



PRESS RELEASE

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Long Beach City Auditor's Office Wins National Award for Animal Care Services Phase Two Performance Audit Audit that Assessed Shelter Service Levels & Identified Improvements Earns Distinguished Knighton Award

Long Beach, CA – Today, Long Beach City Auditor Laura Doud and the audit team of James Lam, Lauren Dougan and Delia Gomez received the prestigious Distinguished Knighton Award for the [Animal Care Services \(ACS\) Phase Two Performance Audit](#) at the Annual Association of Local Government Auditors (ALGA) Conference. This is the sixth ALGA Knighton Audit Award that City Auditor Laura Doud's Office has received.



The ACS Bureau – under the Parks, Recreation and Marine Department – provides an open intake shelter and veterinary services for thousands of animals each year. The audit, requested by Mayor Robert Garcia, was completed as a two-phased project. Phase Two provided an assessment of ACS service levels and reviewed resources, including staffing and revenue, needed for long-term decision making and programmatic success.

“As City employees are inundated with daily operations, it can be difficult to take a step back and review inefficiencies,” said City Auditor Laura Doud. “This performance audit highlights the value of an independent review that identified areas for improvement.”

Judges determined the Office's performance audit was among the best of 2018. They noted that the auditors supported their findings and recommendations with relevant and compelling evidence and identified 11 critical issues that needed to be addressed in order to meet the industry's minimum care requirements and improve the revenue collection process. The performance audit's recommendations focused on how ACS should maximize revenues, reallocate and realign resources, as well as seek new approaches such as building a robust volunteer

program while fostering a stronger, collaborative relationship with the community, to meet the shelter priorities and goals as agreed upon by City stakeholders.

“I am pleased our recommendations are initiating immediate change. City stakeholders are now working towards creating a shared vision and strategic plan for Animal Care Services,” said City Auditor Laura Doud. “We want to thank the Mayor, City Management, ACS staff and the community for being receptive to our recommendations and taking action. We are fortunate that City stakeholders are passionate about animal advocacy and are committed to enhancing shelter operations so that animals receive the essential care and medical treatment they need.”

“We are proud of the great work our City Auditor Laura Doud and her team continue to do,” said Mayor Robert Garcia. “I want to congratulate Laura and her team on receiving the well-deserved Knighton Award. Our Animal Care Services Bureau has already started seeing the positive changes that stemmed directly from this audit, and we are excited to see more of their recommendations be implemented.”

The Knighton Award is one of the most highly regarded honors, because it recognizes the best performance audit reports issued by 300 local government audit organization members.

“Our Office is dedicated to improving City operations through performing quality audits that recommend positive change, and I appreciate ALGA’s recognition of our work,” said City Auditor Laura Doud.

Detailed judges’ comments can be viewed [here](#), the Animal Care Services (ACS) Phase Two Performance Audit [here](#), and the Report Highlights Sheet can be viewed [here](#).

About the Long Beach City Auditor’s Office

The Long Beach City Auditor’s Office works to advance an effective City government through independent performance audits, fraud investigations and advisory services. For more information visit CityAuditorLauraDoud.com and follow the Office on [Facebook](#), Instagram [@LBCityAuditor](#) and Twitter [@LBCityAuditor](#). Sign up to receive email [notifications](#) and download the MyAuditor App at the [App Store](#) or [Google Play](#).

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