tips in FY18. The source of tips and actual numbers are depicted in the table below.

| Method of Complaint | Number of Each Type |
|--|---------------------|
| 768-4TIP / 768-ESA1 | 18 |
| OIG Personal Communication | 54 |
| 311 Complaint | 3 |
| Inspector General's Web Form | 6 |
| tipsnow@cabq.gov | 34 |

The pie chart below shows the different methods of contact and the number of tips received via each method.

Total Tips Received and Method of Contact 2018



Investigations and Inspections Closed in FY18

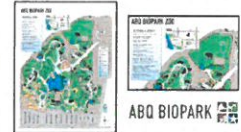
- **118-101 Alleged Campaign Finance Fraud**

City of Albuquerque Board of Ethics directed OIG to conduct investigation involving allegations of public finance fraud by a City Council District 1 candidate.



- **118-102: Alleged Misappropriation of City Resources**

Misappropriation of City resources by BioPark employees who were involved in the conversion of a maintenance facility storage space to a makeshift "barbershop," where haircuts were provided to employees.



- **18-0006-I: Animal Welfare department (Possible Retaliation)**

The OIG conducted an investigation based on information indicating possible retaliation and termination of an AWD employee. The information received indicated that employees who had cooperated with a previous OIG investigation of AWD were being suspended, demoted or placed on a Performance Improvement Plans. The purpose of the investigation was to determine if the actions against the terminated employee were retaliatory in nature.

- **R17-103: Inspection of Americans with Disabilities Act Compliance by City of Albuquerque**

The OIG conducted an inspection of the City's compliance with the Americans with Disabilities Act to gain an understanding of the City's compliance and to share the results of this inspection with key leaders in City government, as well as with members of the community.



- **18-0001-I: Illegal Discharge of Contaminated Water into Storm Drain**

The OIG conducted an investigation based on information received while conducting an investigation of the Transit Department. The information received alleged that TD employees at the Daytona Transit Facility had discharged water contaminated with pollutants.



- **18-0002-I: Alleged Misuse of Employee Resources**

The OIG conducted an investigation based on information received from the City's Legal Department concerning an allegation that a Transit Department supervisor directed employees to work at his residence during working hours.

- **18-0003-I: Associate Director of Animal Welfare Department**

The OIG conducted an investigation of allegations that the Animal Welfare Department Associate Director misused her position to circumvent established processes and policies for adopting animals that were required by the general public.



- **18-0001-R: Inspection of the Albuquerque Rapid Transit Project**

The OIG conducted an inspection of the Albuquerque Rapid Transit (ART) project related procurements to include the construction of the nine-mile ART corridor on Central Avenue and the purchase of the electric buses from BYD. The inspection disclosed there were several opportunities to improve processes within City government.



Media Engagement

The OIG embraces transparency, and unless there is an exception to the New Mexico Inspection of Public Records Act, the policy is to share information with the media and the public. The OIG Ordinance also requires reports to be made available to the media. Additionally, the OIG values the opportunity the media provides to raise awareness of the existence and mission of the OIG with the citizens in the community.

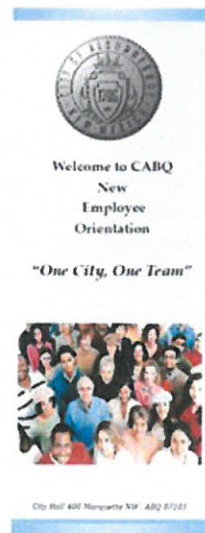
Outreach

Public outreach a priority of the office — we serve the People of Albuquerque, so it is critical that they know of our office, what we do, how we serve them, and when and how to contact us. We do this through several methods—use of the local print and broadcast media and our web page, as well as attending various neighborhood association meetings and other venues to speak about our office and how we can better serve the community. The OIG partnered with the Department of Senior Affairs and the New Mexico Chapter of the Association of Certified Fraud Examiners to host a “fraud fair” intended for the senior citizen population and the fraudulent schemes that target their community.

The OIG has engaged with the City Council Services Office of Neighborhood Coordination to get information on community events that provide outreach opportunities. There are almost 100 neighborhood associations, so the effort to speak at all of them consumes significant time and effort, but it is important to do as many presentations as possible and to make it a recurring practice.

Additionally, outreach within the City Government is very important because our office not only serves City Government employees, such as when they may be a victim of retaliation, which is covered by the Whistleblower Ordinance, but also because we depend on City employees to report matters that fall within our purview and responsibility.

In FY2017, we began providing briefings at the New Employees Orientation sessions every two weeks. The purpose of these presentations is to raise awareness of the office and mission to new employees. The briefings include topics pertaining to the history of the office, the mission and function of the office, as well as the methods for contacting and reporting matters to the office.



Finally, the OIG has also made efforts to reach out to various non-profit organizations that also have partnerships with the City to ensure that the OIG is familiar with the mission of the organization and what the City, and therefore, the citizens, provide in terms of funding, as well as ensuring the organizations are familiar with the OIG and its mission, as well as when to contact the office. Efforts have also included reaching out to other organizations of interest, such as the Albuquerque Chamber of Commerce and the Hispano Chamber of Commerce. These efforts will continue throughout FY2018 and beyond.

Accountability in Government Oversight Committee

Section 2-10-5 of the Accountability in Government Ordinance creates the “Accountability in Government Oversight Committee.” The Mayor and Council President appoints a representative annually to attend AGO meetings as non-voting ex officio members. At least one Committee member shall be a Certified Public Accountant (CPA), at least one Committee member shall have a law or law enforcement background and at least one Committee shall be a professional management consultant.

As vacancies on the Committee occur, the Council and Mayor shall alternately appoint new members with the Council making the first appointment. All appointments shall be subject to Council approval. The existing Committee members may make recommendations to the Mayor and Council for candidates to fill vacancies on the Committee.

The AGO Committee is a management committee and not a public board or commission, and is not subject to the Open Meetings Act. The Committee is not formed to formulate public policy nor has authority to formulate public policy been delegated to the Committee.

As of June 30, 2018, the AGO Committee was comprised of the following members:

| NAME | TERM EXPIRES | REPRESENTATIVE |
|-------------------------|--------------|-----------------------|
| Edmund E. Perea, Esq | 8/31/2019 | Law/Law Enforcement |
| Elizabeth Metzger | 8/31/2019 | CPA |
| Daniel O. Trujillo | 8/31/2020 | Management Consultant |
| Laura Smigielski Garcia | 8/31/2020 | At-Large |
| John Carey | 8/31/2020 | At-Large |

The Association of Inspectors General

The “Association of Inspectors General” was organized on October 26, 1996. As stated in the Association's Articles of Organization, Constitution and Bylaws, the purpose of the Association is to:



Foster and promote public accountability and integrity in the general areas of the prevention, examination, investigation, audit, detection, elimination and prosecution of fraud, waste and abuse through policy research and analysis; standardization of practices, policies, and ethics, encouragement of professional development by providing and sponsoring educational programs, and the establishment of professional qualifications, certification, and licensing.

The AIG provides standards for the operations and work performed by OIGs to maintain compliance with the highest requirements for competence, accuracy, and quality.

- Statement of Principles for Offices of Inspector General
- Quality Standards for Offices of Inspector General
- Quality Standards for Investigations by Offices of Inspector General
- Quality Standards for Inspections, Evaluations and Reviews by Offices of Inspector General
- Quality Standards for Audits by Offices of Inspector General

A Vision for FY2019

Over the past two years, the OIG team focused on proactive opportunities, while addressing reactive matters. This is the right trend and I believe FY19 should see a continuation of this proactive focus. The City has more than 20 departments and scores of projects and programs that could benefit from an inspection. Many of these departments and programs have never been inspected and therefore provide good opportunities for oversight.

While the OIG didn't receive an increase in funding, a proactive stance is important and can lead to better use in existing resources. The OIG has

In late 2017, the OIG received the automated Case Management and Tracking System (CMTS) that in time will prove to be valuable for several reasons. CMTS will allow investigative and inspection related activities to be accomplished with greater efficiency. The system will also allow retrieval of important investigative and metrics data for future investigations, inspections and justification of resources. OIG personnel continue to learn the system and its robust capabilities.

New OIG policies, procedures and standards have been established to ensure personnel and

activities meet the requirements of the Inspector General Ordinance, the Association of Inspectors' General professional standards and by incorporation, the professional standards of the Council of Inspectors' General on Integrity and Excellence.

We will incorporate into our priorities matters that impact "public safety and health," such as issues pertaining to the Albuquerque Fire Department, Animal Welfare Department, BioPark, etc., as well as federal programs that could impact the community, such as the Americans with Disabilities Act, Healthcare, Environmental Health, etc.

We will continue to reduce our engagement in matters that have minimal impact on public funds and community programs, so that we can increase our focus on both proactive and reactive matters that have the widest and deepest impact on the greatest numbers of citizens, such as procurement fraud, public integrity and occupational fraud.

The OIG will explore new opportunities through benchmarking other OIGs, working with strategic partners and collaborating with City Council and the Administration for opportunities to deter, detect, prevent, mitigate and investigate fraud, waste, abuse and corruption. The office will continue to evolve and refocus to remain relevant and responsive to the Citizens. New ways to bring more outreach and awareness will be incorporated, such as social media and public engagement.

We continue to invite your ideas and suggestions to be more efficient and focused so that we can serve you better. Please reach out! TipsNow@cabq.gov or 505-768-4TIP (4847).

Thank you!

