



**April 19, 2011**

Mr. Christopher Beschler, DCAO, Operations  
Mr. Robert Steidel, Director, Department of Public Utilities

The Office of the Inspector General (OIG) has completed an investigation in the Department of Public Utilities (DPU). This letter informs you of the results of the investigation.

### **Complaint**

The Office of the Inspector General received a complaint alleging an employee of the Storm-water Division within DPU was conducting an excessive amount of personal business on her assigned City computer during work hours.

### **Legal Requirements**

In accordance with the Code of Virginia, §15.2-2511.2, the City Auditor is required to investigate all allegations of fraud, waste and abuse. Also, the City Code section 2-231 requires the Office of the Inspector General to conduct investigations of alleged wrongdoing.

### **Background**

The City's Administrative Regulations Number 2.5 (A.R. 2.5) related to Electronic Media Systems governs the usage of City computers that are distributed to employees. Policies and restrictions related to email and internet usage are outlined in Section C of A.R. 2.5., which states "Brief use of these systems for personal purposes is permitted. However, systematic and pervasive use of these systems for personal purposes is prohibited."

### **Findings**

The investigator reviewed email and internet activity for the DPU employee, a Chief Chemist, between January 24, 2011 and February 24, 2011. The employee's email activity was found to be in compliance with A.R. 2.5, but the investigator determined the employee's internet usage violated A.R. 2.5. The investigator's analysis revealed a pattern of visiting numerous internet sites throughout the employee's work day which appeared to have little association with City business. The employee spent an excessive amount of time visiting websites related to social media, shopping, games, sports, travel, dining, blogs, and other non-work related websites.

When the investigator interviewed the employee, she was cooperative and forthcoming. The employee stated “Facebook” was visited since the Department uses that website as an approved method to communicate with customers. However, the employee acknowledged her non-work related internet usage was excessive and she admitted to viewing the shopping websites more than others. When the investigator asked the employee to estimate the time spent using the computer for personal business, the employee stated she spends approximately 20% of her work hours visiting non-work related websites. The employee stated she would “lose track of time” while viewing these websites. The employee stated she was familiar with the Administrative Regulations that govern the use of the internet, and that she violated these regulations.

### **Conclusion**

The Inspector General’s office finds the allegation to be substantiated and recommends appropriate disciplinary action against the subject employee.

If you have any questions, please contact me at extension 5616.

Sincerely,

A handwritten signature in black ink, appearing to read "Umesh Dalal", written in a cursive style.

Umesh Dalal, CPA, CIA, CIG  
City Auditor/Inspector General

Cc: Byron Marshall, Chief Administrative Officer