



City of San Antonio

Agenda Memorandum

File Number:
{{item.tracking_number}}

Agenda Item Number: 6

Agenda Date: October 26, 2022

In Control: Audit and Accountability Committee Meeting

DEPARTMENT: Office of the City Auditor

DEPARTMENT HEAD: Kevin Barthold

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Acceptance of the Office of the City Auditor Report AU22-035 Audit of SAPD - Ground Transportation Unit

SUMMARY:

Determine if SAPD is adequately managing its ground transportation permit fees and inspection program.

BACKGROUND INFORMATION:

Background

The San Antonio Police Department (SAPD) Ground Transportation Unit (GTU) is charged with enforcing the requirements of Chapter 33 of the City Code to protect public health, safety, and public convenience. By City Council mandate, the GTU regulates taxicabs, limousines, tours, charters, pedicabs, horse-drawn carriages, and group cycles. As of May 2, 2022, there were 517

active vehicles and 882 active drivers across:

- 81 taxicab companies
- 12 limousine companies
- 10 charter companies
- 5 tour companies
- 5 horse-drawn carriage companies
- 3 group cycle companies
- 3 pedicab companies

GTU charges a variety of fees authorized by Chapter 33 of the City Code for company and driver applications and related permits, and for inspection or re-inspection of vehicles. GTU ensures that horses are not deployed when it is more than 95 degrees outside and that horse carriage companies clean the streets they use. GTU inspectors can also write citations related to vehicles-for-hire regulations and parking tickets for violations they observe during their patrols.

Scope & Methodology

The audit scope was from October 1, 2020 through May 30, 2022, as well as current practice and status during fieldwork.

We interviewed personnel, accompanied inspectors on their rounds, and observed meter verifications of taxis. We tested the application approval and fee collection processes for companies, drivers, and vehicles. We conducted inventories of the safe and cash box, which contain vehicle permits. We analyzed citations (not including parking tickets) generated by the GTU inspectors. Testing criteria included City Code Chapter 33 and City Administrative Directives.

Conclusion

The SAPD GTU is adequately managing its ground transportation permit fees and inspection program.

GTU personnel ensure that fee revenue is accurately recorded in both the GTU system and the city's accounting system (SAP). They inspect vehicles both annually at the GTU station as well as intermittently in the field to ensure that they do not have obvious safety hazards (bald tires, inoperable lights, etc.) and conform to the regulations outlined in the City Code. They also review applications of drivers to ensure that they pass background checks and have good driving records and ensure that drivers keep their permits and driver's licenses available for passenger review. GTU management ensures that only GTU personnel and the system administrator have access to the GTU system, which is used to track all information related to the above processes.

However, the GTU does not always ensure that transportation company certificates of insurance name the City as an additional insured.

We recommend that the Police Chief ensure that companies' certificates of insurance name the City as an additional insured.

SAPD Management agreed with the audit finding and has developed positive action plans to

address it.

ISSUE:

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

FISCAL IMPACT:

none

ALTERNATIVES:

N/A

RECOMMENDATION:

Staff recommends acceptance of this audit report.