



City of San Antonio

Agenda Memorandum

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Agenda Item Number: 2

Agenda Date: August 13, 2024

In Control: Audit Committee

DEPARTMENT: Office of the City Auditor

DEPARTMENT HEAD: Kevin Barthold

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Acceptance of the Office of the City Auditor Report AU24-034 Audit of ITSD Public Safety Radio System Contract

SUMMARY:

Determine if agency agreements for the public safety radio system are adequately monitored to ensure compliance.

BACKGROUND INFORMATION:

Background

The City of San Antonio (COSA) entered into a Public Safety Radio Systems Agreement with Dailey & Wells Communications, Inc. (DWC) in March 2018. Under this agreement, DWC was to construct and deliver a P25 Radio System, referred to as the Alamo Area Regional Radio System (AARRS). AARRS is a more technologically advanced radio network for the region which allows

public safety responders and more than 23,000 subscribers to communicate with each other across more than 50 agencies. The AARRS cost was \$80 million to purchase and install and \$28 million for 15 years of ongoing maintenance and support.

DWC monitors AARRS using a Network Operations Center that runs 24 hours a day, 365 days a year. The Radio Services team of the Information Technology Services Department (ITSD) is the sole City department responsible for AARRS. Radio Services works in conjunction with DWC. Police and Fire are considered customers of Radio Services and thereby hold no responsibilities with AARRS. An Interlocal Agreement was also executed between COSA, Bexar County, and City Public Service Energy (CPS) to establish shared ownership of the new radio system.

Scope and Methodology

The audit scope included all documents and systems used to monitor the agency agreements for the AARRS and covered FY 2022 through FY 2023. We reviewed the contract administration plan (CAP) for this agreement to determine if it included the required contract elements and if ITSD was addressing noncompliance issues. We also reviewed the completion dates of project milestones to determine if milestone target dates were met. Additionally, we reviewed invoices submitted by DWC for system costs to verify accuracy. Furthermore, we reviewed COSA payments to DWC to verify accuracy and to verify the appropriate reimbursements were received from Bexar County and CPS. Lastly, we tested tower sites to determine if the tower sites are properly secured.

Conclusions

The agency agreements for the public safety radio system are adequately monitored to ensure compliance. ITSD has effective procedures in place to ensure the CAP contained accurate information from key sections of the agreement. Also, ITSD has effective controls to ensure DWC provided the appropriate deliverable for each milestone. Additionally, ITSD has adequate procedures in place to verify DWC invoices were properly approved, the system costs met the budget, and the system costs were accurately appropriated. Finally, ITSD has sufficient controls in place to ensure the radio system tower sites are physically secured.

We make no recommendations to ITSD.

ISSUE:

This item is presented for acceptance by the Audit Committee.

FISCAL IMPACT:

NA

ALTERNATIVES:

None.

RECOMMENDATION:

Staff recommends acceptance of this report.