

**Audit Recommendations Closed During  
Second Quarter, Fiscal Year 2020-21**

<b>Audit Issue Date</b>	<b>Report Number</b>	<b>Division/ Department/ Agency</b>	<b>Audit Name</b>	<b>Recommendation</b>	<b>Internal Audit Status Comments</b>
12/5/19	19-512	External Affairs	Bus Marketing	Management should revise practices to ensure that contracts for similar services are combined and contract terms are set for longer periods when recurring services are sought. Management should train staff and perform monitoring, to ensure procurements are not being designed to fall under approval thresholds.	Management has revised practices to ensure contracts are combined and/or issued for longer periods for recurring services. Management has also issued an updated Project Management Manual that addresses procurement requirements and has conducted staff training.
12/6/19	19-513	External Affairs	Bus Marketing	Management should undergo training to reiterate the responsibilities of those charged with reviewing and approving invoices. Invoice Review Checklists should be blank and completed as invoices are reviewed.	A Project Controls function has been implemented and management has updated the Project Management Manual. Training, including guidance related to project manager responsibilities for contract management and invoice review has been conducted.
12/7/19	19-514	External Affairs	Bus Marketing	Internal Audit recommends written procedures be reviewed with project managers, and management requires documented compliance with requirements. Documentation should include the source and support of stated evaluation criteria and related results.	Management has updated the Project Management Manual and provided staff training. The manual addresses documentation of marketing efforts and results.
5/26/20	20-506	Operations	Revenue Vehicle Maintenance	Internal Audit recommends that management either incorporate several preventive maintenance tasks into the work order templates or document variances from the manufacturer guidelines with justification.	Management has incorporated manufacturer-recommended tasks or has documented decisions to deviate from the manufacturer guidelines.