



April 4, 2017

Ms. Catherine Brady, Director
Sjoberg Evanshenk Consulting
455 Capital Mall, Suite 700
Sacramento, CA 95814

Re: Pima Association of Governments – Regional Transportation Authority
Plan Performance Audit

Dear Ms. Brady:

We have reviewed the draft of the Performance Audit of the Regional Transportation Authority Plan, dated April 3, 2017, and performed as required by ARS § 28-6313. We offer the following responses to the recommendations identified in the Audit Report:

1. RTA should encourage lead agency/local jurisdictions responsible for the implementation of the RTA Plan projects to consider using internal project delivery performance measures to better measure the efficiency and effectiveness of project management efforts toward meeting goals.

Response: The finding is agreed to and the audit recommendation will be implemented.

Comment: The RTA supports this recommendation and will work with its lead agency organizations to identify project management goals and measures.

2. RTA should provide a range of expected revenues for the next cycle of RTA Plan revenue projections, instead of only providing one scenario as in the past.

Response: The finding is agreed to and the audit recommendation will be implemented.

Comment: The RTA has already implemented this recommendation, and presented its most recent financial forecast to the RTA Board on March 23, 2017, with a range of revenue forecasts.

3. PAG could improve practices related to the preparation and reporting of five-year performance assessment reports by releasing the information on a more frequent basis.

Response: The finding is agreed to and the audit recommendation will be implemented.

Comment: PAG supports this recommendation and will develop a plan to release performance data with greater frequency.

4. PAG should capture roadway-related data and analyze performance against recently adopted Regional Mobility and Accessibility Plan targets.

Response: The finding is agreed to and the audit recommendation will be implemented.

Comment: PAG supports this recommendation and has included within its work plan expanded data collection and the development of a performance dashboard for Regional Mobility and Accessibility Plan (RMAP) targets.

5. PAG should continue to refine performance-based planning and measurement through an iterative approach adjusting measures and targets as needed to better achieve regional goals.

Response: The finding is agreed to and the audit recommendation will be implemented.

Comment: PAG supports this recommendation and will monitor and adjust targets based upon local and national experiences, standards and goals.

6. RTA and the City of Tucson could standardize reports and regional comprehensive performance reporting for Sun Tran, Sun Link, Sun Van and Sun Shuttle transit services to make it easier for taxpayers to identify transit performance outcomes.

Response: The finding is agreed to and the audit recommendation will be implemented.

Comment: RTA supports this recommendation and is working with the City of Tucson to improve and standardize transit performance reporting

7. RTA should develop performance targets for Sun Shuttle neighborhood and dial-a-ride paratransit service for areas such as ridership, service coverage and frequency, and total expenses and revenues in addition to system reliability and passenger safety currently included in operator contracts.

Response: The finding is agreed to and the audit recommendation will be implemented.

Comment: RTA supports this recommendation and is including additional targets in the transit services contract awarded at its last Board meeting.

Pima Association of Governments and the Regional Transportation Authority are committed to improving mobility, safety and accountability within our region, and have begun implementing the recommendations contained within the Performance Audit.

We greatly appreciate the diligence and professionalism of the Auditor General's Office and the Sjoberg Evashenk Consulting team during the audit process.

If you have any questions, please do not hesitate to contact me.

Sincerely,

Farhad Moghimi
Executive Director

cc: Ms. Debbie Davenport, Auditor General, Office of the Auditor General
Dale Chapman, Performance Audit Director, Office of the Auditor General
Kim Hildebrand, Performance Audit Manager, Office of the Auditor General



CITY OF
TUCSON

DEPARTMENT OF
TRANSPORTATION

April 5, 2017

Dear Ms. Brady,

The Tucson Department of Transportation (TDOT) has reviewed the revised draft report provided on April 3, 2017. Included in the report is one Audit Recommendation for the City of Tucson. The following is a summary of that recommendation with TDOT's response:

RTA and the City of Tucson could standardize reports and regional comprehensive performance reporting for Sun Tran, Sun Link, Sun Van, and Sun Shuttle transit services to make it easier for taxpayers to identify transit performance outcomes.

Response: The finding is agreed to and the audit recommendation will be implemented. TDOT commits to working with our regional partner, RTA, on the implementation of this recommendation.

Thank you for the opportunity to review the draft report. Please let us know if you need any additional information related to the audit recommendations.

Sincerely,

Robin Raine, Deputy Director
City of Tucson, Department of Transportation

cc: Daryl Cole, Director, City of Tucson, Department of Transportation
Carlos de Leon, Deputy Director, City of Tucson, Department of
Transportation
Sam Credio, Transit Administrator, City of Tucson, Department of
Transportation

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