



COUNTY OF DUTCHESS
DEPARTMENT OF PUBLIC WORKS

October 27, 2015

James Coughlan, Comptroller
County Office Building, 4th Floor
22 Market Street
Poughkeepsie, NY 12601

RE: 2014 Dutchess County DPW Auto Service Center Audit-DPW Response

Dear Comptroller Coughlan:

The Department of Public Works offers the following response to the Draft 2014 Dutchess County DPW Auto Service Center Audit.

Thank you and your staff for conducting a thorough audit. Your staff demonstrated professionalism and respect while interviewing Auto Service Center employees and management. As you are aware, DPW took on supervisory and management responsibilities of the Auto Service Center on January 1, 2013. DPW administration has worked, and will continue to work, as diligently as possible to support the dedicated staff who work at the ASC while at the same time addressing some problematic elements within the ASC. During your audit period, DPW was dealing with consequences of the absence of a Garage Superintendent for the last 5 months of 2013 due to medical issues and a year's absence and subsequent retirement in 2014 the absence of full-time office staff person.

One of DPW management's goals is to continue to develop an updated Vehicle Policy Manual. This policy will clearly define DPW's role in fleet management, explain end-user departments' responsibilities when utilizing fleet assets, codify driver roles and responsibilities, and offer guidance to fleet users when accidents, damage, or breakdowns occur.

Another goal is to develop an internal policy and procedure manual for defining employee roles and responsibilities concerning parts inventory; billing; scrap handling; parts salvage; revenue tracking; and documentation of accidents and towing. This internal policy will establish segregation of duties, define supervisory roles, insure independent checking of invoices and billing, and establish reporting documentation.

One of the findings stated the present inventory and distribution software is insufficient to handle the operations of the Auto Center. We have budgeted for 2016 a new system,

and hope to transition to a better system, with barcode capabilities and better security controls.

In closing, the audit appears to be comprehensive and accurate, and it reflects both the improvements made at the Auto Service Center as well as the operational and accountability areas that require continued improvement. Thank you for the opportunity to offer this response to the 2014 DPW Auto Service Center Audit.

Sincerely,



Noel Knille
Commissioner of Public Works

c: R. Balkind, Deputy Commissioner of Public Works
M. Aldrich, DPW Director of Budget and Finance