

INTERNAL AUDIT DEPARTMENT

Performance Audit Report of Parking Ticket Dismissals

Audit 17-04



CITY AUDITOR EXECUTIVE SUMMARY

As part of our audit plan, the Internal Audit Department (occasionally, hereinafter, “IAD”) conducted a performance audit ¹ of the City’s process for dismissing parking tickets. The timeframe of the audit was December 1, 2015 to November 30, 2016. As stated on page 6 of this report, our objective was to determine that operating procedures and internal controls provide adequate assurance that only authorized dismissals are processed.

This audit was conducted because of tickets that were allegedly suspended or dismissed by a former employee in the Finance department between February 2016 and November 2016.

Our examination revealed significant weaknesses ² that appeared pervasive in their effects on the management of the City’s parking ticket dismissal process. The following summary provides management with an overview of conditions requiring attention. (Numbers in brackets [] refer to finding numbers in the report.)

Significant Weaknesses

[1] Tickets were improperly suspended and dismissed.

[2] There were issues with user access to eTIMS.

In our opinion, the operational and administrative controls for the City’s ticket dismissal process, taken as a whole, were sufficient to meet the objectives stated in the report. Specific limitations that may hinder effectiveness of an otherwise adequate system of controls include, but are not limited to: a) a lack of automation, b) resource constraints, c) faulty judgments, d) unintentional errors, e) circumvention by collusion, and f) management overrides. An audit may not always detect the presence of these limitations or the extent of the adverse effect that such limitations may have on the process and procedures under study. Moreover, establishing a system of controls that would be competent to effectively address and remediate all of these limitations may not be cost effective.

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City Auditor
January 27, 2017

¹ A performance audit is a study of an organization’s internal controls and the efficiency and effectiveness of its procedures and processes with due regard for economy and the express aim that it leads to improvements.

² In performance audits, significant weaknesses in internal controls are identified as key sources of deficient performance.