



City of San Antonio

Agenda Memorandum

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Agenda Item Number: 10

Agenda Date: August 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 AU21-020 Audit of the Parks and Recreation Park Maintenance

SUMMARY:

Determine if maintenance operations within the City Park system are effective and efficient to include timeliness, adequacy, and fiscal oversight.

BACKGROUND INFORMATION:

Background

The Parks and Recreation Department (PARD) is responsible for operating the City's recreational programs and maintaining City-owned properties such as parks, urban trails, natural areas, sports facilities, recreation centers, and more. The PARD has approximately 545 employees. Approximately 275 are hourly staff responsible for property maintenance.

To effectively manage maintenance tasks, PARD has three divisions, Clean and Green; Natural Areas, Urban Forestry and Trails; and Operations and Trades. Clean and Green is responsible for sanitation and routine maintenance such as removing trash, cleaning restrooms, and landscaping. The Natural Areas, Urban Forestry, and Trails division maintain greenway trails and walking trails. The Operations and Trades division is responsible for repairs, preventive maintenance, and requested maintenance. The PARD uses the Job Order Contractors (JOC) for some maintenance work. A JOC is used for work such as scheduled maintenance projects or other project which require a technical skill not on staff.

Scope and Methodology

The audit scope included maintenance performed during FY 2019 thru 2021. We reviewed for accuracy of property inclusion and execution and documentation of scheduled maintenance performed. We also reviewed controls surrounding maintenance equipment inventory management, and physical safeguards. In addition, we reviewed for appropriate staff licensing and training. Finally, we reviewed for appropriate user access.

Conclusions

Overall, maintenance operations within the City Park system are effective and efficient, including timeliness, adequacy, and fiscal oversight. The PARD maintains an accurate directory of all City properties. They also have adequate processes to ensure scheduled maintenance is performed and account for additions and modifications to properties. Work requests are completed timely, and licensed individuals perform the work when required. Furthermore, PARD have effective controls to ensure expenses were allowable. Contractor use is appropriate, and their work is verified before payment. Lastly, controls are in place that ensure appropriate user access.

However, we observed opportunities for improvement regarding park maintenance. The PARD can make improvements concerning staff training in high-risk areas. Additionally, controls can be strengthened surrounding maintenance equipment inventory management, specifically equipment tracking and asset disposition.

We made recommendations to improve these opportunities. 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 report.