



**CITY OF OAKLAND**

PERFORMANCE AUDIT

Department of  
Transportation

Parking Citation  
Void Process

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Auditor

# Why This Audit Matters

- **Maximize revenue**
- **Reduce administrative costs**
- **Efficient and effective parking supply management**



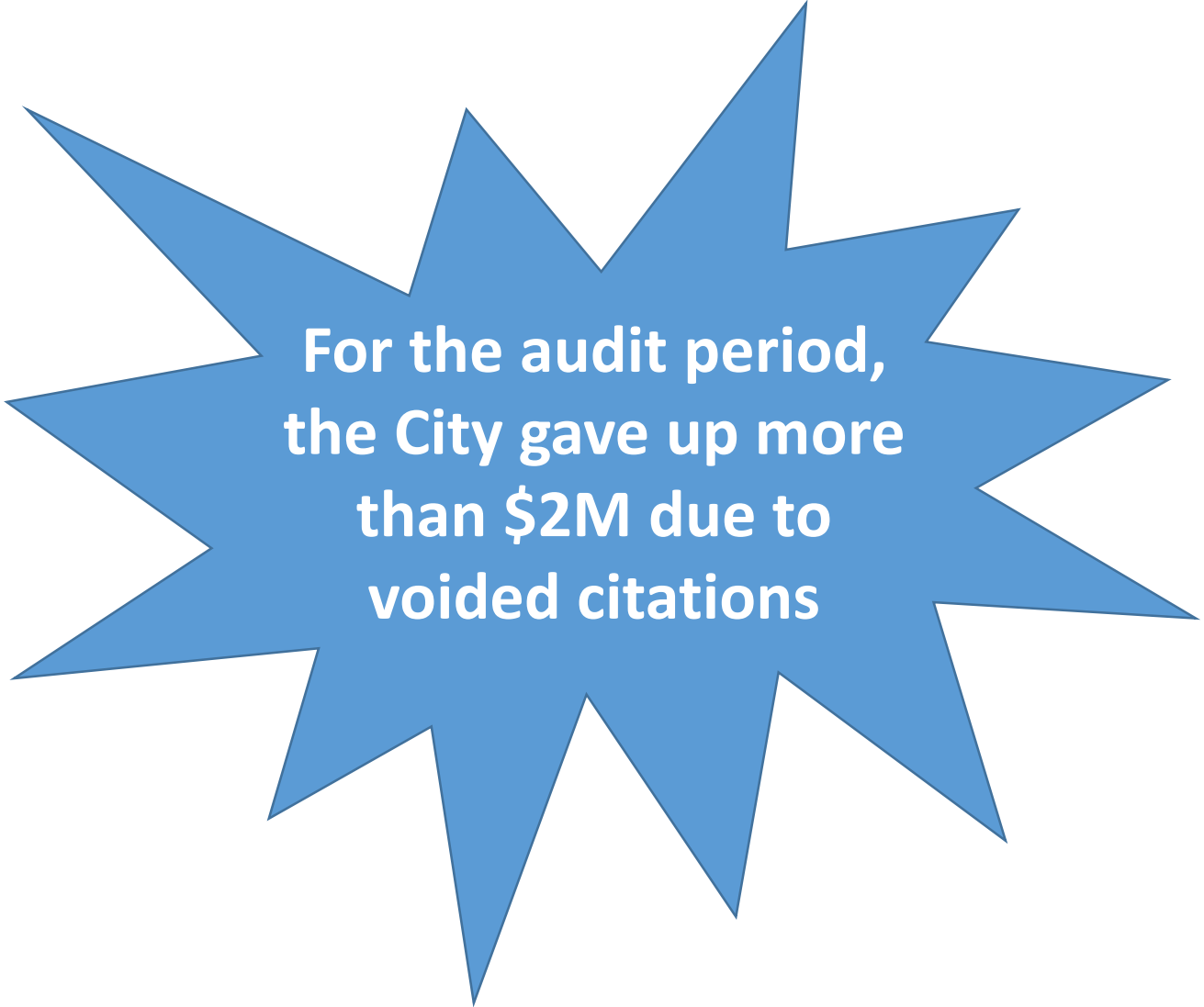
## OBJECTIVES

To ensure parking voids were:

- **Valid**
- **Properly authorized**
- **In compliance with department policies**

**SCOPE** July 1, 2014 – May 18, 2017

- **327,000** average annual parking citations
- **\$25.5 million** average annual revenue
- **100** void requests average per week



For the audit period,  
the City gave up more  
than \$2M due to  
voided citations

# Void Codes

- **ZVOIDZ** – Invalid license plate number used to void a citation
- **Driver Arrived Program** –Exception code to request a citation void because driver arrived

# Finding 1: No Established Error Rate

Recommendation:

Develop metrics  
and benchmarking

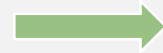


Parking Enforcement  
Management  
agreed to  
implement

# Finding 2: Voids Overused - Lost Revenue

Recommendation:

Eliminate the Driver Arrived Program and clarify the valid use of ZVOIDZ.

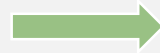


Parking Enforcement Management agreed to implement

# Finding 3: Current Technology Not Used To Full Potential

## Recommendation:

Vendor “how to” re-training and use of system reporting



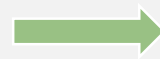
Parking Enforcement Management agreed to implement



# Finding 4: System Access Controls Not Monitored

Recommendation:

Develop specific criteria  
for assigning access rights  
and monitor access  
regularly



Finance  
Management  
agreed to  
implement this  
recommendation

WHISTLEBLOWER PROGRAM  
Of The Oakland City Auditor



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# Questions?

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Comments and questions may be directed to  
[cityauditor@oaklandnet.com](mailto:cityauditor@oaklandnet.com)

See the full report at [www.oaklandauditor.com](http://www.oaklandauditor.com)