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Honorable John R. Ames, CTA
Tax Assessor - Collector
Dallas, Texas

RE: FINAL AUDIT REPORT Tax Audit - Motor Vehicle (MV) for FY2024

The Dallas County Auditor's Office Internal Audit Division performed procedures for the period October 1, 2023, through September 30, 2024.

The objectives of the engagement were to determine whether:

1. Ensure compliance with statutory requirements
2. Evaluate internal controls
3. Verification of accuracy and completeness of reporting
4. Review controls over safeguarding of assets

Overall Results

An unannounced cash count revealed that one location had a cash drawer that was unable to close and lock properly.

We appreciate the cooperation of the department and the staff during our review. If you prefer that released reports be emailed to a different (or additional) recipient, please inform me of the name and the change will be made.

Respectfully,

Timothy Hicks

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ISSUED: 5/14/2025
RELEASED: JUNE 10, 2025

REPORTABLE FINDINGS

25-IA-Tax-83-01 Cash Count:

A cash drawer at the Oak Cliff Tax Office, which contained a total of \$822 at the time of the cash count, was unable to properly close and lock.

Suggested Actions

- Repair or replace broken cash drawers to ensure cash is safeguarded.

Management Action Plan

- The Dallas County Tax Office has an established process to report all issues with equipment or technology which is set out in our written general guidelines.
- Per the Branch Manager, the issue was fixed the same day that he was made aware of the drawer not properly closing.
- A reminder of the process to report equipment that is not working properly was provided to each Branch Manager.

25-IA-Tax-83-02 Data Limitation:

The Auditor's Office cannot obtain inquiry access to the RTS system and the Dealer Filing Status database. As a result, data accuracy and completeness could not be confirmed.

Suggested Actions

- Ensure that the Auditor's Office has inquiry access to RTS system data, relevant reports, or unfiltered data.

Management Action Plan

- By statute, the Dallas County Tax Assessor/Collector is an agent on behalf of the Texas Department of Motor Vehicles (TxDMV), and as such utilizes the Registration and Titling System (RTS) to process registration renewals and vehicle title transfers. The RTS system and the data which reside on the system does not belong to Dallas County and is wholly owned and supported by the State of Texas DMV. Both the information and the system are restricted for use to the Tax Assessor/Collector and his deputies. Only deputies who have completed the required training are approved by the TxDMV to access the RTS system.
- The TxDMV conducts regular compliance audits of the Dallas County Tax Office and has concluded that Dallas County is a "low risk" in the exit conference most recently held September 5, 2024.

REPORTABLE FINDINGS

- The TxDMV is the sole authority to determine access to the RTS system (Sec 520.022) and the data which resides on it, as this data is protected and confidential as a matter of law.

cc: Darryl Martin, County Administrator