Office of the County Auditor
Internal Audit Division

<u>Utah County Fuel Card Audit</u>

November 30, 2023

Richard Nielson, Utah County Public Works Director
2855 South State Street
Provo, UT 84606

Dear Mr. Nielson:

The Internal Audit Division ("Division") performed an audit of Utah County fuel card transactions for the period of July 1, 2023, through September 30, 2023. We performed the following procedures:

1. Sampled 20 vehicle ID numbers and tested all transactions for each vehicle ID for proper fuel type.
2. Sampled 20 vehicle ID numbers and tested all transactions for each vehicle ID for accurate odometer readings.
3. Sampled 20 vehicle ID numbers and tested all transactions for each vehicle ID for expected vehicle type MPG.
4. Sampled 20 vehicle ID numbers and tested all transactions for each vehicle ID for gallons fueled that exceed vehicle tank capacity.
5. Reviewed monthly new employee hire reports to compare employee hire dates with fuel system granted access dates.
6. Reviewed monthly employee termination reports to compare employee termination dates with fuel system denied access dates.
7. Reviewed management-provided schedule of role permissions (card activation/termination, vehicle activation/termination, fuel system transaction edit access, and fuel report reconciliations) to ensure adequate separation of duties exist.

We discovered one previous matter that, while not a finding, if remedied, would improve Public Works' Fleet Management control environment. The Division appreciates the courtesy and assistance extended to us by Public Works personnel during the audit process. We look forward to a continuing professional relationship.

Sincerely,

Utah County Internal Audit Division

CC: Rodney Mann, Utah County Auditor
    Glen Tanner, Public Works Associate Director
    Daniel Gibson, Public Works Fleet Services Division Manager

Utah County Fuel Card Audit
Finding(s) and Other Matter(s)

None.

Utah County Fuel Card Audit
Previous Audit Finding(s) and Other Matter(s)

2022 Q3 Fuel Card Audit Other Matter: Unreasonable Odometer Readings

Condition
Vehicle operators were authorized to access fuel at County fueling stations after entering unreasonable odometer readings that: (1) were less than previously entered odometer readings or (2) when calculating the difference of previous and current odometer readings, significantly exceed vehicle range.

Recommendation
We acknowledge that management communicated on October 30, 2023 that *AssetWorks* cannot be configured to require vehicle operators to enter odometer readings that: (1) are greater than previously entered odometer readings, and (2) when calculating the difference of previous and current odometer readings, are within reasonable vehicle range for the respective vehicle ID being fueled.

We recommend management train vehicle operators to write down or take a photograph of the vehicle odometer immediately before entering the odometer reading on the fuel pump screen. If input is rejected, the vehicle operator should review the vehicle odometer and enter the correct odometer reading, not attempt to repeatedly re-enter identical incorrect odometer readings until fuel access is provided.

Management Response
Calvin, in response to your question, "On a few of the state gas card transactions on T7, I would be curious to know if the operator used the state gas card to fuel two different vehicles, and mistakenly scanned the same 2020 Tahoe vehicle fob for each fueling (as transaction 630 and 636, when taken together, appear consistent with each other)." I submit the following response:

In several of the entries listed on sheet T7, it appears that a different driver, other than the assigned driver was responsible for the erroneous odometer entries, while others appear to be number transpositions at the pump. These are mostly state gas card transactions. Regarding odometer entries made at state fuel sites, there is no warning or restriction to the driver made on the state system to indicate an out-of-range odometer entry. The state system does not store a previous odometer entry for comparison.

When the state gas cards are uploaded, typically after the 5th day of the following month, AssetWorks processes the transaction and records the odometer reading in the database but does not update the main vehicle record when the reading is out-of-range. That range is +/- 1,000 miles.

When a vehicle is fueled at a county fuel site, the odometer reading is immediately compared to the main vehicle record. If the entry is out-of-range (+/- 1,000 miles), an odometer entry error message is generated to remind the driver to double check their entry.

In the future, to help mitigate entry errors, I propose the following:

When incorrect/out-of-range odometer entries are encountered, I will contact the driver (and supervisor if needed) to investigate the reason behind the error and get a current, correct reading if needed, to update the main vehicle record.

I will remind the driver of the procedures to follow at the pumps when fueling as needed. If a single driver fails to record the correct odometer reading at the pump more than twice in a quarter, I will contact the driver and their supervisor to arrange retraining in fueling procedures at the pump.

As a matter of clarification, the state gas card is like a credit card (magstripe) and is used to access any gas station nationwide that is part of the WEX fueling network. Only those county vehicles that could be required to fuel a vehicle somewhere beside a county fuel site are assigned a state gas card. The majority of the cards are assigned to Sheriff Office vehicles. All county vehicles are assigned Fuel fobs that will only work at the county fuel sites.