



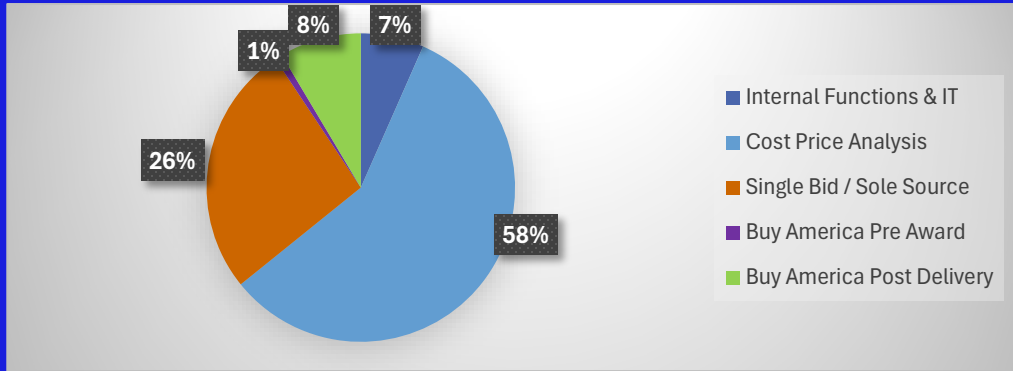
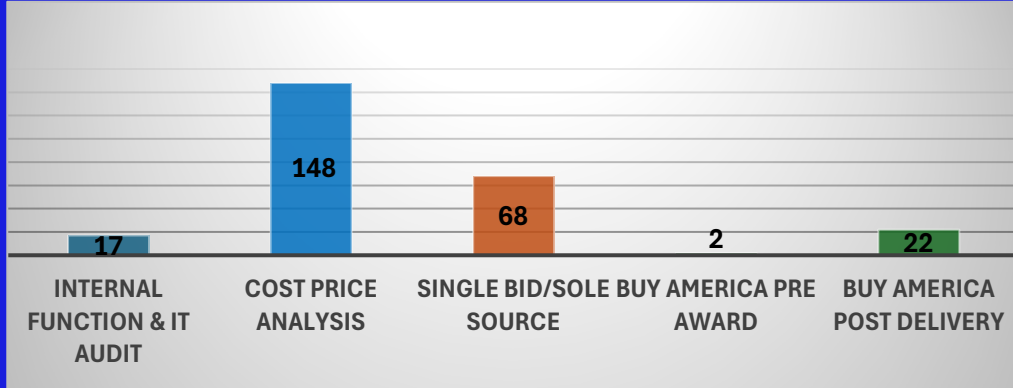
INTERNAL AUDIT DASHBOARD

Corrective Action Compliance Report

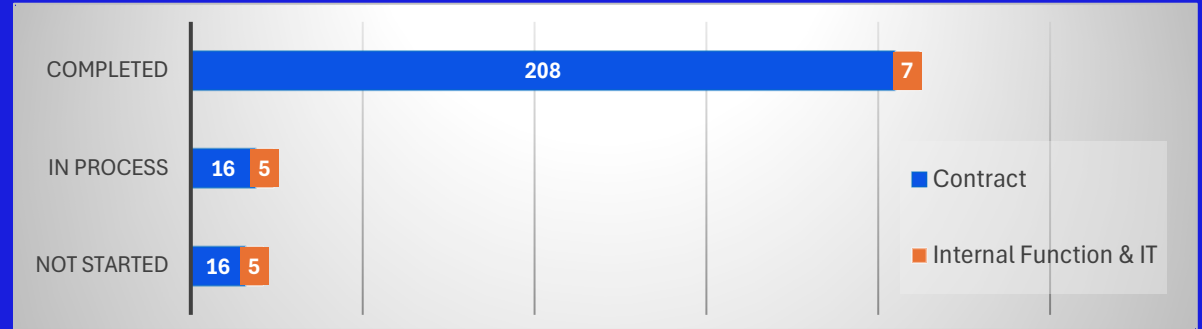
As of August 31, 2024

FY 2024

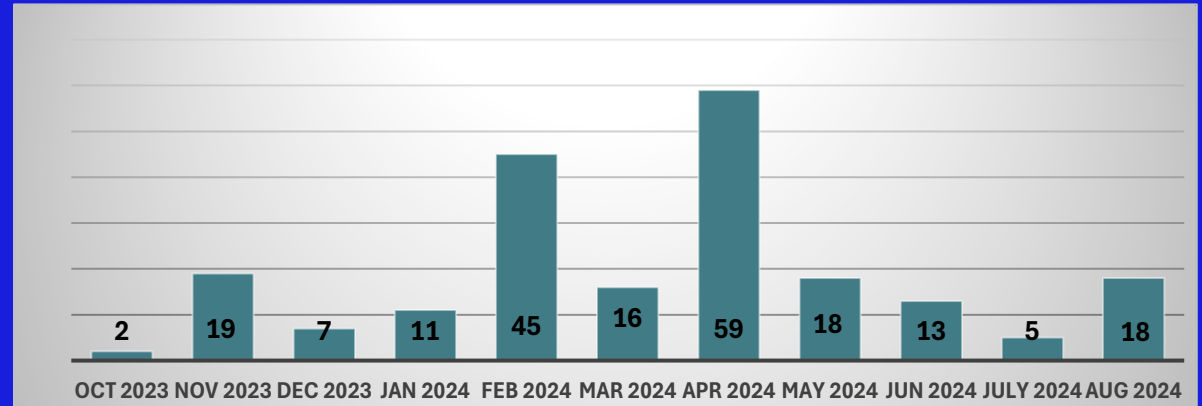
Audit Types



Audit Status



Audit Completion Timeline



Internal Functions & IT Audit Metrics

Audits Completed	Audits In Process	Audits Not Started	Carryover Recommendations	FY 2024 Recommendations	Recommendations Completed	Recommendations Outstanding
7	5	5	8	15	12	11



INTERNAL AUDIT DASHBOARD

Corrective Action Compliance Report

As of August 31, 2024

FY 2024

Audit Report No.	Report Name	External / Internal	Current Due Date	Comment Number	Corrective Action Detail	Audit Report Issued Date	Responsible Department	Extended this Month	Outside Agency Partner
Current									
24-2001	Observation of Disaster Recovery FY2024	Internal	9/30/2024	2	Establish an Alternate Processing Site for Customer Service and METROLift for business continuity.	7/30/2024	Information Technology		N/A
23-1004	Audit of Special Events Collection Process	Internal	9/30/2024	1	Implement a training program for all employees who volunteer to work during special events and update the documented procedures to reflect current practices.	3/25/2024	Customer Service		N/A
			9/30/2024	3	Ensure there is enough signage around the perimeter of the Fannin South parking lot and signs directing customers to the rail platform.	3/25/2024			
			12/31/2024	2	Implement additional measures to ensure there are adequate internal controls over tickets and funds collected during special events.	3/25/2024			
24-9001	Audit of Referral and New Hire Incentive Process	Internal	1/31/2025	1	Establish Key Performance Indicators and Review Program Effectiveness..	8/23/2024	Human Resources		N/A

Extension Approved

19-9001	Compliance Review - Bus Warranty Process & Procedures	Internal	11/30/2024	1	Ensure monthly Warranty Reports are accurate.	9/20/2019	Operations-Bus Maintenance Information Technology		N/A
				3	Enhance electronic tracking of warranty claims.				
22-1003	Audit of Rail Safety, Security & Customer Experience	Internal	12/31/2024	3	Initiate a capital improvement project to repair and replace ticket vending machines on the rail platforms.	1/6/2023	Operations-ITS/Electronic Maintenance		N/A
19-1006	Audit of METRO Police Department (MPD) Evidence Room	Internal	12/31/2024	4	Update the database system utilized to track evidentiary items.	10/25/2019	METRO Police-Mgmt. Services		N/A
10-8001	Special Project - Review of METRO's SCADA Systems	Internal	9/30/2028	2	Upgrade the Franklin Crossover along with the other 10 crossovers to powered switches along the Red Line to current industry standards and design criteria.	3/21/2011	PEC - Rail Construction		N/A
			12/31/2033	1.A	Convert and upgrade the Rosewood Diamond Crossover as part of the Wheeler Station project as needed to connect to the new SCADA system and install detection, locking, and security measures.				Yes