Johnson County Audit Services Performance Audit

Micro Transit Performance Audit

August 11, 2022
Audit Objective

Does Johnson County have oversight controls in place for the micro transit pilot program?

Yes, but the County could strengthen the micro transit program oversight
What is Micro Transit?

1. Request a ride on a mobile phone app, by computer, or by calling direct
2. Get picked up
3. Pick up other passengers on the way
4. Get dropped off at your destination
Micro Transit

KCATA contracted to manage the County’s transit system

Micro Transit was a contract with WHC, Inc also managed by KCATA

Johnson County’s oversight responsibility was to ensure the micro transit contract is being administered properly
Contract Administration Plan

Contract Management and Administration procedure 110.245 was signed by the County Manager in February 2021.

This procedure contains the best practices for contract management and administration.

Currently Transit does not have a contract administration plan for their micro transit related contracts.
Contract Administration Plan

Some of the elements included in the administration plan are:

- Scope of work of specifications that include deliverables
- Contract goals
- Pricing structure for contract
- Delivery terms and requirements
- Potential contractual risks and assignment of risk levels
- Key contract terms and conditions to include risk mitigation and information security
- Contract Monitoring methods
- How performance will be measured and accepted
- Collaboration with the procurement office
We recommended the Transit Director in collaboration with Procurement Office:

- Prepare a Contract Administration Plan for micro transit contracts entered on behalf of the County.

  - Management concurs with this recommendation
Guidelines for pilot programs

Guidelines can help pilot projects succeed

Simple guidelines provide employees with a framework to ensure pilots provide the most useful information

Pilots may be different, but they should all address core elements:
- Goals
- Objectives
- Targets
- Measurable performance metrics
Guidelines for pilot programs

Five leading practices from the GAO:

- Establish appropriate and measurable objectives linked with identified performance measures
- Articulate a methodology for evaluating pilot performance
- Evaluate pilot performance - identify and document lessons learned
- Draw and document conclusions about scalability
- Ensure two-way communication exists at all stages of the pilot with internal and external stakeholders
We recommended the County Manager:

- Develop guidelines for pilot programs that address innovative initiatives

  - Management concurs with this recommendation
Questions?

Full Report Available Online at jocogov.org/audit