

Parking Meter Coin Operations Performance Audit

June 2023



Why This Audit Is Important

The Public Works Department operates over 1,700 parking meters and is responsible for the secure collection and deposit of approximately \$1 million in meter coin revenue annually.

We received an anonymous fraud hotline complaint about potential control weaknesses. Thus, we conducted an audit to assess whether the process of collecting parking meter coin revenue results in deposits to the City's accounts that are timely, secure, reliable, and complete.

Having strong and secure controls in place contributes to the accurate collection of revenue which provides funding for critical City services such as:



Facilities Management



Street Operations

What We Recommend

Some areas of improvement in parking meter coin operations and the collection of revenue include:



Segregation of Duties

Increases oversight of cash collection and deposits



Reconciliations

Allows for timely detection of mistakes or potential theft or loss of cash



Training

Ensures that employees follow cash handling best practices



Security

Minimizes the risk of theft and protects employees

What Happens Next



We provided the Public Works Department our report with five findings and nine recommendations to improve the parking meter coin collection process. Some of the information is sensitive and omitted from public disclosure under state law and government auditing standards.





Our Mission

To make Long Beach better through independent audits and fraud investigations

We work to:

- Provide assurance City funds are spent as intended
- Promote transparency and accountability of City operations
- Prevent fraud, waste, and abuse of City resources



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@LBCityAuditor



CityAuditorLauraDoud.com



Auditor@longbeach.gov



562-570-6751



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