



Metro


Metropolitan Transportation Authority


One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

February 10, 2006

TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE 
CHIEF EXECUTIVE OFFICER

FROM: RUTHE HOLDEN 
MANAGING DIRECTOR, MANAGEMENT AUDIT SERVICES

SUBJECT: STATUS OF OPEN AUDIT RECOMMENDATIONS AS OF
DECEMBER 31, 2005

ISSUE

At the March Executive Management and Audit Committee meeting, the committee requested that the status of all open audit recommendations be reported monthly. This includes audits performed by Management Audit Services (MAS) and, in compliance with GEN 19, external audits performed by outside auditors.

DISCUSSION

MAS' monthly audit follow-up report includes all open audit recommendations related to findings reported by Financial Audit, Information Technology (IT) Audit, Operational Audit, and outside auditors; statistics on the number of recommendations closed or completed since the last report; and a summary of audit activities in Contract Audit and Grant Audit.

During the month of December 2005, the Office of the Inspector General issued two reports, Follow-up Review on Bus Operator Training and Medical Certification Procedures (05-AUD-11), and Follow-up Review on Controls Over Cellular Telephones (05-AUD-12). Both reports found that Metro management had taken adequate corrective actions to implement the recommendations in their prior reports, Review of Bus Operator Training and Medical Certification Procedures (04-AUD-01) issued June 30, 2004, and Audit of Controls over Cellular Telephones (03-AUD-05) issued June 17, 2004, respectively.

In total, three of the open recommendations were closed or completed during December. Six recommendations have a status of "under review." This indicates that the audit client has submitted documentation that is being analyzed to verify that all of the recommended

actions are complete. We are actively working with staff to close each recommendation as quickly as possible. The total open recommendations as of December 31, 2005 are included in Attachment A.

The following table summarizes the follow-up activity for audit recommendations during December 2005.

Table 1
Summary of Financial, IT, Operational and External Audit Recommendations
As of December 31, 2005

Executive Area	Closed or Completed	Under Review	Extended	Not Yet Due	Total Open Recom.
Chief Financial Officer*	3	1	7	1	9
Chief Comm. Officer		2	5	5	12
DCEO/COO		3	17		20
Totals	3	6	29	6	41

Contract Audit conducts audits related to pre-awards, change orders, and incurred costs, as well as providing support for claims, contract closeouts and contract related litigation. Grant Audit conducts closeout audits of projects funded by the Call-for-Projects.

During December 2005, no audits were closed for the Contract Audit group, and 30 audit reports remain open pending the results of negotiations. Grant Audit issued five final reports and there was one audit report that in the draft audit stage.

NEXT STEPS

Management Audit Services will provide the next monthly status report for the period ending January 31, 2006.

Attachment A: Open Audit Recommendations Report

**All Open Audit Recommendations
Status as of December 31, 2005**

Attachment A

No.	Report Number	Report Date	Audit Entity	Title	Exec Area	Rec No	Recommendation	Original Completion Date	Extended Completion Date	Comments
1	03IT-004	3/31/2004	MAS	TOTS Application Controls	Chief Financial Officer ITS	2.2	Develop a methodology to guide developers in planning, designing, and enforcing segregation of duties, and documenting system changes.	12/31/2004	6/30/2006	Being drafted. On target for meeting extended completion date.
2	03IT-004	3/31/2004	MAS	TOTS Application Controls	Chief Financial Officer ITS	5.1	Implement the badge reader system application.	12/31/2004	9/30/2006	Requires addition of new feature. Queued according to priority. Extended completion date reflects implementation priority.
3	03IT-004	3/31/2004	MAS	TOTS Application Controls	Chief Financial Officer ITS	5.2	Implement automated process for operators to view personal information, bid assignments and perform other activities on-line.	12/31/2004	12/31/2006	Requires addition of new feature. Queued according to priority. Extended completion date reflects implementation priority.
4	02IT-003	4/30/2003	MAS	LAN - Windows NT/ 2000	Chief Financial Officer ITS	1.1	Enforce password complexity requirements in Windows 2000 operating system.	1/31/2004	3/31/2006	Extended to complete upgrade to Windows 2000 & link with M3. On target to meet extended completion date.
5	02-AUD-05	9/30/2002	OIG	Controls Over Payroll System - Preventing Duplicate Payments	Chief Financial Officer Finance	3	Ensure that the new Payroll System is designed with controls and edit checks that preclude incorrect and improper data from being processed into the Payroll System.	1/1/2008		New payroll system is on hold until 2008.
6	Booz-Allen 1	8/31/2001	Booz-Allen	LACMTA Management Audit	Chief Financial Officer/Risk Management	W05	Review job descriptions and ensure they reflect physical and agility job requirements.	3/29/2002	6/30/2006	Delay due to budget constraints, have funds for FY06, will develop requirements for five major job classifications.
7	02IA-015	12/31/2003	MAS	Property Management	CFO Human Services/Real Estate	4.1A	Continue to pursue the development of 1) a computerized system to manage real estate that includes a key reference field in the property database and FIS and 2) documented user requirements for this system.	7/1/2004	3/31/2006	Property Management Module System is in final stages of completion. Real Estate is working with IT to make the system fully functional.
8	02IA-017	12/19/2002	MAS	Street Car Restoration MOU	CFO Human Services/OD&T	1	Continue to supervise the restoration of the two streetcars by visiting the schools periodically and by obtaining bi-weekly reports.	7/30/2003	10/31/2005	Under review. Recommendation to be closed in January after completing review of current status.
9	01-AUD-17	2/26/2002	OIG	Review of Controls Over Real Estate	CFO Human Services/Real Estate	2	Require the RED Director to work with ISD to implement a computerized Real Property Management Information System and ensure that all data needed to complete a comprehensive property inventory has been collected.	6/30/2004	3/31/2006	Property Management Module System is in final stages of completion. Real Estate is working with IT to make the system fully functional.
10	05-AUD-07	9/30/2005	OIG	Bus Operations Customer Complaints and Comments Program	CCO	1	Customer Relations and Operations should develop and implement a comprehensive Metro policy concerning the processing of complaints and comments from the public. Also, Sectors/Divisions should develop complaint processing operating procedures, where needed.	3/31/2006		New audit. Working with management on action plan.

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11	05-AUD-07	9/30/2005	OIG	Bus Operations Customer Complaints and Comments Program	CCO	2	Customer Relations and Operations should ensure that all personnel involved in processing complaints are provided adequate training and/or instructions on Metro's customer complaint policy.	12/31/2005	3/31/2006	On target to meet extended due date.
12	05-AUD-07	9/30/2005	OIG	Bus Operations Customer Complaints and Comments Program	CCO	3	The Operations Department should ensure that complaints and comments are reviewed on a timely basis and the "Findings" Field in the PCMS contains sufficient information on how the complaint was handled and what action was taken to resolve the complaint.	3/31/2006		New audit. Working with management on action plan.
13	05-AUD-07	9/30/2005	OIG	Bus Operations Customer Complaints and Comments Program	CCO	4a	Customer Relations should work with the Operations Department and Information Technology Department to develop "Resolution Codes" for PCMS.	12/31/2005	3/31/2006	On target to meet extended due date.
14	05-AUD-07	9/30/2005	OIG	Bus Operations Customer Complaints and Comments Program	CCO	4b	Customer Relations should work with the Operations Department and Information Technology Department to improve the functionality of the PCMS "Findings" Field. In this regard, consider the suggested changes made by the Gateway Sector Manager.	12/31/2005	3/31/2006	On target to meet extended due date.
15	05-AUD-07	9/30/2005	OIG	Bus Operations Customer Complaints and Comments Program	CCO	5	Customer Relations and Operations should include in the policies and procedures guidance on handling: (a) customer requests for verbal or written responses to complaints, and (b) responses to customers concerning requests for refunds recorded in the PCMS.	3/31/2006		New audit. Working with management on action plan.
16	05-AUD-07	9/30/2005	OIG	Bus Operations Customer Complaints and Comments Program	CCO	6	Customer Relations should work with Transit Operations and Information Technology Services to explore developing procedures for recording the resolution of complaints directed toward contract bus operations into the PCMS.	12/31/2005	3/31/2006	On target to meet extended due date.
17	05-AUD-06	8/10/2005	OIG	Review of Lost and Found Procedures	CCO/DCEO Operations	1	Communications and Transit Operations develop and implement a comprehensive Metro Policies and Procedures on Lost and Found.	9/30/2005	2/28/2006	Extended to allow for final approvals of policy. On target to meet extended due date.
18	05-AUD-06	8/10/2005	OIG	Review of Lost and Found Procedures	CCO/DCEO Operations	2	Communications and Transit Operations should ensure that sufficient bags and locks are available to safeguard lost and found articles.	9/30/2005		Under review
19	05-AUD-06	8/10/2005	OIG	Review of Lost and Found Procedures	CCO/CFO IT	3	Communications should work with ITS to explore ways to increase the efficiency and accuracy of the lost and found database.	12/31/2005		New audit. Working with management on action plan.
20	05-AUD-06	8/10/2005	OIG	Review of Lost and Found Procedures	CCO/DCEO Operations	4	Communications and Transit Operations should work together to reduce the number of lost bicycles left on buses.	12/31/2005		New audit. Working with management on action plan.
21	05-AUD-06	8/10/2005	OIG	Review of Lost and Found Procedures	CCO/DCEO Operations	5	Bus divisions develop and rail divisions update their lost and found procedures and include them in their Standard Operating Procedures.	9/30/2005		Under review
22	04IT-006	7/27/2005	MAS	Fuel Management System	DCEO Operations	2	Deputy Executive Officer Maintenance Rebuild together with Division managers develop and implement: (a) System manual/bypass is being utilized for valid reasons only, e.g. unavailability of the fueling system, and other fueling problem related with authorized vehicle; (b) The division's manager or designated authorized personnel approve the switchover to manual/bypass mode; (c) The problem that requires a system manual/bypass is followed-up timely to minimize the amount of time the system is in manual/bypass mode; and (d) All required information, such as, vehicle number and employee id, is entered completely.	11/30/2005		Under review. Recommendation to be closed in January after additional information received.

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23	04IT-006	7/27/2005	MAS	Fuel Management System	DCEO Operations/CFO	3	Deputy Executive Officer Maintenance Rebuild and ITS staff investigate and correct the problem, which is causing the alert messages for the unleaded RIH to not automatically generate.	11/30/2005		Under review. Recommendation to be closed in January after additional information received.
24	04-AUD-09	7/13/2004	OIG	Hydraulic Oil Usage	DCEO Operations	1	Coordinate efforts with Environmental Services, Inventory Management, Facilities and Division Maintenance to ensure hydraulic oil usage is monitored to identify changing conditions that need to be investigated and/or resolved. In this regard, staff should periodically update and review data on oil consumed by each division.	12/31/2004	11/30/2005	Under review
25	04IA-006	4/30/2004	MAS	Bus Cameras Maintenance	DCEO Operations	2	Develop and implement procedures for preventive maintenance for the Digital Video Recording systems.	12/31/2004		Ops revising the Bus Maintenance Directive (BMD) to include diagnostic procedures. Will be closed in January.
26	04IA-006	4/30/2004	MAS	Bus Cameras Maintenance	DCEO Operations	3	Ensure preventive maintenance procedures include a schedule of preventive maintenance to be performed, a requirement for maintaining a record of maintenance performed and configuration settings for each system in use.	12/31/2004	1/31/2006	Ops revising the BMD to include diagnostic procedures. Will be closed in January.
27	03IA-009	3/4/2004	MAS	Operators Work Time Requirements	DCEO Operations	1.3	Update the Operator's Rulebook and Standard Operating Procedures to reflect current practices.	7/31/2004	3/31/2006	Drafts completed by Ops. Target date extended to allow for review and approval process.
28	03IA-009	3/4/2004	MAS	Operators Work Time Requirements	DCEO/CFO	1.2	Work with the ITS department to generate a report showing actual driving time.	7/31/2004	2/28/2006	On schedule to meet extended due date.
29	2002-116	12/16/2003	State Auditor	Service Sectors	DCEO Operations	2.4	Continue planned efforts to focus on eliminating the duplicative routes to the extent possible. Specifically, the stakeholders should participate directly in the planning process.	12/31/2004	6/30/2006	Date based on expectations of when ATMS & UFS will have data ready, and when workshops with stakeholders can be implemented. Completion date will be updated as new information becomes available.
30	02IA-007	12/31/2002	MAS	Farebox Vaulting Process	DCEO Operations	1.1	Revise, update and implement procedures for controlling the Farebox vaulting process.	6/30/2003	6/30/2006	On target to meet extended due date.
31	02IA-007	12/31/2002	MAS	Farebox Vaulting Process	DCEO Operations	1.2	The Westside/Central Service Sector General Manager relocate receiver vaults in Division 7 to an enclosed and secure area.	6/30/2003	12/31/2005	On target to meet extended due date.
32	02IA-007	12/31/2002	MAS	Farebox Vaulting Process	DCEO Operations	2.1	Assign responsibility for ensuring that all vaulting activity is recorded and reviewed.	6/30/2003	6/30/2006	On target to meet extended due date.
33	02IA-007	12/31/2002	MAS	Farebox Vaulting Process	DCEO Operations	2.2	Develop written procedures for surveillance of the vaulting process to include ensuring that surveillance equipment is functioning properly.	6/30/2003	6/30/2006	On target to meet extended due date.
34	02-AUD-05	9/30/2002	OIG	Controls Over Payroll System - Preventing Duplicate Payments	DCEO Operations	4	Ensure that all payroll adjustments are entered into the automated feeder systems to avoid duplication of a manual adjustment requested by the division/departments for payroll personnel to enter.	7/31/2003	7/31/2006	Upgrade of TOTS (HASTUS) will enable implementation. Funding not available for upgrade until FY07.

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35	Tri-Safety 5/02	5/31/2002	PUC	Triennial On-Site Safety Audit Non-Conforming Conditions (Only)	DCEO Operations	06.1	Extend the insulators closer to the feeder pole, away from the dynamic weight system, as required by GO 95, Rule 74.4-F.	6/30/2004	12/31/2005	New agreement with PUC reached. Under review to determine revised completion date.
36	01-AUD-03	6/12/2001	OIG	Payroll and Overtime Controls in the ATOS Program	DCEO Operations	01	Obtain Executive Management approval and authorization for the ATOS program. The purpose, objectives, and goals of the Program should be clearly defined and approved.	8/10/2001	3/31/2006	Path forward established, draft of policies & procedures under review. On target to meet extended completion date.
37	01-AUD-03	6/12/2001	OIG	Payroll and Overtime Controls in the ATOS Program	DCEO Operations	02	Establish written policies and procedures for the ATOS program that are: 1) Coordinated with all stakeholders; 2) Designed to promote the conduct of authorized activities in an effective, efficient, and economic.	3/30/2003	3/31/2006	Path forward established, draft of policies & procedures under review. On target to meet extended completion date.
38	01-AUD-03	6/12/2001	OIG	Payroll and Overtime Controls in the ATOS Program	DCEO Operations	06	Establish policy on the maximum length of time an operator can serve in an ATOS position.	3/30/2003	3/31/2006	Path forward established, draft of policies & procedures under review. On target to meet extended completion date.
39	01-AUD-03	6/12/2001	OIG	Payroll and Overtime Controls in the ATOS Program	DCEO Operations	08	Establish (1) formal policies on the number of authorized ATOS positions; (2) a centralized pool of qualified ATOS candidates to fill TOS vacancies as they occur. Require that an ATOS only be appointed to fill a TOS position that is vacant. Require divisions to maintain documentation to show the TOS vacancy or emergent situation for each individual assigned to an ATOS position.	3/30/2003	3/31/2006	Path forward established, draft of policies & procedures under review. On target to meet extended completion date.
40	01-AUD-03	6/12/2001	OIG	Payroll and Overtime Controls in the ATOS Program	DCEO Operations	10	Request MAS to perform an audit of payroll procedures within the Department to ensure that internal controls are adequate.	6/20/2001	3/31/2006	Path forward established, draft of policies & procedures under review. On target to meet extended completion date.
41	01-AUD-03	6/12/2001	OIG	Payroll and Overtime Controls in the ATOS Program	DCEO Operations	07	Establish criteria for selecting individuals to ATOS positions and for providing them formal training.	3/30/2003	3/31/2006	Path forward established, draft of policies & procedures under review. On target to meet extended completion date.