

# Review of Metro Standard Operating Procedures (SOP)

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# Objectives

The objectives of the review were to determine whether:

- Metro has adequate standard operating procedures (SOPs).
- Departments are prepared for knowledge capture of persons who leave Metro.



# Results & Recommendations

- For the 371 job positions we surveyed, 92% (343/371) of the responses did not have complete SOPs for the primary job duties for positions.
- We found Accounting, Civil Rights, Ethics, Risk/Safety & Asset Management, System Security & Law Enforcement, Vendor/Contract Management, and Human Capital & Development had the most SOPs and seemed more prepared for employee turnover.
- We made 9 recommendations for Metro to create or improve SOPs and processes.

