



## Summary

**Report Number:** [2017-042](#)

**Report Title:** [Palm Beach County District School Board – Transportation Services – Operational Audit](#)

**Release Date:** [11/08/2016](#)

This operational audit of the Palm Beach County School District (District) Transportation Services Department (Department) focused on selected Department processes and administrative activities and included a follow-up on Finding 2 in our report No. 2015-090. Our audit disclosed the following:

### Procurement of Bus Routing System

**Finding 1:** The District purchased and fully implemented a bus routing system, which ultimately cost \$136,250, without:

- Documenting that the purchase was made at the lowest price consistent with desired quality.
- Establishing appropriate contract provisions, such as the expected number of hours to provide service deliverables, employee training dates, and the number of employees to receive training, and the processes to be used by District personnel to appropriately monitor the receipt of these services.
- Documenting appropriate authorization for contract changes and changes to specified deliverables.
- Establishing and adhering to a reasonable and useful schedule for fully implementing the system.
- Conducting tests, before full implementation, to verify that the system would function as expected and documenting the test results.
- Planning appropriate back-up processes should the system not function as expected.

Due to problems experienced with the bus routing system during the 2015-16 school year, the District decided to discontinue the system's use for the 2016-17 school year.

### Department Personnel, Payroll, and Training

**Finding 2:** District records did not always evidence that Department employees met the commercial driver's license requirements for their positions.

**Finding 3:** Department overtime procedures could be enhanced to ensure proper approval and the most cost-effective management of human resources.

**Finding 4:** The Department did not always ensure that bus drivers received the required training.

### Transportation Safety

**Finding 5:** The District should establish appropriate timelines for administering the bus driver disciplinary process. A similar finding was noted in our report No. 2015-090.

**Finding 6:** The Department did not always document timely follow-up and resolution of transportation-related complaints or concerns expressed to the Department Transportation Call Center.

**Finding 7:** Department procedures need improvement to ensure the timely performance and documentation of required school bus safety inspections and maintenance as well as unscheduled bus maintenance.

### **Administrative Management**

**Finding 8:** The Department could enhance transportation services by developing and implementing a strategic plan and related performance measures.

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**Management's response is included in the audit report.**