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Date: November 4, 2013

To: Audit, Finance & Enterprise Committee

From: Jennifer Ruttman, City Auditor

Subject: Audit Report – Animal Control

cc: 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 an audit of the City's Animal Control Division. The final report is attached. The report includes one Corrective Action Plan (CAP) and a response from management. We will perform a follow-up review in approximately 12 months. Please feel free to contact me with any questions or concerns.



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AUDIT REPORT

CITY AUDITOR

Report Date: August 1, 2013
Department: Neighborhood Outreach and Animal Control
Subject: Audit of Animal Control
Lead Auditor: Karen Newman

OBJECTIVES

The objective of this audit was to evaluate compliance with and efficiency/effectiveness of policies, procedures and processes.

SCOPE & METHODOLOGY

To accomplish our objective, we interviewed key personnel, and reviewed City, County and State laws and Animal Control processes and cases for the fiscal years 2012 to 2013 YTD.

BACKGROUND

Mesa Animal Control as a part of the Neighborhood Outreach and Animal Control department provides services for animal welfare and control and public health and safety in the City. Animal Control investigates animal bites, cruelty, barking dog disturbances and other complaints related to pets and wildlife. Animal Control also enforces City and County animal control ordinances such as leash laws. It is the policy of the Animal Control Unit to provide the citizens of Mesa with courteous, professional and effective animal control, and to ensure the rights of animal owners and non-owners are protected and served.

CONCLUSION

Overall, it is our opinion that the Animal Control department does comply with efficiency/effectiveness of policies, procedures and processes however; we did identify an opportunity to further reduce risks and improve productivity, as noted in the recommendation listed below. For additional details, please see the attached Corrective Action Plan (CAP).

RECOMMENDATION

1. Animal Control Management should perform periodic reviews of all animal control cases to ensure timely and proper follow up. (See CAP #1)

CAP#1: Management Review of Animal Control Cases

Observations: The majority of animal control cases are followed up on timely and appropriately however, we noted the following items:

1. When testing case status activity we found that several cases remained in "Received" and "Active" status and were not followed up on as timely as current cases.
2. Animal Control citations are issued properly however they are not always issued timely.

Comments: Untimely follow up of animal control cases may lead to violations not being handled properly and lack of animal control in the City.

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

**Management
Response:**

Agree.

Action Plan: 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.

Implementation Date: 8/2013