



MEETING MINUTES

Committee of the Whole

May 19, 2026

Committee Members: Mayor Koomar (Chair), Ms. Pacetti (Vice Chair), Ms. Elder, Mayor Gallo, Ms. Harper, Mr. Love, Ms. McPherson, Mr. Sleasman, Mayor Weiss, Ms. Whigham

Staff/Other: Shawn Becker, Nick Biggar, India Birdsong Terry, Janet Burney, Floun'say Caver, Brent Charnigo, Nick Davidson, Shashelia Degraffinried, Traci Ext, George Fields, Bob Fleig, Anthony Garofoli, Rajan Gautam, Chief Deidre Jones, Lawrence Jupina, Carl Kirkland, Ida Marshall, Sheila Miller, Josh Miranda, Charles Morgan, Holly Mothes, Jim Rusnov, Mike Schipper, Kay Sutula, Wendy Talley, John Togher, Carolyn Young

Public: 3

I. Roll Call

Mayor Koomar called the meeting to order at 9:01 a.m. with roll call. A quorum was present.

II. Approval of Minutes – May 5, 2026

Mr. Sleasman moved, and Mr. Love seconded to approve the minutes; the motion carried.

III. Internal Audit Report – Presentation of 1st Quarter 2026 Internal Audit Report.

Anthony Garofoli, Executive Director, Internal Audit, presented the results of Internal Audit activities for the first quarter of 2026. Staff previously presented these activities in detail to the Audit Committee on May 12.

The 2026 internal audit plan, which was approved by the Board on February 17, 2026, is a risk-based plan aligned with the GCRTA strategic plan and performance metrics including customer experience, community impact, financial health and employee investment. Staff identified two additional priorities and high-risk areas to guide the plan: information technology, governance and configuration management.

Six audits were finalized during the first quarter, covering IT management, accounts payable, employee expenses, and railcar procurement compliance. Management is tracking and implementing the recommendations. Staff utilizes computerized audit scripts to analyze data continuously and catch exceptions, errors, or fraud indicators early.

Mr. Garofoli advised that a key takeaway from the report was the theme analysis of customer experience audits conducted between 2023 and 2026. While the organization has made meaningful progress, particularly by establishing a Customer Experience department, it lacks a formal, organization-wide strategy. The report also emphasized the need to strengthen a customer-focused culture and improve employee understanding of the full customer journey to ensure more consistent service delivery.

Mr. Garofoli summarized the status of projects in progress, noting that the work is tied to cooperational risks and priorities, especially financial controls, customer-facing service issues, technology oversight and the railcar replacement program.

The State Auditor will be on site for the financial single audit for fiscal year 2025, and findings will be presented to the Board in June 2026.

The FTA is conducting its triennial review regarding federal grant compliance and will be on-site in July. GCRTA also continues to work with the FTA's program management oversight consultant for the railcar project.

The report includes details regarding efforts to follow up on Internal Audit recommendations with each of the Deputy General Managers

Internal Audit has engaged an audit consultant to evaluate healthcare expenses and to provide management with cost-saving strategies and should have results within the next 30 days.

Ms. Whigham referenced customer experience and questioned the methodology staff utilizes to derive recommendations. She wanted to make sure recommendations are developed based on data and trends and not anecdotes or experiences of individuals. Mr. Garofoli clarified that these findings were derived from a comprehensive analysis of ten (10) distinct audits over a two-year period rather than personal anecdotes. Each audit was benchmarked against industry standards and other transit agencies through the American Public Transportation Association.

Mr. Garofoli further explained that for each audit staff benchmarks GCRTA against other transit properties and sources within the industry. As a member of the Audit Professionals group of APTA, we share many common practices and audit programs and reports. Recommendations are tied to benchmarking as well as the results of tests.

Ms. Harper requested more details regarding the risk assessment framework and where staff could potentially find mitigation strategies that have been recommended. Mr. Garofoli advised that risk assessment is unique to each audit. The first objective is to understand the business objective and risks, then what controls are in place to mitigate those risks. The controls are tested and the results and any recommendations for improvement are shared with management and tracked.

IV. Adjournment

There being no further business to bring before the Committee, Mayor Koomar moved to adjourn the meeting and seconded by Mayor Gallo. The meeting was adjourned at 10:15 a.m.



Rajan D. Gautam
Secretary/Treasurer



Brent Charnigo
Board Administrator