



OLG  
12/1/04

**Date:** December 1, 2004  
**To:** Department Heads  
**From:** Len Lucas, Internal Audit Director  
**Subject:** Audit / Reviews

Over the past eight months our new process of audits/reviews of departments has become much more efficient. As you are aware, we implemented a change in our response time to 14 days back on April 12, 2004 upon the direction from the Manager's Office.

This process, which involves reviewing a department's operations, making recommendations for improvements, reviewing responses for corrective actions, and acknowledgement of our concurrence to these responses has paid substantial dividends.

Most of you have responded in a timely fashion, which we greatly appreciate. However, there have been instances when the responses were not so timely. We ask that you make a renewed effort to work with us on these issues. The City Manager has given us positive feedback on the final packet of documents that we forward to him when the above mentioned cycle is completed.

Remember, we're all on the same team. We appreciate your attention and time to these matters as we move forward.