

**Los Angeles County
Metropolitan Transportation Authority
Office of the Inspector General**

**Review of Controls Over Cable
Television Services at
Metro's Gateway Building**

Report No. 20-AUD-04

January 14, 2020



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Metro


**Los Angeles County
Metropolitan Transportation Authority**

Office of the Inspector General
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Los Angeles, CA 90017

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DATE: January 14, 2020

TO: Metro Board of Directors
Metro Chief Executive Officer

FROM: Yvonne Zheng, Senior Manager, Audit
Office of the Inspector General 

SUBJECT: Final Report: Review of Controls Over Cable Television Services at
Metro's Gateway Building (Report No. 20-AUD-04)

INTRODUCTION

The Office of the Inspector General (OIG) completed a review of Metro's cable television services at the Gateway building. This review was conducted as part of our ongoing effort to assist Metro in improving the economy and efficiency of operations. The purpose of this review was to determine whether subscriptions for cable television services have a Metro business need and internal controls over cable television use are adequate. This review did not include cable television use outside the Gateway building.

BACKGROUND

The General Services Department at Metro is responsible for providing facility and administrative services at Gateway, which includes building management and maintenance, mail service, travel, copy service, and Metro's gym. General Services is also responsible for monitoring cable television service at Gateway, which includes approving user departments' business justifications for obtaining cable television service.

General Services staff advised that around calendar year 2010, monitoring and approving cable television service at the Gateway building became the responsibility of their department. Prior to 2010, this function had been the responsibility of the Information Technology Services (ITS) Department. However, the General Services staff informed us that over the years, this responsibility has transferred back and forth between the two departments.

OBJECTIVE, SCOPE, AND METHODOLOGY OF REVIEW

The objective of this review was to determine whether Metro has adequate policies, procedures, and controls in place for the use of cable television services at the Gateway building.

The scope of this review covered the use of cable television at the Gateway building only.

To achieve the review objective, we:

- Requested a copy of policies and procedures covering cable television service at Metro, specifically the Gateway building.
- Interviewed appropriate staff in General Services and Information Technology Services (ITS).
- Reviewed selected Spectrum invoices for the period of January to July 2019.
- Identified the number of receivers and additional television outlets shown on the June 2019 Spectrum bill for the Gateway building.
- Searched payment transactions under Account 50504 (Utilities Telephone) for cable television invoices.

We conducted this audit in accordance with generally accepted government auditing standards. 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 the audit objectives. We believe that the evidence obtained provides a reasonable basis for our findings and conclusions based on the audit objective.

RESULTS OF REVIEW

Overall, we found that the controls over cable television were inadequate (except for Metro's gym) and need to be strengthened. Specifically, we found:

- Written policies and procedures had not been developed.
- There was no documentation to show that cable television services had been approved and had a proper business purpose.
- There was no tracking system to record and monitor the locations of cable television receivers, outlets, and the user departments.
- Charges for cable television were being paid through the incorrect account.

A. No Written Policies and Procedures

We found that Metro has no written policies and procedures for the use of cable television. General Services staff who currently have oversight responsibility informed us that to their knowledge, there has never been any written policies and procedures related to the use of cable television at the Gateway building. They believe that the lack of written policies and procedures may be due to the oversight function being transferred back and forth between ITS and General Services.

General Services is responsible for reviewing and approving the user department's business justification for establishing cable television service at Gateway. However, with no written policies and procedures, there is no process in place to approve and justify the business need for cable television. Also, there is no standard form for departments to use to request and document their business justification for cable television service. The lack of written policies and procedures provides less assurance that the use of cable television service by departments is appropriate, has

proper business justification, and is being used for business purposes. The General Services Department needs to develop written policies and procedures and a request/approval form for the use of cable television.

B. Lack of Tracking System

Although General Services staff were generally aware that some Gateway departments have cable television, they could not provide us any approval documentation, information on which departments currently have cable service, and the number and locations of active cable outlets and television receivers. They were also not aware of any cable television invoices, except for the one account with Spectrum that covers the Gateway gym. General Services staff stated that there has never been any recordkeeping process established to track and monitor cable television services at Gateway.

To provide proper oversight over the use of cable television services, General Services needs to establish the criteria for the departments to request cable television services, develop and maintain complete and accurate records of the departments that currently have cable television, the locations of the outlets, and documentation of approvals for the services.

C. Identification of Cable Television Accounts and Invoices

Currently, the General Services Department is responsible for managing the use of all cable television at Gateway, and the ITS Department is responsible for Metro's internet service. Spectrum account number 8448208990022024 is the primary account for cable television service at Gateway. General Services is responsible for the oversight and monitoring of this account. This account does not include the cable television outlets and receivers that are in the Metro gym, which are under a separate account. Spectrum account number 8448208990002810 is the primary account for Metro's internet service. The ITS Department is responsible for the oversight and monitoring of this account.

Metro's Gym. General Services staff advised us that Metro's gym provides cable television, internet and Wi-Fi service to its users. In addition, they stated that due to the sophistication of the applications on the exercise equipment, and the concern that it would have a negative impact on the service already in place at Gateway, General Services and ITS decided at the time of set-up that cable television, internet, and Wi-Fi service for the gym would be under a separate Spectrum account.

Accounting Records. The Accounting Department advised us that charges for cable television should be paid through Account 50504 – Utilities / Telephone. Accordingly, we initially researched transactions in Account 50504 made during 2018, but could not identify any payment transactions for cable television at Gateway. We then requested from General Service's staff any documentation (e.g., invoices, accounts or payments) they had for cable television service. Except for the Gateway gym Spectrum account, they initially could not locate any documentation for cable television service at Gateway.

Spectrum Internet Bill. Subsequently, while reviewing the monthly Spectrum internet bill for account ending in “2810,” ITS staff identified some sub accounts for cable television services that should not have been on the internet bill. ITS staff said that they were unaware that cable television charges were included in the Spectrum internet services account, and did not know how long this was the case. They also stated that the account ending in “2810” covers internet service for all of Metro and because monthly bills average approximately \$30,000 is probably why the error was not caught sooner. As a result of this review, in May 2019, General Services and ITS staff worked with Spectrum to transfer seven cable television service accounts to Metro’s primary cable account ending in “2024.”

Review of June 2019 Spectrum Bill for Cable Television Services. We obtained and reviewed the June 16, 2019 Spectrum statement (with current charges of \$1,436.59) for primary account ending in “2024,” which was the first bill that included all 7 cable television service sub accounts transferred from the internet account (see Attachment A). The services listed on the bill included “Basic TV” and Standard TV;” no premium television such as movie channels, sports packages, or “Adult Content” were listed on the bill.

In total, we identified 57 Spectrum receivers¹ and 50 additional outlets.²

- Receivers, Our review found that all 7 of the accounts listed 1 or more Spectrum receivers and three accounts listed 12. The cost for the receivers varied, ranging from \$1.50 to \$8.50 per receiver each month.
- Additional Outlets, We found that 37 of the 50 additional outlets had various charges, ranging from \$2.99 to \$15.99 per outlet each month. There were no charges for the remaining 13 outlets.

See table below for breakdown of receivers and additional television outlets by sub account number.

¹ A digital receiver is a piece of equipment that receives digital programming from the cable provider and converts it into a format that can be connected to and viewed on a television. It is also commonly referred to as a Set Top Box or cable box.

² The cable wall outlet is normally an F connector faceplate mounted on the wall in the room where the television is located. The coaxial jumper cable attaches between the cable wall outlet and the coax input connector on the back of a cable box.

SPECTRUM CABLE TELEVISION SERVICE – GATEWAY BUILDING				
BREAKDOWN OF JUNE 2019 STATEMENT – ACCOUNT ENDING “2024”				
<u>Sub Account Numbers</u>	<u>Description</u>	<u>Number of Receivers</u>	<u>Number of Additional TV Outlets</u>	<u>Total Monthly Cost</u>
320469395	Transit EOC MTA	7	6	(A) \$641.56
323467917	Los Angeles City MTA – Data Equip 37- 48	11	11	(B) \$230.17
323359782	2 nd Level – TV Adapters for Data Center and Transit	12	11	(C) \$218.47
323379781	Transit EOC MTA, Data Equip 25-36	12	11	\$211.93
323332087	LA CO MTA – Data 13-24	12	11	\$129.16
323787462	2 nd Level Floor Equipment	1	0	\$5.30
322336378	MTA Transit EOC –Equip 22-39	<u>2</u>	<u>0</u>	<u>\$0</u>
	TOTALS	<u>57</u>	<u>50</u>	<u>\$1,436.59</u>

Notes:

- (A) Cost also includes business internet (\$419.99), basic/standard TV (\$80.99), and other charges
- (B) Cost also includes basic/standard TV (\$31.18)
- (C) Cost also includes basic/standard TV (\$69.57)

Notwithstanding our review of the June 2019 bill which found no premium or “adult content” channels, the Inspector General advised that there was an incident in the past where our office was notified by law enforcement in the Gateway building that the cable service they were provided included “adult content” programming. The Inspector General further stated that the incident at the time was verified.

Because of the lack of a tracking system for cable television services at Gateway, there is a possibility that there are unidentified services beyond the Spectrum cable television accounts listed in the above table.

Documentation Lacking to Identify Active Cable Television Lines. We asked General Services if they could identify the location and number of active cable outlets and receivers. General Services staff did not have this information. They advised us that Spectrum could not provide them with sufficient information or provide possible solutions for how Metro and Spectrum could determine the number of active/in-use lines or their locations. We inquired about performing a physical count of cable lines and receivers at Gateway. General Services advised us that they would need the assistance of the ITS Department to conduct a physical count of active cable lines/receivers and their locations.

The inability to readily identify and locate the number of active cable outlets and receivers at Gateway makes it difficult for General Services to provide proper oversight. We believe that General Services should coordinate with ITS to perform a physical count of active cable lines at the Gateway building. After identifying the users, the General Services Department should contact them and require that they provide a business purpose for continuing to have cable television service.

In addition, the inability to account for the number and location of outlets and receivers could also potentially have the following negative impact:

- Paying for active outlets and/or receivers that are not being used or have no business purpose;
- Paying for outlets and/or receivers that do not exist;
- Lack of employee productivity due to watching television during work time;
- Employees having access to inappropriate television content which can create a hostile work environment; and
- Not tracking/monitoring all cable television services at the Gateway building.

Charges for Internet Services on Cable Television Account. One cable television account (320469395) included \$419.99 for business internet service per month. Incurring this cost for internet might not be necessary since the ITS Department provides internet service for all of Metro. When we brought this matter to the attention of General Services and ITS, both departments stated that they were not sure why business internet was being charged to this account and they would have to research this matter. If there is no business need for a separate internet account, General Services should cancel the \$419.99 internet service under this account.

D. Incorrect Account Used to Pay Cable Television Fees

The Accounting Department advised us that charges for cable television should be paid through Account 50504 – Utilities / Telephone. However, we found that General Services had been paying for cable television services (including the Gateway gym) through Account 50316 – Professional and Technical Services. Account 50316 states, “Payment for labor and services provided by computer services companies, engineering firms, management consultants, transit industry consultants, etc....”

We asked General Services staff why they were using Account 50316 instead of Account 50504 for the payment. They informed us that they were using Account 50316 because they had no budget allocated for cable television services. After we spoke to Accounting, they advised us that they would notify General Services that Account 50504 is the appropriate account to use. Subsequently, Accounting contacted General Services that beginning July 2019 all charges for cable television services should be paid through Account 50504.

Charging cable television fees to the appropriate account is important because it helps ensure that expenses are properly documented and reported correctly.

ADDITIONAL OBSERVATION

As discussed in section “C” above, Metro has at least 7 sub accounts identified by Spectrum for cable television at the Gateway building. After the General Services Department determines what lines are active, where they are located, and if there is a legitimate business need for the active line, they should work with Spectrum to eliminate the 7 individual sub accounts and establish a new account, which could still be the primary account ending in “2024”, with only those active cable lines that have been identified and have a legitimate business purpose. This will help provide General Services with a more effective and efficient monitoring tool going forward.

Also, we inquired at the beginning of this review, whether Metro had considered any other alternatives for providing cable television service to the Gateway building. General Services advised us that about 10 years ago, Metro looked into the possibility of satellite television service for the entire building; but at the time, infrastructure cost was too high.

With the advancements in technology, Metro may consider doing research to determine if there are other avenues available that will provide business related television to the Gateway building more efficiently and effectively.

CONCLUSION

Our review found that the controls over cable television were inadequate, except for cable television service for the Gateway gym. Strengthening controls over cable television services will help ensure that the General Services Department performs its oversight function in an effective and efficient manner.

RECOMMENDATIONS

We recommend that the General Services Department Management:

1. Develop written policies and procedures covering the use of cable television services.
2. Develop a standard form to be completed by user departments for requesting and justifying the business purpose for cable television.
3. Develop a tracking system to document and monitor the user departments and location of cable television receivers and outlets.

4. Work with the ITS Department to schedule and conduct a physical count to identify all active cable television lines (and their locations) at Metro’s Gateway Building and departments that have cable television service.
 - a. For departments that have a business need for cable television, require them to complete a request/approval form.
 - b. Cancel any cable television services that cannot be identified to a department and/or has no business purpose.
5. Cancel the internet service on sub-account 320469395; and if there is a legitimate business need for a separate internet account, direct the user department to request internet service under the ITS internet account with Spectrum.
6. Ensure that fees for cable television services are paid through the appropriate account (50504).
7. Consider working with Spectrum to eliminate all the sub accounts and create one account that includes only those active cable lines that have been identified as having a legitimate business purpose.
8. Research and determine if there are more effective and efficient methods available for providing cable television service in the Gateway building.
9. Consider placing labels on televisions that have cable service, stating “For Business Purpose Only: No inappropriate content should be broadcasted.”

MANAGEMENT COMMENTS TO THE RECOMMENDATIONS

We received management’s response to the recommendations in this draft report on January 9, 2020. The response stated: “General Services agrees with the recommended actions and is in discussion with the ITS department to transition the currently shared responsibility for Cable Television Services to reside within ITS, as they currently successfully manage comparable hardware and information services for computers and telephones.” See Attachment B.

EVALUATION OF METRO MANAGEMENT COMMENTS

The General Services Department has agreed with all the recommendations in the report and is currently working with ITS to transition the oversight responsibility for cable television services. General Services advised that a final resolution will be provided at a later date. We will review the final resolution when provided to determine that all recommendations have been addressed.

Spectrum Monthly Bill dated June 16, 2019



June 16, 2019
 Invoice Number: 0022024061619
 Account Number: **8448 20 899 0022024**
 Security Code: **2212**
 Service At: 1 GATEWAY PLZ
 AH
 LOS ANGELES CA 90012-3745

Contact Us
 Visit us at spectrumbusiness.net
 Or, call us at 1-866-772-4948

SPECTRUM BUSINESS NEWS

BILL DATE REMINDER: A new Bill Statement and/or Bill Due date were implemented with your last bill statement. This bill statement reflects those changes. If you use the AutoPay feature, you may need to make adjustments with your financial institution to account for the date changes.



Summary

Details on following pages

Previous Balance	664.69
Payments Received	0.00
Adjustments	5.00
Past Due Balance - Due Now	\$669.69
Spectrum Business™ Services	1,436.59
Total Due	\$2,106.28

Please note your account is past due.
 To avoid a late fee, the BALANCE must be paid by the DUE DATE. If unpaid balance is not paid immediately your service may be interrupted. There may be additional fees to restore service. Thank you for your prompt payment.



9260 TOPANGA CYN BV CHATSWORTH CA 91311-5760
 8622 4290 NO RP 16 06172019 NNNNNNNN 01 000016 0001

C/O ACCOUNTS PAYABLE
 LOS ANGELES COUNTY MTA
 PO BOX 512296
 LOS ANGELES CA 90051-0296



June 16, 2019
Los Angeles County Mta

Invoice Number: 0022024061619
 Account Number: 8448 20 899 0022024
 Service At: 1 GATEWAY PLZ
 AH
 LOS ANGELES CA 90012-3745

Total Due	\$2,106.28
Amount you are enclosing	\$

Please Remit Payment To:

TIME WARNER CABLE
 PO BOX 60074
 CITY OF INDUSTRY CA 91716-0074

844820899002202402106284

Spectrum Monthly Bill dated June 16, 2019

Page 2 of 6 June 16, 2019
 Los Angeles County Mta
 Invoice Number: 0022024061619
 Account Number: 8448 20 899 0022024
 Hierarchy ID: LACOMTA
 Security Code: 2212



Contact Us
 Visit us at spectrumbusiness.net
 Or, call us at 1-866-772-4948
8622 4290 NO RP 16 06172019 NNNNNNNN 01 000016 0001

Charge Details

Previous Balance \$664.69

Adjustments

Jun 16 Late Fee 5.00
 Adjustments Total \$5.00

Past Due Balance - Due Now \$669.69

Sub Account Charges by Group

LACOMTA

Jun 07	TRANSIT EOC MTA 8448300320469395	629.92
May 17	MTA TRANSIT EOC 8448300322336378	0.00
May 24	LA CO MTA 8448300323332087	121.49
May 24	LOS ANGELES COUNTY MTA * 8448300323350782	204.94
Jun 03	TRANSIT EOC MTA 8448300323379781	199.34
Jun 04	LOS ANGELES CTY MTA * 8448300323467917	215.94
May 17	LOS ANGELES COUNTY METR * 8448300323787462	4.99

\$1,376.62

Sub Account Taxes by Group

LACOMTA

Jun 07	TRANSIT EOC MTA 8448300320469395	11.64
May 24	LA CO MTA 8448300323332087	7.67
May 24	LOS ANGELES COUNTY MTA * 8448300323350782	13.53
Jun 03	TRANSIT EOC MTA 8448300323379781	12.59
Jun 04	LOS ANGELES CTY MTA * 8448300323467917	14.23
May 17	LOS ANGELES COUNTY METR * 8448300323787462	0.31

\$59.97

Sub Account Charges Total \$1,436.59

Total Due \$2,106.28

Sub Account Details by Group

LACOMTA

TRANSIT EOC MTA
 1 GATEWAY PLZ
 LOS ANGELES, CA 90012-3745
 Account Number: 8448300320469395
 Security Code: 3623



Monthly Charges

Date	Description	Quantity	Amount
Jun 17 - Jul 16	Bcv Additional Digital	3	25.50
Jun 17 - Jul 16	Spectrum Receiver	3	25.50
Jun 17 - Jul 16	Spectrum Receiver	1	8.50
Jun 17 - Jul 16	Modem	1	0.00
Jun 17 - Jul 16	Basic TV	1	20.99
Jun 17 - Jul 16	Basic TV Add'l Outlet	6	0.00
Jun 17 - Jul 16	Standard TV	1	60.00
Jun 17 - Jul 16	Commercial Dvr Service	1	9.95
Jun 17 - Jul 16	Bcv Digital Access	1	0.00
Jun 17 - Jul 16	Digital Video	1	6.25
Jun 17 - Jul 16	Digital Choice Tier	1	6.25
Jun 17 - Jul 16	Business Internet	1	419.99
Jun 17 - Jul 16	Static IP Address	1	35.00

Monthly Charges Subtotal \$617.93

Taxes And Fees

Description	Amount
Broadcast TV Surcharge	11.99
Franchise Fee	0.52
Franchise Fee	9.20
PEG Capital Fee	1.85
PEG Capital Fee	0.07

Taxes and Fees Subtotal \$23.63

Total For Account 8448300320469395 \$641.56

Continued on the next page....

Payment Locations - See a list of local payment center locations at spectrum.net or call 1-888-TWCABLE for the location nearest you.

PayXpress Online Bill Payment

Save time and paper with PayXpress
 Go green with PayXpress online bill payment.

Enrolling is easy, just go to spectrum.net/account
 Have your account number handy, found on the top of your
 statement and on your remittance coupon.

Payment Options

For questions or concerns, please call 1-866-772-4948.



Spectrum Monthly Bill dated June 16, 2019

Page 3 of 6 June 16, 2019
 Los Angeles County Mta
 Invoice Number: 0022024061619
 Account Number: 8448 20 899 0022024
 Hierarchy ID: LACOMTA
 Security Code: 2212



Contact Us
 Visit us at spectrumbusiness.net
 Or, call us at 1-866-772-4948
8622 4290 NO RP 16 08172019 NNNNNNNN 01 000016 0001

MTA TRANSIT EOC
 1 GATEWAY PLZ
 EQUIP 22-39
 LOS ANGELES, CA 90012-3745
 Account Number: 8448300322336378
 Security Code: 4627

Monthly Charges

Date	Description	Quantity	Amount
May 26 - Jun 25	Bcv Bulk Broadcast	1	0.00
May 26 - Jun 25	Bcv Bulk Basic Cable	1	0.00
Monthly Charges Subtotal			\$0.00

Total For Account 8448300322336378 \$0.00

LA CO MTA
 1 GATEWAY PLZ
 DTA 13-24
 LOS ANGELES, CA 90012-3745
 Account Number: 8448300323332087
 Security Code: 9148

Monthly Charges

Date	Description	Quantity	Amount
Jun 04 - Jul 03	Spectrum Receiver	12	18.00
Jun 04 - Jul 03	Basic TV	1	0.00
Jun 04 - Jul 03	Additional Outlet	5	0.00
Jun 04 - Jul 03	Additional Outlet	6	91.50
Jun 04 - Jul 03	Standard TV	1	0.00
Monthly Charges Subtotal			\$109.50

Taxes And Fees

Description	Amount
Broadcast TV Surcharge	11.99
Franchise Fee	6.39
PEG Capital Fee	1.28
Taxes and Fees Subtotal	
	\$19.66

Total For Account 8448300323332087 \$129.16

LOS ANGELES COUNTY MTA *
 1 GATEWAY PLZ FL 2
 LOS ANGELES, CA 90012-3746
 Account Number: 8448300323350782
 Security Code: 4984

Monthly Charges

Date	Description	Quantity	Amount
Jun 03 - Jul 02	Spectrum Receiver	12	27.60
Jun 03 - Jul 02	Basic TV	1	25.69
Jun 03 - Jul 02	Basic TV Add'l Outlet	1	0.00
Jun 03 - Jul 02	Basic TV Add'l Outlet	3	8.97
Jun 03 - Jul 02	Basic TV Add'l Outlet	2	10.56
Jun 03 - Jul 02	Basic TV Add'l Outlet	5	76.25
Jun 03 - Jul 02	Standard TV	1	43.88
Monthly Charges Subtotal			\$192.95

Taxes And Fees

Description	Amount
Broadcast TV Surcharge	11.99
Franchise Fee	0.52
Franchise Fee	10.78
PEG Capital Fee	2.16
PEG Capital Fee	0.07

Taxes And Fees cont.

Description	Amount
Taxes and Fees Subtotal	\$25.52

Total For Account 8448300323350782 \$218.47

TRANSIT EOC MTA
 1 GATEWAY PLZ
 DTA EQUIP 25-36
 LOS ANGELES, CA 90012-3745
 Account Number: 8448300323379781
 Security Code: 3136

Monthly Charges

Date	Description	Quantity	Amount
Jun 13 - Jul 12	Spectrum Receiver	10	15.00
Jun 13 - Jul 12	Spectrum Receiver	2	4.60
Jun 13 - Jul 12	Basic TV	1	0.00
Jun 13 - Jul 12	Additional Outlet	11	167.75
Jun 13 - Jul 12	Bcv Basic Cable Private	1	0.00
Monthly Charges Subtotal			\$187.35

Taxes And Fees

Description	Amount
Broadcast TV Surcharge	11.99
Franchise Fee	10.49
PEG Capital Fee	2.10
Taxes and Fees Subtotal	
	\$24.58

Total For Account 8448300323379781 \$211.93

LOS ANGELES CTY MTA *
 1 GATEWAY PLZ
 DTA EQUIP 37-48
 LOS ANGELES, CA 90012-3745
 Account Number: 8448300323467917
 Security Code: 8047

Monthly Charges

Date	Description	Quantity	Amount
Jun 14 - Jul 13	Spectrum Receiver	11	25.30
Jun 14 - Jul 13	Basic TV	1	10.28
Jun 14 - Jul 13	Additional Outlet	2	30.50
Jun 14 - Jul 13	Basic TV Add'l Outlet	1	0.00
Jun 14 - Jul 13	Basic TV Add'l Outlet	1	5.04
Jun 14 - Jul 13	Basic TV Add'l Outlet	7	111.93
Jun 14 - Jul 13	Standard TV	1	10.21
Jun 14 - Jul 13	Standard TV	1	10.69
Monthly Charges Subtotal			\$203.95

Taxes And Fees

Description	Amount
Broadcast TV Surcharge	11.99
Franchise Fee	0.52
Franchise Fee	11.36
PEG Capital Fee	2.28
PEG Capital Fee	0.07
Taxes and Fees Subtotal	
	\$26.22

Total For Account 8448300323467917 \$230.17

Continued on the next page.....

Copy of Management Comments to the Draft Report



Metro

Interoffice Memo

Date	January 9, 2020
To	Yvonne Zheng, Senior Manager, Audit Office of the Inspector General
From	Steve Jaffe, Deputy Executive Officer, General Services
Subject	Review of Controls over Cable Television Services at Metro's Gateway Building, Report No. 20-AUD-04)

Thank you for the opportunity to respond to the findings and recommendations prior to the final release of the Review of Controls over Cable Television Services at Metro's Gateway Building.

General Services agrees with the recommended actions and is in discussion with the ITS department to transition the currently shared responsibility for Cable Television Services to reside within ITS, as they currently successfully manage comparable hardware and information services for computers and telephones. The final resolution will be provided at a later date.

cc: Joanne Peterson, Chief Human Capital & Development Officer
 Bryan Sastokas, Chief Information Technology Officer
 Merrilu Alfaro, Director, General Services
 William Balter, Senior Director Information Technology
 John Flores, Facilities Maintenance Supervisor, General Services
 Joe Giba, Executive Officer, Information Technology
 Donald Howey, Deputy Executive officer, Administration
 Jesse Soto, Executive Officer, Finance/Controller

Final Report Distribution

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Chief of Staff
Chief, Human Capital & Development Officer
Deputy Executive Officer, General Services
Director, General Services
Chief Information Technology Officer
Executive Officer, Information Technology
Executive Officer, Finance/Controller
Inspector General
Board Secretary
Chief Auditor (Interim)
Audit Support Manager
Manager, Records & Information Management