



# City of San Antonio

## Agenda Memorandum

**File Number:**  
**{{item.tracking\_number}}**

---

**Agenda Item Number:** 3

**Agenda Date:** September 10, 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 AU24-005 Audit of CCDO Go Rio San Antonio Contract Monitoring.

**SUMMARY:**

Determine if the Go Rio contract is adequately monitored and key terms are complied with.

**BACKGROUND INFORMATION:**

Background

CCDO's Contracts and Concessions Division is responsible for overseeing the Downtown San Antonio River Barge Concessions Contract. Go Rio San Antonio (Go Rio) was originally awarded a 10-year river barge concession contract with the City, effective October 1, 2017, which has since been extended to September 30, 2030. To promote San Antonio tourism, Go Rio operates 44 battery powered river barges to offer unique experiences for guests. Among these services are 35-

minute narrated cruises, dining cruises, chartered cruises, river shuttles and most recently, seasonal kayaking and paddle boarding.

As part of the agreement, the City of San Antonio (City) receives a percentage of revenue generated from these services and operating fees from Go Rio. This contract generated the City \$11,121,331 and \$7,688,197 in revenue for fiscal years 2023 and 2024 (through May 31, 2024) respectively.

Go Rio is responsible for safety by ensuring training, barge maintenance, and general upkeep of facilities is performed. The contract is assigned to a CCDO Contract Monitor who reviews Go Rio's compliance with key terms of the agreement through the use of a Contract Administration Plan.

### Scope & Methodology

The audit scope was fiscal years 2022 through May 2024 and included CCDO contract monitoring efforts, accuracy of barge revenue and fees received, barge maintenance, management of Go Rio personnel, and SBEDA compliance.

### Conclusions

CCDO has adequate contract monitoring procedures in place. River barge concession revenue is accurate and properly supported. River barge maintenance and inspections are performed. Finally, Go Rio staffing levels and compensation are in accordance with the contract and SBEDA subcontracting goals are being met.

However, existing controls could be improved over Go Rio staff training. We made a recommendation to improve this area. Management agreed with the recommendation and developed a positive corrective action plan.

### **ISSUE:**

This item is presented for acceptance by the Audit Committee.

### **FISCAL IMPACT:**

NA

### **ALTERNATIVES:**

NA

### **RECOMMENDATION:**

Staff recommends acceptance of this audit report.

