



OFFICE OF THE CITY AUDITOR

A u d i t o f t h e
A u t o m a t e d V e h i c l e
L o c a t o r P r o g r a m
(A V L)

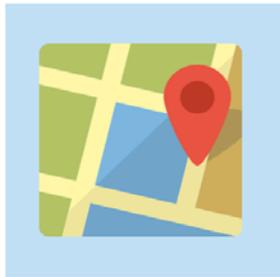
PRESENTED BY
LYNDON S. REMIAS, CITY AUDITOR

P U R P O S E

 This audit addresses the City departments' use of AVL for their operational and monitoring functions.

AVL

An automated vehicle locator (AVL) is a system that uses the Global Positioning System (GPS) to enable a business or agency to remotely track the location of its vehicle fleet by using the internet.



GPS



**Vehicle
Fleet**



**Track
& Monitor**



City Vehicles

1,645

TOTAL VEHICLES

AVL INSTALLED

686 (41.7%)

VEHICLES WITH AVL

City Wide
Departments

6

TOTAL DEPARTMENTS

BENEFITS OF AVL



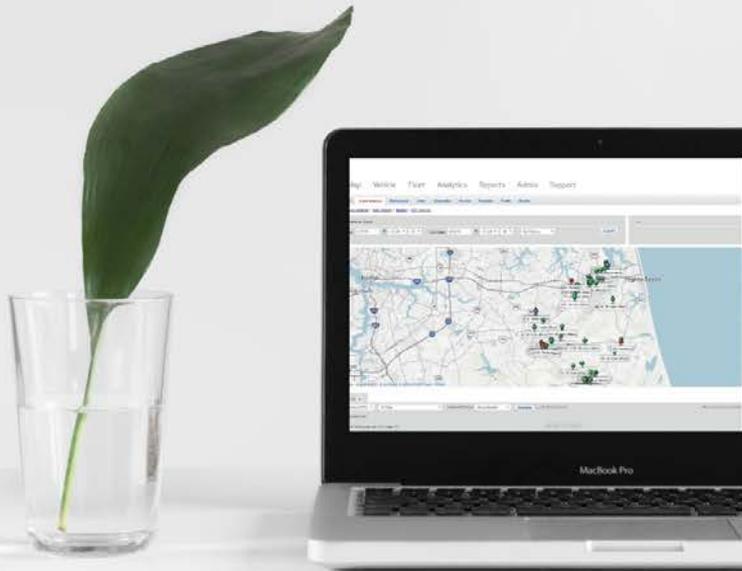
OPERATIONAL USES



MONITORING USES



**CITIZEN
COMPLAINTS**



Departments with AVL Installed



Public Utilities

529 Vehicles
237 AVL Installed
44.8% usage



Parks and Recreation

527 Vehicles
188 AVL Installed
35.7% usage



Public Works

485 Vehicles
170 AVL Installed
35.1% usage



Planning and Community Development

64 Vehicles
55 AVL Installed
85.9% usage



Housing and Neighborhood Preservation

35 Vehicles
33 AVL Installed
94.3% usage



Economic Development

5 Vehicles
3 AVL Installed
60% usage

Finding 1:

Not all Departments and Divisions are Using AVL

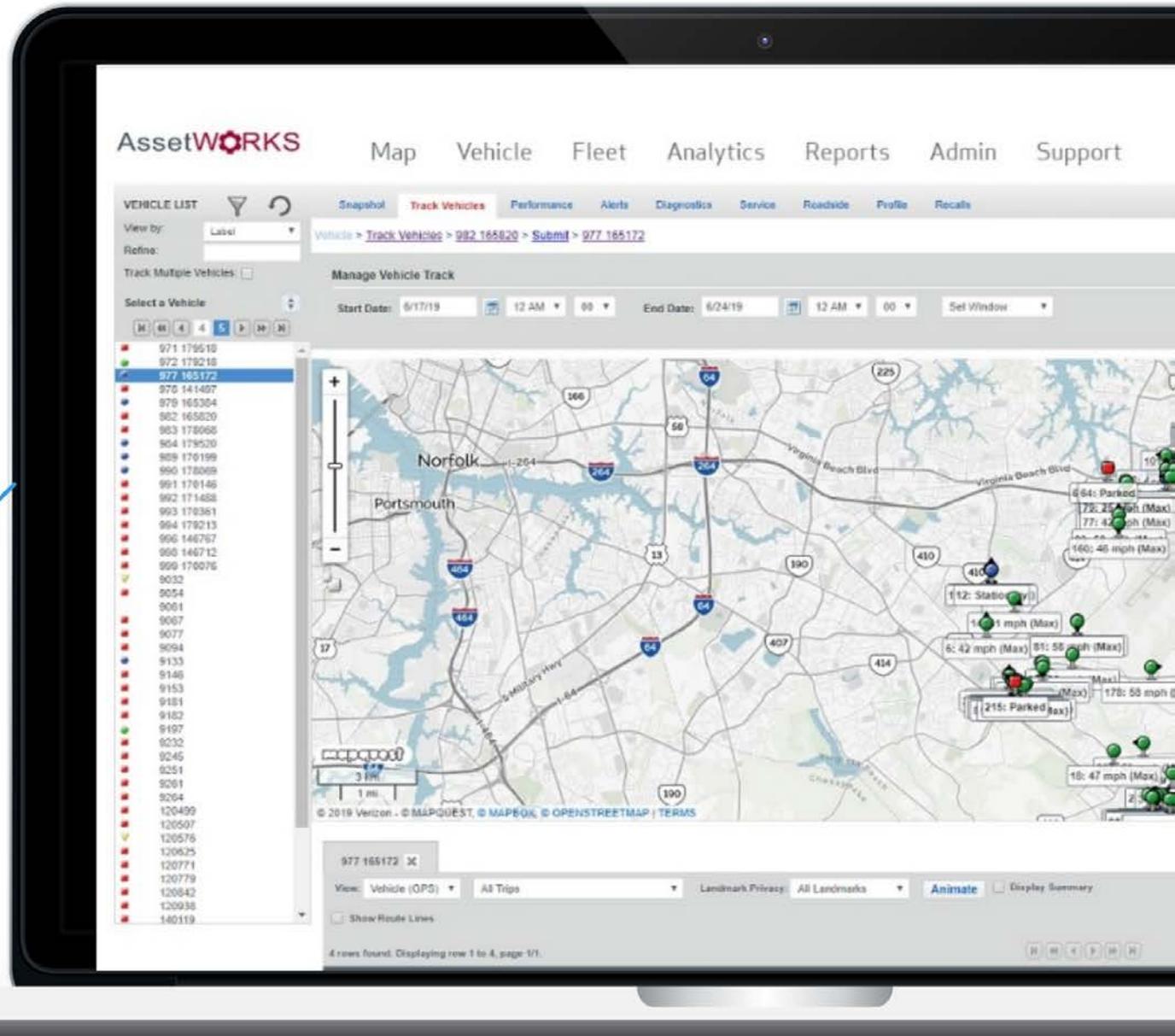
As of March 12, 2019, twelve departments utilize City Vehicles, but did not have AVL devices installed.

<u>Departments</u>	<u>City Vehicles</u>
1. Human Services	126
2. Convention and Visitors Bureau	44
3. Real Estate Assessor	11
4. Museums and Historical Houses	10
5. Information Technology	8
6. Libraries	5
7. Human Resources- Occupational Safety and Health Services	3
8. Media and Communications Group	3
9. Agriculture	2
10. Emergency Management	2
11. Emergency Communications & Citizen Services	2
12. Sandler Center for the Arts	1
	Overall Total 217

Finding 2: Not all users are logging into AVL

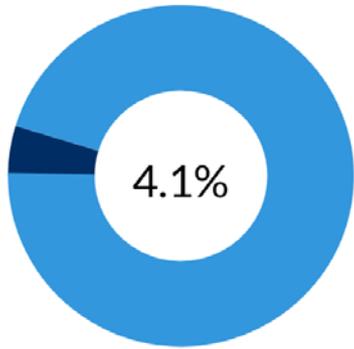
40.9%

52 out of 127
Users not logging in



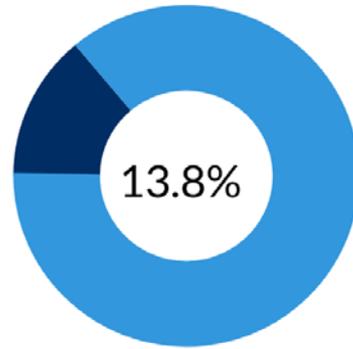
Finding 3: AVL Data Shows Work Order Inspection Locations not Actually Visited

Housing and Neighborhood Preservation



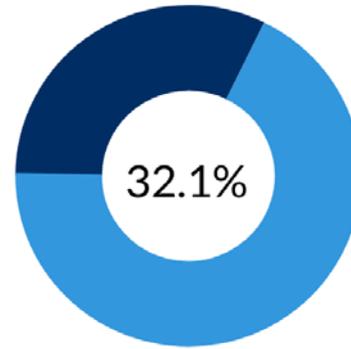
49 Work Orders
2 Not Visited

Park and Landscape Services



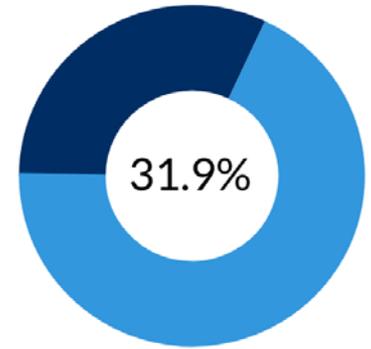
80 Work Orders
11 Not Visited

Planning Permits and Inspections



56 Work Orders
18 Not Visited

Public Works



47 Work Orders
15 Not Visited

Finding 4

Former Employees Still Have Access to AVL



There are no policies or procedures to notify fleet management an AVL user has left the city.



11 retired or resigned employees still had AVL access at the time of our audit. On average the employee had access 355 days after their last day of employment.

F i n d i n g s 5 & 6

Lack of Consistent Training on use of AVL
Lack of Citywide Policy and Procedures for AVL

Recommendations:

Require all new users to take the online training provided by NetworkFleet.

Establish departmental policy/procedures for the implementation and use of AVL.





C o n c l u s i o n & A c k n o w l e d g e m e n t s

We would like to thank management and staff of the departments involved in the audit for their cooperation and responsiveness to our requests during our audit and their receptiveness to questions, recommendations and, suggestions.



Q u e s t i o n s



To obtain and read a copy of this audit report
please visit our website at
www.vbgov.com/cityauditor



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