

**INFRASTRUCTURE AND MOBILITY
INFRASTRUCTURE SERVICES
LOGISTICS AND ASSET
MANAGEMENT DEPARTMENT
FLEET MANAGEMENT DIVISION
SUBLET PROCESS
AUDIT 20-08
AUGUST 18, 2020**



CITY OF TAMPA

Jane Castor, Mayor

Internal Audit Department

Christine Glover, Internal Audit Director

August 18, 2020

Honorable Jane Castor
Mayor, City of Tampa
1 City Hall Plaza
Tampa, Florida

RE: Fleet Sublet Process, Audit 20-08

Dear Mayor Castor:

Attached is the Internal Audit Department's report on the Fleet sublet process.

The Supervisor responsible for the sublet process has already taken positive actions in response to our recommendation. We thank the management and staff of the Fleet Management's Asset and Logistics Division for their cooperation and assistance during this audit.

Sincerely,

/s/ Christine Glover

Christine Glover
Internal Audit Director

cc: John Bennett, Chief of Staff
Jean Duncan, Administrator, Infrastructure and Mobility
Dennis Rogero, Chief Financial Officer
Sal Ruggiero, Infrastructure Services Deputy Administrator
Pete Brett, Logistics and Asset Management Interim Director
Gary Stewart, Interim Fleet Manager

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/s/ Debbie Abbott

Auditor

/s/ Vivian Walker

Auditor

/s/ Christine Glover

Audit Director

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BACKGROUND

Vehicle and equipment repairs can be completed through the sublet process rather than by the Fleet Division (Fleet). Sublet repairs are performed by third party vendors that have contracts with City of Tampa. Nearly 6,000 vehicle repairs were completed through the sublet process during FY19. The following factors are considered in determining whether to sublet repairs:

1. Considering workload, can the repair action be initiated within two working days?
2. Can the sublet vendor provide the repair at a more economical cost?
3. Does the repair require specialty tools or skills that cannot be readily acquired.

The FASTER system is used for opening, processing, and closing work orders used by Fleet to record all activity of repairs.

STATEMENT OF OBJECTIVES

This audit was conducted in accordance with the Internal Audit Department's FY20 Audit Agenda. The objectives of this audit were to ensure that:

1. The system of internal controls for the sublet process is adequate.
2. Work orders are processed in accordance with the Fleet Standard Operating Procedure (SOP) and delays are identified and communicated to user departments.

STATEMENT OF SCOPE

The audit period covered October 1, 2019, through March 31, 2020, activity. Tests were performed to determine whether the Fleet personnel were fulfilling their stated duties and responsibilities in an effective and efficient manner. Original records as well as copies were used as evidence and verified through observation and physical examination.

STATEMENT OF METHODOLOGY

We interviewed management to obtain an understanding of the sublet process and the internal controls over the process. We selected a sample of FASTER work orders opened October 1, 2019, through March 31, 2020, using a random number generator. The FASTER system was previously reviewed and it was determined that the data generated is reliable. The work orders were reviewed to identify the reason for sublet and determine the dates the work orders were opened, sent to sublet, returned from sublet, and closed.

STATEMENT OF AUDITING STANDARDS

We conducted this performance audit in accordance with generally accepted government auditing standards. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

AUDIT CONCLUSIONS

Based upon the test work performed and the audit finding noted below, we conclude that:

1. The system of internal controls for the sublet process is adequate.
2. Work orders were processed in accordance with the Fleet SOP; however, the dates vehicles/equipment were returned from sublet were not always correct.

PERFORMANCE

STATEMENT OF CONDITION: Work orders are opened in the FASTER system when a vehicle or piece of equipment comes into Fleet for repair. The FASTER system generates the date the work order (WO) is opened and the WO number.

Testing of a sample of work orders identified the dates vehicles were sublet were not being entered accurately 88% of the time. Most of the entries are only by a day or two off, but the actual dates of activity show better performance than the data entered into the system.

CRITERIA: Information should be entered as defined by the system.

CAUSE: Staff entered incorrect dates of service into the FASTER system.

EFFECT OF CONDITION: Inaccurate data does not give a true picture of what is occurring. It also does not provide an accurate representation of performance.

RECOMMENDATION: We recommend management provide reminders to the technicians to enter the actual dates a vehicle is sublet.

MANAGEMENT RESPONSE: Steps have been taken to ensure accurate entry of the date out to the vendor and the date returned from the vendor.

Initially, monthly audits will be performed by the Fleet Acquisition Supervisor and eventually settling at quarterly audits to verify the Sublet process is being followed.

TARGET IMPLEMENTATION DATE: Completed. Work Load Technicians, as of 1 July, have been reminded of the importance of the data input for each Sublet.