



THE CITY OF SAN DIEGO

MEMORANDUM

DATE: November 4, 2011

TO: Council President Pro Tem Kevin Faulconer, Audit Committee Chair

FROM: Kelly Broughton, Development Services Director *KOB*

SUBJECT: **10-010 PERFORMANCE AUDIT OF THE CITY TREASURER'S DELINQUENT ACCOUNTS PROGRAM - DEVELOPMENT SERVICES DEPARTMENT**

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In response to the request made at the October 2011 City of San Diego Audit Committee meeting, the Development Services Department offers the following update on the status of the implementation of the recommendation below from the above audit.

**Recommendation:**

# 1 Review current deficit account balances and immediately refer existing past due accounts to the Treasurer's Delinquent Accounts Program.

**Response:**

The delay in completing this recommendation was due to the labor charge corrections that were completed in June 2011. The Development Services Department was authorized in September 2011 to use the data and has been working with Enterprise Resource Planning staff to obtain and format the data and with an outside vendor to generate and mail the statements. The department anticipates beginning to mail these statements next month. Once data is available for the remaining months and current statements are being sent out on a monthly billing cycle, the department will begin the timely referral of all past due accounts to the delinquent accounts program. It is anticipated that this will begin in April 2012 to allow for 2 months to stabilize the billing process and at least 3 months of routine billing cycles have occurred. At that time standard, timely referral of past due accounts to the Delinquent Accounts Program will be made.

cc: Jay M. Goldstone, Chief Operating Officer  
Wally Hill, Assistant Chief Operating Officer  
Mary Lewis, Chief Financial Officer  
Gail Granewich, City Treasurer  
Debra Bond, OneSD Project Director