



**March 26, 2025**

**To:** Finance and Administration Committee

**From:** Darrell E. Johnson, Chief Executive Officer

Janet Sutter, Executive Director  
Internal Audit

**Subject:** Transit Field Supervision, Internal Audit Report 25-508

### **Overview**

The Internal Audit Department of the Orange County Transportation Authority has completed an audit of transit field supervision. Based on the audit, field supervision activities are effectively performed and recorded, and in accordance with guidelines and standards set by management.

### **Recommendation**

Receive and file Transit Field Supervision, Internal Audit Report No. 25-508, as an information item.

### **Background**

Field supervision is within the Operations Division of the Orange County Transportation Authority (OCTA). Field supervisors manage OCTA's on-street transit environment using real-time service management to ensure safe, courteous, and reliable service for all bus passengers. Field supervisors are the first responders to any accident, incident, or circumstance impacting bus operations. As such, they coordinate with other providers within and outside of OCTA to correctly identify, evaluate, and communicate conditions and situations affecting bus operations. Field supervisors provide support to coach operators to resolve customer issues in the field and respond to planned and unplanned detours. Field supervisors work 24 hours a day, seven days per week, including holidays, and rotate through all shifts on a quarterly basis aligning with pay periods.

Management communicates guidelines for handling various duties on a quarterly basis. Management also sets standards for performance of duties and evaluates field supervisors' performance against these standards.

***Discussion***

Field supervisors are provided with the necessary tools, equipment, and guidelines to ensure timely and effective assistance in the field. Field supervisors observed were knowledgeable of requirements and provided professional and respectful assistance to both coach operators and customers.

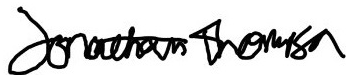
***Summary***

The Internal Audit Department has completed an audit of Transit Field Supervision.

***Attachment***

A. Transit Field Supervision, Internal Audit Report No. 25-508

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