

CAO-2023-284

2ND QUARTER AUDIT STATUS REPORT

Summary



Completed:

- ✓ Petty cash and floats – controls audit
- ✓ Facility booking & risk assessment - program review

In progress:

- Accounting controls audit
- Training documentation review



PETTY CASH AND FLOATS

Audit Objectives



Objectives:

- To confirm petty cash and float balances and that cash is adequately protected from theft

Scope:

- All 29 City locations which have petty cash or floats

Methodology



- Surprise cash counts
- Review of safe procedures and controls
- Testing petty cash vouchers where applicable

Findings – Petty Cash



- Only 4 locations with petty cash
- 2 were balanced correctly
- 2 had more cash than expected
- Parking vouchers not filled out correctly

Findings – Floats



- 30 of 31 floats securely locked
- 3 floats no longer required
- 21 floats balanced exactly
- 4 were short money
- 6 had excess money
- Parking float short \$15K
 - Likely in parking machines
 - Will reconcile as new system installed

Recommendations



- Update list of floats (names, amounts)
- Ensure 3 unneeded floats deposited
- Secure all floats
- Reconcile Parking floats / petty cash and establish process



FACILITY BOOKING & RISK ASSESSMENT PROGRAM REVIEW

Review Objective



Review Objective:

To assess the effectiveness and impact of the new facility booking and risk assessment process to identify further areas for improvement.

Methodology



- Internal surveys
 - Facility hosts
 - Risk assessors
 - Technical support staff
- Customer experience surveys
- Review of booking data

Booking Data & Volumes



- June 2022 to March 2023:
 - 2184 booking inquiry forms
 - 48% did not result in a booking
- Majority of inquiries are for birthday parties at community centres which are typically low risk
- Indigenous events, January to December 2022:
 - 2 events booked through the new form
 - 6 ongoing events (with 75 individual bookings) booked prior to the new form
 - \$19K total fee waiver

Risk Assessment Analysis



- 949 risk assessment requests
 - 44% had no response
 - 14% complete
- Majority of risk assessment requests sent to Custodial or Parks & Cemeteries
 - No comments required
 - Sent as information
- Opportunity to streamline the logic
- Average response time 1.5 days

Event Host Feedback



- Online form collects information in one spot
- Suggestions to improve the form
- Website should include pictures, prices, availability
- Dissatisfaction with risk assessor response time
- Half feel new process decreases lead time and staff time spent on rentals

Risk Assessor Feedback



- Most are able to complete the assessments quickly
- Like that it automatically routes events to the correct stakeholders
- Not as many requiring their input as first thought

Technical Support Feedback



- Single form is beneficial to the customer
- Risk assessment tool easy to maintain
- Form is hard to maintain due to complexity of logic
- Recommend exploring alternative software in future iterations

Customer Feedback



- 76% feel form is easy to fill out
- 77% of repeat customers feel the form is easier than the previous process of emailing or phoning
- 73% of customers satisfied overall with the process
- Faster response time
- Pictures of venues on webpage
- Availability on webpage

Recommendations



- Consider improvement suggestions for the form and webpage
- Review risk assessment criteria
- Review facility host concerns / brainstorm solutions
- Explore adding facility availability to webpage
- Explore alternative online form software