

OFFICE OF THE AUDITOR GENERAL

The Navajo Nation

Internal Audit
of
Four Corners Monument Tribal Park
Navajo Parks and Recreation Department



Report No. 18-11 February 2018

Performed by: Beverly Tom, Senior Auditor

M-E-M-O-R-A-N-D-U-M

TO Karen Yazzie, Park Manager

FOUR CORNERS MONUMENT TRIBAL PARK

Martin L. Begaye, Department Manager III PARKS AND RECREATION DEPARTMENT

FROM

Elizabeth Begay, CIA, CFE

plenchett (<

Auditor General

OFFICE OF THE AUDITOR GENERAL

DATE February 9, 2018

Internal Audit of the Four Corners Monument Tribal Park

The Office of the Auditor General herewith transmits Audit Report No. 18-11, Internal Audit of the Four Corners Monument Tribal Park. The internal audit was conducted to determine whether the Four Corners Monument Tribal Park personnel are prepared to respond to an emergency on park premises and whether cash collected by park staff is accounted for, deposited daily and safeguarded.

The auditors reported five (5) findings:

- Four Corners Monument Tribal Park emergency action plan needs improvement to ensure the park is adequately prepared to respond to any potential emergency.
- Four Corners Monument Tribal Park needs to do more to alert park visitors about potential hazards on park premises and the need for safety precautions.
- Four Corners Monument Tribal Park needs to strengthen its cash controls.
- Four Corners Monument Tribal Park deposits of cash revenues need to be timely to minimize risk exposure to theft.
- Four Corners Monument Tribal Park needs to strengthen security controls to properly safeguard cash revenues.

The audit report provides recommendations to correct the reported findings. The Four Corners Monument Tribal Park has agreed to resolve the audit findings.

If you have any questions about this report, please contact our office at (928) 871-6303.

Bidtah Becker, Division Director **DIVISION OF NATURAL RESOURCES**

Chrono

Tables of Contents

<u>rage</u>
INTRODUCTION AND BACKGROUND1
OBJECTIVE, SCOPE AND METHODOLOGY2
REVIEW RESULTS4
FINDINGS - EMERGENCY PREPAREDNESS:
Four Corners Monument Tribal Park emergency action plan needs improvement to ensure the park is adequately prepared to respond to any potential emergency 4
Four Corners Monument Tribal Park needs to do more to alert park visitors about potential hazards on park premises and the need for safety precautions5
FINDINGS - CASH CONTROLS:
Four Corners Monument Tribal Park needs to strengthen its cash controls 7
Four Corners Monument Tribal Park deposit of cash revenues need to be timely to minimize risk exposure to theft8
Four Corners Monument Tribal Park needs to strengthen security controls to properly safeguard cash revenues9
CONCLUSION11
CLIENT RESPONSE

INTRODUCTION AND BACKGROUND

The Office of the Auditor General conducted an internal audit of the Four Corners Monument Tribal Park. The audit addressed concerns over the emergency preparedness and responsiveness, and the accountability and safeguarding of the cash revenues. The audit was requested by the Resources and Development Committee of the Navajo Nation Council.

Four Corners Monument Tribal Park



- Established in 1983
- Open year round
- Located where the four states intersect
- Amenities include a nearby hiking trail and Indian market where artists from all four states showcase and sell their arts and crafts
- Attracts over 200,000 visitors annually

The Four Corners Monument Tribal Park is one of the smaller tribal parks on the Navajo Nation. Established in 1983 by the Navajo Nation Council, the Four Corners Monument is known for the only place in the United States where four states intersect at one point: Arizona, New Mexico, Utah, and Colorado. The park obtained the original marker for the four corners in 1912. This unique intersection is the main attraction for the park visitors. Park visitors are permitted to take pictures and walk around on the monument. The park employs five permanent year-round personnel and hires temporary personnel during peak season which is typically from March to October.

This park primarily generates revenues from entrance fees. Park visitors are required to pay \$5 per person to enter the park premises. Based on park records, there were over 200,000 visitors to the park in fiscal year 2016.

Parks and Recreation Department

The Parks and Recreation Department manages the Four Corners Monument Tribal Park along with all the other tribal parks on the Navajo Nation. The Department was established in 1964 under the Executive Branch within the Division of Natural Resources with a primary mission to protect, preserve and manage tribal parks, monuments and recreation areas for the perpetual enjoyment and benefit of visitors to the Navajo Nation. There are seven tribal parks and each park is managed by a designated park manager who reports directly to the department

manager. The division director supervises the department manager and legislative oversight is provided by the Resources and Development Committee.

Parks and Recreation Enterprise Fund

All park revenues are deposited into the Parks and Recreation Enterprise Fund. This is a proprietary fund that was established based on a fund management plan for funding the Parks and Recreation Department operations to achieve its purpose. Table 1 summarizes the Four Corners Monument Tribal Park revenues generated for fiscal year 2016 by revenue source:

Table 1
Four Corners Monument Tribal Park Revenues
Fiscal Year 2016

Revenue Source	Amount
Entrance fees	\$1,512,310
Vendor Booth Fee	\$73,870
Tour Bus Fee	\$19,290
Education Fee	\$14,447
Hiking/Camping Fee	\$4,104
Peddler Fee	\$4,008
Wholesale Fee	\$2,020
Special Use Fee	\$1,232
Filming Fee	\$1,130
Donations	\$107
Other	\$83
Bank interest	\$31
TOTAL:	\$1,632,632

Source: Auditor General compilation of the cash receipt reports.

Objective, Scope and Methodology

Our objectives in conducting this audit were to:

- Determine whether the Four Corners Monument Tribal Park personnel are prepared to respond to an emergency on park premises.
- Determine whether cash collected is accounted for, deposited daily and safeguarded.

The audit covers Four Corners Monument Tribal Park operations from October 01, 2015 to September 30, 2016.

<u>SCOPE LIMITATION</u>: The audit did not include an evaluation of how the entrance fees are set and whether the current rates are suitable.

In meeting our objectives, we performed the following procedures:

- 1) Reviewed Four Corners Monument Tribal Park records including, but not limited to, the plan of operation, fund management plan, policies and procedures, and applicable correspondences.
- 2) Reviewed financial records of the Four Corners Monument Tribal Park such as weekly cash deposit reports, bank statements, deposit slips, and daily cash counts.
- 3) Conducted observation of Four Corners Monument Tribal Park activities.
- 4) Researched, via the internet, and inquired with other state/national parks for information regarding emergency planning, preparedness, response and enforcement. These parks included: a) Grand Canyon National Park, b) Montana State Park, c) Jordanelle State Park (located in Utah), d) Yellowstone National Park and e) Canyon De Chelly National Park. We also researched the National Park Service website.
- 5) Used the ACL data analysis software to randomly select 20 dates during the park's peak season which was between March 1, 2016 and September 30, 2016. For each date, there were one to three fee collection shifts and per each shift, the fee collector remits a money bag of cash and corresponding receipts. Therefore, the 20 dates compromised of 46 total money bags.
- 6) Performed test work of all cash receipts for the 46 money bags selected to verify adequate cash controls. The total cash receipt tested was \$107,940.
- 7) Used the ACL data analysis software to randomly select 20 dates during fiscal year 2016 to verify full deposits of cash receipts. The total deposits tested were \$202,548.
- 8) Selected all audit test work samples in accordance with the established sampling guidelines for low level of control risk.
- 9) Interviewed tribal park staff and Parks and Recreation Department staff.
- 10) Obtained and reviewed budgetary and accounting records from the FMIS, Office of the Controller cashier's office and Office of Management and Budget staff.
- 11) Interviewed staff within the Department of Emergency Management and the Safety/Loss Program to obtain their feedback on the tribal park emergency management plans, their working relationships with the parks and what would be important safety measures at the tribal parks.

Government Auditing Standards

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

The Office of the Auditor General and staff express their appreciation to the Four Corners Monument Tribal Park staff, Navajo Parks and Recreation Department staff, and all other entities who contributed to this audit for their cooperation and assistance throughout the audit.

REVIEW RESULTS

I. EMERGENCY PREPAREDNESS

The Four Corners Monument Tribal Park attracts thousands of visitors annually. During peak season, the park has a large influx of visitors but it also manages a large number of vendors who rely on the park to sell their arts and crafts. As such, the park's preparedness with regards to emergency response is very important. Although, the park did not document any emergency incidents during our audit period, it does not negate the park's overall responsibility to maintain a proactive approach with its emergency planning and responsiveness.

FINDING: Four Corners Monument Tribal Park emergency action plan needs improvement to ensure the park is adequately prepared to respond to any potential emergency.

Criteria: The Parks and Recreation Department requires each tribal park to maintain an emergency action plan to safely and effectively manage emergency situations within their respective park.

Condition: The Four Corners Monument Tribal Park has an emergency action plan but the plan is not comprehensive in addressing all aspects of the park. In reviewing the plan against information obtained through research of other national and state parks regarding emergency planning and preparedness, we found the following missing key information to safely and effectively manage emergency situations:

- Emergencies that may occur outside of the park buildings and those that may impact park visitors and vendors rather than just employees.
- All potential hazards that may place park visitors, vendors and employees at risk for injury such as dangerous wildlife on hiking trail, criminal activities, motor vehicle related accidents, etc.
- Requirements on how to disseminate public information (i.e., signs, brochures, websites, etc.) on potential hazards and safety precautions.
- The type of emergency supplies and equipment that should be kept on hand and readily available during emergencies.
- Requirements to keep the emergency action plan on hand and readily available for staff to utilize during an emergency, and to conduct periodic staff training on implementing the plan.
- The purpose of the plan, what authority the park has to implement the plan and listing of the roles and responsibilities of the park staff to carry out the plan.
- The reporting of incidents to applicable Navajo Nation Departments such as the Risk Management Department, Department of Emergency Management and Navajo Occupational Safety and Health Administration office for reporting purposes and assistance with remedial actions.

Effect:

Without a comprehensive emergency action plan that is specific to the Four Corners Monument Tribal Park, the park cannot provide assurance that it can safely and effectively manage emergency situations within park premises.

Cause:

- The park manager has not fully assessed potential hazards that may occur on the park premises. As a result, the park manager was unable to prepare a plan that would address all these hazards.
- The park manager did not follow the department's instructions for establishing a plan that will effectively address all emergencies at the park.
- The park manager did not coordinate the development of the emergency action plan with local emergency response agencies and does not seek local law enforcement feedback to improve emergency efforts at the park.
- The Parks and Recreation Department did not follow up with the park manager to make sure its requirements for the emergency action plan were met.
- The park manager does not train on the emergency action plan, at least annually, for park staff and all individuals who would assist with emergency responses.

Recommendations:

- The park manager should conduct a full assessment of potential hazards that affect the Four Corners Monument Tribal Park to identify the safety precautions needed to establish a comprehensive emergency action plan that is specific to the Four Corners Monument Tribal Park. The assessment should include pedestrian traffic within the park premises, management of vendors and the hiking trail.
- 2) The park manager should coordinate with local law enforcement agencies and other emergency response agencies to assist the park in developing a comprehensive emergency action plan.
- 3) The Parks and Recreation Department should make routine visits to the park to ensure the park manager is following instructions and meeting requirements for a comprehensive emergency action plan.
- 4) The park manager, in coordination with the Parks and Recreation Department, should provide annual training of the comprehensive emergency action plan.

FINDING: Four Corners Monument Tribal Park needs to do more to alert park visitors about potential hazards on park premises and the need for safety precautions.

Criteria:

The Parks and Recreation Department requires each tribal park to maintain and implement a general management plan to manage park operations. The general management plan authorizes the park manager to implement services to ensure

visitors remain safe while visiting the park. Such services would include the dissemination of safety information to park visitors.

Condition:

The Four Corners Monument Tribal Park website explains the remoteness of the park, the lack of utilities at the park, and the importance of having water and food while visiting the park. However, the park could implement other safety measures that would help ensure the safety of its visitors. During our field visits to the park, we noted the following:

- There are no posted signs specifically addressing potential hazards on park premises or the safety precautions needed to avoid such hazards. The park entrance booth, entrance to monument and throughout the park premises is void of safety signage to inform park visitors.
- Contact number for emergency responders such as local police, fire department, and paramedics are not clearly posted on signs or provided in brochures to make such information readily available to park visitors.
- Although the park has evacuation plan in place for park buildings, there are no
 evacuation routes posted to inform park visitors how to safely exit the park
 during an emergency.
- Park brochures do not inform park visitors of potential hazards and the required safety precautions to ensure a safe visit to the park.
- Although the park has a website that serves as the primary source of
 information about the park to people who are interested in visiting, the site
 does not address: a) all potential hazards found at the park, b) safety
 precautions, c) emergency contact information, d) evacuation/alternate routes
 to exit the park during an emergency, and e) weather alerts that may impact
 park visitation.

Effect:

The lack of sufficient public safety information could lead to injury among park visitors and vendors.

Cause:

The Parks and Recreation Department does not monitor the park to make sure the park staff is providing sufficient public safety information.

Recommendations:

- 1) The park should install visible signs, and update its website and park brochure to provide park visitors with important information on potential hazards at the park and the safety precautions they need to take to have a safe park visit.
- 2) The Parks and Recreation Department should monitor the park manager to make sure the park is providing sufficient safety information.

II. CASH CONTROLS

The Four Corners Monument Tribal Park welcomes thousands of visitors that allows the park to generate high revenues. As noted in Table 1 of this report, the park generated over \$1.6 million in revenues in fiscal year 2016. Most of the revenues (about 93%) were generated from entrance fees. Records showed that all of the entrance fees were paid in cash which means the park staff is handling large amounts of cash revenues. To ensure proper accountability of such revenues, strong internal controls over cash activities are needed.

FINDING: Four Corners Monument Tribal Park needs to strengthen its cash controls.

Criteria:

The general management plan authorizes the park manager to receive, verify, control and otherwise be responsible for all revenues generated and ensure proper accounting and disposition of such funds. Overall, the plan requires adequate controls over cash activities.

Condition:

From our evaluation of the cash activities, we noted control weaknesses. Duties for collecting, recording, reconciling and depositing cash receipts are not segregated. During a visit to the park, we observed that the park manager is reconciling the cash receipts, posting transactions to the cash receipt reports, preparing the deposits, and at times making deposits at the bank. According to the park manager it is difficult to segregate duties due to limited staff. Further, when they are short-handed, staff who generally do not handle cash per their job descriptions are required to help with cash collection, reconciliation, and deposits.

In addition to the lack of segregation of duties, there was also no proper oversight of the cash activities. The park management nor the Parks and Recreation Department do not perform surprise cash counts which could detect misuse/theft of funds.

Effect: There is a risk that cash could be stolen without detection.

Cause:

- The park's cash receipt policies and procedures have not been updated to reflect current activities and to address all critical controls such as segregation of duties, reconciliation, and verification of transactions.
- The park does not have a fee collector supervisor position established to assist with the park manager's duties.
- The park manager does not implement compensating controls when there is a shortage of staff.

Recommendations:

- 1) The park manager should update the cash receipt policies and procedures to address segregation of duties, reconciliation, verification of transactions and conducting surprise cash counts.
- 2) The park manager should work with the Parks and Recreation Department to create a fee collection supervisor position similar to the other tribal parks to assist the park manager with cash receipt duties and responsibilities.
- 3) When staff becomes limited, the park manager should implement compensating controls to maintain proper oversight of the cash activities.

FINDING: Four Corners Monument Tribal Park deposits of cash revenues need to be timely to minimize risk exposure to theft.

Criteria: The enterprise fund management plan requires all receipts to be deposited in appropriate accounts on a daily basis if practical.

Condition: Our examination of a sample of 20 deposits totaling approximately \$200,000 revealed that all these deposits (100%) were not deposited the same day cash was received. Rather, it took the park, on average, two days to make a deposit at the nearest bank. This practice is contrary to the park's policy which requires daily deposits of cash revenues.

Since there are no daily deposits, the park is maintaining large amounts of cash on hand on park premises during business hours. At the close of business, park staff members are permitted to take the money bag home to their personal residence for safekeeping. This was a common practice during the park's peak season. The nearest bank is approximately 32 miles from the park and there are no night deposits set up for the park.

Effect: There is risk that cash could be stolen from park premises and park staff could be harmed in the process.

Cause:

- The park does not have a night deposit agreement established with their financial institution to facilitate deposits after business hours.
- The park relies more on cash rather than credit cards as the method of payment for entrance fees by park visitors.

Recommendations:

1) The park manager should work with the Navajo Nation Cashier's office to establish a night deposit agreement and thereafter, monitor deposits to make sure staff comply with deposit schedules and utilize the night deposit.

- 2) The park manager should develop a deposit schedule that specifies the staff member(s) responsible for making the daily deposits including any after business hours deposits.
- 3) The park manager should require credit cards as the preferred method of payment to minimize the amount of cash on hand and the need for park staff to take cash to their personal residences for safekeeping.

FINDING: Four Corners Monument Tribal Park needs to strengthen security controls to properly safeguard cash revenues.

Criteria: The general management plan authorizes the park manager to be responsible for all revenues generated including the safeguarding of cash revenues before bank deposits are made.

Condition: During their peak season, the Four Corners Monument Tribal Park collected over \$12,000 in revenues per day. Until the cash revenues are actually deposited, the park is responsible for safeguarding the revenues. However, a visit to the park revealed poor security controls:

- <u>No oversight</u>: There are no security cameras set up for the park office and at the entrance booth to monitor cash handling activities.
- Conspicuous storage of cash: The park does not have a safe to safeguard cash
 during business hours and after the park closes. Therefore, the fee collectors
 are allowed to take the daily cash collections home to safeguard at their
 personal residence until a deposit is made.

Effect: There is risk that cash could be stolen and such incidents could place the staff at risk for physical harm.

Cause:

- The park currently uses a generator at the entrance booth and cell phones for communication but the park does not have electricity or telephone lines to facilitate the implementation of a proper security system with cameras or alarms.
- The park cannot install a safe within the office building to safeguard cash in the absence of a security system.
- The park does not have security policies and procedures that would address how the park safeguards its property and assets including its cash on hand.
- The Parks and Recreation Department management is aware of park staff taking cash home to personal residences but there is no documentation to indicate routine monitoring visits by department staff to ensure park revenues are fully accounted for.

Recommendations:

- 1) The park manager should continue to work with the Parks and Recreation Department to prioritize the infrastructure needs of the park especially electricity and telecommunication. One option could be alternative energy such as solar panels to generate electricity.
- 2) Once electricity is established, the park should consider installing a proper security system for the office building and entrance booth.
- 3) With a security system in place, the park manager should procure a safe for the park office and fee booth to secure cash during business hours and after hours. In addition, the park manager should establish a process to routinely change passwords for the safe to prevent unauthorized access.
- 4) The park manager should develop security policies and procedures based on the needs of the park.
- 5) The Parks and Recreation Department should make monthly visits to the park to ensure security policies and procedures are practiced by the park staff.

CONCLUSION

The Four Corners Monument Tribal Park emergency action plan needs improvement to ensure the park is adequately prepared to respond to any potential emergency. Four Corners Monument Tribal Park also needs to do more to alert park visitors about potential hazards on park premises and the need for safety precautions.

In addition, the Four Corners Monument Tribal Park needs to strengthen its cash controls. Four Corners Monument Tribal Park deposits of cash revenues need to be timely to minimize risk exposure to theft. Lastly, the Four Corners Monument Tribal Park needs to strengthen security controls to properly safeguard cash revenues.

Overall, the Four Corners Monument Tribal Park is one of the tribal parks that attracts a large number of visitors and generates significant amount of revenues for the Parks and Recreation Department. These revenues are to ensure the Four Corners Monument Tribal Park continues to attract tourists from all parts of the world and to ensure a safe visit for all park visitors. Therefore, it is the responsibility of the Parks and Recreation Department and the Four Corners Monument Tribal Park to preserve, protect, and manage the park for the benefit of the Navajo Nation.

CLIENT RESPONSE



RUSSELL BEGAYE PRINIDENT JONATHAN NEZ AR - PRINIDENT

TO

: Beverly Tom, Senior Auditor Office of the Auditor General

FROM

Karen Yazzie, Park Manager Four Corners Monument

SUBJECT

: Response to Auditor Report

Date

: January 11, 2018

Finding 1

ı

Contrary to the findings of the Emergency Preparedness the Park does NOT negate the responsibility of the emergency evacuation. We have the hardest time getting the Shiprock Law Enforcement to provide training. The Park does have a plan in place. We have to contact the Emergency management office to get the necessary training for out Park. There are fees associated to get this training done. I have Contact Doug with Emergency Management and we will set a date to do this training for the Staff and exercise the procedures for staff to be knowledgeable and readiness.

Visible Signs have been inventoried and are in the process of ordering additional signs. Watch your step; watch for reptiles, wildlife etc.

Contact emergency listing is posted on the Window of booth 27 on the Arizona Side. See attached

We do have an evacuation route but not all visitors are able to use the emergency gate. We have had prior incidents where we closed the Park due to traffic accidents and closed the road so helicopter could land in the park for emergency air lift of patients. Emergency Exit map will be reprinted and posted on a 4X8 plywood. See attached map

There are pamphlets for Four Corners Monument that is disseminated to Visitors. During the Audit visit we did not have the brochures on hand. There is no specific brochure for the Four Corners Monument by its self.

The Website will have to be update by the person who has access, Park Managers are not authorized to make changes on the potential hazards such as snakes, coyote and stray dogs or other animals. If there is criminal activity we do contact the Shiprock Police Department we seldom get a response. If and when they do arrive the perpetrator has already left the premises. As far as the motor vehicle accidents the Apache County and Highway Patrol are the first the scene.

We do have PPE and 1st Aid on site for injuries and water for heat exhaustion during the peak season. As for the AED; it is available if needed but our staff is not fully certified to operate and AED. In the event of a heart Attack or Stroke we will contact Emergency Medical Services to respond.

On the contrary of non-compliance with the Emergency Action plan getting all staff to participate in the Emergency Action Plan. We first need a response from the Emergency Management personnel and to provide trainings so we would be able and continue to provide these trainings every other month. We need a representative from the Local ALERT OR CERT Team to provide the training in addition to what the park had

We will work on these issues. Google does not update their website, which makes it difficult for visitors to attain consistent information. Such as Fees. It still indicates that it is \$3.00 per person and it is \$5.00 per person.

2

Park Ranger position PCQ had been submitted and is in the process of being hired and will have to go through training at the Law Enforcement Academy.

We have made contacts for Navajo Police with a tentative dates regarding how to handle a situation in a robber and reporting criminal Activities. No Response

We have worked with the local law enforcement when an accident occurs and close the park for Emergency vehicles to have access. Law enforcement let us know if they need to use the premises for helicopter to land for patients transport.

There is an incident report form in placed for reporting incidents and the reports are keep on file for records by security and staff. See attached

We have PPE for staff to use for chemical cleaning. First Aid is readily available on hand. Staff are all $\mathsf{CPR/1^{st}}$ Aid Certified.

Will update the Evacuation plan with Beclabito CERT Team and Emergency Management Office. Made Contact with George Kelly. We need to schedule and attend and implement an evacuation plan for all park staff, Vendors and Visitors alike.

3

Contrary to what the Auditor indicate on the Segregation of duties: We are short staff and the Segregation of duties always does not work here. First of all we do not have a Fee Collector Supervisor. PCQ has been submitted and our office will be advertising this permanent position. Fee Collectors position will also be advertised on a 9 month Furlough position.

Funds collected are accounted for at the end of each shift by another staff on daily basis although we did not have a safe at the time of the Audit. Documentation of funds is being recorded until the deposits are made. We are still using a cash transfer Log with signatures until the funds are deposited and even then we had a three (3) way bank deposit verification. A Safe has been purchased and in use, still using the cash transfer and drop log as a backup. Ms. Dee and I are the only two staff that have access to the safe, when deposits are being processed.

We did get a quote from a local Navajo owned business on Security Cameras and monitoring system and waiting for purchase. However there is always another Fee Collector is in the fee booth to monitor the on duty Fee Collector. The systems we are requesting for uses electricity and/or solar systems. Powerline extension is in the works. NTUA completed signatures from Permit holders in the Teec Nos Pos area.

Mandatory training on the Field cash collections with the Cashiers office with new duties and night drop authorization for Shiprock Wells Fargo Bank was held in October but, there are still some glitches that needs to be completed. Night drop documents are not in place and Wells Fargo Bank is waiting on Cashier's to submit necessary documentation. Although we now have a credit card machine the funds collected by credit and cash fluctuates. Credit sales are reported to the financial institute and cashier's office on daily basis. Although Cash is deposited on daily basis during peak season — Our Park does not close until after hours so the deposit is not made until the next business day. During peak season we have three shifts, during off season we have two shifts. Deposits are made every other day beginning Jan. when it, is very slow. Cash deposits have a three way verification- pre deposit, deposit and post deposit verification. All of these documents were scanned by Mr. R. Wilson as part of audit.

General Safety Training was done by the Risk Management Office- Darrell Tallman for the staff. All staff have the $CPR/1^{st}$ Aid.

CC: Martin Begaye, Dept. Director Rita Begay, ASO Bidtah Becker, DNR Executive Director