

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Inspector General

Inspector General



October 19, 2017

Melinda Bolling
Director
Department of Consumer and Regulatory Affairs
1100 4th Street, S.W.
Washington, D.C. 20024

Dear Director Bolling:

My Office will soon start an inspection in the Department of Consumer and Regulatory Affairs (DCRA) Regulatory Enforcement Administration. The primary objective of this inspection, which is part of my Office's *Fiscal Year 2018 Audit and Inspection Plan*,¹ will be to assess the efficiency and effectiveness of DCRA's processes for collecting fines, special assessments, and penalties attached to violations of laws and regulations under its jurisdiction. OIG inspections are conducted in accordance with standards established by the Council of the Inspectors General on Integrity and Efficiency.

Please provide Edward Farley, Assistant Inspector General for Inspections and Evaluations (I&E), with the name and telephone number of the person who will serve as the primary point of contact at DCRA during the inspection process. He can be reached at 202-727-9249 or edward.farley@dc.gov.

Also, please provide the following information to Mr. Farley no later than November 3, 2017, so that the I&E team can prepare its fieldwork methodology and plan:


- a list (that includes position titles, telephone numbers, work locations, and email addresses) of all current DCRA employees with duties related to imposing and collecting fines, special assessments, and penalties;
- a summary of fines, special assessments, and penalties imposed and collected during fiscal years 2016 and 2017, to include a detailed breakdown (i.e., similar to the analysis provided in Attachment 10 of DCRA's FY 2015 performance oversight responses) of the primary categories of infractions;
- all policies and procedures related to the collection of fines, special assessments, and penalties;

¹ Available at <http://oig.dc.gov>.

- any internal or external audits or reviews conducted within the past 3 years of DCRA's process for collecting fines, special assessments, and penalties; and
- any other documentation or information you believe would assist the inspection team.

Mr. Farley will schedule an entrance conference with the point of contact you identify. Thank you in advance for your cooperation, and I look forward to working with DCRA in our joint efforts to improve the quality of services provided to District government customers.

Sincerely,


Daniel W. Lucas
Inspector General

DWL/ef

cc: The Honorable Muriel Bowser, Mayor, District of Columbia, Attention: Betsy Cavendish (via email)
Mr. Rashad Young, City Administrator, District of Columbia (via email)
The Honorable Phil Mendelson, Chairman, Council of the District of Columbia (via email)
The Honorable Brianne Nadeau, Chairperson, Subcommittee on Consumer Affairs, Council of the District of Columbia (via email)
The Honorable Kathy Patterson, District of Columbia Auditor, Office of the D.C. Auditor, Attention: Cathy Patten (via email)