



# City of San Antonio

## Agenda Memorandum

**File Number:**  
**{{item.tracking\_number}}**

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**Agenda Item Number:** 6

**Agenda Date:** September 21, 2022

**In Control:** Audit and Accountability Committee Meeting

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**DEPARTMENT:** Office of the City Auditor

**DEPARTMENT HEAD:** Kevin Barthold

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Acceptance of the Office of the City Auditor Report AU22-004 Audit of Office of the City Clerk  
- Passport Office

**SUMMARY:**

Determine if the passport program is effectively managed in accordance with Federal regulations and City policies, and performance metrics are appropriate and accurate.

**BACKGROUND INFORMATION:**

**Background**

The Office of the City Clerk (OCC) Passport Office is responsible for administering the Passport Application Acceptance Program in accordance with Federal guidelines. The facility and agents service the community by providing passport application services to its citizens while generating revenue for the city. The Passport Division charges a fee for the processing of passport applications and passport photos. In Fiscal Year 2021, the Passport Acceptance Facility processed 16,016

passport applications and 8,718 passport photos, generating revenue of approximately \$691,000.

### **Scope and Methodology**

The audit scope included passport application processes from October 1, 2020 to April 1, 2022. We performed onsite observations to determine compliance with Federal regulations. In addition, we reviewed for appropriate physical security. We also reviewed the passport application and processing to determine adherence to regulations. Finally, we reviewed for appropriate training, user access and reporting of performance measures.

### **Conclusions**

Overall, the passport program is effectively managed in accordance with Federal regulations and City policies. Passport applications are processed accurately, and application fees are charged accordingly. Additionally, all passport agents have completed the annual training required. Finally, system user access is appropriate and monitored on a periodic basis.

However, we identified areas that needed improvement. Processes were not consistently followed leading to a lack of or inaccurate documentation. In addition, physical access controls could be strengthened, in the areas of badge access, keys, and safe access. Furthermore, staff did not complete required training for cash handling and credit card acceptance processes. Finally, performance metrics were not in place for the passport application processes.

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

### **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.