

Highlights

Internal Audit Report to the
Board of Supervisors

Why We Did This Review

The Operations & Maintenance Division (O&M) of the Facilities Management Department maintains all County-owned facilities. Maintenance deficiencies could negatively affect the satisfaction, health, and safety of citizens and employees who use our facilities.

The audit focused on answering the following questions:

1. Are work orders adequately monitored?
2. Are maintenance inspections performed in compliance with established policies and contract terms?

What We Recommend

We made recommendations to:

- Develop policies and procedures that more accurately monitor work orders and contract compliance
- Continue to implement a procedure that ensures highest priority maintenance inspections are performed with available resources



For more information, please contact
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Facilities Management Department

Work Order and Contract Oversight Need Improvement

What We Found

Existing controls over work order monitoring are insufficient to control waste and abuse

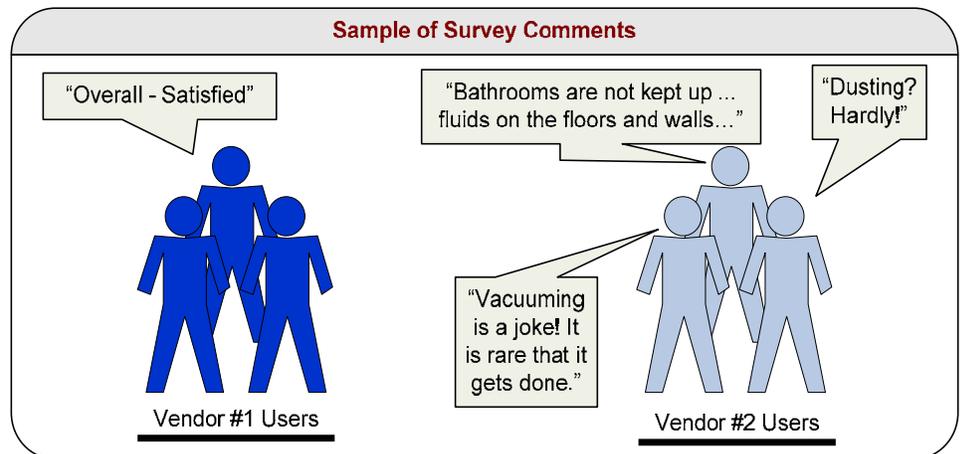
We found several instances where maintenance personnel erroneously charged indirect labor to direct labor reporting codes. Over a 6-day period, we identified over 17 hours of non-productive time charged by 16 maintenance personnel to direct labor codes. We also found that system limitations in the maintenance database resulted in incorrect parts and labor charges, decreasing the usefulness of management reports.

Maintenance inspections are not always completed

Because of system limitations, equipment that does not receive its scheduled maintenance is not likely to receive attention until its scheduled cycle has elapsed again. According to management, a lack of available maintenance employees contributes to O&M's inability to perform all preventative maintenance.

Existing contract monitoring procedures could be improved

We measured the performance of our Janitorial Services Contract through employee surveys and found that one Janitorial vendor consistently underperforms.



We appreciate the excellent cooperation received from Facilities Management Department's management and staff.