



20 E Main St Suite 820  
PO Box 1466  
Mesa, Arizona 85211-1466

Date: April 2, 2015

To: Audit, Finance and Enterprise Committee

From: Jennifer Ruttman, City Auditor

Subject: Animal Control – Follow-Up Review

cc: Mayor and Council  
Natalie Lewis, Assistant to the City Manager  
Diane Brady, Animal Control Supervisor

Pursuant to the Council-approved Audit Plan, the City Auditor's office has completed a follow-up review of our audit of the City's Animal Control program. The attached report was issued in December 2014, but was inadvertently omitted from the Committee's agenda on January 6. In order to ensure full transparency, it is included on the April 2, 2015 agenda.



20 E Main St Suite 820  
PO Box 1466  
Mesa, Arizona 85211-1466

mesaaz.gov

## **FOLLOW-UP REVIEW**

**CITY AUDITOR**

<b>Report Date:</b>	<b>December 4, 2014</b>
<b>Department:</b>	<b>Neighborhood Outreach and Animal Control</b>
<b>Subject:</b>	<b>Audit of Animal Control</b>
<b>Lead Auditor:</b>	<b>Karen Newman, Sr. Internal Auditor</b>

### **OBJECTIVE**

The objective of this review was to determine whether the Neighborhood Outreach and Animal Control department has effectively implemented the action plan presented in their response to our August 2013 audit of Animal Control.

### **SCOPE & METHODOLOGY**

To accomplish our objective, we interviewed City staff members and reviewed case status reports and other documentation used by management to monitor Animal Control activities.

### **BACKGROUND**

On August 1, 2013, we issued a report on our audit of Animal Control. The objective of that audit was to evaluate compliance with and efficiency/effectiveness of policies, procedures and processes. The report contained one recommendation and a response from management.

In July 2014, when we began our standard follow-up process, we found the department needed additional clarification and time to fully implement their corrective action plan. We returned to complete this follow-up review in November 2014.

### **CONCLUSION**

**2013 Audit Recommendation:** Animal Control Management should perform periodic reviews of all animal control cases to ensure timely and proper follow up.

**2013 Management Response:** At least two staff members will run weekly case status reports of both ACT (active) and REC (received) reports to ensure timely and appropriate follow up and closure. This will also allow staff to monitor additional follow up entries such as citations, quarantines, inspections, etc. to be conducted in a timely manner.

**Follow-up Conclusion:** The Corrective Action Plan has been implemented. Case status reports are being reviewed and cases have been followed up on and closed timely and appropriately. Additionally, a report listing "Animal Control Open Cases Older Than 30 Days" has been created and is reviewed weekly by the Animal Control Supervisor and her Supervisor.