



## COUNTY OF PLACER

## OFFICE OF AUDITOR-CONTROLLER

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March 7, 2016

Mr. Ken Grehm, Director  
Placer County Public Works and Facility Services Department  
3091 County Center Drive, Suite 220  
Auburn, CA 95603

Re: Department 19 – Voyager Card Program Review

Dear Mr. Grehm:

The Internal Audit Division of the Auditor-Controller's Office performed a review of the County's Voyager Card Program (Program). As part of that review, we examined the Public Works Department's (Department) Program-related records for the 2013/2014 fiscal year as the Program Administrator, as well as a Program user. The objectives of our review were to determine whether (a) proper internal controls regarding the Program have been designed to safeguard County assets, prevent and/or detect fraud and/or abuse from occurring, and whether those internal controls have been placed into operation and are operating as designed; (b) purchases are made in compliance with the Program's guidelines; (c) Program purchases were valid and had proper supporting documentation to substantiate the expenditure; and (d) proper review and approval of all cardholder's monthly statements by the Approving Official.

Based on our review, which consisted of inquiries of various Department staff regarding current processes and procedures employed by the Department, and physical inspection of Program-related records, we noted areas where internal controls could be strengthened and one instance of non-compliance with Program guidelines. Our summary of observations and recommendations are as follows:

### ***Program Administrator***

#### Temporary Cards

We noted the Program Administrator did not have a system in place to identify temporary card transactions by County departments for non-fleet pool vehicles and does not include temporary card transactions when preparing monthly "Voyager Driver Transaction Report" statements (monthly statements). Additionally, we noted the Program Administrator did not have a system in place to monitor the length of time a temporary card had been assigned to a Department or driver as a method to identify cards that have been in use for an excessive length of time.

We recommend the Program Administrator develop a method to track when a department has been assigned a temporary card and when the temporary card has been returned. This should provide the Program Administrator with the information necessary to prepare a monthly statement by user to the appropriate department for their review and approval of temporary card purchases. We also recommend the Program Administrator develop a system to track and periodically monitor the length of time a Department or driver has a temporary card issued to them to ensure the temporary cards are used as they are intended.

*Department Response:*

*Fleet Services will develop a new temporary card program by July 1, 2016. Fleet Services will expand the Voyager Driver ID program to include temporary cards and temporary transactions will be included on Voyager Driver Transaction Reports. Fleet will perform a monthly audit of the length of time a Voyager temp card has been checked out.*

Comprehensive Countywide Policies and Procedures Concerning the Voyager Card Program

While the County has existing Program guidelines, it is limited and does not address all the key controls and procedures that need to be followed to ensure adequate internal controls over the Program are in place, which then help reduce the risk of intentional misuse, errors, or fraud in the Program.

We recommend the Program Administrator develop a comprehensive Countywide policies and procedures manual that includes:

- Authority, conditions and procedures for the issuance of permanent and temporary cards/Driver IDs (DID)
- Authority, conditions and procedures for the termination of a card/DID
- Employee training and acknowledgment of responsibilities
- Allowable and restricted purchases
- Recordkeeping responsibilities (Program Administrator and Cardholder/DID users)
- Monthly statement procedures for both internal and external fuel transactions (Program Administrator, Cardholder/DID, Approving Official)

*Department Response:*

*Fleet Services will develop a Countywide policies and procedures manual by the end of 2016.*

**Program User**

Duties of the Cardholders/DIDs and Approving Officials

During our review of the Department's Cardholder/DID monthly statements, we noted several instances where Cardholder/DID had not reviewed, verified and certified the transactions on their monthly statements in order to ensure the charges were accurate, were for a County vehicle and "For Official Use Only" as required by the Voyager Card Program Guidelines. Additionally, we noted one instance where the Cardholder/DID monthly statements were not reviewed by an Approving Official ensuring proper use of the card as required by the Voyager Card Program Guidelines.

We recommend that all Program Cardholder/DID and Approving Officials be made aware of the required monthly statement procedures and ensure those procedures are performed monthly as required by the Voyager Card Program Guidelines.

*Department Response:*

*When Fleet Services' staff sends out the monthly email informing Department liaisons that the Voyager Driver Transaction Reports are now available on the "O" drive, the Voyager Card Program Statement Procedures is provided as well. Fleet Services staff will make an effort to make sure all Departments are aware of procedures. As a Program User, Fleet Services staff will check in with DPW Divisions annually to ensure procedures are followed.*

The Department's responses to our recommendations identified by our review are included above. We did not audit the Department's responses and, accordingly, we do not express an opinion on them.

We appreciate the courtesy and cooperation of the Department's staff members throughout the course of this review.

Respectfully,



Nicole C. Howard  
Assistant Auditor-Controller

cc: Bob Costa, Deputy Director of Public Works  
Cynthia Taylor, Senior Administrative Services Officer  
Chuck Gordon, Public Works Manager  
Coral Black, Staff Services Analyst  
Placer County Audit Committee