



May 25, 2010

City of Saskatoon - City Clerk's Office
Attention: Secretary – Audit Committee
222-3rd Avenue North
Saskatoon, Saskatchewan S7K 0J5

Audit Report – Parking Ticket System

In 2009, Robert Prosser & Associates Inc. conducted an audit of the Parking Ticket System, as per the Corporate Audit Plan.

Parking tickets are issued pursuant to the City's Traffic Bylaw No. 7200, by the Parking Enforcement Officers (Commissionaires), City Police, City Transit, City Fire and Protective Services, Bylaw Inspector, Parking Enforcement Coordinator, and Parking Services Manager.

The parking ticket system (Ticket Tracer) was implemented in 1999 and is used to track the status of all tickets. The system was developed and originally implemented in Eastern Canada and was customized to Saskatoon's requirements.

The majority of tickets are issued by the Parking Enforcement Officers via handhelds. A paper copy of the ticket is placed on the windshield of the violator's vehicle. The electronic ticket information from each hand-held is imported into Ticket Tracer. Customer payments are processed through the City's revenue collection system and subsequently uploaded into Ticket Tracer.

The Parking Services Group administers the issuance of parking tickets and the Treasurer's Office administers the collection of parking ticket revenues. Payments can be made via mail, in person, on-line, or at the night depository beside City Hall.

The objectives of the audit included determining whether adequate controls are in place to:

- Ensure complete, accurate, and timely input of parking tickets, payments, cancellations, and adjustments into the Parking Ticket System,
- Ensure cancellation and adjustment transactions are valid,
- Ensure accurate processing of transactions in the Parking Ticket System, and
- Reduce the risk of fraudulent transactions.

Management is currently working on implementation of the recommendations.

Respectfully submitted,

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