City of San Antonio

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Date	Ver.	Action By	Action	Result

AUDIT COMMITTEE SUMMARY
August 18, 2020
Follow-Up Audit of City Center Development & Operations
Downtown Parking Operations
Report Issued July 9, 2020

Audit Objective

Determine if the recommendations made in the prior audit of City Center Development & Operation's (CCDO's) Parking Operations have been effectively implemented and related risks are sufficiently mitigated.

Background

On March 1, 2018, the Office of the City Auditor completed an audit of the CCDO Parking Operations to determine if downtown parking operations are managed in accordance with ordinances and policies, and parking operation collections and revenue recognition are adequate. We initially concluded that CCDO Parking Operations were not managed in accordance with internal policies and procedures. CCDO management agreed with the conclusions and developed action plans to address the audit recommendations.

Scope & Methodology

The audit scope was limited to the recommendations and corrective action plans made in the original report for the time frame of October 2017 to June 2019.

Conclusions

We determined that CCDO has made significant progress implementing management action plans to address prior audit recommendations; however, the action plan for one of the six areas identified for improvement was only partially implemented and we recommend it be fully implemented.

CCDO management has created new guidelines over the issuance of validation tickets. However, the newly implemented guidelines do not include reconciliation requirements or address tracking of costs associated with no

charge validations. In order to enhance the current guidelines, Parking management should:

- Create and implement a process to reconcile the issued tickets log to the validation encoder program and investigate discrepancies.
- Track costs associated with no charge validation tickets.

CCDO Management agreed with the audit results and has developed positive action plans to address them.