



PRESS RELEASE

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For Immediate Release

Long Beach City Auditor Laura Doud Reveals More Controls Are Needed to Secure & Prevent Theft of Parking Meter Coin Revenue

Long Beach, CA – Today, Long Beach City Auditor Laura Doud released the [Parking Meter Coin Operations Performance Audit](#). The Public Works Department (Public Works) in the City of Long Beach (City) operates over 1,700 street parking meters and is responsible for the secure collection and deposit of nearly \$1 million in parking meter coin revenue annually. This audit was initiated as a result of an anonymous Fraud Hotline complaint regarding potential control weaknesses in parking meter coin revenue cash handling and collection processes. The audit assessed whether the process of collecting parking meter coin revenue results in deposits to the City's bank account which are timely, secure, and complete.

While the audit did not find internal theft of parking meter coin revenue, the audit did find that Public Works needs to improve its processes by implementing additional safeguards to make sure that parking meter coin revenue is properly accounted for and deposited to the City's bank account.

"We must ensure that our City employees are safe and that the cash collected from parking meter coin operations is secure," stated Long Beach City Auditor Laura Doud. "By implementing our recommendations, the City reduces the risk of theft and can accurately collect and account for parking meter coin revenue that funds critical City services such as street repairs and operations."

The audit highlights four recommendations to improve processes to further increase the secure collection and deposit of parking meter coin revenue, as follows:

- Separation of duties performed by parking meter technicians for cash collection and deposits to minimize risk of internal theft;
- Reconciliation of cash deposits against receipts to identify any variances that can be caused by mistakes or potential theft or loss of cash;
- Proper cash-handling training for City employees to prevent mishandling of cash and ensure personal safety; and
- Limiting parking meter software system access to only necessary users to prevent any unauthorized use of systems.

As the audit relates to security vulnerabilities and disclosure of these could expose the City to risks, some of the audit's detailed findings and recommendations are omitted from public disclosure in accordance with California state law and Government Auditing Standards published by the Comptroller General of the United States.

Though Public Works generally agrees with the recommendations, City Management expressed the desire to fast track the conversion from coin-based parking meter operations to electronic payment only. City Auditor Laura Doud responded to the City Management's action plan and explained that the City collects and deposits nearly \$1 million in meter coin revenue annually, representing 41% of total parking meter annual revenue Citywide. Given the extensive use of cash in the City's parking meters, the City should consider the issue of equity and convenience before transitioning to a coinless system. City Auditor Laura Doud recommends that City Management take this pilot program before City Council and the public.

The Parking Meter Coin Operations Performance Audit can be viewed [here](#) and the Fact Sheet can be viewed [here](#).

About the Long Beach City Auditor's Office

The Long Beach City Auditor's Office's mission is to make Long Beach better through independent audits and fraud investigations. The Office works to provide assurance City funds are spent as intended, promote transparency and accountability of City operations, and prevent fraud, waste and abuse of City resources. For more information visit CityAuditorLauraDoud.com and connect with the Office

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