



Council Auditor's Office

Follow-Up on Fire and Rescue Department – Ambulance Billing and Inventory Audit

Report #751B

Released on: December 2, 2021

OFFICE OF THE COUNCIL AUDITOR
 Suite 200, St. James Building



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Report # 751B

Honorable Members of the City Council
 City of Jacksonville

The purpose of this report is to document our follow-up review of our past report #751, Fire and Rescue Department – Ambulance Billing and Inventory Audit, and to determine whether corrective action has been taken in response to our findings and recommendations. We are providing this special written report in accordance with Ordinance Code Section 102.102. This report does not represent an audit or attestation conducted pursuant to Government Auditing Standards. The initial audit report and follow-up can be found on our website.

We sent a follow-up letter to the City’s Chief Administrative Officer on February 12, 2021, inquiring as to the status of the remaining original audit report recommendations after the first follow-up. We reviewed the recommendations from our audit report, the auditees’ responses to the recommendations, and the auditees’ responses to our follow-up letter. We then performed limited testing to verify the responses.

Based on the responses received and our follow-up testing, a table detailing the original number of issues noted and how many have been resolved as of this follow-up is included below.

Types of Issues	Original Number of Issues	Issues Cleared Prior to This Follow-Up	Remaining Issues Prior to This Follow-Up	Issues Cleared During This Follow-Up	Remaining Issues
Internal Control Weaknesses	7	5	2	2	0
Findings	7	5	2	0	2
Opportunities for Improvement	2	1	1	1	0
Total	16	11	5	3	2

The following is a brief summary of the remaining issues with responses from Keith Powers, Director of Fire and Rescue Department, that we received on November 30, 2021.

Findings 2-2 and 2-3 * LSF and TSF Inventory Counts*

During our original audit, we found discrepancies between a sample of items listed as on hand in the Logistical Support Facility (LSF) system and Tactical Support Facility (TSF) database and the quantity of items on the shelves. We recommended that JFRD conduct routine and surprise inventory counts. As a part of our first follow-up, we discovered that the managers of the TSF and LSF had only been in those positions for a short time, and both stated that there had never been a surprise count since they had been in their positions. Also, the manager at LSF had only conducted one and TSF had conducted no routine counts.

During this follow-up testing, we were informed that JFRD could not confirm that inventory counts were being performed. Once we inquired, inventory counts were performed for both LSF and TSF inventory; however, these inventory counts were not occurring in a manner consistent with the office’s policy. We continue to recommend that JFRD implement a procedure to ensure inventory counts are performed periodically in a manner consistent with its written policy and procedures.

Management Response to the Follow-Up of Findings 2-2 and 2-3

Agree Disagree Partially Agree

JFRD implemented a procedure to ensure that surprise inventory counts occur on a schedule. The Deputy Division Chief of Rescue has been assigned this task as part of his job requirements. In addition, a calendar reminder has been placed on his calendar to ensure the surprise counts are occurring as required. Once the surprise counts have occurred, the managers for LSF and TSF will compare the surprise count to the count in the inventory management system. If there are any discrepancies, the Division Chief of Rescue must authorize any needed adjustments/corrections to the count in the inventory control system.

Surprise inventory counts using the above listed procedures occurred on April 1, 2021 and October 25, 2021.

We would like to thank the Jacksonville Fire and Rescue Department for their cooperation in conducting this follow-up review.

Respectfully submitted,

Kim Taylor

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Council Auditor