



Audit, Safety Compliance & Real Estate Committee Meeting

November 12, 2025

MEETING MINUTES

Committee Members: Mayor Weiss (Chair), Ms. Pacetti (Vice Chair), Ms. Elder, Mr. Sleasman

Staff/Other: Shawn Becker, Nick Biggar, Randall Bowles, Janet Burney, Laura Crawshaw, George Fields, Bob Fleig, Anthony Garofoli, Rajan Gautam, Orlando Hudson, Chief Deirdre Jones, Lawrence Jupina, Sheila Miller, Charles Morgan, Holly Mothes, Mike Schipper, Andrew Scott, Wendy Talley, John Togher, Steven Zimmerman

Public: Terry McGrady

I. Roll Call

Mayor Weiss Called the meeting to order at 9:05 am with a roll call. Four (4) committee members were present representing a quorum.

II. Approval of Minutes – August 12, 2025

A motion by Mayor Weiss, seconded by Mr. Sleasman to approve the minutes from August 12, 2025, and was unanimously approved.

III. Internal Audit Report – Presentation of 3rd Quarter 2025 Internal Audit Activities

Anthony Garofoli, Executive Director, Internal Audit, and his staff presented significant mid-year adjustments to the 2025 Audit Plan, based on a dynamic risk assessment. Thirteen new projects were added, ten were removed or deferred, and hours were adjusted for twelve existing projects, while total audit hours remained unchanged. Notable additions included an audit of the Self-Insurance Liability Program, focusing on fees paid to the Third-Party Administrator (TPA) and informing the upcoming RFP process. The Fare Capping audit was deferred to 2026, and the Accident Review Committee rating audit was removed in favor of a bi-weekly operator retraining report.

The department's Quality Assurance & Improvement Program (QAIP) aligns with the 2024 Global Internal Audit Standards. Key Performance Indicators (KPIs) showed 14% of audits completed against a 30% target, with 53% delayed by at least one month. Client satisfaction in Q2 was 80%. The department is considering an hour allocation model to better reflect audit progress and is adopting new mandatory requirements for Cybersecurity and Third-Party Risk, effective in 2026. Three corrective action plans remain outstanding, pending charter approval.

Moving to Quarterly Audit Results and Program Updates, Internal Audit staff stated that completed projects included the On-Time Performance Audit (2024–2025 Bus and Rail) which was rated "Marginally Unsatisfactory." Recommendations focused on adjusting early-departure metrics and improving real-time customer information.

The Customer Complaints Process Audit was rated "Unsatisfactory." Management is developing a formal project plan to address findings, improve customer service processes, and review job titles within the new Customer Care Department.

The Fuel Expense Audit (CNG and Propulsion Power) was Rated "Satisfactory," with a recommendation for independent verification of vendor maintenance.

The Railcar Infrastructure Modification Designs Audit was also rated "Satisfactory," with a recommendation to expand master schedule practices to the full capital program.

Post-award compliance work continues for the Railcar Replacement Program (Contract No. 2021-125 with Siemens Mobility for 24 base light rail vehicles plus options). The total contract value is \$308.4 million, with 37% paid to date. The first painted car shell is complete, assembly is underway, and FTA oversight continues with monthly meetings and domestic content monitoring. No new change orders have been logged since the last report.

Ongoing projects include audits of IT Equipment Inventory, Fare Collection, Fraud Risk Assessment, Paratransit Certification, and the Windows 11 Upgrade. Continuous auditing covers monthly testing for nepotism, purchasing card use, payroll, and revenue reconciliation. IT updates include upgrades to the Consolidated Train Dispatch System, Bid Dispatch system enhancements, disaster recovery improvements, and planning for the ERP replacement and fare technology upgrades.

A significant discussion centered on the removal of the Accident Review Committee rating and prioritization audit. Management implemented a bi-weekly report to track operator retraining, successfully keeping the number of operators needing retraining in the single digits. The committee agreed to consider a "mini audit" in 2026 to test the effectiveness of this alternative approach.

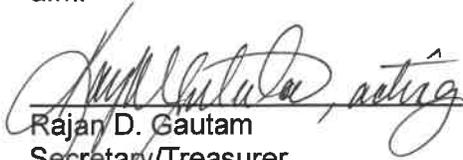
The committee discussed the importance of robust tracking and reporting of audit recommendations, particularly those with delayed implementation. Suggestions included refining KPIs, enhancing staff development tracking, and considering industry benchmarks for audit performance.

The department maintains active coordination with the State of Ohio Auditor, ODOT, and the FTA. Procurement for a healthcare claims auditing service is in progress, with findings intended to inform the 2026 TPA agreement RFP. The agency's continuous monitoring tools block approximately 12% of weekly incoming emails as spam or phishing, with all threats intercepted in the past three months.

The Committee reviewed governance and accountability for cybersecurity, emphasizing integration of cyber risk into enterprise risk management and alignment with organizational strategy. Third-party risk management focuses on clear ownership, oversight, risk identification, due diligence, monitoring, performance management, contractual safeguards, and independent assurance.

IV. Adjourn

There being no further business to bring before this Committee, a motion to adjourn the meeting was moved by Mayor Weiss and seconded by Ms. Pacetti. The meeting was adjourned at 10:20 a.m.



Rajan D. Gautam
Secretary/Treasurer



Brent Charnigo
Board Administrator

