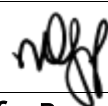




Metro

ATTACHMENT C
LEGISTAR FILE # 2025-0786

Interoffice Memo

Date	October 8, 2025
To	Yvonne Zheng Senior Manager, Audit Office of the Inspector General
From	Dawn Jackson-Perkins Chief People Officer 
Subject	Management Response for Report on Review of Metro Call Boxes in Rail Stations and Major Bus Terminals (Report No. 26-AUD-01)

Thank you for the opportunity to respond to the findings and recommendations prior to the final release of the Audit Report. It is our understanding that the Office of Inspector General (OIG) conducted a review of customer-facing call boxes at Metro rail stations and major bus terminals. The objective was to assess the efficiency and effectiveness of these callbox telephones across Metro's rail system and major bus terminals. Please see our response below to the recommendation pertaining to the Information Technology Services (ITS) department within the Chief People Office (CPO) cabinet.

Recommendation

- #12. Information Technology Services: Coordinate with (Maintenance of Way) Communications Systems to obtain accurate data and generate relevant and useful reports, including the number and type or purpose of calls received from call boxes.

Response: Agree; The Information Technology Services department will coordinate with (Maintenance of Way) Communications Systems to obtain accurate data and generate relevant and useful reports, including the number and type or purpose of calls received from call boxes.

Completion Date: November 30, 2025