

AUDIT COMMITTEE SUMMARY
Audit of Aviation Facilities Maintenance
Report Issued May 27, 2021

Audit Objective

Determine if Aviation facilities maintenance is operating effectively and managed efficiently including work orders, inventory, and purchases.

Background

The City of San Antonio's Aviation Department (Aviation) helps support air travel at both the San Antonio International Airport and the Stinson Municipal Airport. Part of Aviation's responsibilities includes facilities maintenance which includes keeping structures and infrastructure in proper operating condition through routine maintenance and repairs.

The Facilities Maintenance division (facilities maintenance) provides upkeep for systems including HVAC, electricity, plumbing, fire safety, and general maintenance. Maintenance and repairs are completed through a combination of in-house staff, job order contracts, and maintenance contracts. In addition, facilities maintenance utilizes an inventory warehouse to manage parts usage. An inventory of stocked parts is maintained, and special requests can be made for repairs. Aviation recently began using a work order system called NetFacilities to track work order status, update progress, and report completion of tasks. NetFacilities is a comprehensive maintenance system which allows for issues to be reported, work orders created, maintenance schedules to be maintained, and inventory management. Aviation maintains approximately \$670 thousand in inventory.

Scope and Methodology

The audit scope was October 1, 2019, through December 31, 2020. We reviewed a sample of work orders for maintenance and repairs for completion and timeliness. In addition, we performed a physical inventory at San Antonio International Airport for parts, and reviewed procedures for the transfer from the AVIS information system to NetFacilities. We also reviewed purchasing documents to confirm accurate payments were made. Finally, we confirmed technician licenses were valid and current and user access to NetFacilities was appropriate.

Conclusions

Overall, Aviation facilities maintenance operations require improvements. While we did find that purchasing and receiving processes are adequate, there are opportunities to strengthen controls to ensure the effective and efficient management of work orders and inventory. Aviation lacks comprehensive policies and procedures for facilities maintenance activities to include parts inventory management. Additionally, NetFacilities has not been fully implemented across divisions. As a result, we could not determine if preventative maintenance is being completed. There is a lack of controls to ensure the accuracy of inventory in the system and the review for obsolete inventory. Also, there were insufficient procedures to ensure documentation of quotes are retained and a lack of review to ensure staff licenses are current. Finally, there was a lack of controls to ensure appropriate user access of the NetFacilities system.

We made recommendations to address the opportunities. Management agreed with the recommendations and developed positive corrective action plans.