



City of San Antonio

Agenda Memorandum

File Number:
{{item.tracking_number}}

Agenda Item Number: 3

Agenda Date: June 13, 2023

In Control: Audit and Accountability 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 AU22-041 Audit of SWMD Heavy Equipment Fleet Operations.

SUMMARY:

Determine if the Heavy-Duty Equipment Centers are operating and managed effectively and efficiently and that performance measures are supported and appropriate.

BACKGROUND INFORMATION:

Background

The Solid Waste Management Department (SWMD) Heavy Equipment Fleet Operations (Fleet) is responsible for providing repair and maintenance services to the majority of heavy equipment fleet assets for the City. Heavy equipment assets include garbage trucks, tractors, paving-related vehicles and equipment, concrete mixer trucks, trailers, and more. While Fleet mainly services

heavy-duty equipment, it also services a smaller number of light-duty and medium-duty vehicles such as sedans and pick-up trucks.

Fleet uses FASTER Web, a software system for recording repairs and maintenance, as well as managing and monitoring fleet vehicles/equipment, customer invoices, and parts inventory. FASTER Web is a web-based version of the software previously used and was implemented in April 2022.

SWMD Fleet is funded through interdepartmental billings which charge City departments for services performed. Billings include parts, labor, and outsourced repairs, if applicable. Billings for the year ended September 30, 2022, were approximately \$25.7 million.

Scope & Methodology

The audit scope was heavy equipment fleet operations from July 1, 2021 through June 30, 2022. We also considered inventory counts and valuations from October 1, 2020 through September 30, 2021, as it was the only complete fiscal year falling into our scope period. Where necessary we used current data during fieldwork for testing purposes.

Conclusion

The Heavy-Duty Equipment Centers are operating and managed effectively and efficiently. We found that their physical security is adequate, financial operations are conducted accurately and according to policy, employees are receiving training, and assets are assigned preventive maintenance schedules. However, while its performance measures are appropriate, SWMD has been unable to utilize the FASTER Web system to calculate its performance measures. We also noted that preventive maintenance cycles are not always consistent among similar vehicles/equipment operated under similar conditions.

Additionally, we identified several issues with FASTER Web. In some cases, the cause was manual data entry errors, in others it was the FASTER Web standard report being incorrectly programmed or the lack of such a report. We found invalid due dates, miles due, and hours due in preventive maintenance records and negative unit prices in an inventory report. We were also unable to test the appropriateness of user access and privileges because the system has no existing standard report or exporting mechanism for this information. Finally, SWMD personnel identified preventive maintenance records that failed to update appropriately once maintenance was performed due to errors in user privileges and have resulted in inaccurate records.

We made several recommendations to address the issues identified and those recommendations were accepted by management and action plans have been developed to address. See the full report for detailed recommendations and action plans.

ISSUE:

This item is presented for acceptance by the Audit and Accountability Committee.

FISCAL IMPACT:

NA

ALTERNATIVES:

None

RECOMMENDATION:

Staff recommends acceptance of this audit report.