



# Orange County Transportation Authority

## Legislation Details (With Text)

---

**File #:** 18-1500

**Type:** Orange County Transit District Item      **Status:** Passed

**File created:** 10/9/2018      **In control:** Finance and Administration Committee

**On agenda:** 10/24/2018      **Final action:** 11/12/2018

**Title:** ACCESS Service, Internal Audit Report No. 18-514

**Sponsors:** Serena Ng, Janet Sutter

**Indexes:**

**Code sections:**

**Attachments:** 1. Transmittal, 2. Staff Report, 3. Attachment A

Date	Ver.	Action By	Action	Result
11/12/2018	1	Board		
10/24/2018	1	Finance and Administration Committee		

### ACCESS Service, Internal Audit Report No. 18-514

The Internal Audit Department has completed an audit of ACCESS services provided by MV Transportation, Inc. Based on the audit, the reservation and scheduling process, invoice approval procedures, and drug and alcohol program monitoring are adequate. However, improvements to contract amendment policies, calculation of call center hold-times, and monitoring of preventive maintenance, performance bond requirements, and farebox revenue reconciliations are recommended.

Direct staff to implement five recommendations provided in ACCESS Service, Internal Audit Report No. 18-514.