



City of San Antonio

Agenda Memorandum

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Agenda Item Number: 7

Agenda Date: June 3, 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 AU21-017 of the Fire Department's Fleet Maintenance .

SUMMARY:

Determine if SAFD fleet maintenance is operating and managed effectively and efficiently and that performance measures are supported and accurate.

BACKGROUND INFORMATION:

Background

The San Antonio Fire Department's (SAFD) fleet of vehicles is managed by Fleet Maintenance (Fleet). Fleet is responsible for maintenance and repairs of SAFD fire and Emergency Medical Service (EMS) vehicles and emergency equipment.

SAFD's Fleet consists of a manager, three supervisors, 22 technicians, and four parts room staff.

Fleet performs preventive maintenance and repair activities in-house. They repair vehicle systems such as engines, transmissions, suspensions, and brakes. Technicians also maintain and repair fire pumps, hydraulic systems for aerial ladders, emergency lights, sirens, and special equipment like hydraulic cutters. Fleet is responsible for managing and maintaining 219 emergency vehicles.

Fleet is also responsible for administering and monitoring the fuel card program. The fuel costs for SAFD for fiscal year 2019 and 2020 were approximately \$1.5M and \$1.2M respectively. In January 2021, Fleet changed payment vendors for the fuel cards from Valero to Wright Express Corporation (WEX) which handles payments to most retail fuel locations including Valero.

Scope & Methodology

The audit scope was October 2019 through August 2021.

We reviewed work orders in FASTER to determine if preventive maintenance of Fleet vehicles was done timely and the work was performed legitimately on Fleet vehicles. We reviewed fuel transactions incurred by Fleet to determine if they were accurate and reasonable.

We reviewed FASTER preventive maintenance records to determine if Fleet was meeting their performance measure goals. We tested the vehicle parts inventory to determine if it was accurate and properly safeguarded. Additionally, we reviewed certification records to determine if Fleet technicians are certified. Finally, we tested the FASTER system to determine if user access was appropriate.

Conclusions

Fleet maintenance was operating effectively and efficiently. In addition, performance measures were supported and accurate. However, there are opportunities to strengthen the controls over the fuel card program and P-card processes.

We recommended that the Fire Chief:

- Implement controls over the fuel card program that include a detailed monthly review of fuel card transactions. The monthly review should include looking for anomalous transactions that do not meet the normal business criteria including non-local transactions, excessive transactions per vehicle per day, mismatch of fuel type and vehicle, multiple transactions by the same cardholder in a 24-hour period, etc.
- Implement additional controls so P-card transactions that do not meet the proper guidelines are not approved and paid.

Management agreed with the recommendations and developed positive corrective action plans.

ISSUE:

This item is for briefing only.

FISCAL IMPACT:

This item is for briefing only.

ALTERNATIVES:

This item is for briefing only.

RECOMMENDATION:

Staff recommends acceptance of this audit.