

August 15, 2006
AUD 007-002

An Internal Audit Report by the Office of Auditor General On

• Review of Administration and Monitoring of Unpaid Traffic Violation Citations

We have completed a review of the traffic citations received by WMATA employees from local jurisdictions which are sent to WMATA.

We also reviewed the database used for monitoring of the unpaid citations for WMATA vehicles that is administered by the Office of Operations Planning and Administrative Support (OPAS).

The Policy Instruction states that vehicle operators are responsible for traffic and parking citations and for prompt reporting and payment of citations.

Our objective was to determine whether the processes for controlling the payment of citations are adequately designed and operating effectively.

We ascertained that the OPAS database was not being maintained for unpaid citations that were received prior to May 2005. The current unpaid citations are now being maintained and citations are being forwarded to the respective office/department for action.

When we commenced the audit in March 2006, there were \$90,768 in unpaid citations, \$66,850 of which were prior to May 2005.

As of May 1, 2006, there were \$63,403 in unpaid citations of which \$47,580 were prior to May 2005.

We ascertained that managers have not been following up with their employees on resolving unpaid citations.

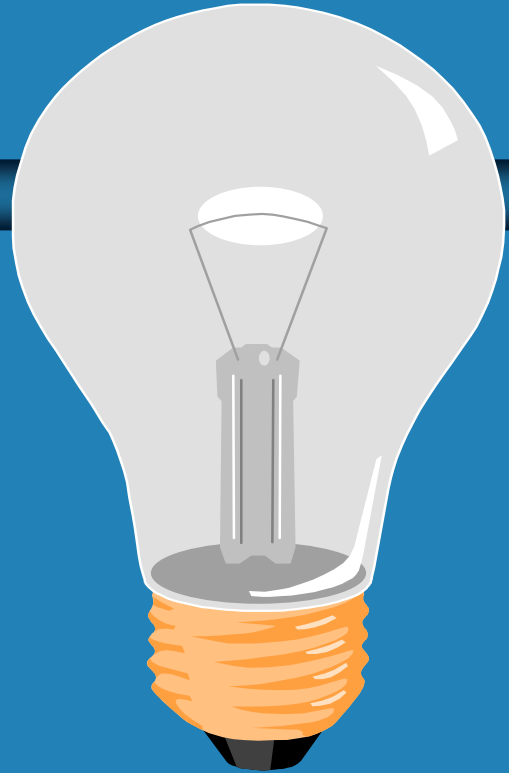
We made 6 recommendations for improvement.

Representatives from OPAS and BUS agreed with the recommendations.

COO, Operations Support suggested to us that to resolve the issue for the old citations that can't be identified and/or resolved, that they should be paid and written off to the operating budget.

Internal Audit Report No. AUD 07-002

Questions



If you have any questions or comments pertaining to this Internal Audit Report, please contact:

James C.

Stewart

962-1008

SUBJECT: Review of Administration and Monitoring of Unpaid Traffic Violation Citations **DATE: August 15, 2006**

FROM: AUDT – James C. Stewart

TO: OPRS – James Hughes

IN REPLY

REFER TO: AUD 07-002

Background

During the course of daily activities, WMATA employees receive traffic citations from the local jurisdictions, which are sent to WMATA. According to WMATA's policy, the employee responsible for receiving the citation is responsible for the payment of the fine.

We have completed a review of the traffic violations and the database used for monitoring of unpaid citations for WMATA vehicles that is administered by the Office of Operations Planning and Administrative Support (OPAS). We analyzed the printed database reports of January 13, 2006 through March 31, 2006. Our objective was to determine whether the processes for controlling the payment of violations are adequately designed and operating effectively. We interviewed employees to evaluate the efficiency of the process of the monitoring and the payment of citations.

Objective, Scope and Methodology

The objective of the audit was to determine if payment of citations were made and whether the database was maintained properly. WMATA employees and ParaTransit drivers are incurring citations for parking, speeding and red light violations. OPAS maintains a database of all violation citations issued to WMATA. OPAS receives notification from the taxing authorities for unpaid violations. When OPAS receives the violation notification, the violation is already 30 days late. The database indicates tickets paid and unpaid. A report provided to us indicates that the amount of unpaid citations from the District of Columbia, Maryland and Virginia as of March 31, 2006 was approximately \$90,408. The following schedule shows the total dollar value of unpaid citations as of March 31, 2006 for each responsible office/department and the aging of citations to include those that were greater than 120 days.

WMATA
Unresolved Traffic Tickets
AGED CITATIONS AS OF MARCH 31, 2006

OFFICE/ DEPARTMENT	30 DAYS	60 DAYS	90 DAYS	120 DAYS	120 + DAYS	TOTAL
ACCT		50.00	100.00	200.00	200.00	\$ 550.00
ADMT	50.00		100.00	50.00	900.00	1,100.00
AGMM					25.00	25.00
AGMW					500.00	500.00
BMNT	400.00	750.00	325.00	625.00	34,185.00	36,285.00
BMSS					50.00	50.00
BTRA	50.00	325.00	425.00	375.00	8,150.00	9,325.00
BUSV					75.00	75.00
CAPM				50.00	600.00	650.00
CEGR			50.00		325.00	375.00
CMNT			50.00		765.00	815.00
CONS			50.00		290.00	340.00
COOB					255.00	255.00
COUN					100.00	100.00
DGM/OPER					100.00	100.00
ELES		90.00	75.00		5,020.00	5,185.00
EXTN					125.00	125.00
GMAC					250.00	250.00
HRMP					135.00	135.00
IRPG			50.00		50.00	100.00
ITSV					100.00	100.00
MACS	300.00	925.00	660.00	150.00		2,035.00
MCAP					435.00	435.00
MKTG			125.00		200.00	325.00
MTPD	50.00	175.00	50.00	400.00	3,652.00	4,327.00
OLIA					30.00	30.00
OPAS				75.00	50.00	125.00
PLNT		175.00	50.00	250.00	6,357.00	6,832.00
RTRA		50.00	100.00	50.00	1,270.00	1,470.00
SARP					315.50	315.50
SMNT	75.00	200.00	500.00		5,410.00	6,185.00
SYSP			50.00		100.00	150.00
TRES		100.00	100.00	203.00	650.00	1,053.00
TRST	100.00		300.00	200.00	1,485.00	2,085.00
UNKNOWN	175.00	50.00	125.00	150.00	8,100.50	8,600.50
	<u>\$ 1,200.00</u>	<u>\$ 2,890.00</u>	<u>\$ 3,285.00</u>	<u>\$ 2,778.00</u>	<u>\$ 80,255.00</u>	<u>\$ 90,408.00</u>
No. of citations	19	42	48	31	1,457	1,597

As of May 1, 2005, OPAS changed the employees who were responsible for the administration of the unpaid citations. As of May 1, 2005, the database had not been updated or corrected for a period of time. The change in responsibility did not address who was responsible for continuing to maintain the database and resolving the older unpaid citations prior to May 1, 2005. The administrator is updating information for citations issued earlier than May 1, 2005 to show payments made or additional charges. However, the current administrator is not researching issues to determine the status of the unpaid citations prior to May 1, 2005.

The following schedule shows the dollar amount of unpaid citations separated for dates before and after May 1, 2005 and the total number of citations.

Unresolved Traffic Tickets
AGED CITATIONS AS OF MARCH 31, 2006
BY RESPONSIBILITY DATE - OPAS

OFFICE/ DEPARTMENT	Prior May 1 2005	After May 1, 2005	TOTAL
ACCT	200.00	350.00	\$ 550.00
ADMT	700.00	400.00	1,100.00
AGMM	25.00		25.00
AGMW	450.00	50.00	500.00
BMNT	29,240.00	7,045.00	36,285.00
BMSS		50.00	50.00
BTRA	6,730.00	2,595.00	9,325.00
BUSV	75.00		75.00
CAPM	450.00	200.00	650.00
CEGR	250.00	125.00	375.00
CMNT	515.00	300.00	815.00
CONS	175.00	165.00	340.00
COOB	255.00		255.00
COUN	100.00		100.00
DGM/OPER	100.00		100.00
ELES	4,315.00	870.00	5,185.00
EXTN	125.00		125.00
GMAC	100.00	150.00	250.00
HRMP	135.00		135.00
IRPG	50.00	50.00	100.00
ITSV	100.00		100.00
MACS		2,035.00	2,035.00
MCAP	385.00	50.00	435.00
MKTG	200.00	125.00	325.00
MTPD	2,402.00	1,925.00	4,327.00
OLIA	30.00		30.00
OPAS	50.00	75.00	125.00
PLNT	4,922.00	1,910.00	6,832.00
RTRA	830.00	640.00	1,470.00
SARP	300.00	15.50	315.50
SMNT	4,590.00	1,595.00	6,185.00
SYSP	100.00	50.00	150.00
TRES	600.00	453.00	1,053.00
TRST	1,040.00	1,045.00	2,085.00
UNKNOWN	6,950.50	1,650.00	8,600.50
	<u>\$ 66,489.50</u>	<u>\$ 23,918.50</u>	<u>\$ 90,408.00</u>
dollar %	74%	26%	100%
No. of citations	1,270	327	1,597
# citations %	80%	20%	100%

As a result of our review, we concluded that offices/departments had not been resolving the citations within 30 days which results in the citations incurring additional fines, which are generally, double the original amount of the citation.

We have notified the various offices/departments that citations unpaid should be resolved within 30 days of the issuance of the citation.

BUS maintains a separate database to track the tickets for their department. However, we ascertained that the BUS supervisors and managers had not been following up with the employees for unpaid violations. They also have employees that are no longer with WMATA that have outstanding citations. A summary of unresolved traffic tickets as identified by BUS in their database is as follows:

Unresolved Traffic Tickets BUS Divisions AGED CITATIONS AS OF MARCH 31, 2006						
<u>OFFICE</u>	<u>30 DAYS</u>	<u>60 DAYS</u>	<u>90 DAYS</u>	<u>120 DAYS</u>	<u>120 + DAYS</u>	<u>TOTAL</u>
BMNT	\$ 400.00	\$ 750.00	\$ 325.00	\$ 625.00	\$34,185.00	\$ 36,285.00
BMSS					50.00	50.00
BTRA	50.00	325.00	425.00	375.00	8,150.00	9,325.00
BUSV					75.00	75.00
UNKNOWN	<u>175.00</u>	<u>50.00</u>	<u>125.00</u>	<u>150.00</u>	<u>8,100.50</u>	<u>8,600.50</u>
Total	<u>\$ 625.00</u>	<u>\$ 1,125.00</u>	<u>\$ 875.00</u>	<u>\$ 1,150.00</u>	<u>\$ 50,560.50</u>	<u>\$ 54,335.50</u>
Total Unpaid	<u>\$ 1,200.00</u>	<u>\$ 2,890.00</u>	<u>\$ 3,285.00</u>	<u>\$ 2,778.00</u>	<u>\$ 80,255.00</u>	<u>\$ 90,408.00</u>
Bus % to Total \$	52%	39%	27%	41%	63%	60%
# of citations	9	16	14	16	1,028	1,083
Total No. of citations	19	42	48	31	1,457	1,597
Bus % to Total #	47%	38%	29%	52%	71%	68%

BUS has 60% of all citations that were unpaid as of March 31, 2006, and 93% of BUS unpaid citations were older than 120 days.

During the course of our review, a PLNT representative requested clarification on the liability of those employees who had not paid for violations where the explanations were that they were on WMATA emergency business. The employees indicated that the superintendent informed them that they did not have to pay for the violation.

We ascertained that, P/I 5.11.2 states that “Vehicle Operators are responsible for: All traffic and parking citations and prompt reporting and payment of citations, including citations resulting from automated red light and speeding cameras. All traffic and parking citations not paid by the vehicle operator will be charged to the vehicle operator’s office. The office will then be responsible for attempting to collect reimbursement from the employee. A copy of receipt of payment to include ticket

number, must be sent to OPAS within 30 days of issuance.” P // 6.08.9, further states that, “The operator of an MPV (Motor Pool Vehicle) is responsible for paying parking tickets and other fines for the violation of any laws.”

We informally requested of an Office of General Counsel (COUN) representative whether there was any interpretation of the policy instruction pertaining to emergency situations to exempt an employee from paying a citation. Per COUN, there is no such interpretation.

Conclusion

We ascertained that the OPAS database is not being maintained for unpaid citations that are older than May 1, 2005. The current unpaid citations are now being maintained and citations are being forwarded to the respective office/department for action. BUS is also maintaining a database of BUS violations of which many are older than 120 days.

Subsequent review of the March 31, 2006 database determined that 743 (617 prior to May 2005 and 126 after May 2005) of the citations listed have since been identified as being paid when verified through a review of the District of Columbia’s database.

**Updated Unresolved Traffic Tickets
REVISED FOR PAID CITATIONS AS OF MAY 1, 2006**

OFFICE/ DEPARTMENT	Prior May 1 2005	After May 1, 2005	TOTAL
Original Schedule	\$ 66,849.50	\$ 23,918.50	\$ 90,768.00
Paid Citations	<u>(19,270.00)</u>	<u>(8,095.00)</u>	<u>(27,365.00)</u>
Revised Unpaid Citations	<u>\$ 47,579.50</u>	<u>\$ 15,823.50</u>	<u>\$ 63,403.00</u>

During the course of our review, various offices have paid the outstanding citations and the current citations are being managed more efficiently. On June 2, 2006, MACS paid \$1,335 of outstanding citations pertaining to the ParaTransit operators. This represents 84% of the outstanding citations pertaining to MACS on the March 31, 2006 list. In addition, MACS has paid \$4,780 for additional citations that have been issued subsequent to March 31, 2006.

However, the database for the unpaid citations had not been updated for the 743 paid tickets as of June 9, 2006. However, it has been updated for newly issued unpaid citations subsequent to March 31, 2006.

On June 16, 2006, OPAS issued a memo to all offices/departments indicating that all citations are to be paid by June 30, 2006. As of June 28, 2006, OPAS had received some payments and are in the process of updating the unpaid citation schedule. In addition, citations that were incurred in Virginia for red light or speeding have been dropped by the State. Virginia has discontinued the red-light program as of August 31, 2005 and is not proceeding against unpaid citations. Alexandria has verbally informed a WMATA supervisor of this information. WMATA has requested that this information be received in writing.

Conclusions and Recommendations

1. Maintenance of Database Prior to May 1, 2005

The amounts of unpaid violations that are prior to May 1, 2005 currently represent approximately \$47,580, or 75% of the total unpaid violations. The District of Columbia has online service to verify outstanding citations whereas Virginia and Maryland do not have the online service.

Therefore, we recommend that the database of unpaid violations be updated for duplicate and incorrect entries as well as for paid citations where it is cost effective to do so.

The unknown category represents approximately \$8,600 or 13.5% of the total of unpaid violations. The unknown category was used when the OPAS representative was unable to determine the department or vehicle.

Since it is not efficient or cost effective to identify each of the citations in the “unknown” category, then OPAS should evaluate whether they are currently treated as due and unpaid by the issuing organization, and if they are still considered to be due, they should be paid.

In addition, we recommend that, after receiving confirmation that Virginia will not enforce certain citations, the citations in the red-light category for Virginia not being enforced should be removed from the database and put in a separate file. The Virginia citations were dropped as of August 31, 2005 since the red-light program was discontinued in Virginia.

2. Management Supervision

Managers have not been following up with their employees on unpaid citations. The managers are not sending timely requests to OPAS and/or ACCT for garnishment of employee’s wages for unpaid citations.

Therefore, we recommend that each of the offices/departments where there are unpaid citations assign someone to be held accountable for managing and enforcing WMATA’s policies concerning unpaid citations, including the collection of unpaid citations for the applicable employees.

We also recommend that OPAS provide training to superintendents and supervisors to explain the requirement of employees to send proper documentation timely (within 30 days) to OPAS pertaining to citations. Proper documentation should include a paid receipt from the traffic authority, copy of cancelled check or a copy of credit card receipt

3. The Interpretation of Emergency

We recommend that OPAS, with advice from COUN, should update Policy Instruction 5.11.2 to clarify; what is an emergency that would exempt an employee from paying a citation and whether WMATA pays for the citation without reimbursement from the employee.

Management Response

We discussed the findings and recommendations with representatives of OPAS and BUS. They agreed with the recommendations and provided clarification where needed.

OPAS agreed to follow up on the updating of the database. BUS agreed to follow up on the list of employees that have been garnished for payment of citations.

We discussed the results of audit with the Chief Operating Officer, BUS who stated that he had no objection to the audit. He believes that a high percentage of the BMNT charges are for Bus Operators. BUS is working diligently to clean these up and address new violations that come in. BUS is using payroll deduction when needed.

We discussed the results of audit with the Chief Operating Officer, Operations Support who suggested that the old citations that can't be identified and/or resolved should be paid and written off to the operating budget.

James C. Stewart
Auditor General

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COUN - Carol O'Keeffe
CTS - Steve Yaffe
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BTRA - Steve Petruccelli
ELES - David Lacosse
MTPD - Polly Hanson
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