

Memorandum



CITY OF DALLAS

DATE: April 15, 2005

TO: Honorable Mayor and Members of the City Council

SUBJECT: Follow-up audit of the October 17, 2003, *Performance Audit of Animal Control Revenue Processing*- Report #400

We conducted this follow-up audit of our performance audit of Animal Control revenue processing under the authority of Chapter IX of the City Charter and according to applicable government auditing standards. We included tests of records and reviews of program guidelines and procedures that we considered necessary in the circumstances. Our objective was to determine whether management had implemented the audit's original recommendations or had taken other acceptable actions to remedy the control weaknesses identified in the original audit report.

The original audit report contained three findings with six related recommendations. The following details the original audit findings and recommendations. Management has implemented all of the recommendations.

1. Cash handling procedures need improvement.

We recommended that the Director of CCS:

- A. Ensure that all procedures related to the revenue collection process are written and approved.

We found that management developed a revenue collection policy and procedures and included them in the Animal Services Policy Manual (Implemented).

- B. If cash box use remains, ensure that an adequate number of cash boxes are placed in secured locations. Consider using locked cash drawers and issuing keys to cashiers when necessary.

We found that cash boxes are still being used and that they are secured, with keys provided only to cashiers as needed (Implemented).

- C. Establish a change fund to provide start up cash for cash drawers.

We found that management established a change fund consisting of \$25.00 start up cash for each drawer (Implemented).

- D. Provide a sufficient number of cash trays to enable cashiers to maintain separate trays on their shifts.

There is now only one shift (with one cashier per area), so there is no need for separate trays (Implemented).

2. A security system camera is inoperative.

We recommended that the Director of CCS repair/replace the inoperative camera system.

We found that management replaced the inoperative camera and added VCR's to record the views of all eight cameras (Implemented).

3. Animal Shelters do not accept credit card payments.

We recommend that the Director of CCS consult with Financial Services to establish and implement acceptance of credit cards at each shelter.

We found that management installed credit card machines at both shelters and they are being used (Implemented).

We commend management for their work in addressing issues related to the six original audit recommendations.

Paul T. Garner

Paul T. Garner
Assistant City Auditor

C: Kathleen Davis, Director of Code Compliance Services