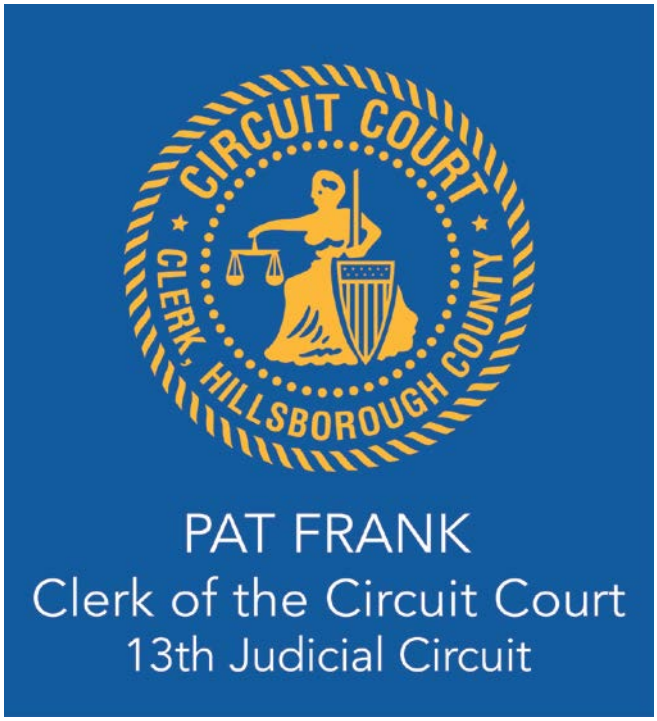


County Audit Department

Quarterly Status Report of Audit Recommendations and Board of County Commissioners' Management Action Plans Quarter Ending September 30, 2015

Report # 295

October 9, 2015

PAT FRANK
Clerk of the Circuit Court
13th Judicial Circuit

Date: October 9, 2015

To: The Honorable Sandra L. Murman, Chairman
The Honorable Kevin Beckner
The Honorable Victor D. Crist
The Honorable Ken Hagan
The Honorable Al Higginbotham
The Honorable Lesley "Les" Miller
The Honorable Stacy White

From: Steve Hooper, CIA, CFE, CCSA, CGAP, Interim Director of County Audit

Subject: Quarterly status report of audit recommendations and Board of County Commissioners' management action plans

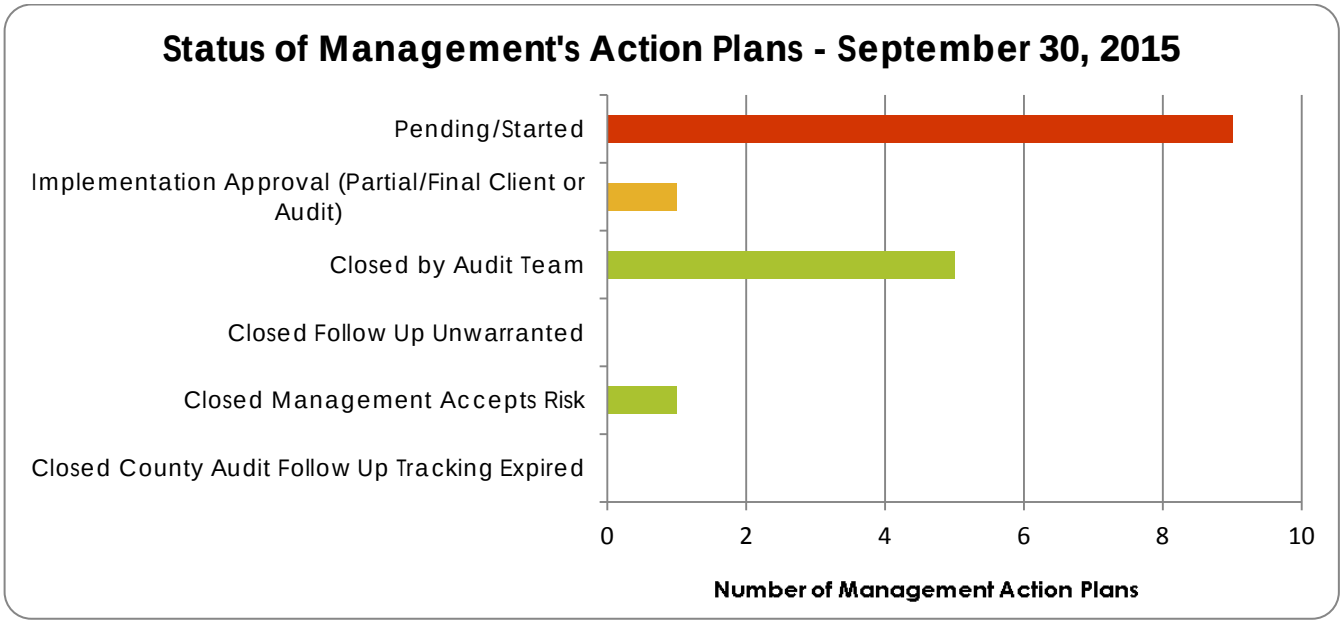
Dear Chairman Murman and Commissioners:

The County Audit Department prepared the attached quarterly report on the status of audit recommendations and management action plans. Implementing the management action plans will enhance the Board of County Commissioners' overall operations and mitigate risks to the organization.

As a result of audit testing, it is common practice for the County Audit Department to make a recommendation based on the auditor's observations and conclusions. The recommendation calls for action to correct an existing condition or improve operations. The recommendation may suggest an approach to correct or enhance performance as a guide for management in achieving a desired result.

In compliance with the Institute of Internal Auditors Standard 2500, the County Audit Department monitors management's action plans for up to 12 months after the audit report issuance date (or longer if authorized by the Director of County Audit). At the end of the monitoring time period, any management action plan whose implementation has not yet reached the "audit approved" step in the monitoring life cycle is reported to the County Internal Auditor.

During the third quarter ending September 30, 2015, the County Audit Department monitored 16 management action plans. The County Audit Department closed 6 of these plans (1 of which client management accepted the risk exposure and is not implementing the recommendation). The remaining 10 plans that are in the pending/started or implementation stage of the monitoring life cycle are being carrying forward to the fourth quarter 2015. The table below shows a status summary as of September 30, 2015. The attached *Status of Audit Recommendations and Management Action Plans* report contains specific information about each of the 16 management action plans



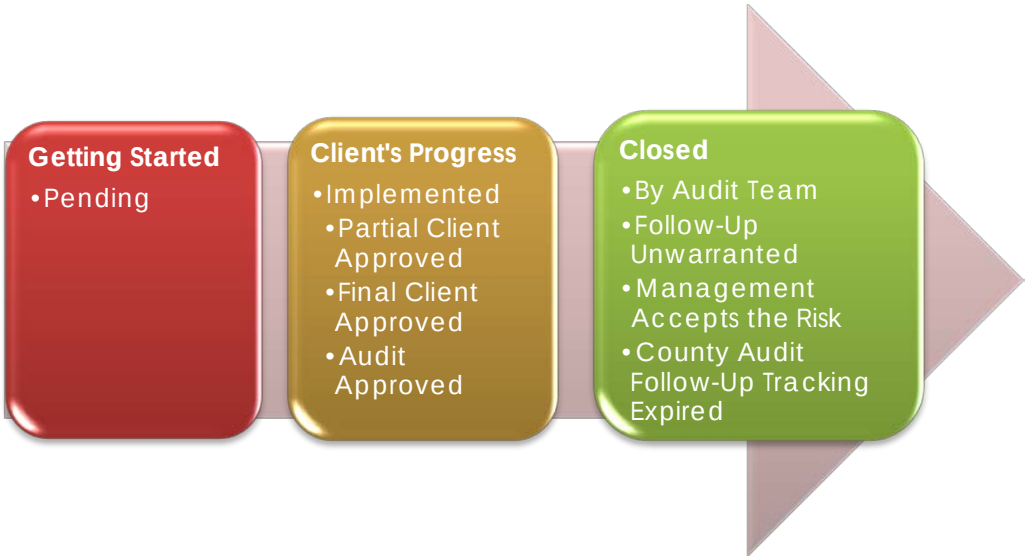
I appreciate this opportunity to be of service to the Board of County Commissioners. I will be pleased to respond to any questions that you may have concerning the attached report and to furnish you with any desired information.

CC: Mike Merrill, County Administrator
Greg Horwedel, Deputy County Administrator
Lucia Garsys, Chief Development & Infrastructure Services Administrator
Carl Harness, Chief Human Services Administrator
Ramin Kouzehkanani, Chief Information & Innovation Officer
Liana Lopez, Chief Communications Administrator
Bonnie Wise, Chief Financial Administrator
Dexter Barge, Assistant County Administrator
Ron Barton, Assistant County Administrator
Tom Fass, Assistant County Administrator
Kevin Brickey, Performance Mgmt, Management & Budget
Peggy Caskey, County Internal Auditor
Pat Frank, Clerk of the Circuit Court
Dan Klein, Chief of Staff
Rick Van Arsdall, Chief Deputy, Finance & Budget

Table of Contents

SECTION	PAGE
Steps in the Management Action Plan Monitoring Process	1
Status of Audit Recommendations and Management Action Plans September 30, 2015:	
Chief Communications Administrator	
None	NA
Chief Development & Infrastructure Services Administrator	
Report # 278 Public Utilities Inventory and Supplies Control Environment	10
Report # 286 Public Works Inventory And Supplies Control Environment	16
Report # 292 Public Works Tree Trimming and Disposal Service Contract Management	23
Chief Financial Administrator	
Report # 289 Employee Travel Advances	22
Chief Human Services Administrator	
None	NA
Chief Information and Innovations Officer	
Report #268, Information and Technology Services Department's Physical and Environmental Security Controls	3
Deputy County Administrator	
Report # 260, Facilities Inventory and Supplies Control Environment	2
Report # 274, Surplus Property Disposal Operations	4
Report # 281 Repair, Replacement, Renovation & Maintenance Program (R3M) Ops	11
Report # 283 Vehicle Fuel Billing, Payment, and Usage Processes	15
Report # 287 Advanced Data Processing, Inc. Billing and Collections Agreement	18
Report # 288 PRCD Canoe/Kayak, Classroom/Shelter, and Vendor Fee Revenue Collections Control Environment	19

Steps in the Management Action Plan Monitoring Process



DEFINITIONS:

Pending = Indicates that the recommendation was recently sent to TeamCentral and client management has not yet started implementation.

Implemented = Indicates that the recommendation was implemented but the recommendation has not yet been approved by the client and the Audit Team.

Partial Client Approval = Indicates that the recommendation received one or more client approvals, but not yet final client management approval.

Final Client Approval = Indicates that the recommendation received final client management approval and is now ready for the Audit Team to approve or reject the implementation.

Audit Approval = Indicates that the recommendation received the Audit Team's approval and is now ready to be tested and closed.

Closed = Indicates that the County Audit Department stopped monitoring.

By Audit Team = Indicates that the Audit Team reviewed or verified the actions taken to implement the recommendation and the recommendation is closed.

Follow-Up Unwarranted = Indicates that the recommendation was closed by the Audit Team because the concern is no longer applicable or no corrective action is needed.

Management Accepts Risk = Indicates that the recommendation was closed by the Audit Team because client management accepted the risk exposure and is not implementing the recommendation.

County Audit Follow-Up Tracking Expired = Indicates that the target completion date for implementing the recommendation has passed and no actions have been taken by client management during the monitoring period.

Project Code	**260**
Entity	**Facilities Management Services**
Project Name	**Facilities Inventory and Supplies Control Environment**
Status	Pending
Actual Issue Date	4/23/2014
Recommendation	To mitigate segregation of duties risks, consideration should be given to assigning the MP2 system's continuous monitoring and reporting capabilities to a non storeroom employee. For example, the MP2 system is capable of reporting data entry errors (unusual inventory amounts or values), inventory overages and shortages, changes in perpetual inventory records, comparing materials checked out of inventory on a work order to materials installed, and identifying inventory write-offs and adjustments.
Response	The Corrective Action planned for each part of the recommendations, follows: Quality Control Checking — Understanding that this recommendation is made up of two (2) components: a. Assigning of a non-storeroom person to carry out verification and double-checking of data integrity and, b. Codifying and establishing error checking reports and processes to provide quality assurance and control. A resource has been included in the FY15 budget request to hire a person to serve in a larger capacity for work management and reporting. It is intended that a percentage of that person's time will be devoted to conducting non- storeroom data verification. Facilities recognizes the importance of putting into place several of the suggested error reporting processes, and includes these in the Corrective Action Plan below. Detailed procedures will be developed to periodically (either daily or weekly) generate various "double check" reports and validate the report contents against source documents (procurement/invoice documents), Work Orders (WO's), or inventory transaction data. Daily Cycle counts will be considered part of this QA/QC process, though discussed separately in #2 below.
Estimated Implementation	1/1/2015
Revised Implementation	2/15/2015
Days from report Issue Date	525
Close Date	0

Project Code	**268**
Entity	**Information & Technology Services**
Project Name	**Information and Technology Services Department's (ITS) Physical and Environmental Security Controls**
Status	Pending
Actual Issue Date	11/25/2014
Recommendation	Consideration should be given to monitoring all forms of access to the main server room locations.
Response	ITS will research solutions for surveillance cameras to be placed at each main server room entrance and submit a Decision Unit for funding in FY16 or procure in FY15 if funding becomes available.
Estimated Implementation	4/30/2016
Revised Implementation	12/31/2015
Days from report Issue Date	309
Close Date	0

Project Code	**274**
Entity	**Surplus Operations**
Project Name	**Surplus Property Disposal Operations**
Status	Closed - By Audit Team
Actual Issue Date	1/7/2015
Recommendation	Consideration should be given to: • enforcing the applicable policies, administrative directives, and standard operating procedures; and • implementing a more complete, accurate, and reliable recordkeeping process. This can be accomplished by enhancing the current manual system or implementing an automated inventory system. Well designed manual and electronic systems, when used appropriately, provide accurate tracking of items and reduce recordkeeping and posting errors.
Response	The Real Estate and Facilities Services (REFS) Department concurs with Audit Comment One. REFS would like to thank the County Audit Department for their positive review and critique of our Surplus Warehouse operations. The proposed (and some already implemented) enhancements articulated below, will: *Define and improve recordkeeping policies and controls. *Codify the physical controls and safeguards in place but which have not always been strictly enforced. *Create a more effective and efficient operating environment. At the beginning of Fiscal Year 2011 the Surplus Warehouse experienced a reduction in force of two full-time employees: a Custodian (Surplus Warehouse) and an Office Assistant I. During the subsequent three-year period there was an unprecedented increase in surplus property as many County agencies, departments and partners consolidated resources, right-sized/down-sized operations and outsourced programs and services. The Surplus Warehouse retained two (2) full-time positions and began to rely on senior volunteers for clerical and filing duties as resources were refocused in the areas of inventory out-processing, revenue generation, recorded asset inventory management and transfer/source document handling. Maintenance of the Pallet Inventory Lists was compromised resulting in many of the errors identified during this review. Despite stresses, the Surplus Warehouse recently achieved several remarkable goals, to include:
Estimated Implementation	2/28/2015
Revised Implementation	0
Days from report Issue Date	266
Close Date	7/7/2015

Project Code	**274 Cont'd**
Entity	**Surplus Operations**
Project Name	**Surplus Property Disposal Operations**
Status	Closed - By Audit Team
Actual Issue Date	1/7/2015
Recommendation	Continued from previous page.
Response	* Helped create and operate a central custodial product warehouse. * Helped create and operate a central modular workstation product warehouse. * The last three (3) annual recorded asset inventories were the most accurate in the Surplus Warehouse's history. * Generated the highest average annual sales of about $72,000 each during the past three (3) years. As stated in the Audit Report the Surplus Warehouse has well defined and documented process controls in place. Approximately 15 months ago we began to research and procure an automated asset tracking system to improve or replace ineffective manual tracking and reporting procedures and to generally enhance the existing structure and framework. The vetting and procurement process is now complete and the Fixed Asset Tracking Software (FATS), published by Computer Directions, will be installed with staff trained and our operations converted on or before, February 28, 2015. FATS will provide significant reporting capability and allow the management of inventory based on age; a capability heretofore unavailable. This single feature alone will promote timely and efficient surplus property throughput. FATS will create asset history records at various stages of processing to include initial receipt, movement and final disposal of surplus property. Internal FATS records can be easily matched to source documents – a feature critically lacking in our current manual process. There are many more features of FATS which will enhance operations and promote efficiency. An overview of FATS is attached to this response.
Estimated Implementation	2/28/2015
Revised Implementation	0
Days from report Issue Date	266
Close Date	7/7/2015

Project Code	**274 Cont'd**
Entity	**Surplus Operations**
Project Name	**Surplus Property Disposal Operations**
Status	Closed - By Audit Team
Actual Issue Date	1/7/2015
Recommendation	Continued from previous page.
Response	A new policy has been established to document and clarify the surplus warehouse workflow, document handling and filing process. This new Surplus Warehouse policy systematizes the proper handling and filing procedures for property transfer forms and other source documents. It will become part of the Surplus Warehouse Procedures Manual and be strictly enforced. Surplus property transfer forms consist of a Fixed Asset (FAACS) Action Request form, Multiple FAACS form or Transfer of Surplus Property form. During the recent past there had been a gradual loosening of enforcement of standards regarding the use of unapproved or incorrect forms, manual changes to source documents and the signing/approval of source/transfer documents by unauthorized personnel. These issues are addressed and documented within the new operating policy. The policy flowchart visualizes the surplus property processing environment. It identifies where in the process source documents are generated and where FATS will supplant old manual processes. Emphasis is placed on correcting administrative issues and source document problems at the commencement of the surplus process. FATS will greatly improve our ability to locate single or multiple assets during any stage of processing. As we become acclimated with FATS we will create a unique policy for the use of this software application and peripheral equipment. Lastly, REFS has been leveraging its staff from other functional areas to provide part time supplemental support to the Surplus Warehouse. An Administrative Specialist II and a Custodian are each assigned at the Surplus Warehouse for two (2) days per week. The Custodian provides physical labor such as loading and unloading surplus property, palletizing products, and cleaning the warehouse showroom. The Administrative Specialist II is assigned clerical and filing responsibilities to eliminate our dependence on senior volunteers from the ExperienceWorks program. The senior volunteers will continue to answer phones and provide some office support.
Estimated Implementation	2/28/2015
Revised Implementation	0
Days from report Issue Date	266
Close Date	7/7/2015

Project Code	**274**
Entity	**Surplus Operations**
Project Name	**Surplus Property Disposal Operations**
Status	Closed - By Audit Team
Actual Issue Date	1/7/2015
Recommendation	Consideration should be given to: 1. Creating formal guidance for the timely disposition of unrecorded tangible personal property; 2. Complying with Administrative Directive PI-01; 3. Revising Administrative Directive PI-01 to establish a time limit for the disposal of recorded property items once approved by the BOCC for disposal and removal from the Clerk of Circuit Court's financial records; and 4. Storing items no longer than necessary.
Response	REFS concurs with Audit Comment 3 in general, however REFS does not agree that the Surplus Warehouse may be violating Administrative Directive (AD) PI-01. REFS also believes that modification of AD PI-01 is not necessary in order to meet the intent of this audit comment and recommendations. The REFS Department shall implement several key initiatives that: *Establishes formal guidance for the timely disposition of unrecorded surplus property. *Expedites the throughput of surplus property. *Adheres to AD PI-01 by promoting the internal reuse of as many assets as possible before final disposal or donation. The Surplus Warehouse Manager must comply with the following Statutes and policies when final disposing of surplus property: *Florida Statute 274.06 generally requires the sale of surplus assets at public offering. *AD IT-01 prohibits the reissuance of surplus computer equipment into the County work environment. *Board Policy 08.01.01.01 requires that surplus computer equipment is made available to qualified non-profit entities. It further requires the Surplus Warehouse Manager to operate a non-profit donation program and to properly qualify non-profit entities in accordance with Florida Statute 273.01. Hillsborough County recently completed a non-profit donation event which spanned 2-½ months, served over 75 qualified non-profits and issued approximately 1,300 surplus assets, 98% of which was computer equipment. These are very time consuming and labor intensive events.
Estimated Implementation	2/28/2015
Revised Implementation	0
Days from report Issue Date	266
Close Date	7/7/2015

Project Code	**274 Cont'd**
Entity	**Surplus Operations**
Project Name	**Surplus Property Disposal Operations**
Status	Closed - By Audit Team
Actual Issue Date	1/7/2015
Recommendation	Continued from previous page.
Response	The Surplus Warehouse Manager must balance divergent, competing and time-consuming requirements (with limited resources) and requires flexibility to adapt to market and workplace conditions. Rather than modifying AD PI-01 with hard coded time restrictions, REFS chose to leverage technology and establish base-line requirements and improvement incentives through performance and evaluation standards. This will enhance throughput and allow creative management of surplus property while attaining the goals referenced at the beginning of this comment section. Many errors cited in this comment section were the result of poorly designed, manual, and insufficiently maintained Pallet Inventory Lists which will be replaced by FATS. FATS consists of an asset tracking database and software application and hand-held computing devices with integrated bar code scanners and FATS runtime licenses. It accommodates mass processing of surplus property at each point of transaction in the disposal process and will streamline manual efforts thereby reducing labor hours. FATS will create asset history records as surplus property navigates the disposal process. These history records replace the manual Pallet Inventory Lists and will be accurate and easily matched to source documents. FATS will provide considerable reporting capability and the ability to report by inventory/asset age. FATS is sophisticated and powerful yet simple to operate. It will have a very positive impact on operations. Another technology tool recently deployed is the on-line surplus Marketplace. This software application is a joint effort between the Surplus Warehouse and ITS Department. It resides on COIN and is used to advertise available merchandise using photographs and descriptions. The Surplus Warehouse Manager populates and administers this system which is expected to develop into a valuable tool for increasing throughput. A description of the Marketplace is attached.
Estimated Implementation	2/28/2015
Revised Implementation	0
Days from report Issue Date	266
Close Date	7/7/2015

Project Code	**274 Cont'd**
Entity	**Surplus Operations**
Project Name	**Surplus Property Disposal Operations**
Status	Closed - By Audit Team
Actual Issue Date	1/7/2015
Recommendation	Continued from previous page.
Response	Lastly, the Surplus Warehouse Manager Performance Planning and Evaluation Form has been modified and provides formal guidance, base standards and incentives to decrease surplus asset retention time and increase processing time for all categories of surplus assets. A copy of the form is attached. The evaluation and performance document defines acceptable standards and expectations and provides incentives for creative problem solving as follows: · Contains minimum and recurring reporting standards. · Establishes acceptable inventory accuracy rates based on industry standards. · Requires twice-annual recorded asset Board Agenda Items with performance incentives for more. · Requires a minimum annual inventory turnover rate of 90% with performance incentives to achieve a higher rate. · Requires a minimum of two (2) annual non-profit donation events with performance incentives to complete more events. · Contains performance incentives to design creative methods for disposing of surplus property. The State of Florida , Department of Management Services recently chose not to renew Term Contract Number 991-705-09-1 which provided State-wide services for the recycling of end-of-life electronics equipment. Many governmental entities must now pay vendors to remove and dispose of old computer equipment and electronics. This performance standard will promote creative thinking and solutions to problems such as described above, difficult to market surplus property, workplace changes and adverse market conditions. · Requires attainment of minimum self-sufficiency standards and provides performance incentives to achieve higher turnover and mitigate operating costs.
Estimated Implementation	2/28/2015
Revised Implementation	0
Days from report Issue Date	266
Close Date	7/7/2015

Project Code	**278**
Entity	**Public Utilities**
Project Name	**Public Utilities Inventory and Supplies Control Environment**
Status	Closed - By Audit Team
Actual Issue Date	4/20/2015
Recommendation	Consideration should be given to developing written standard operating procedures to complement the Department's existing control environment. Written operating procedures provide assurance that operations are performed consistently, and they provide a tool for employee training and performance measurement. The written operating procedures should address; · The inventory purchasing process and receipt of goods; · Conducting periodic inventory counts; · Determining and handling obsolete inventory; · Adjusting the perpetual inventory system records due to inventory counts or obsolete items; and · Section Manager or Division Director inventory adjustment review.
Response	Management will develop written Standard Operating Procedures as outlined in the Recommendations area of this corrective action section.
Estimated Implementation	6/30/2015
Revised Implementation	0
Days from report Issue Date	163
Close Date	7/6/2015

Project Code	**281**
Entity	**Major Maintenance and Repair**
Project Name	**Repair, Replacement, Renovation & Maintenance Program (R3M) Ops**
Status	Closed - By Audit Team
Actual Issue Date	4/28/2015
Recommendation	Consideration should be given to developing invoice preparation and submittal instructions for vendors.
Response	An invoice checklist or users guide will be developed to improve the quality of contractor invoices. It will be provided to all miscellaneous contractors upon completion of the checklist or users guide. Following that initial distribution, it will be provided when a new option period is exercised, or when a new contract is established. Should a contractor submit invoices with discrepancies, a special meeting will be established to offer additional review and guidance with the contractor's invoicing staff.
Estimated Implementation	7/31/2015
Revised Implementation	0
Days from report Issue Date	155
Close Date	8/6/2015

Project Code	**281**
Entity	**Major Maintenance and Repair**
Project Name	**Repair, Replacement, Renovation & Maintenance Program (R3M) Ops**
Status	Started
Actual Issue Date	4/28/2015
Recommendation	Consideration should be given to: 1. Developing and implementing a written guiding principle to establish criteria for R3M Program project dollar range. This may require revisiting the intent and purpose of the R3M Program regarding project size and duration. The directive should include re-enforcement to Section 5 of the Real Estate and Facilities Services ' Policies and Procedures Manual . It requires all new project requests to be in writing, unless it is an emergency situation or a work stoppage situation. R3M should not be used for purposes inconsistent with the Policies and Procedures Manual's stated purpose.
Response	1. Management Response (project size and duration) The Architecture and Engineering Services Section follows BOCC Board Policy 03.02.02.00 (effective January 17, 2001) to execute R3M projects that exceed $150,000. This policy states that a Major Repair, Renovation or Replacement Capital Project is a project over $100,000 intended to preserve or enhance the operational condition of an existing facility and may increase the capacity of the facility . While this policy ' s written dollar threshold requires an update, the current practice for this policy is $150,000. There is no written policy that prevents R3M from executing projects that are less than $5,000. In practice, these projects are necessary for contracted engineering studies and reports that better quantify or evaluate the scope of a currently planned and prioritized project. There is no written policy that limits R3M from executing projects that are longer in duration than 12 months. The funding threshold of $150,000 is the mechanism that limits the size and in turn the duration of projects . Projects over that threshold a re-executed as Capital projects. Corrective Action Plan: The Real Estate and Facilities Services Department ' s intent is to submit a recommendation to update BOCC Board Policy 03.02.02.00 from $100,000 to the current $150,000 threshold that defines a Major Repair, Renovation or Replacement Capital Project. The Real Estate and Facilities Services Department will update Chapter 5 of the Real Estate and Facilities Policies and Procedures Manual with a reference to Board Policy 03. 02.02.00. Chapter 5 will also be revised to state that projects under $5,000 are authorized for any contracted engineering study or facility evaluation that is necessary for the delivery of an RM project. And finally unless a project is an emergency correcting an immediate life safety issue or urgent facility damage (i.e. pipe burst, mechanical system failure, etc), Chapter 5 will reiterate that all requests for new or modified R3M projects must be in writing and approved by the requesting department's Director.
Estimated Implementation	9/30/2015
Revised Implementation	3/31/2016
Days from report Issue Date	155
Close Date	0

Project Code	**281 Cont'd**
Entity	**Major Maintenance and Repair**
Project Name	**Repair, Replacement, Renovation & Maintenance Program (R3M) Ops**
Status	Started
Actual Issue Date	4/28/2015
Recommendation	2. Implementing industry best practices of ranking the funded projects listed on the R3M Project Schedule and identifying project benefits in addition to estimated project work order costs, such as a reduction in future maintenance costs. 3. Developing and implementing a process whereby personnel from the R3M Program and Operations and Maintenance (Facilities Services) communicates with each other on a regular basis. Sharing information between the two sections will be beneficial in coordinating work efforts.
Response	2. Management Response (Implementing industry best practices) As an improvement to the R3M prioritization process, project ranking numbers will be added to the project tracking spreadsheet to continue to track the original prioritization number and any subsequent changes to it throughout the year. Once in the project tracking spreadsheet some project prioritization numbers will appear out of sequence should they have a seasonal construction window (roofs for example) or have to be executed to accommodate a building occupant's operational calendar. The project benefits will be identified during project scoping and ranking process. The project ranking directly reflects the project benefits (reduced future maintenance, improved safety, etc) and would be recorded in the PIF. 3. Management Response (mutual sharing of information among CIP, O&M and R3M) The new Architecture & Engineering (A&E) Services Section was established to facilitate information sharing not only internally between the Capital Projects program and R3M, but also between the A&E Section and the Operations and Maintenance Section. Corrective Action Plan: The A&E Section will establish a Configuration Management Plan that will include the processes by which additions and deletions to the County's owned portfolio of assets can be documented, communicated and logged in various data systems. This plan will also establish a Configuration Management Group that will meet to review the documented information and ensure that it is being captured accordingly.
Estimated Implementation	9/30/2015
Revised Implementation	0
Days from report Issue Date	155
Close Date	0

Project Code	**281 Cont'd**
Entity	**Major Maintenance and Repair**
Project Name	**Repair, Replacement, Renovation & Maintenance Program (R3M) Ops**
Status	Started
Actual Issue Date	4/28/2015
Recommendation	4. Increasing the dollar capacity of service contracts with stipulations that identify a specific percentage or dollar amount restricted to R3M Program funding. The remaining portion could be made available to others for non-R3M Program related work, payable from sources identified by the other party.
Response	4. Management Response (increasing the dollar capacity of Misc. contracts). The current R3M process is able to forecast future year(s) repair and preservation workloads and cost estimates. In addition, we reach out to other departments to determine their expected upcoming annual needs to establish an accurate total miscellaneous contract capacity. To meet this total capacity, we establish multiple, overlapping Miscellaneous contracts to spread this level of capacity across a number contractors and performance periods. As a best practice, R3M projects are awarded across the pool of contractors keeping dollar values as equal and balanced as possible to provide a wider economic opportunity throughout the area. Increasing contract capacity is one approach to ensure R3M does not run out of contract capacity. However, unless the projects are identified up front, this could place an additional financial burden on the miscellaneous contractors by requiring them to have to purchase higher bonding capacity, which would be an unnecessary cost should this added capacity not be consumed. Our preferred method should we become capacity limited mid-year, would be to exercise a new contract option along with its new capacity. Then prior to the next fiscal year, the total capacity forecast would be revisited to decide if any new Miscellaneous contracts should be solicited to add more capacity or to replace expiring contract capacity.
Estimated Implementation	9/30/2015
Revised Implementation	0
Days from report Issue Date	155
Close Date	0

Project Code	**283**
Entity	**Fleet Services**
Project Name	**Vehicle Fuel Billing, Payment, and Usage Processes**
Status	Closed - By Audit Team
Actual Issue Date	4/29/2015
Recommendation	Consideration should be given to: Continuing FleetManagement's partnering with Information Technology Services and the FleetFocus vendor to determine and then address the cause of the inconsistent odometer data. Providing user departments with consistent and reliable vehicle odometer readings and fuel usage data for monitoring purposes. Adopting a Fleet or County administrative policy to prohibit the personal use of County fuel and formally assign responsibility for monitoring vehicle fuel usage to user departments.
Response	Asset Works has confirmed that mileage which is significantly off from software program calculated mileage (+/- expected usage), will result in no change from the previously entered reading. Additionally, data conflicts between FuelMaster software and AssetWorks software also contribute to inconsistent data and reporting. This combination of variables has driven the need for sole reporting from FuelMaster. Fleet Management in coordination with Information Technology Services is in the process of developing a report which will provide miles per gallon (MPG) based solely on data from the FuelMaster database. Once created, this report will be made available to all using departments via the County Online Information Network (COIN) website. Fleet Management anticipates this report being available to all departments by June 1, 2015. Fleet is updating Fleet Fuel Management Policies and Procedures Manual, FM-2.03 dated September 2013, to include statements which prohibit the personal use of County fuel and formally assigns the responsibility of monitoring fuel usage to using departments. These actions will be completed by June 1, 2015. Fleet will also incorporate this language into Administrative Directive (AD) FM-04 for the County Administrator's signature during this directive's annual review. Anticipated completion date is August 15, 2015.
Estimated Implementation	6/1/2015
Revised Implementation	9/30/2015
Days from report Issue Date	154
Close Date	9/23/2015

Project Code	**286**
Entity	**Public Works**
Project Name	**PUBLIC WORKS INVENTORY AND SUPPLIES CONTROL ENVIRONMENT**
Status	Implemented - Final Client Approved
Actual Issue Date	5/6/2015
Recommendation	Consideration should be given to: 1. Segregating incompatible duties or adding additional monitoring controls to provide a reasonable level of assurance that work is performed properly; 2. Performing unannounced p periodic cycle counts; and 3. Improving the measurement method used to estimate sheeting material inventory.
Response	The Public Works Department will reassign staff to help segregate the ordering and receiving duties at the Traffic Operations site. Crew Leaders and/or Shop Supervisors will be present when materials are received. In addition, periodic unannounced counts will be completed at ALL Public Works inventory sites that will include the Traffic Operations site. Finally, Public Works anticipates that MaintStar will go on-line at the Traffic Operations site this summer that will address the inadequacies of the previous HANSEN system and accompanying methodology of inventory measurement for sheeting material.
Estimated Implementation	9/30/2015
Revised Implementation	0
Days from report Issue Date	147
Close Date	0

Project Code	**286**
Entity	**Public Works**
Project Name	**PUBLIC WORKS INVENTORY AND SUPPLIES CONTROL ENVIRONMENT**
Status	Closed - Management Accepts Risk
Actual Issue Date	5/6/2015
Recommendation	Consideration should be given to limiting storeroom access to authorized persons responsible for maintaining the inventory storeroom. Employees who need access to the storeroom should be escorted. The storeroom gate should be kept locked at all times.
Response	N/A – The 24 hours response requirement for this site precludes the ability for staff to be accompanied at all times. Public Works will however move inventory items that are accessed more often than others to an intermediate secured inventory common area that will limit full inventory access.
Estimated Implementation	9/30/2015
Revised Implementation	0
Days from report Issue Date	147
Close Date	9/8/2015

Project Code	**287**
Entity	**Fire Rescue**
Project Name	**Advanced Data Processing, Inc. Billing and Collections Agreement**
Status	Pending
Actual Issue Date	5/13/2015
Recommendation	Consideration should be given to: 1. Spot-checking samples of individual patient billings for accuracy. 2. Contracting with a collection agency for accounts that are aged over one year before writing off receivables as uncollectible.
Response	1. Spot-checking samples of individual patient billings for accuracy. Management Response: Management concurs. To implement this recommendation, staff will select 10 patient accounts randomly from all month-end ADPI patient billing reports and will verify the billed rates on those accounts correspond to the rates established in the contract. This action will start with the April 2015 reporting cycle. The selected accounts will be documented and filed monthly with the end of the month reports. 2. Contracting with a collection agency for accounts that are aged over one year and before writing-off receivable as uncollectible after three years. Management Response: Management concurs. To implement this recommendation, management will work with the Procurement Services Department and the Clerk of the Circuit Court to evaluate the feasibility of implementing a cost effective collections process. However, the Board of County Commissioners is the final authority on implementing a new collection policy, and Board approval of the changes therefore will be required.
Estimated Implementation	9/30/2015
Revised Implementation	0
Days from report Issue Date	140
Close Date	0

Project Code	**288**
Entity	**Parks Recreation**
Project Name	**PRCD Canoe/Kayak, Classroom/Shelter, and Vendor Fee Revenue Collections Control Environment**
Status	Pending
Actual Issue Date	5/15/2015
Recommendation	To help ensure that all canoe/kayak ticket sales and ticket revenue is accounted for, consideration should be given to: 1. Establishing a procedure for reconciling canoe/kayak ticket numbers issued to parks to ticket numbers sold and then providing timely research and resolution of any missing ticket numbers. 2. Performing unannounced monitoring of the canoe/kayak rentals to ensure that rentals have a ticket number documenting the sale. 3. Establishing a procedure to periodically reconcile canoe/kayak revenue recorded in the PRCD's Excel file record to the revenue amount recorded in the Oracle financial record.
Response	1. As opposed to currently issuing canoe/kayak tickets to all park sites from one set of ticket numbers, a separate set of numbered tickets will be printed for each park with the park's name shown on its batch of tickets. Once the new site-specific tickets are created, the remainder of the current tickets that were issued will be collected, reconciled, documented and then remaining tickets destroyed. On a biannual basis, the tickets for each site will be reconciled with the sign-out book (located at Administrative Office) and within the Oracle Financial system, to ensure all tickets are accounted for and fees were collected. 2. Park Managers, Sr. Park Managers and Regional Area Coordinators will conduct unannounced checks confirming all rental canoe/kayaks in use at that time have the appropriate paperwork completed and a corresponding ticket number confirming the fee was collected. 3. On a biannual basis, the revenue collected for canoe/kayak tickets sold will be reconciled within the Oracle Financial system to ensure all revenues received are being recorded correctly.
Estimated Implementation	10/1/2015
Revised Implementation	0
Days from report Issue Date	138
Close Date	0

Project Code	**288**
Entity	**Parks Recreation**
Project Name	**PRCD Canoe/Kayak, Classroom/Shelter, and Vendor Fee Revenue Collections Control Environment**
Status	Pending
Actual Issue Date	5/15/2015
Recommendation	To help ensure that all revenue is properly recorded and phone reservations and payments by mail are processed timely, consideration should be given to: 1. Reconciling the revenue reported in RecTrac to the revenue reported in the Oracle financial record. 2. Cross training a second employee to process phone reservations and payments by mail when the employee normally assigned these responsibilities is unavailable. 3. Segregating the duties of payment collections and payment posting .
Response	1. On a biannual basis during the fiscal year, staff will reconcile the revenue recorded in the RecTrac database to the revenue recorded in the Oracle Financial system to ensure the correct amount of revenue is being recorded. 2. Additional staff will be cross-trained in all phases of the reservation process to ensure reservations are taken and payments are processed in a timely manner. 3. The additionally trained staff noted in corrective action plan number two will also be utilized in the separation of duties between the taking and posting of payments into RecTrac. All payments received by mail will be processed by a separate staff member than the one posting the payment into RecTrac
Estimated Implementation	5/31/2015
Revised Implementation	0
Days from report Issue Date	138
Close Date	0

Project Code	**288**
Entity	**Parks Recreation**
Project Name	**PRCD Canoe/Kayak, Classroom/Shelter, and Vendor Fee Revenue Collections Control Environment**
Status	Pending
Actual Issue Date	5/15/2015
Recommendation	Consideration should be given to establishing controls to ensure: 1. Vendor permits are properly recorded in the Access database. 2. Duties are segregated between payment collection and posting of the payments. 3. Vendor fees are correctly listed on the PRCD's website. 4. Vendor permits are properly completed. 5. Vendor fees are properly collected. 6. Revenue recorded in the Access database reconciles to the revenue recorded in the Oracle financial record.
Response	1. Staff will attend a review training to make sure they understand how to utilize the Access database and what fields/codes are used to properly keep an accurate record of agreements/vendor permits. Staff will attend a review training to make sure they are issuing the correct agreements/vendor permits and receiving the appropriate amount of funds at the correct time as set forth in the agreement. 2. Employee (1) will write up agreement/vendor permit and obtain the necessary signatures and then receive the specified payment and document the payment via a three-part receipt. Employee (2) will receive original application, original agreement/vendor permit and a copy of the three-part receipt from employee (1) and enter that information into the Access Database. Additional staff will be cross trained to assist when employee (1) or (2) is unavailable. 3. The approved vendor fees have been added to the County Website. Below is the links to BOCC Policy 03.04.09.00 (Fee Schedule for HC PRC Dept.). 4. Staff will attend a review training to make sure they are knowledgeable in drafting agreements/vendor permits for the correct duration of time. As well as obtaining the appropriate signatures from County management and vending permit holder. 5. Staff will attend a review training to ensure they are issuing the correct agreements/permits and receiving the appropriate amount of funds at the correct time as set forth in the agreement. 6. 6. On a biannual basis during the fiscal year, staff will reconcile the revenue recorded in the Access database to the revenue recorded in the Oracle financial record to ensure the correct amount of revenue is being recorded and document the results.
Estimated Implementation	5/31/2015
Revised Implementation	0
Days from report Issue Date	138
Close Date	0

Project Code	**289**
Entity	**BOCC - Global**
Project Name	**Employee Travel Advances**
Status	Pending
Actual Issue Date	6/30/2015
Recommendation	The County has opportunities to improve its controls over employee travel advances. Consideration should be given to: 1. Improving the tracking of Pre-Trip Authorization forms to help ensure that all approved forms are properly entered into the system and closed out after completion or cancelation of travel. 2. Either updating the travel policy requirements or enforcing the requirement for timely filing of the request reimbursement .
Response	Change AD-09 Policy to reflect 10 days vs. 5 days for travelers to file for reimbursement after travel is completed
Estimated Implementation	9/1/2015
Revised Implementation	0
Days from report Issue Date	92
Close Date	0

Project Code	**292**
Entity	**Public Works**
Project Name	**Tree Trimming & Disposal Service Contract Management**
Status	Pending
Actual Issue Date	9/14/2015
Recommendation	Consideration should be given to improving the contract management control process. Implementing a written procedure to document the contract management work flow. Requiring the contractor and the OFC to sign all quote sheets. Requiring a higher level of management or supervision, to certify all inspection reports and include the report as support documentation for the payment process.
Response	The Public Works Department will implement a written procedure to document the contract management work flow with specific requirements for the contractor and the OFC to sign all quote sheets when practical. The unit manager will certify all inspection reports and submit as part of the support for payment.
Estimated Implementation	1/15/2016
Revised Implementation	0
Days from report Issue Date	16
Close Date	0