



**Sun Metro Lift Operations Data
Follow-Up Audit Report
A2015-03**

Issued by the
Internal Audit Office
February 19, 2015

**City of El Paso
Internal Audit Office
Sun Metro Lift Operations Data Follow-Up Audit Report No. A2015-03**

EXECUTIVE SUMMARY

The Internal Audit Office conducted a Follow-Up Audit of the Sun Metro Lift Operations Data Audit Report dated September 5, 2013. The original Audit Report contained three findings. Upon completion of the audit fieldwork, we have determined the status of the recommendation for each audit finding as outlined in the table below:

Finding No.	Description of Findings	Status
1	Variances between Sun Metro's 2012 and MV Transportation's 2013 Ridership numbers are attributed to increased outsourcing by Sun Metro during 2012.	Implemented
2	Variances between Sun Metro's 2012 and MV Transportation's 2013 On-time Performance (OTP) numbers are attributed to the use of different parameters being entered when running the OTP reports.	Implemented
3	A review of the Customer Complaint percentages reported to the Mass Transit Board identified minimal reporting variances. The reporting variances in Customer Complaints can be attributed to the learning curve of new drivers and the manual tracking of Customer Complaints.	Implemented

For a detailed explanation of the findings and current observations please refer to the appropriate finding contained in the body of this Audit Report.

BACKGROUND

The LIFT is the Americans with Disabilities Act (ADA) Paratransit service to the City's fixed route system, as required by the Federal Transit Administration. The LIFT service provides traditional pre-scheduled, curb to curb shared service using small buses equipped with hydraulic mobility device lifts and tie downs.

On May 15, 2012 the City of El Paso contracted with MV Transportation to provide:

- The LIFT transit operation,
- LIFT facility and vehicle maintenance,
- Call center services,
- ADA Paratransit service eligibility certification for the City's LIFT program
- Transportation for the Veteran's Transportation and Community Living Initiative for El Paso and West Texas (VTCLI),
- Supplemental service when needed to meet peak demands, late night service or back-up service.

MV Transportation, Inc. is a nationally recognized award-winning company specializing in transportation of the elderly and persons with disabilities. MV Transportation, Inc., known simply as MV, was founded in 1975 for the sole purpose of mobilizing seniors and persons with disabilities. Its formation pre-dates the enactment of the Americans with Disabilities Act by 15 years. MV and its affiliates, operate more than 130 locations in 28 of the United States, the District of Columbia, two Canadian Provinces and Saudi Arabia. The company employs more than 16,000 transit professionals to serve under the provisions of nearly 200 operating contracts.

The City of El Paso maintains oversight over LIFT Paratransit services and monitors MV's performance to ensure customer service is strengthened and service standards compliance is met. The City is responsible for monitoring MV's performance based on Performance Requirements set forth in the Sun Metro Mass Transit Agreement for Lift Paratransit Services with MV Contract Transportation, Inc. The effective date of the Agreement is May 15, 2012 with a six month "Transition Period" that ended on November 10, 2012.

AUDIT OBJECTIVES

The audit objective was to ensure that corrective action was taken by management to address the recommendations detailed in the original Audit Report dated September 5, 2013.

AUDIT SCOPE

The audit period covered the operations of Fiscal Year 2014-2015.

AUDIT METHODOLOGY

To achieve our audit objectives we:

- Referenced the City of El Paso 2015 Strategic Plan,
- Conducted an interview with Sun Metro's LIFT Compliance Officer,
- Confirmed the Ridership, On-Time Performance, Complaints, and Missed Trip numbers reported on the September, October, and November 2014 Mass Transit Board Reports,
- Confirmed that an electronic solution was implemented to electronically submit customer complaints.

We conducted this audit in accordance with the Generally Accepted Government Auditing Standards and the International Standards for the Professional Practice of Internal Auditing. Those standards require that we plan and perform the audit to obtain sufficient, appropriate evidence to provide a reasonable basis for our findings and conclusions based on our audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on our audit objectives.

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***ORIGINAL FINDINGS, ORIGINAL RECOMMENDATIONS, MANAGEMENT'S
RESPONSE TO ORIGINAL FINDINGS, CURRENT OBSERVATION, AND STATUS***

Based on the results of follow-up test work, each original finding recommendation will be designated with one of the following four status categories:

<i>Implemented</i>	The finding has been addressed by implementing the original corrective action or an alternative corrective action.
<i>In Progress</i>	The corrective action has been initiated but is not complete.
<i>Not Applicable</i>	The recommendation is no longer applicable due to changes in procedures or changes in technology.
<i>Not Implemented</i>	The recommendation was ignored, there were changes in staffing levels, or management has decided to assume the risk.

Finding: 1

Ridership

To be useful, performance data should be reliable and verifiable. A review of the April, May, and June 2012 & 2013 Ridership numbers reported to the Mass Transit Department Board identified the following variances:

	April 2012/2013			
	2012 Sun Metro	2013 MV Transportation	Performance Variance	% Change
Ridership per Mass Transit Report (excluding outsourced trips)	17,788	19,481	1,693	9.52%
Ridership confirmed by Internal Audit Office	17,672	22,233	4,561	
Plus Outsourced Trips (Project Amistad, Sun City Cabs)	3,718	842	(2,876)	
Total Ridership Confirmed by Internal Audit Office	21,390	23,075	1,685	7.88%

	May 2012/2013			
	2012 Sun Metro	2013 MV Transportation	Performance Variance	% Change
Ridership per Mass Transit Report (excluding outsourced trips)	19,662	22,459	2,797	14.23%
Ridership confirmed by Internal Audit Office	19,496	22,460	2,964	
Plus Outsourced Trips (Project Amistad, Sun City Cabs)	3,545	1,195	(2,350)	
Total Ridership Confirmed by Internal Audit Office	23,041	23,655	614	2.66%

	June 2012/2013			
	2012 Sun Metro	2013 MV Transportation	Performance Variance	% Change
Ridership per Mass Transit Report (excluding outsourced trips)	19,989	21,038	1,049	5.25%
Ridership confirmed by Internal Audit Office	19,989	21,075	1,086	
Plus Outsourced Trips (Project Amistad, Sun City Cabs)	3,354	1,358	(1,996)	
Total Ridership Confirmed by Internal Audit Office	23,343	22,433	(910)	-3.90%

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The performance variances between Sun Metro's 2012 and MV Transportation's 2013 Ridership numbers were attributed to increased outsourcing by Sun Metro during 2012. After incorporating the outsourced trips to the 2012 and 2013 Ridership numbers, we were able to identify that:

- Performance variances were minimal for the months of May and June.
- The 7.88 % variance for April is a result of incorrect ridership numbers being initially being reported for MV Transportation's April 2013 Ridership number. The Internal Audit Office confirmed 2,752 (22,233 – 19,481) more in ridership for the month of April 2013 than what was reported to the Mass Transit Board.

Reporting variances can be attributed to the following causes:

- Trapeze Data is not consistent. The reports generated from Trapeze are a snapshot in time of the data that is captured at the time a query is run. The process of editing trips still occurs after monthly reports are generated causing inconsistencies in the performance reports.
- A Quality Control process to confirm performance data numbers was not in place in 2012.
- The AVL (Automatic Vehicle Locator) software has experienced connectivity issues with Tower 1 since its relocation from the former City Hall building. The AVL software is what is used to provide connectivity to the radios and the MDT's (Mobile Data Terminals).

Recommendation

MV Transportation and Sun Metro's Compliance Officer should:

- Disclose when there are exclusions to the monthly Ridership numbers.
- Establish a monthly recurring date to run the Trapeze Performance Reports, and disclose the date in their report to the Mass Transit Board.
- Restrict or limit access to prior periods once performance reports have been generated.

Management's Response:

- Disclosures will be provided in written format using the monthly report presented at the Mass Transit Board meeting.
- The monthly recurring date to run the Trapeze Performance Reports has been established to be on the 3rd of each month or as soon as the monthly audit has been completed to allow for sufficient time to report to Mass Transit Board.
- Once the reports are generated, they are saved in electronic format to be used as the official performance reports for that period. Only the Sun Metro's Compliance Officer has the ability to reprint/adjust those reports if needed.
- New digital radios and MDT's are being installed on all vehicles as of Oct 11, 2013 which will greatly enhance connectivity and communications with drivers.

Responsible Party:

MV's General Manager and Sun Metro's Compliance Officer

Implementation Date:

All items completed as of Oct 2, 2013.

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Current Observation

- No discrepancies were noted when confirming the Ridership, On-Time Performance, Complaints, and Missed Trip numbers reported on to the Mass Transit Board for the months of September – November 2014.
- There is no indication that items are excluded from the Mass Transit Board Reports. Side notes are provided on the reports for additional explanations.
- MV and Sun Metro have established the third of every month to run the Trapeze Performance Reports needed to create the Mass Transit Board Reports. On occasion the Trapeze Reports are run after the third of the month due to weekends and/or holidays. The date is disclosed as an “As Of” date on the Mass Transit Board Report.
- Access to Trapeze Performance Reports requires a User Id and password to log in. Multiple people have access to the Trapeze Performance Reports. In order to avoid generating multiple reports, MV and Sun Metro’s Compliance Officer have agreed that Sun Metro’s Compliance Officer will be the only one to run the Official Final Trapeze Performance Reports needed to create the monthly Mass Transit Board Reports.

Status

Implemented

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Finding 2

On-Time Performance (OTP)

Per RFP 2012-040R – Management and Operation Transit and Lift System Section 25.3.1:

- *On-time Performance will be measured based on the difference between scheduled pick-up time as reflected on the driver’s manifests and actual pick-up time as recorded on the vehicles mobile data terminal (MDT)...Pick-ups will be considered “on-time” if drivers arrive at the pick-up location within the thirty (30) minute window stated to customers.*
- *In calculating on-time performance, customer “no-shows” are counted as “on-time,” and “vehicle no shows” or “missed trips” are counted as “late.”... To compute the percentage of those trips that arrive within the on-time window, the number of on-time trips will be divided by the total number of completed trips plus missed trips plus customer no-shows.*

A review of the April, May, and June 2012 & 2013 On-Time Performance (OTP) percentages reported to the Mass Transit Board identified the following reporting variances:

	SM April 2012	MV April 2013	SM May 2012	MV May 2013	SM June 2012	MV June 2013
OTP per Mass Transit Report	85%	91%	82%	88.8%	81%	91.5%
OTP confirmed by Internal Audit	82.99%	90.84%	79.79%	88.68%	78.78%	91.47%
Variance between reported and confirmed amounts:	2.01	0.16	2.21	0.12	2.22	0.03

Legend: SM (Sun Metro); MV (MV Transportation)

- The 2012 Sun Metro figures could not be reproduced. The OTP numbers confirmed by the Internal Audit Office were 2% lower than what was reported to the Mass Transit Board.
- There were minimal variances identified with the 2013 OTP numbers for MV Transportation. The reporting variances can be attributed to the same causes identified in the confirmation of Ridership numbers in Finding #1.
- The performance variances between Sun Metro’s 2012 and MV Transportation’s 2013 OTP numbers are attributed to the use of different parameters being entered when running the OTP reports.
- The performance variances between Sun Metro’s 2012 and MV Transportation’s 2013 OTP numbers are attributed to the use of different parameters being entered when running the OTP reports.
 - When Sun Metro generated the OTP reports, they used a 40 minute pick-up window when they should have been using a 30 minute window. In order to accurately compare 2012 performance against 2013 performance, the LIFT Services Compliance Officer made revisions to the 2012 OTP figures that had initially been reported by Sun Metro. Because Sun Metro was utilizing a wider window to calculate On-Time Performance, a higher number of trips were classified as “on-time.”

FY 2012 Sun Metro OTP did not include Job Express OTP. The FY 2013 OTP statistics include both the trips performed by MV Transportation and Job Express.

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Recommendation

MV Transportation and Sun Metro's Compliance Officer should:

- Document the parameters that are to be used for generating the OTP reports,
- Ensure that established parameters are consistently utilized.
- Establish a recurring monthly date to run the Trapeze Performance Reports, and disclose the date to the Mass Transit Board.
- Restrict or limit access to prior periods once performance reports have been generated.

Management's Response:

- Parameters for generating OTP reports have been documented to use a 30-minute window and no other parameter is used for any other purpose.
- The monthly recurring date to run the Trapeze Performance Reports has been established to be on the 3rd of each month or as soon as the monthly audit has been completed to allow for sufficient time to report to Mass Transit Board. The report presented at Mass Transit Board will have an "As Of" date to identify when the source of the data was printed.
- Once the reports are generated, they are saved in electronic format to be used as the official performance reports for that period. Only the Sun Metro's Compliance Officer has the ability to reprint/adjust those reports if needed.

Responsible Party:

MV's General Manager and Sun Metro Compliance Officer

Implementation Date:

Completed as of Oct 2, 2013

Current Observation

- No discrepancies were noted when confirming the Ridership, On-Time Performance, Complaints, and Missed Trip numbers reported on to the Mass Transit Board for the months of September – November 2014.
- Sun Metro's Compliance Officer created On-Time Performance Report Procedures. These procedures detail the parameters to follow so the integrity of the 30 minute window will not be compromised. Parameters are being consistently followed when generating the On-Time Performance Reports.
- MV and Sun Metro have established the third of every month to run the Trapeze Performance Reports needed to create the Mass Transit Board Reports. On occasion the Trapeze Reports are run after the third of the month due to weekends and/or holidays. The date is disclosed as an "As Of" date on the Mass Transit Board Report.
- Access to Trapeze Performance Reports requires a User Id and password to log in. Multiple people have access to the Trapeze Performance Reports. In order to avoid generating multiple reports, MV and Sun Metro's Compliance Officer have agreed that Sun Metro's Compliance Officer will be the only one to run the Official Final Trapeze Performance Reports needed to create the monthly Mass Transit Board Reports.

Status

Implemented

Finding 3

Customer Complaints

Per RFP 2012-040R – Management and Operation Transit and Lift System Section 2.12.4:
Complaints per 100,000 Passenger Boardings will be measured by monthly counts of documented customer complaints about fixed route transit service including driving safety, operator behavior and employee behavior.

A review of the April, May, and June 2012 & 2013 customer complaint percentages reported to the Mass Transit Department Board identified that the figures can be relied upon. The following minimal reporting variances were identified in the confirmation of Customer Complaint numbers:

	SM April 2012	MV April 2013	SM May 2012	MV May 2013	SM June 2012	MV June 2013
Per Mass Transit Report	13.49	11.74	7.2	11.13	12.51	6.18
Confirmed by Internal Audit	13.58	11.69	7.18	11.13	12.51	6.17
Variance between reported and confirmed amounts:	-0.09	0.05	0.02	0.00	0.00	0.01

Legend: SM (Sun Metro); MV (MV Transportation)

The performance variances between Sun Metro’s 2012 and MV Transportation’s 2013 Customer Complaint numbers may be attributed to the following causes:

- A high learning curve due to New Drivers. MV Transportation was only able to retain 2 out of 156 (1.28%) of the Sun Metro Drivers when services were transferred.
- The tracking of customer complaints is a manual process that may not accurately capture all complaints that are submitted.
- The connectivity issues between Tower 1 and the AVL software. Riders are aware of the connectivity issues and have expressed their concerns.

Recommendation

MV Transportation and Sun Metro’s Compliance Officer should:

- Restrict or limit access to customer complaint database.
- Consider implementing an electronic solution so that customers can electronically submit customer complaints.

Management’s Response:

- Once the reports are generated, they are saved in electronic format to be used as the official performance reports for that period. Only the Sun Metro’s Compliance Officer has the ability to reprint/adjust those reports if needed.
- The City has procured a Customer Complaint Module within Trapeze that allows the LIFT to track and follow up on customer complaints, comments and recommendations. These records will be stored electronically and cannot be deleted once entered in the system.

Responsible Party:

Sun Metro Compliance Officer

Implementation Date:

Purchase approved. PO is being issued. Full implementation date expected by April 1st, 2014.

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Current Observation

- The complaint modules Com Trapeze and Com Web went live 2/11/15. Complaints submitted through Com Web will automatically transfer into Com Trapeze.
- Com Trapeze requires a User Id and password log in. An Application Icon of Com Trapeze has been placed on multiple users desktops. Users with access to Com Trapeze have been granted rights to enter or investigate complaints. Administration rights have only been granted to Sun Metro's Compliance Officer and Sun Metro's Transit Supervisor.
- Complaints taken before the new database was implemented will be maintained for the life of the contract, plus three (3) years, a total of eight (8) years at Sun Metro Facilities. Complaints taken in Trapeze will also be maintained for the life of the contract, plus three (3) years, a total of eight (8) years in the database.

Status

Implemented

INHERENT LIMITATIONS

Because of the inherent limitations of internal controls, errors or irregularities may occur and not be detected. Also, projections of any evaluation of the internal control structure to future periods are subject to the risk that procedures may become inadequate due to changes in conditions, or that the degree of compliance with the procedures may deteriorate.

CONCLUSION

We have concluded our audit work on the objectives of the Sun Metro Lift Operations Data Follow-Up Audit. The audit evidence used in the analysis is sufficient and appropriate for addressing the objective and supporting the observations and conclusion. In accordance with Generally Accepted Government Auditing Standards we are required to conclude on whether the Sun Metro’s Compliance Officer and MV Transportation met the objectives of the audit. The following is our conclusion.

MV Transportation and Sun Metro’s Compliance Officer met the Audit objectives in the following areas:

- Ensuring all items are disclosed in the monthly Ridership Reports.
- Establishing a recurring date to run the Trapeze Performance Reports and disclosing the date to the Mass Transit Board.
- Limiting official performance report downloads to the Sun Metro’s Compliance Officer.
- Documenting parameters that are followed when generating On-Time Performance Reports.
- Implementing an electronic customer complaint database that limits access based on user ID rights.
- Additionally, MV Transportation is meeting Strategic Goal 6.5 by: Delivering services timely and efficiently with focus on continual improvement.

We wish to thank MV Transportation and Sun Metro’s Compliance Officer for their assistance and courtesies extended through this audit.

Signature on File
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