

Memorandum



CITY OF DALLAS

Report #362

DATE: September 6, 2002

TO: Honorable Mayor and Members of the City Council

SUBJECT: Follow-up report of the March 9, 2001, *Performance Audit of the Dallas Fire Department's 9-1-1/ 3-1-1 Operations*

We conducted this follow-up report under the authority of City Council Resolution No. 920779 and in accordance with the applicable government auditing standards. Accordingly, we included tests of records and reviews of program guidelines and procedures that we considered necessary in the circumstances.

Our objective was to determine whether management had implemented our recommendations or taken other acceptable actions to remedy the identified control weaknesses.

The original report contained seven findings with sixteen recommendations. Management has implemented twelve recommendations and partially implemented one. The other three recommendations were not implemented for the following reasons:

1. Studies to determine employee skill levels and training necessary to establish a civilian fire dispatch are still being conducted.
2. Technical updates and more accurate information are needed before Dallas Water Utilities related calls can be assessed.
3. The City Manager elected not to create a separate 911/311 civilian call center/dispatch center.

We commend Management for its cooperation and its implementation of the recommendations.

Thomas M. Taylor

Thomas M. Taylor, CPA
City Auditor

c: Teodoro J. Benavides, City Manager
Charles W. Daniels, Assistant City Manager
Steve E. Abraira, Chief, Dallas Fire Department