

Audit of Wekiwa Springs State Park

Division of Recreation and Parks

Report: A-1415DEP-043

**Office of Inspector General
Internal Audit Section
Florida Department of Environmental Protection**

November 19, 2015

3900 Commonwealth Boulevard, MS 40
Tallahassee, Florida 32399-3000
www.dep.state.fl.us





Audit of Wekiwa Springs State Park
Division of Recreation and Parks



Report: A-1415DEP-043

Table of Contents

Scope & Objectives	1
Methodology	1
Background	1
Results & Conclusions	2
Findings & Recommendations.....	8
Division's Response.....	11

Report: A-1415DEP-043

The Office of Inspector General (OIG) conducted an audit of Wekiwa Springs State Park. This audit was initiated as a result of the Fiscal Year (FY) 2014-2015 Annual Audit Plan.

Scope & Objectives

The scope of this audit included select activities of the Park for the period of July 1, 2013 through June 30, 2014. The objectives were to determine:

- the accuracy of reported revenue
- whether the Park complied and controls are in place with respect to cash collection, expenditures, Department personal property, overnight accommodations, attendance methodology, and resident volunteers

Methodology

This audit was conducted under the authority of section 20.055, Florida Statutes (F.S.) and in conformance with the *International Standards for the Professional Practice of Internal Auditing*, published by the Institute of Internal Auditors. Our audit procedures included review of Division and Park records and interviews with Park staff and the Division.

Background

The Wekiwa Springs State Park is a 7,000-acre Park in Apopka, Florida. The spring at the Park is one of the popular destinations because of the year-round water temperature of 72 degrees. The Park has a network of trails for bicycling, horseback riding, and hiking. Park patrons can also canoe, snorkel, camp, and access the Park's well-known springs.

The Park collects visitor fees including \$6.00 for vehicles (2 to 8 people), \$4.00 for single person vehicles, \$2.00 for pedestrians, \$2.00 for bicyclists, and \$2.00 for extra passengers. The Park also collects a fee of \$24.00 per site/night for family camping sites, primitive camping fee of \$5.00 per

Audit of Wekiwa Springs State Park
Division of Recreation and Parks

Report: A-1415DEP-043

person/night, and an organized youth and adult group camping fee at \$1.00 per youth and \$5.00 per adult chaperon per night. The Park's reported revenue for FY 2013-2014 was \$1,005,892.00. The reported visitation at the Park for FY 2013-2014 was 334,551.

Results & Conclusions

Accuracy of Reported Revenue

We reviewed Wekiwa Springs State Park's financial records for the sample months of March and April 2014. We compared revenue on the Daily Worksheet Reports with the Deposit Worksheets, Financial Sessions Reports, Credit Card Settlement Reports, and deposit slips. The table below shows the Park's revenue according to Daily Worksheet Reports, Deposit Worksheets, deposit slips, Financial Session Reports, and Settlement Reports for March 2014.

March 2014 Reported Revenue		
Source	Cash and Checks	Credit Card Revenue
Daily Worksheet Reports	\$42,970.63	\$14,762.16
Deposit Worksheets	\$42,970.63	\$14,676.94
Financial Session Report/Settlement Report	\$43,106.34	\$14,333.35
Deposit Slips	\$42,970.63	N/A

The table below shows the Park's revenue according to the Daily Worksheet Reports, Deposit Worksheets, Financial Session Reports, Settlement Reports, and deposit slips for April 2014.

Audit of Wekiwa Springs State Park
Division of Recreation and Parks

Report: A-1415DEP-043

April 2014 Reported Revenue		
Source	Cash and Checks	Credit Card Revenue
Daily Worksheet Reports	\$50,010.70	\$10,908.68
Deposit Worksheets	\$50,010.10	\$10,898.88
Financial Session Report/Settlement Reports	\$50,255.18	\$10,898.88
Deposit Slips	\$49,576.00	N/A

Reported revenues agree with the Daily Worksheet Reports, Deposit Worksheets, Financial Session Reports, Settlement Reports, deposit slips, and credit card charges with the exception of minor discrepancies. A Settlement Report for the week of March 4, 2014 was not obtained from the Park, which caused a \$343.59 shortage in revenue on the Daily Credit Card Settlement Report Total on the Accuracy of Revenue Report for March 2014. There was an overage total of \$85.22 in the credit card revenue on the Daily Worksheet Reports for March 2014. In April 2014, there was an overage total of \$10.30 in the credit card revenue on the Daily Worksheet Reports. On April 13, 2014, there was a deposit slip error for \$434.70. The Park staff also made clerical errors and adjustments when reconciling revenue reports in March and April 2014, which were accounted for in the adjustment categories on the Accuracy of Revenue Report.

Timeliness of deposits

We reviewed the Park's deposit slips for the test months of March and April 2014 to determine if bank deposits were made in an accurate and timely manner, based on the guidelines in the Operations Manual. Out of 126 deposits made in March and April 2014, eleven deposit slips exceeded guideline requirements stated in the Operations Manual Chapter 5-4 (b). However, these instances occurred during a weekend when deposits were made the following Monday. The 114

Report: A-1415DEP-043

remaining deposits in March and April of 2014 were in accordance with the Division's Operations Manual.

Cash Collection and Control

Based on interviews with Park staff, the duties of operating cash registers, closing and reconciling the cash drawer, preparing bank deposits, preparing weekly reports of receipts, and performing bank statement reconciliation are separated between multiple staff. Cash handling controls were consistent with the Operations Manual. Rangers working in the ranger station have access to the two cash drawers. The cash register produces sales receipts and contains a journal tape with a sequential numbering system.

During shift changes, the Ranger on duty clears the cash drawer by counting the cash and completing the deposit ticket. The incoming Ranger verifies the amount. Daily cash accountability sheets are kept with the checkout sheets. The Administrative Assistant opens the safe each morning and issues the cash drawer to the morning shift employee. Limited management staff have access to the safe. According to management, the combination changes annually and when staff changes occur. The Assistant Park Manager or designated Ranger takes the deposits to the bank. We observed a sign on the register reminding the staff to give customers a receipt and verified that walk-in visitors have access to a visual display on the cash register screen. We also observed a credit card machine with the model number T4210 that is in compliance with the Operations Manual.

Based on interviews with Park Management, visitors must have the original receipt to receive a refund. We reviewed 35 refunds in March and April 2014. Of the 35 refunds examined in the sample months, five met all the requirements outlined in the Operations Manual. Thirty refunds had

Report: A-1415DEP-043

multiple discrepancies that included refunds with no original receipts, refunds without a reason for the refund, refunds not on a ledger, refunds that were not stamped, and refunds missing employee signatures. According to Park staff, some employees completing the refund transactions did not include all required refund information.

Fuel Purchases and Usage

The Park uses miscellaneous fuel (diesel) stored in a fuel container near the maintenance shop and management offices. Park staff document fuel usage on internal Park logs. For the sample months of December 2014 through February 2015, we reviewed Monthly Miscellaneous Fuel Logs, Monthly Bulk Gas and Oil Inventory Reports, a fuel purchase invoice, and a fuel ticket. The Park's purchase of 238.4 gallons of bulk fuel in December 2014 was supported by a fuel purchase invoice, a fuel ticket, and documented on the Monthly Bulk Gas and Oil Inventory Report. During our site visit, we observed the physical inventory of bulk fuel, which was consistent with the Park's fuel reports. We also compared the Park's fuel logs to their Bulk Gas and Oil Inventory Reports for the sample months. The Park uses these reports to track fuel usage. The reports appeared consistent with the Park's fuel usage for the sample months.

Property Inventory Management

According to the Park's Master Property List, there were 252 property items at the Park. We selected a sample of 25 items (10%) from the property list and verified all items during the Park visit. The sampled items were adequately labeled with matching property tags.

Report: A-1415DEP-043

Firearms

At the time of the site visit, the Park Manager was taking steps to obtain firearm certification. However, none of the Park staff was certified to handle the firearms. All of the firearms on the property inventory list were located in a locked storage room contained in a locked safe. According to the Park Manager, only the Park Manager and Assistant Park Manager have access to the firearms.

Calculation and Collection of Attendance Park Procedures

Total attendance reported for the FY 2013-2014 was 334,551. We reviewed attendance reported during the sample months of March and April 2014 from the Performance by Item Report, Daily (Closing) Report, Weekly Tabulation of Park Visitors, and Reserve America Campers Report. The number of reported Park visitors on the Daily Reports was consistent with Weekly Tabulation of Visitors Report.

March 2014 Reported Attendance	
March total for Daily Report	March total for Weekly Tabulation
33,497	33,497
April 2014 Reported Attendance	
April total for Daily Report	April total for Weekly Tabulation
30,514	30,514

We compared the number of occupants checking out on the Daily Report with occupant totals on the Camper's Report. Based on this comparison, there were minor discrepancies during the sample months. There were two discrepancies in March 2014 on the Performance by Item Report when compared to the Daily Report that were attributed to clerical errors.

Report: A-1415DEP-043

Tax Exempt Sales

We reviewed a sample of six tax-exempt sales for the sample months of March and April 2014. To support these sales, the Park provided one tax-exempt certification form, which covered two of the six transactions during the sample months. The four remaining reservations for which tax-exempt verification was unavailable totaled \$144.00 in sales. Based on the Park's sales tax rate of 6.5% and local option tax rate of 6.0%, the amount of tax not collected for the four remaining reservations was \$18.00. In September 2014, the Assistant Division Director communicated guidance for tax-exempt transactions requiring Division staff to collect valid Certificates of Exemption or collect sales tax for all transactions. According to the Park staff, since this correspondence there is a tax-exempt procedure in place at the Park. The tax-exempt certificate is obtained from the visitor and sent to the Administrative Assistant for filing.

Management and Oversight of Campsite Volunteers

We obtained time records and sexual offender/predator checks for all six campsite volunteers in March and April 2014 from the Park Services Specialist. We examined the provided documents to verify that resident volunteers met required guidelines outlined in the Operations Manual regarding work documentation requirements and sexual offender/predator checks. Two of the six volunteers' time records were incomplete for the sample months. According to Park staff, the total hours worked for both volunteers' were verbally confirmed and documented on their time records. The Park provided completed time records for the remaining four volunteers.

Purchasing Card Procedures and Expenditure Review

We chose a sample of 106 Purchase Card (P-Card) purchases for review, which represented 50% of the P-Card charges listed on the report for FY 2013-2014. Purchases reviewed were allowable items,

Report: A-1415DEP-043

as outlined in the Department's P-Card Guidelines. Submitted documentation and receipts for the purchases and use of P-Cards were within pre-determined spending limits, and Park Management authorized all purchases and a separate staff member reconciled all transactions. In addition, all purchases appeared to be reasonable.

The monthly expenditure report was obtained from the Bureau of Finance and Accounting. We compared monthly expenditure amounts to the Park's budgeted allotment amount for FY 2013-2014. We looked at the categories of electric, water & sewage, gasoline, diesel, copying, and household to determine usual spending trends. These categories total 63% of the expenditure allotment for FY 2013-2014. There were fluctuations in the amounts spent each month; however, the above categories appeared to be reasonable. The expenditure allotment amounts were not exceeded in any of the months in all categories and met the requirements in the Operations Manual.

Findings & Recommendations

Finding 1: Refund Procedures

Chapter 5, Section 14 (a) of the Division's Operations Manual states, *Refunds shall be made at the Park when applicable. All in-park refunds for cash, credit card and check require the original receipt or registration form. In-park refund receipts will be stamped to obtain required information; original receipt, description of refund, reason for refund, total amount of refund, employee signature, and date/time requested. Parks will use a ledger to document all refunds. The original receipt will be attached to the daily shift sheet.*

During our visit, the Park provided refund documentation for the sample months of March and April 2014. The provided documentation indicated that 30 out of 35 refunds in the sample months did

Report: A-1415DEP-043

not meet the requirements outlined in the Operations Manual. Of the total refunds, thirty refunds had multiple discrepancies that included refunds with no original receipts, refunds without a reason for the refund, refunds not on a ledger, refunds that were not stamped, and refunds missing employee signatures. The total value of incomplete refund transactions for the sample months was \$560.64.

Recommendation

We recommend Park staff complete all refund procedures as required in the Operations Manual for all refund transactions, which include stamping refunds, obtaining the original receipts, giving reason for refunds, attaining employees' signatures, and documenting refunds on a ledger.

Finding 2: Tax-Exempt Sales

According to chapter 8, section 3 (b) (4) of the Division's Operations Manual, *when a Park visitor requests an exemption from paying sales tax, the Park is required to obtain and file a copy of the visitor's current Florida Consumer's Certificate of Exemption.*

After the review of six tax-exempt camping sales for the sample months of March and April 2014, the Park was missing four of the six tax-exempt certificates for the reservations with a total of \$144.00 in sales. Based on the Park's sales tax rate of 6.5% and local option tax rate of 6.0%, the amount of tax not collected for the four remaining reservations is \$18.00. In September 2014, the Assistant Division Director provided guidance for tax-exempt transactions requiring Division staff to collect valid Certificates of Exemption or collect sales tax for all transactions. According to Park management, the Park currently has a tax-exempt procedure in place, which includes obtaining the tax-exempt certificate from the visitor and sending the documentation to the Administrative Assistant for filing.

Audit of Wekiwa Springs State Park
Division of Recreation and Parks

Report: A-1415DEP-043

Recommendation

We recommend the Department remit payment for \$18.00 of uncollected sales tax to the Department of Revenue.

To promote accountability, integrity and efficiency in state government, the OIG completes audits and reviews of agency programs, activities, and functions. Our audit was conducted under the authority of section 20.055, F.S., and in conformance with the International Standards for the Professional Practice of Internal Auditing, published by the Institute of Internal Auditors, and Principles and Standards for Offices of Inspector General, published by the Association of Inspectors General. The audit was conducted by Angie Cringan and supervised by Valerie J. Peacock.

Please address inquiries regarding this report to the OIG's Audit Director by telephone at (850) 245-3151. Copies of final reports may be viewed and downloaded via the internet at <http://www.dep.state.fl.us/ig/reports.htm>. Copies may also be obtained by telephone (850) 245-3151, by fax (850)245-2994, in person or by mail at Department of Environmental Protection, Office of Inspector General, 3900 Commonwealth Boulevard, Mail Station #41, Tallahassee, FL 32399.

*Valerie J. Peacock,
Director of Auditing*

*Candie M. Fuller,
Inspector General*



Florida Department of Environmental Protection

Marjory Stoneman Douglas Building
3900 Commonwealth Boulevard
Tallahassee, Florida 32399-3000


Rick Scott
Governor

Carlos Lopez-Cantera
Lt. Governor

Jonathan P. Steverson
Secretary

Memorandum

TO: Valerie Peacock, Audit Director
Office of the Inspector General

FROM: Donald V. Forgione, Director 
Division of Recreation and Parks

SUBJECT: Audit of Wekiwa Springs State Park
Division of Recreation and Parks Report: A-1415DEP-043

DATE: November 12, 2015

This memorandum serves as the Division's response to the subject audit findings and recommendations.

Finding 1: Refund Procedures

Chapter 5, Section 14 (a) of the Division's Operations Manual states, *Refunds shall be made at the Park when applicable. All in-park refunds for cash, credit card and check require the original receipt or registration form. In-park refund receipts will be stamped to obtain required information; original receipt, description of refund, reason for refund, total amount of refund, employee signature, and date/time requested. Parks will use a ledger to document all refunds. The original receipt will be attached to the daily shift sheet.*

During our visit, the Park provided refund documentation for the sample months of March and April 2014. The provided documentation indicated that 30 out of 35 refunds in the sample months did not meet the requirements outlined in the Operations Manual. Of the total refunds, thirty refunds had multiple discrepancies that included refunds with no original receipts, refunds without a reason for the refund, refunds not on a ledger, refunds that were not stamped, and refunds missing employee signatures. The total value of incomplete refund transactions for the sample months was \$560.64.

Recommendation

We recommend Park staff complete all refund procedures as required in the Operations Manual for all refund transactions, which include stamping refunds, obtaining the original receipts, giving reason for refunds, attaining employees' signatures, and documenting refunds on a ledger.

Division Response

The Division is in agreement with the recommendation. The park now has in place the procedure of stamping refunds, obtaining the original receipts, giving reason for refunds, attaining employees' signatures, and documenting refunds on a ledger, as defined in the Operation Manual. Park management addressed this matter with park staff and reviewed Chapter 5, 14 a. at the park's personnel meeting on October 29, 2015. In addition staff received the procedure via e-mail.

Finding 2: Tax-Exempt Sales

According to Chapter 8, section 3 (b) (4) of the Division's Operations Manual, *when a Park visitor requests an exemption from paying sales tax, the Park is required to obtain and file a copy of the visitor's current Florida Consumer's Certificate of Exemption.*

After the review of six tax-exempt camping sales for the sample months of March and April 2014, the Park was missing four of the six tax-exempt certificates for the reservations with a total of \$144.00 in sales. Based on the Park's sales tax rate of 6.5% and local option tax rate of 6.0%, the amount of tax not collected for the four remaining reservations is \$18.00. In September 2014, the Assistant Division Director provided guidance for tax-exempt transactions requiring Division staff to collect valid Certificates of Exemption or collect sales tax for all transactions. According to Park management, the Park currently has a tax-exempt procedure in place, which includes obtaining the tax-exempt certificate from the visitor and sending the documentation to the Administrative Assistant for filing.

Recommendation

We recommend the Department remit payment for \$18.00 of uncollected sales tax to the Department of Revenue.

Division Response

The Division is in agreement with the recommendation. The park is working with the Bureau of Finance and Accounting to remit the \$18.00 of uncollected sales tax to the Department of Revenue.

The Park currently has a tax-exempt procedure in place, which includes obtaining the tax-exempt certificate from the visitor and sending the documentation to the Administrative Assistant for filing. Park management emphasized the procedure for validation of tax exempt sales at the park's personnel meetings on January 28, 2015 and October 29, 2015. In addition staff received the procedure via e-mail.