



**Manatee County**

**R.B. "Chips" Shore**

**Clerk of the Circuit Court and Comptroller**

P.O. Box 25400 • Bradenton, Florida 34206 • (941) 749-1800 • FAX (941) 741-4082 • [www.manateeclerk.com](http://www.manateeclerk.com)

## MEMORANDUM

To: Charlie Bishop, Property Management Director

From: R. B. "Chips" Shore, Clerk of the Circuit Court and Comptroller

Date: October 30, 2012

Subject: Courier Division Follow-up Audit #1

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The Internal Audit Department has completed the follow-up audit for the Courier Division based on the Clerk of the Circuit Court's Audit Report issued on January 3, 2011. The follow-up consisted of reviewing the management action plans included in the original report to ensure corrective actions have been implemented by the Division's management. The follow-up audit scope incorporated the twelve-month period ending July 31, 2012.

Since the original audit report was issued, the Courier Division has continued to operate with a staff of three providing services to County departments and other Constitutional Officers. At times of high volume, management stated that they have had to rely on temporary staff to ensure service was not impacted. At the request of management, the original audit included an evaluation of current routes, volume analysis of mail processed, and a survey of surrounding counties relating to in-house courier responsibilities. Management has successfully used this information to reduce the number of stops in their daily routes by half, as well as eliminated the transfer of library books between branches allowing the Courier to invest in a smaller, more fuel efficient vehicle. Furthermore, management continues to look for additional cost savings by cross-training employees from other Property Management divisions on courier related duties, to reduce and possibly eliminate the use of temporary employees all together.

We are pleased with management's corrective actions taken on the issues reported in the prior audit. Management has successfully addressed all of the audit concerns except for the following areas which continue to require management's attention:

1. The Division continues to lack a complete, comprehensive policy and procedures manual for the Courier operations. According to management, the reduction in staff has not allowed for the dedication of the necessary resources to complete this manual on a timely basis.

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Clerk of Circuit and County Court - Clerk of Board of County Commissioners - County Comptroller, Auditor and Recorder

**Management Action Plan:** Management is in the process of dedicating resources to develop the Division's policies and procedures manual using the Information Services Department's Provision software. It is anticipated that the manual will be completed within the next twelve months.

2. The Courier Division does not have written procedures to guide County departments and/or Constitutional Officers, who use the courier services, on the various mailing options which could significantly reduce and/or eliminate the processing time for the Courier staff and result in financial savings to the end users. Examples include:
  - o The Supervisor of Elections used first class mail for their absentee ballots this year. This resulted in a direct charge of \$1.346 per piece of mail, which consisted of \$1.30 direct postage charge and \$.046 per piece surcharge by the Courier. If bulk mailing was used, which requires presorting and a preprinted indicia on the outgoing envelopes, a savings of \$.244 per piece of mail could be realized. With approximately 45,000 absentee ballots mailed to date, that equates to a savings of \$10,980.
  - o Traditional certified mail costs are \$2.95 for the certified mail plus \$2.35 for the return receipt. The post office now offers an E-Certified (electronic) method that would reduce the cost for the return receipt to \$1.15. Additionally, information from the return receipt is maintained electronically reducing any storage expense of maintaining the hard copies.

The Courier Division has begun offering training classes to County departments and Constitutional Officers twice a year that includes these and other cost saving options; however, a corresponding written procedures manual can serve as a useful reference tool for users in determining the best methods available for their future postage needs.

**Management Action Plan:** Management will develop written external procedures that will contain the various options for courier and mail services, including prices, to assist departments and Constitutional Officers in finding the most economical and efficient way to process their courier needs. It is anticipated that the manual will be completed within the next twelve months.

We would like to thank you and your staff for the attention given to the audit findings and the cooperation given to the Internal Audit staff. Since there are only two outstanding audit findings, management has agreed to forward to Internal Audit the Division's Policies and Procedures Manuals within the time frame established. An additional follow-up audit will not be necessary.

RBS/MDB

CC: Board of County Commissioners  
Ed Hunzeker, County Administrator