

COUNTY OF SACRAMENTO

DEPARTMENT OF FINANCE - AUDITOR-CONTROLLER DIVISION – INTERNAL AUDIT UNIT

INTERNAL AUDIT REPORT

STORER TRANSIT SYSTEMS SOUTH COUNTY TRANSIT CONTRACT AGREED UPON PROCEDURES

DEPARTMENT OF TRANSPORTATION



Audit Committee Submittal Date: 02/27/2026

SUMMARY

Background

Storer Transit Systems (STS) provides south county transit services to the public such as Dial-A-Ride, Highway 99 Express, Delta Route, and Galt to Sacramento Commuter Express (GSCE). The South County Transit contract (Contract) was made between County of Sacramento, Department of Transportation and STS for STS to operate the services mentioned above. As part of the Contract, STS is subject to an audit of its financial and program records for its compliance with contractual requirements.

Audit Objective

Agreed upon procedures were performed to verify that claims for reimbursement were accurate and supported by appropriated documentation and to confirm STS met the compliance requirements of the Contract for fiscal year July 1, 2022 through June 30 2023.

Summary

We noted issues regarding internal controls, accuracy of monthly claims, training requirement, reporting of customer complaints, and bus route ridership reporting.

Department of Finance

Chad Rinde
Director



County of Sacramento

Divisions

Auditor-Controller
Consolidated Utilities Billing &
Service
Investments
Revenue Recovery
Tax Collection & Licensing
Treasury

January 2, 2026

Mr. Ron E. Vicari, Director
Department of Transportation
County of Sacramento
4111 Branch Center Road
Sacramento, California 95827

**INDEPENDENT ACCOUNTANT'S REPORT
ON APPLYING AGREED-UPON PROCEDURES
FOR STORER TRANSIT SYSTEMS
SOUTH COUNTY TRANSIT AGREEMENT
FOR THE YEAR ENDED JUNE 30, 2023**

Dear Mr. Vicari,

We have performed the procedures enumerated below, on South County Transit Agreement (Agreement) between Sacramento County Department of Transportation (DOT) and Storer Transit Systems (STS) for the period July 1, 2022, through June 30, 2023. DOT's management is responsible for monitoring STS' compliance of the Agreement requirements.

DOT has agreed to and acknowledged that the procedures performed are appropriate to meet the intended purpose of reviewing STS's compliance of the agreement requirements. This report may not be suitable for any other purpose. The procedures performed may not address all the items of interest to a user of this report and may not meet the needs of all users of this report and, as such, users are responsible for determining whether the procedures performed are appropriate for their purposes.

The procedures and associated findings are as follows:

1. We verified STS' compliance with the Agreement between DOT and STS regarding insurance coverage, driver training, and bus safety and maintenance requirements. We observed passenger ridership, driver safety shields, and timeliness of bus schedules. We verified vehicle existence and appearance by tracing bus and vehicle identification numbers on the inventory list to the actual bus. We reviewed passenger complaints and verified printed schedules and transit information distribution.

Ron E. Vicari, Director
January 2, 2026

Result: We noted incidents of non-compliance with the Agreement related to driver training, bus maintenance, passenger ridership recording, and customer complaint reporting. See Findings #1, 3, 4, and 5 at ATT 4 – *Current Findings and Recommendations*.

2. We identified and tested STS' key controls over the accounting systems to verify accurate and reliable accounting information of cash receipts, expenses, and vehicle service hours and mileages calculation. We also identified and tested key controls over vehicle maintenance, safety, driver training, and passenger complaint reporting.

Result: We noted internal control deficiencies related to bus maintenance, vehicle service hour and mileage calculation, bus driver training, and passenger complaint reporting. See Findings #1 through 4 at ATT 4 – *Current Findings and Recommendations*.

3. We haphazardly selected samples within the months of September 2022, February 2023, and May 2023, and tested reported revenues, expenses, vehicle service hours, and mileage to verify applicable controls and compliance with the Agreement. Our procedures included comparing amounts reported on STS invoices to drivers' route summary sheets and daily personnel dispatched logs. We also compared the number of passengers reported to drivers' route summaries and compared vehicle service hours reported and miles driven to drivers' route survey sheets and daily personnel dispatched reports.

Result: We noted exceptions in regard to inaccurate claiming of vehicle service hours and Galt Sacramento Commuter Express mileage. See Finding #2 at ATT 4 – *Current Findings and Recommendations*. Also, see ATT 1 – *Schedule of Fare Revenue Reported and Tested*, ATT 2 - *Schedule of Expenses Claimed/Paid and Recalculated*, and ATT 3 – *Summary of Amount Owed by STS to County*.

4. We verified the status of corrective actions from the prior engagement dated November 17, 2023, for the period July 1, 2021 through June 30, 2022.

Result: We noted repeated findings related to vehicle maintenance, monthly claims, training hours and customer complaints. See Findings #1, 2, and 3 at ATT 4 – *Current Findings and Recommendations* and ATT 5 - *Current Status of Prior Recommendations*.

We were engaged by DOT to perform this agreed upon-procedures engagement and conducted our engagement in accordance with standards for attestation engagement

Ron E. Vicari, Director
January 2, 2026

contained in *Generally Accepted Government Auditing Standards* issued by the Comptroller General of the United States of America. We were not engaged to and did not conduct an examination or review engagement, the objective of which would be the expression of an opinion or conclusion, respectively, on STS' compliance with the Agreement. Accordingly, we do not express such an opinion or conclusion. Had we performed additional procedures, other matters might have come to our attention that would have been reported to you.

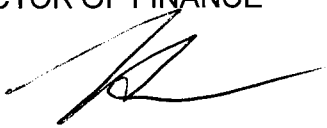
We are required to be independent of DOT and STS and to meet our other ethical responsibilities, in accordance with the relevant ethical requirements related to our agreed-upon procedures engagement.

DOT's management responses to the findings identified during our engagement are described at ATT 4 – *Current Findings and Recommendations*. We did not perform procedures to validate DOT's management responses to the findings and, accordingly, we do not express opinions on the responses to the findings.

This report is intended solely for the use of the Sacramento County Board of Supervisors, Sacramento County Audit Committee, Sacramento County Executive, and DOT's management. It is not intended to be and should not be used by anyone other than those specified parties. However, this report is a matter of public record and its distribution is not limited.

Sincerely,

CHAD RINDE
DIRECTOR OF FINANCE



By: Hong Lun (Andy) Yu, CPA
Chief of Audits

Attachments

- ATT 1 – *Schedule of Fare Revenue Reported and Tested*
- ATT 2 – *Schedule of Expenses Claimed/Paid and Recalculated*
- ATT 3 – *Summary of Amount Owed by STS to County*
- ATT 4 – *Current Findings and Recommendations*
- ATT 5 – *Current Status of Prior Recommendations*

County of Sacramento
 Department of Transportation
 South County Transit Agreement
 Storer Transit Systems
 For the Period July 1, 2022 through June 30, 2023
 Schedule of Fare Revenue Reported and Tested

Fare Revenue ¹			
Month	Revenue Reported by STS	Revenue Tested ²	Variance
July 2022	\$ 7,737.25		
August 2022	8,806.60		
September 2022	8,824.81	8,824.81	0.00
October 2022	9,278.26		
November 2022	8,201.61		
December 2022	8,240.16		
January 2023	8,492.70		
February 2023	7,888.47	7,888.47	0.00
March 2023	9,211.79		
April 2023	9,800.82		
May 2023	8,488.41	8,488.41	0.00
June 2023	8,976.88		
Total	<u>\$ 103,947.76</u>		

¹ Revenues consist of Galt-Sacramento-Commuter-Express (GSCE) fares, Dial-A-Ride (DAR) fares, Delta fares, Highway 99 (HWY 99) fares, Connect Card Funds, and Connect Card Expenses.

² We selected months of September 2022, February 2022, and May 2023 and tested for accuracy of revenue reported.

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 For the Period July 1, 2022 through June 30, 2023
 Schedule of Expenses Claimed/Paid and Recalculated

Month	Expenses Claimed/Paid			Expenses Recalculated ³	Amount Over Claimed ⁴
	Delta, DAR, & HWY 99 ¹	GSCE ²	Total		
July 2022	\$ 122,539.23	14,132.70	136,671.93		
August 2022	134,136.08	16,328.06	150,464.14		
September 2022	138,904.16	15,088.80	153,992.96	153,837.36	155.60
October 2022	134,937.28	14,795.18	149,732.46		
November 2022	124,464.81	13,442.20	137,907.01		
December 2022	126,974.38	14,289.99	141,264.37		
January 2023	129,683.79	13,118.01	142,801.80		
February 2023	124,186.60	12,424.74	136,611.34	136,083.24	528.10
March 2023	136,068.89	15,164.63	151,233.52		
April 2023	131,766.17	12,810.48	144,576.65		
May 2023	134,028.86	13,812.27	147,841.13	147,298.64	542.49
June 2023	134,182.45	13,999.78	148,182.23		
Total	\$ 1,571,872.70	169,406.84	1,741,279.54	437,219.24	1,226.19

¹ DAR stands for Dial-A-Ride and HWY 99 stands for Highway 99.

² GSCE stands for Galt-Sacramento-Commuter-Express.

³ We tested expenses for months of September 2022, February 2023, and May 2023 only. Expenses recalculated represent amounts excluding any overclaimed amounts identified during our testing.

⁴ Amounts overclaimed include Delta, DAR, HWY 99 and GSCE vehicle service charges and GSCE fuel adjustments. See Finding #2 at ATT 4 - *Current Findings and Recommendations*.

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 Summary of Amount Owed by STS to County

<u>Over/(Under) Claimed Costs</u>	
Vehicle Service Hour Charge	\$ 1,052.25
GSCE Fuel Reimbursement	173.94
Subtotal	<u>\$ 1,226.19</u> ¹
<u>Liquidated Damages</u>	
Driver Training	\$ 1,900.00 ²
Customer Complaint Reporting	150.00 ²
Subtotal	<u>\$ 2,050.00</u>
Total Amount Owed to County	<u><u>\$ 3,276.19</u></u>

¹ See ATT 2 - *Schedule of Expenses Claimed/Paid and Recalculated and Finding # 2 at ATT 4 - Current Findings and Recommendations.*

² See Findings #3 and 4 at ATT 4 - *Current Findings and Recommendations.*

County of Sacramento
Department of Transportation
South County Transit Agreement
Storer Transit Systems
For the Period July 1, 2022 through June 30, 2023
Current Findings and Recommendations

1. Bus Maintenance

Criteria

Per Section 4.1 of Request to Proposals for Operation of the South County Transit System (Proposals), Part II Scope of Services, which was incorporated into the Agreement (Agreement) between County of Sacramento (County) and Storer Transit Systems (STS), *“CONTRACTOR (STS) shall be responsible for the maintenance of all vehicles, communication systems, and all other equipment, furnishings and accessories required in connection with its operation of the South County Transit System in a clean, safe, sound and operable condition at all times, and fully in accord with any manufacturer recommended maintenance procedures and specifications, as well as with the applicable requirements of any federal or state statute.”*

According to STS vehicle safety and maintenance procedures, a vehicle inspection should be conducted every 3,000 miles or 45 days.

Condition

During our review of bus maintenance record of total 22 buses, we noted that STS did not conduct a vehicle inspection until 70 days and 4,609 miles for one (1) of the buses.

Although the maintenance of the bus did not meet STS' maintenance procedural requirements, it met the bus manufacturer's recommended maintenance specifications.

This is a repeated finding from our prior report.

Cause

STS did not comply with its procedures related to vehicle maintenance or properly update its procedures to be in line with manufacturer recommended maintenance procedures and specifications.

Effect

Not enforcing its vehicle safety and maintenance procedures or not properly updating the procedures to be in line with manufacturer recommended maintenance procedures and specifications, as well as with the applicable requirements of any federal or state statute can create confusion amongst STS' staff resulting in safety issues.

County of Sacramento
Department of Transportation
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Current Findings and Recommendations

Recommendation

We recommend STS' management enforce its vehicle maintenance procedures or update the procedures to be in line with manufacturer recommended maintenance procedures and specifications, as well as with the applicable requirements of any federal or state statute.

Department of Transportation (DOT) Management Response

County DOT and STS will ensure that vehicle maintenance procedures are consistent with STS's maintenance procedural requirements and will work with STS to update the procedures to be in line with manufacture recommendations, as well as with the applicable requirements of any federal or state statute

2. Vehicle Service Hours and Mileage Calculation

Criteria

Per Exhibit C, Section 6 - (b) of the Agreement, "*All reports and submissions required under this agreement shall be accurately completed and submitted to COUNTY prior to payment of said monthly rate invoices*".

Condition

During our testing of STS' Vehicle Service Hours (VSH) for all bus services [Dial – A – Ride (DAR), Highway 99 (HWY 99), Delta, and Galt Sacramento Commuter Express (GSCE)] and GSCE mileages for sample months of September 2022, February 2023, and May 2023, we noted three (3) instances of miscalculated VSH and two (2) instances of miscalculated GSCE mileage reported in the monthly claims, which resulted in overclaiming of charges for VSH and mileage reimbursement.

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 Current Findings and Recommendations

The details of over/(under) claims due to the above-described conditions are as shown below:

	Over/(under) Claimed				Vehicle Service Fee		Total Over/(Under) Claimed VS Fee	Over Claimed GSCF Fuel Adjustment	Over/(Under) Claim Grand Total
	Galt Dial-A- Ride	SCT/Link Delta Fixed Route	SCT/Link HWY 99 Commuter Fixed Route		GSCF VS Fee				
September 2022	\$ 136.75	\$ 14.09	\$ 10.07		\$ (6.59)	\$ 154.32	\$ 1.28	\$ 155.60	
February 2023	\$ 675.57	\$ (80.67)	\$ 30.20		\$ (97.00)	\$ 528.10		\$ 528.10	
May 2023	\$ 352.45	\$ 27.18	\$ (10.93)		\$ 1.13	\$ 369.83	\$ 172.66	\$ 542.49	
Total	\$ 1,164.77	\$ (39.40)	\$ 29.34		\$ (102.46)	\$ 1,052.25	\$ 173.94	\$ 1,226.19	

This is a repeated finding from our prior report.

Cause

It appears that VSH and mileage calculations were not thoroughly reviewed by secondary reviewer prior to reporting them in the monthly claims.

Effect

STS overclaimed a total of \$1,226.19 as a result of miscalculations of VSH and GSCF mileage during the period under review. Not having thorough secondary review of VSH and mileage calculations prior to reporting them in the monthly claims can lead to future over/(under) claims not being detected timely manner.

Recommendation

We recommend DOT contact STS to develop an arrangement to resolve the overclaiming issues.

We recommend STS update its policies and procedures related invoice claiming to include secondary review process of VSH and mileage calculations prior to including the data in the invoice claims.

DOT Management Response

County DOT will continue to review invoices prior to approval. County DOT will request that STS institute additional review of invoices prior to submittal to County DOT.

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For the Period July 1, 2022 through June 30, 2023
Current Findings and Recommendations

3. Bus Driver Training

Criteria

Per the Proposals, Part II, Section 3.5, all drivers must receive *“Forty-five (45) hours of classroom instruction... Twenty (20) hours of behind-the-wheel training under qualified supervision...CONTRACTOR (STS) shall be required every year to ensure all operating personnel associated with this contract receive at least the required sixteen (16) hours of special Department of Motor Vehicles training and eight (8) hours of recurrent “transit certificate” training... Such certifications and endorsements shall include, but not be limited to, General Public Paratransit Vehicle (GPPV) and Vehicle Transit Training (VTT) certifications and passenger endorsements... CONTRACTOR (STS) shall hold monthly safety meetings with drivers and dispatchers. CONTRACTOR (STS) shall implement a planned program of safety retraining to be conducted at the safety meetings. COUNTY representatives shall be allowed to attend said safety meetings.”*

Per the Proposals, Part II, Section 5.2.2, *“CONTRACTOR (STS) and COUNTY agree that the following defaults under the contract will damage the reputation of the South County Transit System. Such damage shall reduce the ridership, and, therefore the revenue for such program. Accordingly, it is hereby agreed that the COUNTY shall be entitled to the following liquidated damages as compensation for such damage. Liquidated Damages include: \$100 for each failure to train each driver assigned to this Contract in accordance with CONTRACTOR (STS)’s training program approved by COUNTY. This may be enforced in cases of driver incompetence such as, but not limited to: off route, missed stops, bypasses, poor customer service resulting in complaints, etc.”*

Condition

Based on our review of a training summary sheet provided by STS for total 23 drivers for our review period, only five (5) of the 23 drivers met the minimum training hours. We reviewed the five (5) drivers’ training records and noted that one (1) of the 5 drivers did not hold the GPPV certification which is required per the Agreement. No exceptions were noted from our review of the remaining four (4) drivers’ records. In total, 19 out of the total 23 drivers were not compliant with Agreement’s training requirements.

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Current Findings and Recommendations

In addition, per the Agreement, STS is required to hold monthly safety trainings. However, STS was able to provide support for only one (1) month. No other support was provided to show that trainings were held for the remaining months during our review period.

This is a repeated finding from our prior report.

Cause

It appears that STS did not have adequate internal control policies and procedures to make sure that drivers meet the training requirements, safety trainings are held timely, and the safety training records are maintained properly as required by the Agreement.

Effect

Lack of driver training can lead to safety issues resulting in liability for STS as well as the County. Additionally, STS was not compliant with the training requirement per the Agreement and is subject to \$1,900.00 (\$100 x 19) in liquidated damages for not sufficiently training 19 out of 23 drivers.

Recommendation

We recommend DOT follow up with STS to make sure that STS establish and implement adequate internal control policies and procedures to meet the drivers and safety training requirements and maintain adequate training records.

We also recommend DOT require STS drivers who are not compliant with training requirements to complete the required trainings before being able to drive buses for South County Transit System again.

Additionally, we recommend DOT contact STS to develop an arrangement to resolve the issues related to the liquidated damages regarding failure to meet the training requirement as required by the Agreement.

DOT Management Response

County DOT will work with STS to make sure that STS establishes and implements adequate internal control policies and procedures to meet the drivers and safety training requirements and maintain adequate training records. County DOT will require that STS ensure current and future drivers are compliant with training requirements. County DOT will work with STS to resolve issues related to liquidated damages.

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South County Transit Agreement
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Current Findings and Recommendations

4. Passenger Complaint Reporting

Criteria

Per the Proposals, Part II, Section 5.2 through 5.2.2, *“Contractor (STS) shall gather, maintain, prepare and submit to COUNTY such operating information, records and report as may reasonably be required to allow COUNTY to evaluate and analyze the type and quality of the services.....Such information and records shall include...service complaints.....All passenger complaints must be reported to COUNTY within one (1) business day of being received.....Liquidated Damages include:.....Failure to investigate, bring to resolution and document (report to COUNTY) any passenger complaint within two (2) business days, \$75 per occurrence.”*

Condition

STS had a total of five (5) complaints during our review period. Based on our review, we noted that three (3) out of the five (5) complaints were not reported to DOT within one (1) business day, two (2) of which were reported longer than two (2) business days and were subject to \$150.00 ($\$75.00 \times 2 = \150.00) liquidated damages.

This is a repeated finding from our prior report.

Cause

It appears that STS did not have adequate internal control policies and procedures to make sure that all passenger complaints are reported to the County within one (1) business day as required by the Agreement.

Effect

STS was not compliant with the Agreement’s passenger complaint reporting requirements and is subject to a total of \$150 liquidated damages.

In addition, late reporting of passenger complaints may delay resolving underlying issues and for the County to evaluate and analyze the type and quality of the services provided by STS.

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For the Period July 1, 2022 through June 30, 2023
Current Findings and Recommendations

Recommendation

We recommend DOT follow up with STS to make sure that STS establishes and implements adequate internal control policies and procedures to report passenger complaints timely and to develop an arrangement to resolve the issues related to the liquidated damages regarding untimely reporting of passenger complaints.

DOT Management Response

County DOT will work with STS to make sure that STS establishes and implements adequate internal control policies and procedures to report passenger complaints timely and to develop an arrangement to resolve the issues related to liquidated damages regarding untimely reporting of passenger complaints

5. Bus Route Ridership Reporting

Criteria

Per the Proposals, Part II, Section 5.4, *“COUNTY will design, and CONTRACTOR (STS) will assist, to the extent practicable, the conduct of periodic surveys during the term of the contract. These surveys will be used to determine matters such as passenger boarding and alighting patterns; socioeconomic characteristics of system users; trip purposes; frequency of use; automobile and driver's license availability; how passengers would make the trip if the bus was not available; passengers' likes and dislikes of the service; and, how the service could be improved.”*

Condition

During our fieldwork, we observed one (1) person boarding a bus halfway through the route. However, upon review of the survey sheet, we noted a discrepancy between number of passengers shown on the survey sheet and actual passenger count observed during our fieldwork.

Cause

The bus route driver did not record the number of all passengers on board.

Effect

Inaccurate reporting of passenger count can hinder the County's ability to gather accurate information to design and improve the transit services based on passengers' needs.

County of Sacramento
Department of Transportation
South County Transit Agreement
Storer Transit Systems
For the Period July 1, 2022 through June 30, 2023
Current Findings and Recommendations

Recommendation

STS should comply with the Agreement regarding survey sheets for customer boarding.

We recommend DOT follow up with STS to make sure that STS provide adequate training to its bus drivers to accurately record the number of passengers on board. STS could develop and provide a daily checklist for bus drivers which includes instructions on passenger count and survey.

DOT Management Response:

County DOT will work with STS to make sure that bus drivers are provided instructions on how to accurately record the number of passengers on board.

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South County Transit Agreement
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For the Period July 1, 2022 through June 30, 2023
Current Status of Prior Recommendations

From the Prior Report for the Period July 1, 2021 through June 30, 2022, Dated November 17, 2023

1. Internal Controls

Prior Recommendation

We recommended Storer Transit Systems (STS) follow its vehicle maintenance procedures or update the procedures to be in line with manufacturer recommended maintenance procedures and specifications, as well as with the applicable requirements of any federal or state statute.

We also recommended STS establish and update its policies and procedures related to invoice claiming, training, transit service information distribution, and timing of bus departure and customer complaints reporting to ensure that the invoice claims are prepared accurately, and all compliance requirements are met per the Agreement.

We further recommended STS consider performing a secondary review of invoice claiming and utilizing checklist to accomplish accurate invoice claiming and meet the compliance requirements.

Current Status

STS updated its vehicle safety and maintenance procedures for the paratransit and MCI Coach bus requirements; however, we noted internal control deficiencies related to bus maintenance, vehicle service hour and mileage calculation, bus driver training, and passenger complaint reporting. See Findings #1 through 4 at ATT 4 – *Current Findings and Recommendations*.

2. Accuracy of Monthly Claims

Prior Recommendation

We recommended DOT contact STS to develop an arrangement to resolve the overclaiming issues.

County of Sacramento
Department of Transportation
South County Transit Agreement
Storer Transit Systems
For the Period July 1, 2022 through June 30, 2023
Current Status of Prior Recommendations

Current Status

It appears that our prior recommendation has not been implemented as we noted claim issues related to vehicle service hours and mileage for our current engagement. See Findings #2 at ATT 4 – *Current Findings and Recommendations*.

3. Training Requirement

Prior Recommendation

We recommended STS comply with the Agreement regarding drivers' training requirements and provide drivers adequate training before driving again.

Additionally, we recommended DOT contact STS to develop an arrangement to resolve the issues related to the liquidated damages regarding failure to meet the training requirement as required by the Agreement.

Current Status

It appears that our recommendation has not been implemented as we noted exceptions related to drivers' training. See Finding #3 at ATT 4 – *Current Findings and Recommendations*.

4. Early Bus Departure and Reporting of Customer Complaints

Prior Recommendation

We recommended STS comply with the Agreement regarding timing of bus departure and timely reporting of customer complaints.

We also recommend DOT contact STS to develop an arrangement to resolve the issues related to the liquidated damages regarding early bus departure and untimely reporting of customer complaints.

County of Sacramento
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Current Status of Prior Recommendations

Current Status

It appears that our recommendations have been partially implemented as we noted issues related to timeliness of customer complaint reporting for our current engagement. See Finding #4 at ATT 4 – *Current Findings and Recommendations*.

5. Transit Service Information Distribution

Prior Recommendation

We recommended STS inspect all designated locations as frequently as needed to ensure all required transit service information is made available to the public, as required by the Agreement and to enhance ridership.

Current Status

It appears that our recommendation has been implemented.