CITY OF SAN ANTONIO

P.O. Box 839966
SAN ANTONIO TEXAS 78283-3966

September 25, 2025

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SUBJECT: Audit Report of the San Antonio Fire Department Fleet Operations

Mayor and Council Members:

We are pleased to send you the final report of the San Antonio Fire Department Fleet Operations. This audit began in October 2024 and concluded with an exit meeting with department management in May 2025. Management's verbatim response is included in Appendix B of the report. San Antonio Fire Department management and staff should be commended for their cooperation and assistance during this audit.

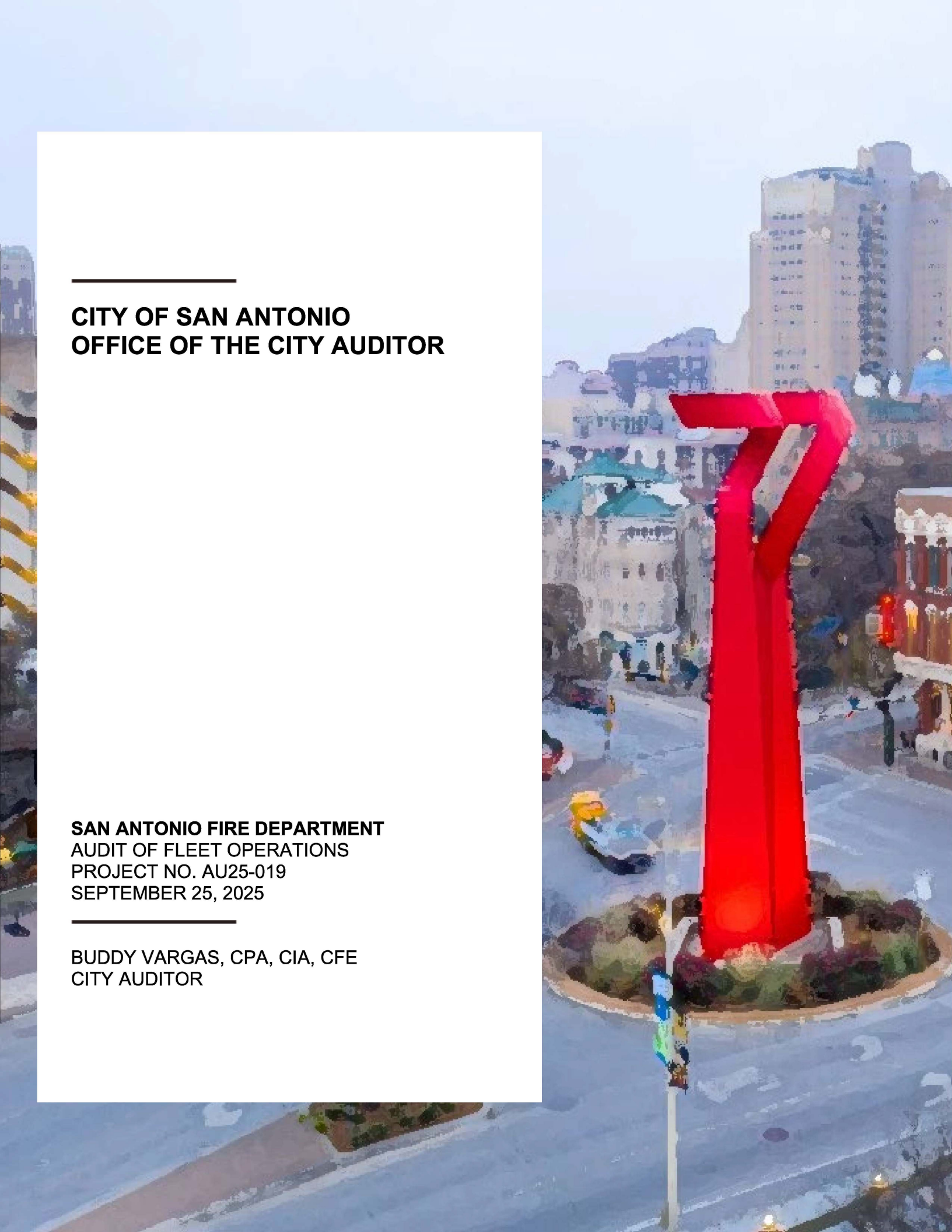
The Office of the City Auditor is available to discuss this report with you individually at your convenience.

Respectfully Submitted,

Buddy Vargas

Buddy Vargas, CPA, CIA, CFE
City Auditor
City of San Antonio

Distribution:
Erik Walsh, City Manager
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Andrew Segovia, City Attorney
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CITY OF SAN ANTONIO
OFFICE OF THE CITY AUDITOR

SAN ANTONIO FIRE DEPARTMENT
AUDIT OF FLEET OPERATIONS
PROJECT NO. AU25-019
SEPTEMBER 25, 2025

BUDDY VARGAS, CPA, CIA, CFE
CITY AUDITOR

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Executive Summary

As part of our annual Audit Plan approved by City Council, we conducted an audit of the San Antonio Fire Department (SAFD), specifically the Fleet Maintenance division. The audit objectives, conclusions, and recommendations follow:

Determine if SAFD Fleet is maintained in accordance with policies and manufacturer recommendations. Also, determine if fuel cards are properly managed.

Overall, SAFD Fleet is not maintained in accordance with policies and controls could be improved to ensure compliance with manufacturer recommendations. SAFD lacks policies, procedures, and controls over the entire fleet maintenance process. The absence of controls and oversight throughout the maintenance process may foster an environment susceptible to waste and abuse.

SAFD Fleet does not have policies and procedures in place governing expectations of staff. As a result, Fleet's labor and work order data is unreliable. In addition, preventative maintenance schedules are not in line with manufacturer guidelines.

Further, controls over vehicle parts are not adequate and create an environment where misappropriation of assets could be obscured. Parts inventory was not accurate and inventory over parts was incomplete. Parts are not assigned to work orders accurately, p-card purchases did not have adequate support, purchase orders are not input into the system timely, and physical security of vehicle parts is not adequate. Finally, we identified improvements that should be made to fuel card and user access reviews.

We provided recommendations to management to strengthen controls and resolve identified issues. SAFD management agreed with the audit findings and has developed positive action plans to address them. Management's verbatim response is in Appendix B on page 13.

Background

The San Antonio Fire Department's (SAFD) fleet of vehicles is managed by Fleet Maintenance (Fleet). Fleet is one of 5 sections that constitute the Logistics/Services Division of SAFD's Administration. Fleet is responsible for maintenance and repairs of SAFD Fire and Emergency Medical Service (EMS) vehicles and emergency equipment.

SAFD's Fleet consists of a manager, 3 superintendents, one service advisor, 22 technicians, and 4 parts-room staff, including a stock control supervisor. Fleet performs preventative maintenance and repair activities in-house. Repairs include vehicle systems such as engines, transmissions, suspensions, and brakes. Fleet Technicians also maintain and repair all equipment attached to vehicles such as fire pumps, hydraulic systems for aerial ladders, emergency lights, sirens, and special equipment like hydraulic cutters. Fleet is responsible for managing and maintaining 227 emergency vehicles (see table below).

Emergency Vehicles	In-Service	Spare	Total
Pumper/Engine	54	19	73
Ladder/Platform	22	7	29
Mobile Air Compressors	4	0	4
HazMat Response Vehicle	2	1	3
Spill Truck	2	0	2
Heavy Rescue	2	1	3
Ambulance	47	15	62
Medic Officer Trucks	8	1	9
Squads (Pickup Truck)	24	2	26
Brush Trucks	13	0	13
Multi Patient, Rehab, Command Trucks	3	0	3
Total	**181**	**46**	**227**

Source: SAFD Fleet Manager

In-service emergency vehicles are available 24 hours a day, 7 days a week, 52 weeks per year. When in-service vehicles are down for repair, a spare vehicle may be utilized to ensure all fire stations are fully equipped and available to respond to emergency calls.

In addition to maintaining SAFD's vehicles, Fleet is responsible for administering and monitoring the fuel card program. The fuel costs for SAFD for fiscal year 2023 and 2024 were approximately $2.4M and $2.1M, respectively. Fleet utilizes Valero/Wright Express Corporation (WEX) for fuel card administration and monitoring.

Fleet transitioned from FASTERWin to FASTERWeb in 2022. FASTERWeb is a web-based commercial fleet database software application used to track equipment, parts inventory, labor, and maintenance work based on a work order process flow. Technicians and clerks are

responsible for recording their daily activities in the system including parts used, labor charged, and services performed.

Audit Scope and Methodology

The audit scope included maintenance processes, parts, and fuel cards during the period October 1, 2023 – February 2025.

To gain an understanding of department operations, we interviewed fire department personnel and conducted walkthroughs of program operations including maintenance and repairs, parts, and fuel card processes. In addition, we reviewed applicable vehicle manufacturer manuals and COSA Administrative Directives as our primary criteria.

We assessed internal controls relevant to the audit objective. This included a review of relevant system reports including fuel card reports, maintenance work orders, parts inventory records, and personnel and financial reports from SAP. In addition, as part of our testing procedures we examined preventative maintenance schedules for completion and accuracy, approvals of repairs, inspection of new vehicles, accuracy of inventory and parts management, and controls over fuel cards.

We relied on computer-processed data in FASTERWeb to validate maintenance and repair work and parts inventory controls. Additionally, we utilized the Valero/Wex Fuel Card Management System to validate controls over fuel cards. Our reliance was based on performing direct tests on the data rather than evaluating the system's general and application controls, beyond user access. We do not believe that the absence of testing general and application controls had an effect on the results of our audit.

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 Results and Recommendations

Policies, Procedures and Controls

SAFD lacks policies and procedures over the fleet maintenance process. As detailed in subsequent sections, we identified inconsistent execution of tasks related to labor hours and work order status, maintenance schedules, parts controls, and user access. Without policies and procedures, staff may not have a clear understanding of what is expected of them, and management cannot train, monitor, and hold staff accountable to those expectations.

A. Data & Maintenance Schedules

A.1 Unreliable Data

SAFD Fleet's labor and downtime data is not reliable. When technicians perform maintenance on a vehicle, FASTERWeb tracks the amount of labor hours utilized to complete maintenance. When a technician is assigned a vehicle to maintain, they are required to log into the work order, which tracks the amount of time they spend working on that specific issue. Once complete, they log out to stop tracking labor hours. Upon review, we noted labor hours that were not consistent with the work being completed. For comparability, we reviewed preventive maintenance "A" (PMAs), which are essentially oil changes, for EMS and Fire vehicles. Of the 92 PMA work orders reviewed during fiscal year (FY) '24 for EMS vehicles, we identified 32% of work orders exceeded the expected labor hours by 2.5 hours or more. For four work orders, technicians logged hours continuously from 20 to up to 68 hours.

Further, for 119 Fire vehicle PMAs tested, we found that 68% more than doubled the amount of time expected for a PMA completion. While the audit team recognizes that there are instances in which maintenance does not always go as planned, the quantity of work orders exceeding standards is indicative of improper procedures for logging out of work orders.

In FASTERWeb, the status of a work order determines the amount of downtime that a vehicle accumulates. When a vehicle is in "active" status that means the vehicle is actively being worked on by a technician. Other work order statuses exist for other activities, such as waiting on parts or at a vendor location. In one instance we identified a vehicle that was in "active" status for 6 months but was actually in service.

Without accurate data, SAFD cannot make reliable management and operational decisions regarding SAFD's fleet, the vehicle does not fully and accurately reflect its maintenance history, and performance measurement of individual staff and the section as a whole, is limited.

A.2 Preventative Maintenance Schedules

Preventative maintenance schedules for services other than PMAs, have not been populated in FASTERWeb. As such, we could not determine if additional preventative maintenance is being performed.

There are different types of service schedules that vary by vehicle type, manufacturer recommendations, and usage based on miles and/or idle time. Examples of service schedules are shown below.

Preventive Maintenance Services	Example Services
PMA	Oil and filter changes, fluid level checks, tire rotation
PMD	Transmission/Transfer Service
PME	Differential/Axles
PMH	Coolant/Coolant Filter Power Steering
PML	Initial Valve Lash Adjustment
PMS	Exhaust System Inspection/EGR/DPR Replacement as required
PM9	Diesel – Crankcase Ventilation Filter/EGR Gas-Spark Plugs/PCV
Other Equipment Maintenance	Pump Tests, Aerial Cleaning & Inspection, MEPS, and others

FASTERWeb has only been populated with PMA schedules.

Per vehicle manufacturer's guidelines, failure to perform required maintenance may result in damage to the vehicle. According to staff, additional maintenance cycles were not transferred from FASTERWin to FASTERWeb, during the system change.

Without additional maintenance schedules, SAFD increases the potential for missed required maintenance which could negatively impact vehicle safety, operations, and vehicle life.

Recommendations

The Fire Chief should:

A.1 Establish policies and procedures which provide clear expectations for completion of tasks, to include ensuring labor hours reflect actual work and procedures for updating work order statuses promptly. Also, monitor to ensure expectations are being met.

A.2 Ensure that additional maintenance schedules are input into FASTERWeb for all vehicles as appropriate.

B. Vehicle Parts Controls

B.1 Inventory Accuracy

SAFD Fleet's inventory is not accurate. We tested a random sample of 92 parts. Of the 92 parts, 16 parts on-hand, or 17%, did not match their FASTERWeb inventory quantities.

Standard procedure requires parts to be input into FASTERWeb when new inventory is obtained and removed via assignment to a work order. However, parts are not being received and issued promptly.

Without accurate inventories, SAFD Fleet may not be ordering parts efficiently (too few or too many). Additionally, lack of appropriate controls may lead to potential misappropriation of parts.

B.2 Inventory Counts

Fleet's parts inventory counts require improvement. Fleet's parts storage room is divided into bins with an alpha numeric identifier. For the fiscal year (FY) 24 inventory, we identified 2 of 106 bins that did not have an associated inventory count. Additionally, we noted 4 bins that were counted, but were not included in the FY 24 inventory schedule. Further, while staff were able to provide evidence that fast-moving inventories are conducted, staff did not maintain documentation of the FY 24 quarter 2 fast-moving inventory.

The stock control supervisor requires staff to perform periodic bin counts throughout the year for all parts. However, controls were not adequate to ensure that all inventory locations were counted, and all documentation maintained.

Without a complete inventory schedule, parts locations may be excluded from review. Additionally, adequate document retention gives SAFD parts a record of inventory values should research regarding missing or excess parts be required.

B.3 Parts Assignment

Parts are not assigned to work orders accurately. For FY 24 quarter 4, we reviewed a sample of 25 parts which are signed out and utilized by on-call technicians after hours. Of the 25 parts, 13 parts were either not assigned to a work order or were assigned to an incorrect vehicle. Additionally, we reviewed a sample of 25 work orders during FY24, of which 6 parts were assigned to work orders that were not consistent with the work completed.

Fleet's process requires the part to be assigned to the associated work order. However, Fleet's work order workflow is ineffective to ensure that parts are assigned timely and accurately charged to the correct work order. In addition, the work order review process was ineffective at ensuring that the correct parts were assigned to the work order before closing it out, which denotes all work is complete and approved.

If parts are not accurately assigned to work orders, vehicles will not maintain an accurate maintenance history and parts inventory levels will be inaccurate.

B.4 P-Card Purchases Support

P-Card purchases did not have adequate support. Of the 65 transactions reviewed, 10 lacked itemized details, covered the purchase details, or the amount paid did not match the invoice. Per the p-card user guide, every p-card transaction must be supported by valid and complete

documentation. However, controls were not adequate to ensure that p-card support documents met required standards. Without adequate controls, SAFD risks inappropriate purchases using City funds.

B.5 Physical Security

Controls over keys to the parts room are not adequate to safeguard parts.

Fleet did not have a key log of who was issued keys to the parts room. Additionally, a key is transferred between on-call staff as needed and who have access to the parts room after hours. While on-sight, the auditor observed a combination lock to a section of the parts room that was unlocked and open to the technicians. Per COSA's Key Control and Lock Management guidelines, COSA departments must provide written procedures and responsibilities for keys, locks, and combinations.

B.6 Purchase Order Input

Purchase orders are not input into FASTERWeb timely. For the parts room staff to "receive" parts in FASTERWeb, the purchase order (PO) for the part must be input by the Accounts Payable (AP) team, as a measure of segregation of duties. However, we determined purchase orders were not input into FASTERWeb timely. We reviewed at least 18 instances in which the parts room staff needed to request PO entry by the AP team in order to receive parts into FASTERWeb after they had arrived. Per the AP team, POs are input into FASTERWeb after the PO is created in SAP. However, this was not always the case.

Untimely input of PO's into FASTERWeb creates downstream issues with parts ordering, assignment to work orders, and tracking inventory levels.

Recommendations

The Fire Chief should:

B.1 Implement controls to ensure that parts are issued to work orders timely, and parts received are input into FASTERWeb promptly.

B.2 Establish document retention expectations and establish controls to ensure that inventory count requirements are complete.

B.3 Evaluate the work order workflow to ensure that parts are accurately and timely assigned to work orders and establish controls to ensure that the work order review process is operating as intended.

B.4 Ensure existing controls over p-card purchases are executed to ensure alignment with COSA administrative directives.

B.5 Establish controls to ensure that access to the parts room is restricted to the minimum necessary for operations.

B.6 Establish controls to ensure that purchase orders are input into FASTERWeb timely.

C. Fuel Cards

C.1 Fuel Card Reviews

Results from SAFD's fuel card reviews are not being communicated to fuel card users effectively. Monthly, SAFD performs a self-review of fuel card transactions to identify purchases that are not within program guidelines. We tested a random sample of 3 months and determined that the reviews are being conducted. These reviews showed that fuel cards are being used to purchase higher-grade more expensive fuel than required by SAFD vehicles. Per SAFD Fleet, in some instances the fuel may be miscoded by the vendor. However, the instances of inappropriate fuel grade continue to be reported monthly, without an adequate review of each instance to confirm it is miscoded.

SAFD Fleet does communicate issues with Battalion Chiefs, to be communicated to staff, but no consistent mechanism exists for communicating what the fuel card policy is to each staff member. Without clearly communicating what is allowable and unallowable, staff may unknowingly violate fuel card policy.

C.2 Fueling Patterns

SAFD vehicles showed unusual fueling patterns. We reviewed the fuel purchased with each card during fiscal year 2024 and found 6 cards had been used to purchase high quantities of both unleaded and diesel fuel. While some vehicles do have a need for both fuel types, the quantities purchased on the 6 cards identified were excessive compared to similar vehicle types. The SAFD fuel card program requires staff to purchase fuel within designated guidelines. However, SAFD's review does not include procedures for reviewing purchases of excessive quantities of multiple fuel types.

Without review of fueling patterns by type and amount, inappropriate usage within the purchase control guidelines could be obscured.

C.3 Fuel Card Users

Authorized fuel card users are not appropriate. Of the 1,812 SAFD fuel card users, 8 were not current Fire Department or COSA staff. Per department procedure, when SAFD staff leave COSA, they should be removed from the authorized driver list to prevent fuel card usage. However, SAFD does not conduct a fuel card user review to ensure no drivers were missed. Further, we determined that 11 of 524 cards had not been used since October 2023. These cards were cancelled during the audit when brought to the attention of SAFD management.

Without an effective fuel card and fuel card user review, unauthorized users could retain access to the fuel card system.

Recommendations

The Fire Chief should:

C.1 Document and communicate the policy for fuel card usage to staff and ensure complete follow-up on transactions that violate policy.
C.2 Investigate unusual fuel patterns and incorporate steps to identify purchases of excessive quantities of multiple fuel types into monthly reviews.
C.3 Periodically review the list of fuel card drivers to confirm all separated and transferred staff have been removed from the authorized driver list. Additionally, periodically review for unused cards and remove them from circulation.

D. User Access

User access to FASTERWeb was not appropriate. Of the 19 fire department users, 2 had access who no longer required it, both of which were fiscal staff.

Per AD 7.8d, local, physical, and remote access controls will be periodically reviewed for validity. While SAFD conducted the user access review, the listing was not shared with SAFD Fiscal team, resulting in gaps in the review.

Inadequate user access reviews could result in unauthorized individuals accessing COSA resources.

Recommendation

The Fire Chief should ensure that SAFD Fiscal staff who no longer require access are removed from FASTERWeb.

Appendix A – Staff Acknowledgement

Mark Bigler, CPA (Utah), CISA, CFE, Audit Manager
Nastasha Leach, CIA, CISA, CRMA, CGAP, Auditor in Charge

Appendix B – Management Response

CITY OF SAN ANTONIO
SAN ANTONIO TEXAS 78283-3966

September 2, 2025

Buddy Vargas, CPA, CIA, CFE
City Auditor
San Antonio, Texas

RE: Management's Corrective Action Plan for Audit of SAFD Fleet Operations

The San Antonio Fire Department has reviewed the audit report and has developed the Corrective Action Plan below corresponding to the report recommendation(s).

Recommendation					
#	Description	Audit Report Page	Accept, Decline	Responsible Person's Name/Title	Completion Date
A.1	**Unreliable Data** Establish policies and procedures which provide clear expectations for completion of tasks, to include ensuring labor hours reflect actual work and procedures for updating work order statuses promptly. Also, monitor to ensure expectations are met.	6	Accept	Neal Ague, Assistant Chief	10/1/2025
	Action plan: Current policies dating back to 2013 and 2014 have been updated. Standard operating procedures (SOPs) specify performance expectations and timelines to promote consistency and accountability. Roles and responsibilities, clearly outlined in policies, have been communicated to all personnel. Training on the updated policies will be conducted in September, followed by refresher sessions every 12 months. The Services/Logistics Chief Weekly will conduct weekly reviews to ensure compliance with SOPs and to monitor performance. The Services/Logistics Chief will produce monthly performance reports for the Deputy Chief, providing visibility into repair timeliness, unit out of service time, parts usage, and emerging repair trends.				

Recommendation					
#	Description	Audit Report Page	Accept, Decline	Responsible Person's Name/Title	Completion Date
A.2	**Preventative Maintenance Schedules** Ensure that additional maintenance schedules are input into FASTERWeb for all vehicles as appropriate.	6	Accept	Neal Ague, Assistant Chief	Completed 6/18/2025
	Action plan: Fleet vehicles are maintained in accordance with manufacturer-recommended service intervals and guidelines. At the time of the audit, SAFD was in the final stages of transitioning from its legacy fleet maintenance system to the new FASTER Web platform. Because data from the old system could not be migrated, historical maintenance records were not available in FASTER Web. All maintenance schedules – customized for each vehicle in accordance with manufacturer recommendations – have since been fully built-into the new platform (FASTER Web) and will be used for all maintenance tracking going forward, enabling SAFD to follow manufacturer guidelines more effectively, take a proactive approach to preventive maintenance, and improve overall fleet performance and readiness.				
B.1	**Inventory Accuracy** Implement controls to ensure that parts are issued to work orders timely, and parts received are input into FASTERWeb promptly.	7	Accept	Neal Ague, Assistant Chief	10/1/2025
	Action plan: Workflow disruptions related to system access and permissions have been eliminated and processes are now operating as intended. All relevant policies have since been updated to clarify expectations regarding parts receiving, system entry, and work order association. Training on the updated policies will be conducted in September, followed by refresher sessions every 12 months. The Services/Logistics Chief will ensure that physical inventory counts are conducted semi-annually, verifying that checklists and logs accurately actual inventory. Any discrepancies identified will be documented along with the corrective actions taken.				

Recommendation					
#	Description	Audit Report Page	Accept, Decline	Responsible Person's Name/Title	Completion Date
B.2	**Inventory Counts** Establish document retention expectations and establish controls to ensure that inventory count requirements are complete.	8	Accept	Neal Ague, Assistant Chief	Completed 8/1/2025
	Action plan: Staff responsible for inventory management have been trained on the updated retention and inventory procedures. Supervisors will conduct monthly reviews of compliance using inventory checklists and logs.				
B.3	**Parts Assignment** Evaluate the work order workflow to ensure that parts are accurately and timely assigned to work orders and establish controls to ensure that the work order review process is operating as intended.	8	Accept	Neal Ague, Assistant Chief	9/30/2025
	Action plan: Workflow disruptions related to system access and permissions have been resolved, and processes are now operating as intended. All relevant policies have been updated to clearly define expectations for parts receiving, system entry, and work order association. Staff will receive training on inventory procedures in September 2025. The Services/Logistics Chief will conduct monthly reviews of completed work orders to verify that parts are accurately assigned.				
B.4	**P-Card Support** Ensure existing controls over p-card purchases are executed to align with COSA Administrative Directives.	8	Accept	Neal Ague, Assistant Chief	Completed 8/1/2025
	Action plan: The issue where scanned receipts inadvertently covered the itemized p-card purchases has been resolved. Controls have been implemented to ensure that p-card purchases, itemization, and totals are properly recorded and reconciled before payment is issued.				

Recommendation					
#	Description	Audit Report Page	Accept, Decline	Responsible Person's Name/Title	Completion Date
B.5	**Physical Security** Establish controls to ensure that access to the parts room is restricted to the minimum necessary for operations.	9	Accept	Neal Ague, Assistant Chief	10/31/2025
	Action plan: The SAFD is currently evaluating and implementing additional physical access control measures. The key has been incorporated into the existing check-in/check-out process, recorded in a logbook, and tracked through a key log. A security camera has been purchased and will be installed at entry points to monitor and record access activity, with delivery and installation expected to be completed by Oct 2025. Written policies and procedures have been updated to reflect access control requirements, and training will be provided in the Sept-Oct 2025 timeframe to reinforce the importance of parts room security and proper inventory handling. The Services/Logistics Chief will conduct monthly reviews of access logs and perform spot audits to ensure compliance.				
B.6	**Purchase Order Input** Establish controls to ensure that purchase orders are input into FASTERWeb timely.	9	Accept	Neal Ague, Assistant Chief	10/1/2025
	Action plan: The SAFD is developing a policy what will ensure processes are in place to enter purchase orders into FASTERWeb timely. This process will ensure proper segregation of duties and strengthen accountability.				
C.1	**Fuel Card Reviews** Document and communicate the policy for fuel card usage to staff and ensure complete follow-up on transactions that violate policy.	10	Accept	Neal Ague, Assistant Chief	10/1/2025

Recommendation					
#	Description	Audit Report Page	Accept, Decline	Responsible Person's Name/Title	Completion Date
	Action plan: The Services/Logistics Chief will ensure that written communication – via memo or e-mail – is provided to an employee's supervisor when higher-grade fuel is purchased. On August 11, a department-wide notice was issued to all personnel reminding them of the fuel card usage policy. The Chief of Services/Logistics will also provide the Deputy Chief of Services with a monthly report summarizing any transactions not in compliance with policy and the actions taken to address them.				
C.2	**Unusual Fueling Patterns** Investigate unusual fueling patterns and incorporate steps to identify purchases of excessive quantities of multiple fuel types into monthly reviews.	10	Accept	Neal Ague, Assistant Chief	10/1/2025
	Action plan: SAFD conducts monthly reviews of fueling reports to identify unusual activity. Fuel card transactions have been investigated and corrective actions have been taken where necessary. Staff responsible for fuel card oversight will be trained on review procedures, escalation protocols for suspicious activity, and reporting methods. The new direction has been communicated, and training is already underway, with completion expected by the end of September. This month's audit of last month's fuel card purchases has been completed. Moving forward, we will conduct monthly audits of the prior-month's fuel card purchases, focusing on unusual fueling patterns, unauthorized use, and transaction irregularities. A report of findings will be developed and routed to the Deputy Chief of Support Services each month.				
C.3	**Fuel Card Users** Periodically review the list of fuel card drivers to confirm all separated and transferred staff have been removed from the authorized driver list. Additionally, periodically review for unused cards and remove them from circulation.	10	Accept	Neal Ague, Assistant Chief	10/1/2025

Recommendation					
#	Description	Audit Report Page	Accept, Decline	Responsible Person's Name/Title	Completion Date
	The fuel card policy will clearly incorporate a process to ensure proper personnel are authorized to use a fuel card. The Fleet Maintenance SOP – Valero Fuel Cards was reviewed and revised in Aug 2025. The updated policy includes a process to ensure that only approved personnel retain access and remain authorized to use a fuel card. The Chief of Services will complete training on this process in September, with completion expected by Oct 1. The Chief of Services/Logistics will review the authorized user list monthly to ensure that personnel who have transferred, separated, or are otherwise no longer authorized are promptly updated in the system. Fuel cards for these individuals will be deactivated and returned to the Services/Logistics Chief.				
D	**User Access** Ensure that SAFD Fiscal staff who no longer require access are removed from FASTERWeb.	11	Accept	Neal Ague, Assistant Chief	Completed 8/1/2025
	Action plan: SAFD Fiscal staff who no longer require access were removed from FASTER Web. The Services/Logistics Chief will review system access logs quarterly to verify that only authorized personnel have access to FASTERWeb and that any changes in user status are promptly updated.				

We are committed to addressing the recommendation in the audit report and the plan of action presented above.

Sincerely,

Valerie Frausto
Fire Chief
San Antonio Fire Department

9-2-2025
Date

Maria Villagomez
Deputy City Manager
City Manager's Office

9/2/2025
Date