



Orange County Transportation Authority

Legislation Text

File #: 18-1500, **Version:** 1

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.