



Fleet Management Internal Audit Report
Project # 2015-25
November 09, 2015

Reviewed by: 
Dr. Ricardo Romo
President

**Executive Summary – Internal Audit Report Project # 2015-25
Fleet Management**

Objective

Determine if UTSA’s Fleet Management Office and other UTSA offices are in compliance with:

- Handbook of Operating Procedures (HOP) – *8.09 Administration, Operation, and Recording of University Vehicles* as it relates to driver authorization,
- HOP – *5.18 Travel or Events that Involve Students and Other Non-Employee Participants* as it relates to restrictions and regulations relating to travel by motor vehicles, and
- The University of Texas System (UTS) *157 – Automobile Insurance Coverage for Officers and Employees and General Requirements for the Use of Vehicles* as it relates to requirements for the authorization of drivers and operation of passenger vans.

Conclusion

The procedures of the UTSA’s Fleet Management Office and other UTSA offices generally comply with HOP 8.09, HOP 5.18, and UTS 157. However, some active drivers do not comply with the active driver requirements. The Fleet Manager could enhance his oversight to ensure active drivers continually comply with HOP 8.09 requirements. Additionally, training materials for passenger vans should be updated.

Observations	Management’s Action Plans
Active drivers were out of compliance with the annual Motor Vehicle Record history check requirement and/or the requirement for on-line Defensive Driving Awareness training once every three years.	While the Fleet Manager has the responsibility of maintaining a list of all authorized drivers, it remains the responsibility of each individual department to ensure their driver’s requirements are up to date. The Fleet Manager will contact drivers when their qualifications will be expiring within 30 days. The Fleet manager will also provide a list of authorized drivers and their expiration dates to departments on a monthly basis.
Training material does not reflect 15 passenger van restrictions.	The Fleet Manager will coordinate with Transportation Services to make sure the training material accurately reflects the limitations stated in HOP 5.18.
HOP 8.09 driver’s license guidance differs from UTS 157 driver’s license guidance.	The Fleet Manager has coordinated with Policy Specialist and Director, Financial Services and University Bursar to ensure the HOP will be updated to change the “Texas” driver’s license requirement to a driver’s license from the state which this person permanently resides. This will be more directly in line with UTS policy 157.

Scope

Our work was limited to the review of authorized driver’s Motor Vehicle Record (MVR) history checks that occurred during the periods of August 1, 2014 through July 31, 2015 and the participation in the Defensive Driving Awareness Program (SA503) training that occurred during the periods of August 1, 2012 through July 31, 2015. Active bus drivers as of August 2015 were included in this review. Passenger Van training and the current vehicle inventory list were also reviewed. Interviews were held with the Fleet Manager, Transportation Services Manager, Lieutenant of University Police, and Director of Training and Development.

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**Fleet Services
Background**

The Fleet Management Office reports to the Facilities Director of Operations and Maintenance, which is a division of the Associate Vice President for Facilities. The office is led by the Fleet Manager who monitors the use of university owned vehicles to ensure efficient and safe operations in accordance with HOP 8.09, HOP 5.18, UTS 157, and the Texas State Vehicle Fleet Management Plan. The Fleet Manager oversees the auto shop foreman, two mechanics, and one part time assistant. Additional services provided by the Fleet Management Office include preventative and corrective vehicle maintenance, vehicle purchases and replacements, management of vehicle mileage and accident reports, and oversight of the Fuel Card program.

HOP 8.09

Handbook of Operating Procedures (HOP) 8.09, *Administration, Operation, and Recording of University Vehicles* establishes guidelines for UTSA's vehicle fleet, including cars, trucks, golf carts, utility vehicles, buses, and construction vehicles.

HOP 8.09 states that to be an authorized driver, a driver must possess a valid driver's license and be included on the university's authorized drivers list maintained by the Fleet Manager.

HOP 5.18

HOP 5.18, *Travel or Events that Involve Students and Other Non-Employee Participants* serves as a guide for student travel and supports compliance with relevant state and UT System regulations.

HOP 5.18 restricts the use of fifteen passenger vans to be used in off-campus transportation associated with an activity or event covered under this policy. Twelve passenger vans may be used by the university for off-campus transportation as long as specific requirements are satisfied under HOP 5.18.

UTS 157

University of Texas System Policy (UTS) 157, *Automobile Insurance Coverage for Officers and Employees and General Requirements for the Use of Vehicles* outlines the responsibilities and procedures of university owned and operated vehicles, including updating the inventory of vehicles for insurance purposes, requirements for the use of vehicles, requirements for authorization of drivers, and reporting vehicle accidents. The policy states passenger vans shall not be used to carry more than nine occupants (including the driver) unless at the discretion of the university's Chief Business Officer.

AUDIT RESULTS – Driver Authorization

Authorized Drivers Requirement Testing

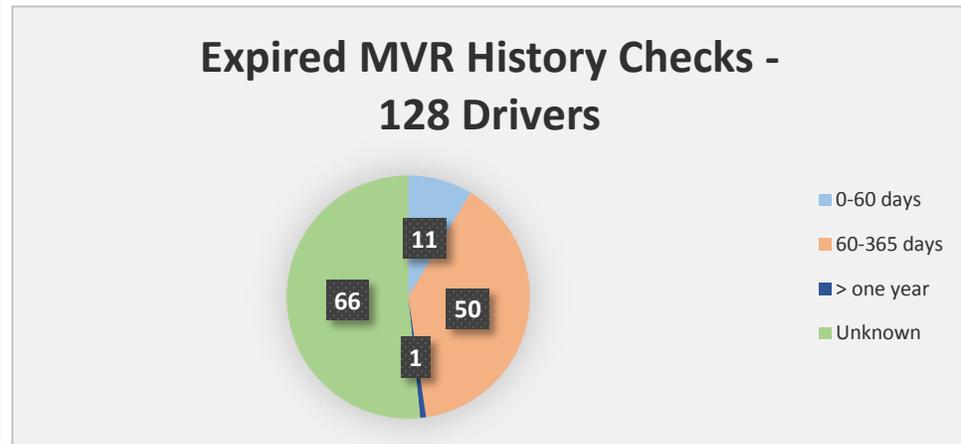
The Fleet Manager depends on drivers, departments, Campus Police and the Human Resources Training and Development Office to inform him that employees are active drivers. Departments and active drivers are not routinely being informed by the Fleet Manager of the expired or soon to be expired authorized driver requirements of an annual MVR history check and taking the Defensive Driving Awareness training once every three years.

Specifically, the Fleet Manager records show that:

- 128 of 765 (~17%) active drivers had expired Motor Vehicle Records history checks, and
- 90 of the 765 (~12%) active drivers had not taken the on-line Defensive Driving Awareness training in the past three years.

Expired MVR History Checks

Of the 128 active drivers with expired or unknown MVR due dates, 11 expired within the last 60 days, 50 have been expired within 60-365 days, 1 had been expired longer than a year, and 66 drivers on the Fleet Manager’s records did not have an MVR history check due date.



*As of August 4, 2015

The active drivers with expired MVR history checks include:

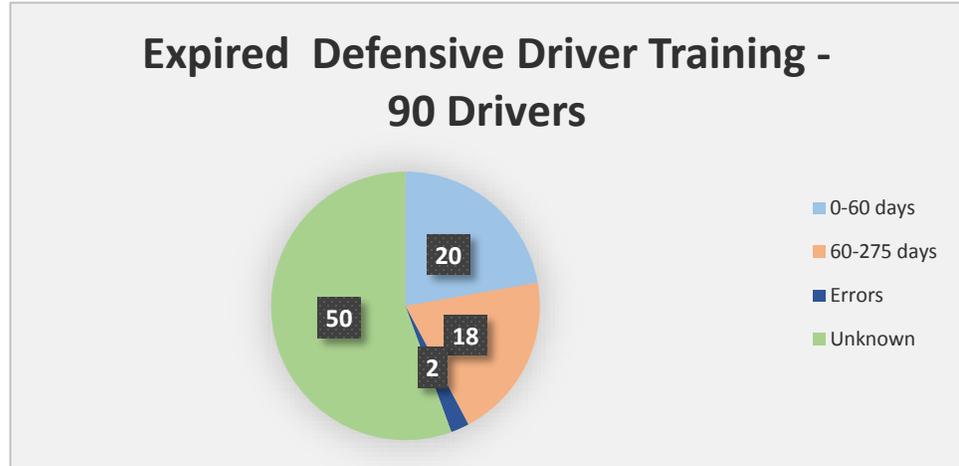
- 8 of 81 (~10%) Campus Police drivers,
- 9 of 171 (~5%) Facilities drivers,
- 6 of 73 (~8%) Athletics drivers,
- 4 of 58 (~7%) Transportation Services drivers, and

The remaining 101 of 383 (~26%) active drivers work in various other departments.

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**Expired
Defensive
Driver Training**

Of the 90 active drivers that did not complete the Defensive Drivers Awareness training in the last 3 years, 20 expired within the last 60 days, 18 have been expired for between 60-275 days, 2 had incorrect expiration dates and 50 drivers on the Fleet Manager's records did not have a Defensive Drivers Awareness training due date.



*As of August 4, 2015

The active drivers that did not complete the Defensive Drivers Awareness training in the last 3 years include:

- 25 of 81 (~31%) Campus Police drivers,
- 16 of 171 (~9%) Facilities drivers,
- 15 of 73 (~21%) Athletics drivers,
- 7 of 58 (~12%) Transportation Services drivers, and

The remaining 27 of 383 (~7%) active drivers work in various other departments

Additionally, 2 of 48 (~4%) active bus drivers had expired MVR History Check. Transportation Services submitted MVRs history check requests to Campus Police that were misplaced. When discovered during the audit, the MVR History Checks were resubmitted.

The Fleet Manager should enhance driver authorization procedures by timely informing active drivers and their departments of upcoming expirations of driving requirements.

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Observation #1	Active drivers were out of compliance with the annual Motor Vehicle Record history check requirement and/or the requirement for on-line Defensive Driving Awareness training once every three years.
Risk:	Unauthorized drivers are operating university vehicles that have an infraction on their Motor Vehicle Record history check or may not be aware of current Defensive Driving Awareness techniques which increases liability for the university.
Management's Action Plan:	<i>While the Fleet Manager has the responsibility of maintaining a list of all authorized drivers, it remains the responsibility of each individual department to ensure their driver's requirements are up to date. The Fleet Manager will contact drivers when their qualifications will be expiring within 30 days. The Fleet manager will also provide a list of authorized drivers and their expiration dates to departments on a monthly basis.</i>
Responsible Person:	Fleet Manager
Implementation Date:	February 29, 2016

AUDIT RESULTS – Passenger Vans

Passenger Van Training	<p>Passenger van drivers receive on the road training from Business Auxiliary Services – Transportation Services.</p> <p>Transportation Services' training certifies that the van driver is authorized to drive a passenger van. The training material references 12-15 passenger vans, but UTSA HOP 5.18 restricts the use of 15 passenger vans to be used in off-campus transportation.</p> <p>Transportation Services states that the training only covers the driving requirements of 12 passenger vans. Additionally, the Fleet Manager has stated that the university does not have any 15 passenger vans in inventory. However, drivers can potentially lease or rent 15 passenger vans.</p> <p>The Office of Fleet Management in conjunction with Transportation Services should update the passenger van training materials to indicate the prohibition of using 15 passenger vans for off-campus transportation.</p>
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Observation #2	Training material does not reflect 15 passenger van restrictions.
Risk:	Active drivers are misinformed about the prohibition of using 15 passenger vans.
Management's Action Plan:	<i>The Fleet Manager will coordinate with Transportation Services to make sure the training material accurately reflects the limitations stated in HOP 5.18.</i>
Responsible Person:	Fleet Manager
Implementation Date:	February 29, 2016

AUDIT RESULTS – Handbook of Operating Procedures (HOP) 8.09

Driver License Requirements | HOP 8.09 *Administration, Operation, and Recording of University Vehicles* states an active driver must possess a valid Texas driver's license. UT System (UTS) 157 policy states an active driver must hold a valid driver's license issued by the state where the employee permanently resides. Fleet Services misinterpreted the UTS 157 policy language to mean that a Texas driver's license was required to be an authorized institutional driver.

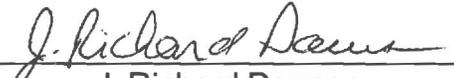
The Office of Fleet Management in conjunction with the Vice President for Business Affairs HOP committee representative should update the driver authorization requirements within HOP 8.09 to be consistent with the UTS 157 policy.

Observation #3	HOP 8.09 driver's license guidance differs from UTS 157 driver's license guidance.
Risk:	Active drivers could be misinformed about driver's license requirements and incorrectly restrict non-Texas driver's license holders from operating university vehicles.
Management's Action Plan:	<i>The Fleet Manager has coordinated with Policy Specialist and Director, Financial Services and University Bursar to ensure the HOP will be updated to change the "Texas" driver's license requirement to a driver's license from the state which this person permanently resides. This will be more directly in line with UTS policy 157.</i>

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Responsible Person:	Fleet Manager
Implementation Date:	May 31, 2016

Conclusion | The procedures of the UTSA's Fleet Management Office and other UTSA offices generally comply with HOP 8.09, HOP 5.18, and UTS 157. However, some active drivers do not comply with the active driver requirements. The Fleet Manager could enhance his oversight to ensure active drivers continually comply with HOP 8.09 requirements. Additionally, training materials for passenger vans should be updated.



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