



# On-Street Auditing Technique\$

Roamy Valera, CAPP





# On-Street Auditing Techniques



- ◆ A Look Back in Time...
- ◆ The "Parking Meter"
- ◆ Parking Enforcement
- ◆ Time is All We Have!
- ◆ What About Technology?
- ◆ And You Do What?





# Disposition To Fraud



- ◆ Top 20% of the population won't commit fraud regardless of the circumstances
- ◆ Bottom 20% of the population won't take a job unless there is an opportunity to commit fraud by stealing cash or merchandise
- ◆ The remaining 60% will commit fraud and will not commit fraud depending on the circumstances and perceived needs
  - Larry Donoghue Associates Inc.



# A Look Back in Time...



- ◆ 1935
  - Introduction of the parking meter
- ◆ Low Risk – High Reward
  - Little or no audit functions
- ◆ Independent Contractors
  - Internal and external participants
- ◆ Policies and Procedures
  - Most did not address on-street
- ◆ Revenue Losses
  - Significant and at times unquantifiable

## Nickel Meter Stops Overparking

**O**KLAHOMA CITY is cashing in on its car parking problem by charging all motorists a nickel to park for from 15 minutes up to an hour, depending on location. At each parking space on the curb is a nickel meter. When a nickel is inserted, a clock mechanism raises a red indicator for the allotted time. The traffic policeman, on making tickets where no in-





# The “Parking Meter”



- ◆ Single and Multi Space

- Collection teams
  - Less access is better
  - Unannounced audit of key issuance and log (consistent to collection routes)
- Log of broken canisters, including seals and locks
  - Accurate inventory of cans and bags
- All “Keyed” Components are Critical to the overall integrity of system
  - If it has a key and lock, it should be audited





## The “Parking Meter” (continued)



- ◆ Meter “Salting” practice
  - Who is involved
  - How does it work?
- ◆ Collection Equipment
  - Cans, canisters, locks, vans and more
- ◆ Segregation of duties
  - Collectors
  - Maintenance
  - Coin Room





# Coin Room - Keys





# Coin Room - Counting



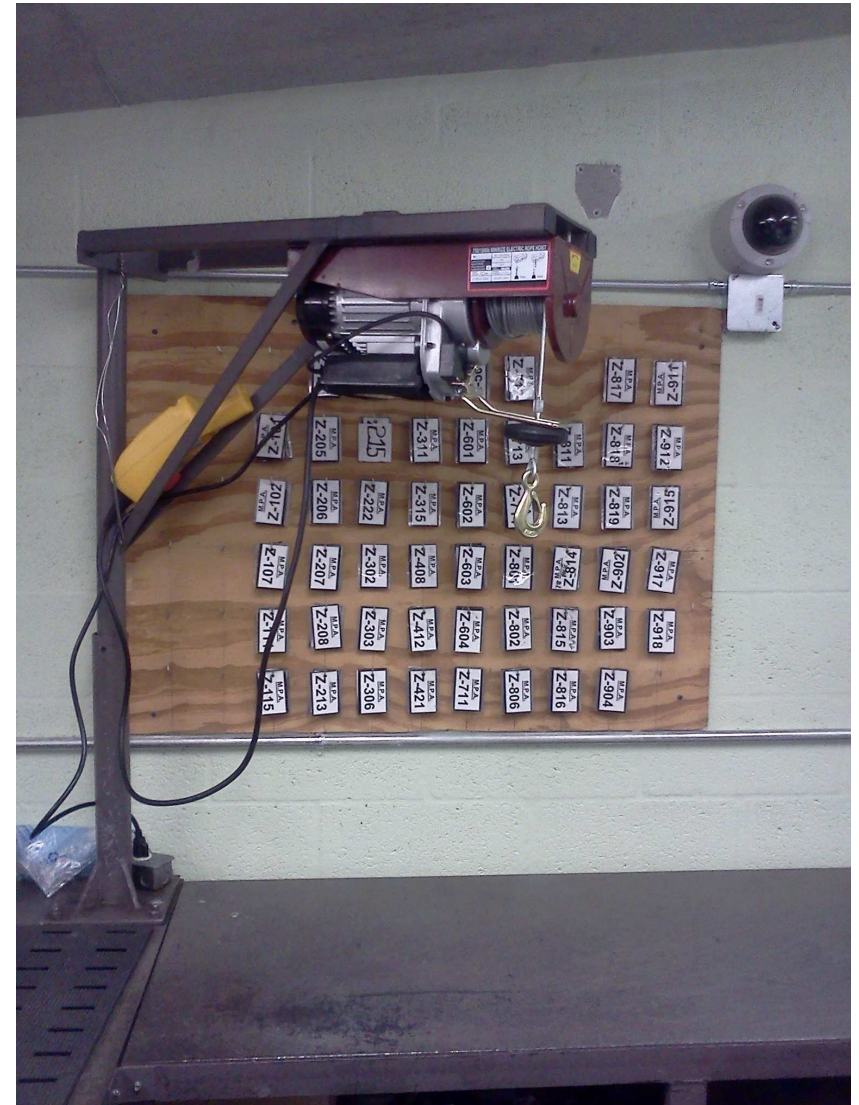


# Coin Room – Inventory Control





# Coin Room – Inventory Control





# Parking Enforcement



- ◆ Activity Report
- ◆ Synchronized handhelds and/or sequentially issued ticket books
- ◆ Segregation of duties
  - Booting, Towing and meter bags
  - Handling money in respect to Parking Enforcement duties
- ◆ Policies and Procedures
- ◆ Parking Enforcement as a Tool
- ◆ Walk The Line!



# Time is All We Have!



- ◆ Increase the time spent supervising (physical interaction) the on-street operations
- ◆ Participate in meter collection efforts (unannounced!)
- ◆ Participate in parking enforcement activities, including towing and booting (get to know the sub-contractors!)
- ◆ Audit the entire operations, including “meter bag” permits
- ◆ Merchants, business owners and other employees can be an asset



# What About Technology



- ◆ Real time data and information is most of the times readily available
- ◆ Use data to understand on-street operating performance
- ◆ Collection and enforcement routes can be adjusted based on data collected
- ◆ GPS, GIS, mapping technology, all may apply as useful tools for the auditing and reporting of the operations



# You Do What?



## ◆ What can we learn from others?

- Public Sector vs. Private Sector
- Don't "drink the Kool-Aid"

## ◆ Be careful with "Best Practices"

- Demand specific details that apply to your operations and budget



