

## **Post-Audit Review 23-07: Citywide Camera Management**

**June 2025**

**City Auditor**

Stan Sewell, CPA, CGFM, CFE

**Senior Auditor**

Richard Walls, CPA, CIA, CMFO





# OFFICE OF INTERNAL AUDIT

## Stan Sewell, City Auditor

June 30, 2025

To: Mayor Tim Kelly  
City Council Members

Subject: Post-Audit Review of Citywide Camera Management (Report #23-07)

Dear Mayor Kelly and City Council Members:

Attached is a summary report on the status of audit recommendations in our July 2024 Citywide Camera Management report. The purpose of this report is to confirm whether, and to what degree, management has implemented the recommendations made in the original audit.

The original audit concluded there are internal controls over a substantial portion of camera management operations, but opportunities exist for improvement.

The audit had 7 recommendations to improve efficiency and effectiveness of the camera management process. At the time of this Post-Audit Review, two recommendations were not implemented and five were implemented. Recommendations not implemented are herein reported to the Audit Committee for follow-up, as appropriate.

This Post-Audit Review consisted principally of inquiries of City personnel and examinations of various supporting documentation. It was substantially less in scope than an audit in accordance with generally accepted government auditing standards. The evidence obtained provided a reasonable basis for our conclusions; however, had an audit been performed, other matters might have come to our attention that would have been reported to you and our conclusions may have been modified.

Sincerely,

Stan Sewell, CPA, CGFM, CFE  
City Auditor

Attachment

cc:     Audit Committee Members  
          Kevin Roig, Chief of Staff  
          Mande Green, Chief Operating Officer  
          Jerele Neeld, Chief Information Technology Officer  
          Anne Robinson, Deputy Chief Information Technology Officer  
          James Cutcliff, Director of Business and Finance Management, Technology Services  
          Karitsa Jones, Administrator – Department of Early Learning  
          Jerramy Wood, Administrator – Public Works  
          Ricky Colston, Director – Citywide Services  
          Kenneth Howell, Director – Fleet Management  
          Jim Arnette, TN Local Government Audit

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## RECOMMENDATIONS NOT IMPLEMENTED (2)

Recommendation	Actions Taken
6 We recommended DTS implement the use of AI-driven video analytic solutions for surveillance cameras. By leveraging artificial intelligence technology, DTS may be able to enhance the capabilities of their surveillance system, improve security monitoring, and potentially automate certain surveillance tasks.	The City AI committee has drafted a policy for the use of AI tools in city business. The draft is in the approval process. The city does have cameras with AI functionality built in, but it has not been activated.
7 We recommended DTS assume responsibility for administration of all citywide surveillance cameras. This would include consultation on the proper camera, installation and placement, maintenance and repair, giving proper permissions, login and password management, retention and storage, as well as cybersecurity. Departments using Avigilon cameras would maintain their cameras while coordinating management oversight with DTS.	The Fleet Management Division now uses DTS cameras. DTS plans to work with departments using other systems to maintain documentation and access to those systems.

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## RECOMMENDATIONS FULLY IMPLEMENTED (5)

Recommendation	Actions Taken
1 We recommended DTS establish citywide written policies and procedures to manage and maintain its network of cameras. Input and feedback should be obtained from other relevant departments.	The City Technology Committee approved the written policies and procedures on June 10, 2024. The policy was implemented and shared with all department heads via email on July 3, 2024. This policy can be accessed from DTS Confluence and the Landing (intranet).
2 We recommended DTS establish best practices to enhance the effectiveness of their surveillance camera systems. Best practices can be implemented through policies and procedures.	The City Technology Committee approved the written policies and procedures on June 10, 2024. The policy was implemented and shared with all department heads via email on July 3, 2024. Best practices have been and will continue to be addressed through policy revisions.
3 We recommended Head Start cease audio recordings.	This recommendation was immediately implemented.
4 We recommended departments comply with the security camera policy by posting signage informing the public of surveillance cameras.	Procedures for camera signage have been included in the policy. 300 camera warning labels have been posted on public access doors at city accessible buildings.
5 We recommended the policies and procedures state static cameras are the default to ensure full coverage of areas that have been identified as warranting the expense of surveillance and additionally state the factors/criteria necessary to justify cameras being on tour mode.	The policy was updated on June 27, 2024 to include this recommendation. Additionally, the Real Time Intelligence Center (RTIC) has tested PTZ model cameras and will continue to make camera recommendations.

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