

**COUNTY OF MILWAUKEE**  
**Inter-Office Communication**

**Date:** November 12, 2015

**To:** Supervisor Willie Johnson, Jr., Co-Chair, Committee on Finance, Personnel & Audit  
Supervisor James "Luigi" Schmitt, Co-Chair, Committee on Finance, Personnel & Audit

**From:** Jerome J. Heer, Director of Audits

**Subject:** Status Report – Transit Plus Service Satisfaction (File No. 13-962)

At its meeting on January 30, 2014, the Committee on Finance, Personnel and Audit reviewed our audit report, "Milwaukee County Transit Plus On-Time Performance and Customer Satisfaction Generally are Good But Better Oversight of Vendor Complaint Resolution Efforts is Needed," and passed a motion to recommend it for adoption.

Attached is a status report summarizing the progress made toward implementation of the audit recommendations for your review. Based on Department of Transportation management comments all recommendations have been implemented.

This status report is informational.

  
Jerome J. Heer

JJH/PAG/cah

Attachment

cc: Scott Manske, Milwaukee County Comptroller  
Finance, Personnel and Audit Committee Members  
Chris Abele, Milwaukee County Executive  
Teig Whaley-Smith, Director, Department of Administrative Services  
Brian Dranzik, Director, Department of Transportation  
James Martin, Director of Administration, Department of Transportation  
Kelly Bablitch, Chief of Staff, County Board Staff  
Steve Cady, Research & Policy Director, Office of the Comptroller  
Janelle Jensen, Committee Clerk