

Park Maintenance Work Order Audit

Objective: The objective of this audit was to evaluate the Park Maintenance Division work order system (MainTrac) to determine if the work order system provides efficient and effective tracking and reporting of maintenance related costs at the City's various park locations.

Scope and Methodology: Scope includes FY2022/2023 work order records contained in MainTrac, related materials and contract costs contained in the City's enterprise software system and excel based reporting created for management review.

Background: The implementation of a work order system was part of the recommendations in a prior audit, Project# 2013-12 Park Maintenance Operational Audit. Prior to that time, all work orders and weekly work reports were paper forms which limited reporting and review by management. Park Maintenance initially implemented a work order system within the City's enterprise software, but quickly determined that it would not meet their needs. More recently, they implemented MainTrac work order system, which is a module within the overall Park Departments RecTrac software. This system allows staff to enter and track labor related costs and hours using "combo logs" that track routine work, replacing the paper weekly work reports, and work orders for specific repairs and non-routine tasks such as electrical, carpentry, plumbing and more project specific work.

What works well? The addition of a full-time Office Associate has greatly improved reporting capabilities and general work order operations of Park Maintenance. The MainTrac work order system attaches labor costs and equipment costs which are updated annually as new pay schedules and equipment fees are approved in the annual budget process. The specific project related work orders track most of the skilled position labor and equipment costs well.

The reporting within MainTrac is not user friendly or robust, but the Office Associate does a great job utilizing excel to provide useful summaries and graphs for the labor and equipment cost data within the work order system.



Opportunities for Improvement The entry of routine tasks on the "combo logs" are very cumbersome due to the manual entry and time consuming task entry process in MainTrac. Out of the 28 distinct park facilities reviewed, 13 parks have multiple facility codes within each park up to 19 locations just within Kereiakes Park. For each of the 136 total locations, 46 tasks can be logged within each of those locations for a total of 6,256 unique tasks. **Management should consolidate location and task codes to a simplify the structure for routine maintenance work.**

The entry of "combo logs" for routine maintenance tasks (trash pickup, custodial cleaning, mowing, etc.) involves multiple entry points as small as 15 minute increments for daily repetitive tasks such as changing trash bags out at each park location. All of these recurring and routine tasks are manually entered into the work order system either by the employee or their supervisor for each day worked. There were a total of 37,696 records entered for FY2022/2023 with only 446 of those being project specific work orders. The bulk of the data entry is for the routine ongoing maintenance of the parks which could be reasonably estimated or automated. Routine tasks shouldn't be the most manual and time consuming entry process for staff. **Management should consider implementing the recurring work order process in MainTrac or develop a new method to automate the "combo log" entry process.**

The current MainTrac work order process does not include any of the materials used to maintain the parks. These costs are significant to the overall maintenance of the parks. In FY2022/2023, actual costs in Park Maintenance supply budget totaled \$168,502, which included items such as \$40,469.98 in operating supplies and \$99,414.50 in maintenance supplies specific to maintaining the various parks. Material costs are within the City's Enterprise software, but are not consistently assigned to a location for park cost tracking. **Management should work toward incorporating full maintenance costs into the work order system by adding material cost.**

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