



# City of San Antonio

## Agenda Memorandum

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**Agenda Item Number:** 11.

**Agenda Date:** 5/15/2018

**In Control:** Audit and Accountability Committee

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### AUDIT COMMITTEE SUMMARY

**May 15, 2018**

**Follow-up Audit of Center City Development & Operations**

**Parking Enforcement Division**

Report Issued February 6, 2018

#### Follow-up Audit Objective

Determine if recommendations made in the prior audit of the CCDO Parking Enforcement (Parking) have been effectively implemented.

#### Background

In March of 2016, the Office of the City Auditor completed an audit of CCDO Parking Enforcement Division. The objective of the audit was to determine if parking enforcement operations are managed in accordance with City ordinance and policies.

The Office of the City Auditor concluded that Parking is effectively enforcing the City's Municipal Code regarding parking violations. However, the following control deficiencies were identified in the prior audit.

- Parking violators with multiple citations are not being addressed.
- Officer's safety environment improvements were identified.
- Reconciliation between parking citations issued and the Municipal Court's Incode system are not being performed.
- Evidence supporting reasons for citations is inconsistent.
- Handicap parking enforcement is not in compliance with State Code.
- Controls to ensure the proper use of City vehicles are ineffective.
- Logical system access to citation writers is insufficient.

#### Audit Scope and Methodology

The audit scope was limited to the recommendations and corrective action plans made in the original report for the period of FY 2016 through June 2017.

#### Audit Conclusion

Parking has successfully implemented five of the seven prior audit recommendations.

Parking implemented controls to address violators with multiple parking citations. Enhancements were made to parking enforcement officer's safety. In addition, Parking implemented controls to ensure compliance with State requirements for confiscated handicap placards. Internal controls were implemented to ensure the complete transfer of parking citations data from the Brazos to the Municipal Court's Incode system. Finally, controls were implemented which address logical access.

However, the following areas have been partially implemented. Parking has inadequate controls to ensure the proper use of parking enforcement vehicles. In addition, Parking has ineffective monitoring controls to ensure minimum evidence requirements are included in parking citations.

We made recommendations to address these issues. Management concurred with the recommendations and developed positive corrective action plans.