

**Review of
District Vehicle Drivers' License Verification Process**

February 15, 2019

Report #2019-03



MISSION STATEMENT

The School Board of Palm Beach County is committed to providing a world class education with excellence and equity to empower each student to reach his or her highest potential with the most effective staff to foster the knowledge, skills, and ethics required for responsible citizenship and productive careers.

Donald E. Fennoy II, Ed.D.
Superintendent of Schools

School Board Members

Frank A. Barbieri, Jr., Esq., Chairman
Chuck Shaw, Vice Chairman
Marcia Andrews
Karen M. Brill
Barbara McQuinn
Debra L. Robinson, M.D.
Erica Whitfield

Audit Committee Members

Noah Silver, CPA, Chairman
David H. Talley, Vice Chairman
Tammy McDonald Anderson
N. Ronald Bennett, CPA
Michael Dixon, CPA/PFS
Deborah Manzo
Chandler Williamson

Audit Committee Representatives

Frank A. Barbieri, Jr., Esq., School Board Chairman
Donald E. Fennoy II, Ed.D., Superintendent of Schools
Mike Burke, Chief Financial Officer
JulieAnn Rico, Esq., General Counsel
Maureen Werner, Principal Representative
Justin Katz, CTA President

**Review of
District Vehicle Drivers' License Verification Process
Table of Contents**

| | Page |
|--|-------------|
| EXECUTIVE SUMMARY | i |
| PURPOSE AND AUTHORITY | 1 |
| SCOPE AND METHODOLOGY | 1 |
| BACKGROUND | 2 |
| CONCLUSIONS | |
| 1. School Bus Drivers' Records Being Monitored by the School District | 4 |
| 2. Review of Bus Driver Infractions Needed to be Expedited | 5 |
| 3. License Information Not Monitored for Some Drivers of District Vehicles | 7 |
| 4. No <i>Safe Driver Standards</i> for White Fleet Vehicle Drivers | 10 |
| APPENDIX | |
| Management's Response | 12 |

This page intentionally left blank.

Review of District Vehicle Drivers' License Verification Process

EXECUTIVE SUMMARY

We have reviewed the District Vehicle Drivers' License Verification Process. This review was performed as a follow-up on our April 21, 2017, *Audit of District's Take-Home Vehicles (Report #2017-02)*. The primary objectives of the review were to (1) assess the adequacy of the District's procedures in verifying driver license information, (2) determine if school bus drivers and drivers of assigned District vehicles had valid licenses, (3) determine the extent of compliance in self-reporting traffic violations, and (4) determine if complete and updated driving records of all District vehicle drivers were included in the *2017 and 2018, Motor Vehicle Records (MVR) Driving Reports*. This review produced the following major conclusions:

1. School Bus Drivers' Records Being Monitored by the School District

As of May 31, 2017, the District employed a total of 803 school bus drivers. The OIG verified that all the 803 bus drivers were included in the *Florida Department of Education School Bus Driver Records System* database [Motor Vehicle Records (MVR) Driving Reports] for District's review and monitoring in accordance with *School Board Policy 3.21(2)(d)* and *State Board of Education (SBE) Rule 6A-3.0141(4)*.

Management's Response: Management concurs. (Please see page 12.)

2. Review of Bus Driver Infractions Needed to be Expedited

The OIG sampled a total 15 bus drivers' records, and reviewed their records maintained by Transportation in documenting District's actions for each infraction. The OIG found that penalty points were assessed accordingly for those drivers with infractions, and appropriate disciplinary actions were taken against them in accordance with the District's *Safe Driver Standards* (dated April 26, 2012). However, the review also revealed that the time in notifying the affected employees of the driving infractions ranged from 68 days (2.3 months) to 204 days (6.8 months) after the infractions; and the time for completing the disciplinary actions ranged from 83 days (2.8 month) to 214 days (7.1 months) after the infractions. The School District should expedite the process in reviewing traffic infractions of bus drivers for disciplinary actions in accordance with the *Safe Driver Standards*.

Management's Response: Management concurs that bus driver traffic infractions should be reviewed as expeditiously as possible. That said, of the eight infractions cited, seven were submitted to VARC for review. The VARC process, which is handled by Risk Management, provides the employee an opportunity to appeal the infraction citation with the courts and allows for the District to gather all necessary information for VARC to make an informed decision. This process can take from two to five months, when allowing for employee appeals and reviews. The following table includes the VARC date and the date that Transportation

received notice of disposition from VARC. Calculating the time elapsed from the date Transportation received VARC notice, to the date of written notice to employee and date of disciplinary action, the number of days elapsed ranges from 0 to 43 days. (Please see page 12.)

3. License Information Not Monitored for Some Drivers of District Vehicles

During the fieldwork of the *Audit of District's Take-Home Vehicles*, the OIG noted that 51 (40%) of the 129 staff assigned with take-home vehicles (excluding School Police) were not included in the Motor Vehicle Records (MVR) database as of July 25, 2016. We performed two follow-up reviews to determine if the MVR database has been updated to include all District drivers.

(a) Results of March 8, 2017, OIG's 1st Follow-up. The review of the March 8, 2017, MVR database noted that:

- Of the 51 take-home vehicle drivers that were not in the July 25, 2016 MVR database, none of them were in the March 8, 2017 MVR database.
- Of the 340 pool-vehicle drivers in Facilities Services, School Food Service, and Purchasing Warehouse & Distribution, 45 (or 13%) of them were not in the MVR database.
- 57 non-District employees (18 former employees and 39 bus driver applicants who were not hired) were included in the MVR database.

During the review, we informed Transportation of the drivers who were not included in the MVR database. In response, the District initiated corrective actions, including mandatory meetings in December 2017 with all drivers of District vehicles (other than school buses) about the new requirements, and updating the MVR database.

(b) Results of June 19, 2018, OIG's 2nd Follow-Up. To determine if Transportation implemented corrective actions for the MVR database in monitoring drivers of take-home and pool-vehicles, the OIG examined the MVR database as of June 19, 2018 and found:

- Of the 51 take-home vehicle drivers not included in the March 8, 2017 MVR database, 24 (47%) of them were still not included in the June 19, 2018 MVR database.
- Of the 45 pool-vehicle drivers not included in the March 8, 2017 MVR database, 19 (42%) of them were still not in the June 19, 2018 MVR database.
- Of the 57 non-District employees mistakenly included in the March 8, 2017 MVR database, four of them (two former employees and two bus driver applicants) still remained in the database.
- Of the 2,019 drivers included in the June 19, 2018, database, 23 of them were noted as "Unable to Locate". Apparently, incorrect/invalid drivers' license numbers might have been entered into the system for these drivers.

Management's Response: *Management concurs. Transportation is in the process of obtaining white fleet driver information from the user departments. The targeted completion date for this process is July 31, 2019. For yellow fleet vehicles, all license information is recorded during the hiring process. (Please see page 13.)*

4. No Safe Driver Standards for White Fleet Vehicle Drivers

The current District's **Safe Driver Standards** (dated April 26, 2012) apply only to school bus drivers. Except for self-reporting of certain traffic violations as required by **School Board Policy 3.13**, there is no driver safety program for drivers of District take-home vehicles and pool vehicles (i.e., white fleet).

Based on the March 8, 2017 MVR database, the OIG reviewed the records for 13 sample non-bus driver employees who were cited with traffic violations during July 2015 through March 2017. The review found that:

- Traffic violations committed by non-bus drivers were not monitored.
- 10 (or 77%) of the 13 sample employees did not self-report traffic violations to their immediate supervisors and/or Professional Standards as required by **School Board Policy 3.13**.
- Supervisors for nine (69%) of the 13 sample employees stated they had not received any MVRs from Transportation. Moreover, Transportation did not monitor when a MVR was sent to a department or school for follow up.

According to Transportation, as of February 2018, guidelines for non-bus drivers were being developed by management with an expected effective date of January 15, 2019.

Management's Response: *Management concurs. White Fleet Safe Driver Standards are not yet developed. The targeted completion date for this process is February 15, 2019. (Please see page 13.)*

This page intentionally left blank.



THE SCHOOL DISTRICT OF
PALM BEACH COUNTY, FLORIDA

OFFICE OF INSPECTOR GENERAL
3318 FOREST HILL BLVD., C-306
WEST PALM BEACH, FL 33406

(561) 434-7335 FAX: (561) 434-8652
www.palmbeachschools.org
Hotline: (855) 561-1010

LUNG CHIU, CIG, CPA
INSPECTOR GENERAL

SCHOOL BOARD
FRANK A. BARBIERI, JR., ESQ., CHAIRMAN
CHUCK SHAW, VICE CHAIRMAN
MARCIA ANDREWS
KAREN M. BRILL
BARBARA MCQUINN
DEBRA L. ROBINSON, M.D.
ERICA WHITFIELD

DONALD E. FENNOY II, Ed.D., SUPERINTENDENT

MEMORANDUM

TO: Honorable Chair and Members of the School Board
Donald E. Fennoy II, Ed.D., Superintendent of Schools
Chair and Members of the Audit Committee

FROM: Lung Chiu, CPA, Inspector General

DATE: February 15, 2019

SUBJECT: Review of the District Vehicle Drivers' License Verification Process

PURPOSE AND AUTHORITY

We have reviewed the District Vehicle Drivers' License Verification Process. This review was performed as a follow-up on our April 21, 2017, *Audit of District's Take-Home Vehicles (Report #2017-02)*. The primary objectives of the review were to:

- Assess the adequacy of the District's existing procedures in verifying driver's license information.
- Determine if school bus drivers and drivers of District vehicles had valid licenses.
- Determine the extent of compliance with District's policies for self-reporting traffic violations.
- Determine if complete and updated driving records of all District vehicle drivers were included in the *March 8, 2017, and June 19, 2018, Motor Vehicle Records (MVR) Driving Reports*.

SCOPE AND METHODOLOGY

The review covered the *March 8, 2017, and June 19, 2018, Motor Vehicle Records (MVR) Driving Reports* for District vehicle drivers. To accomplish the objectives of this review, we interviewed Department of Transportation Services staff and reviewed the following:

- *Florida Statutes, Section 322.251, Notice of Cancellation, Suspension, Revocation, or Disqualification of License*
- *State Board of Education Rule 6A-3.0141 – Employment of School Bus Operators*
- *Florida Department of Education School Bus Driver Record System Information Report (MVR)*

- ***School Board Policies***
 - ***2.28 - School District Owned Vehicles***
 - ***3.13 - Self-Reporting of Arrest and Convictions by School District Employees***
 - ***3.21 - Safe Operation of District School Buses***
- ***Collective Bargaining Agreement Between The School Board of Palm Beach County and Service Employees International Union/Florida Public Services Union***
- ***Agreement for The Use of District Owned Vehicles (PBSD 2562)***
- ***Safe Driver Standards*** (dated April 26, 2012)
- ***District Bulletin #DE 18-163 COO***

The draft report was sent to management for review and comments. Management comments are included in the Appendix. We appreciate the courtesy and cooperation extended to us by District staff during the review. The final draft report was included in the February 15, 2019, Audit Committee Meeting Agenda.

BACKGROUND

The *Audit of District's Take-Home Vehicles* (Report #2017-02) concluded that school bus drivers' records were monitored and verified according to a mandated schedule. However, the prior audit (Report #2017-02) noted that the monitoring of driving records and licenses was not performed consistently for employees who were assigned District-owned vehicles. Furthermore, there was no requirement to perform regular monitoring of the driving records for District employees who operate District vehicles or take-home vehicles.

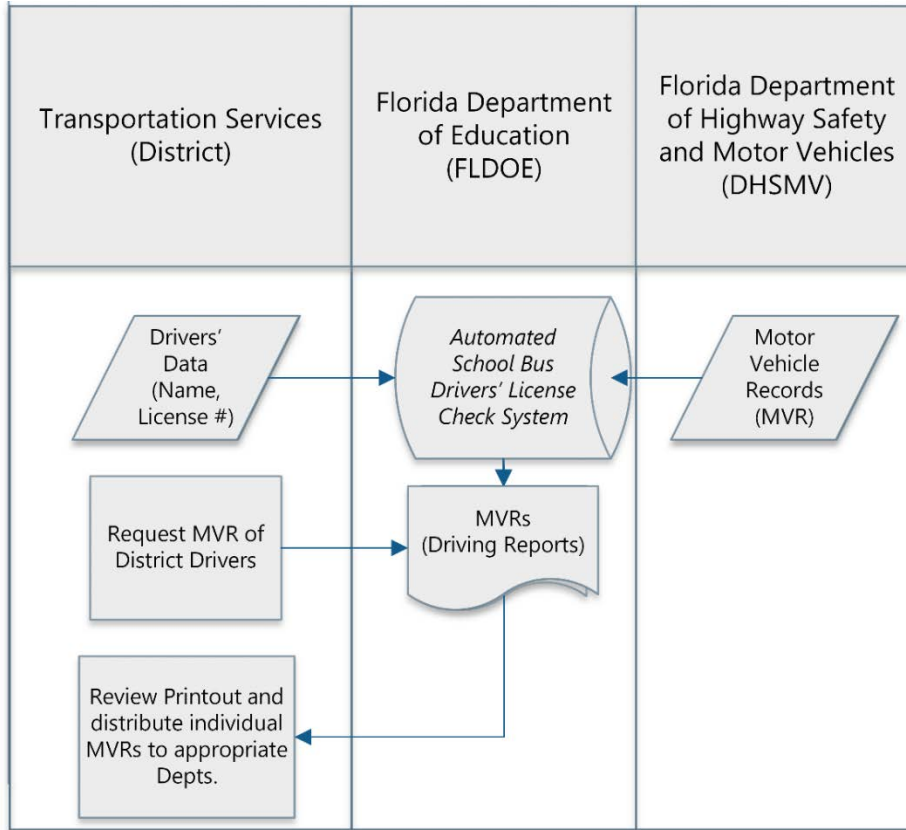
Driver's License Verification Process

To verify an employees' driving records, the District's Department of Transportation Services (Transportation) must add individuals' data (i.e., name, license number, date of birth) to the Florida Department of Education's (FLDOE) *Automated School Bus Drivers' License Record Check System (Drivers' Record System)* (See Figure 1). The *Drivers' Record System* receives weekly updates from the Florida Department of Highway Safety and Motor Vehicles (DHSMV) for those names entered into the system.

The District requests and receives each driver's historical Motor Vehicle Records (MVR Driving Reports) from the *Drivers' Record System* as required by ***State Board of Education (SBE) Rule 6A-3.0141(4)***. This ***Rule*** requires that "*each District School Board shall obtain a driver's history record from the Department of Highway Safety and Motor Vehicles for each regular school bus operator, substitute operator, or any other individual certified to drive a school bus.*" The ***Rule*** further defines the timing for verification of school bus drivers as:

- Prior to initial employment;
- Each year prior to the first day of fall semester (all drivers); and
- Thereafter, continuously using the automated weekly updates.

Figure 1
Automated School Bus Drivers' License Check System
(Drivers' Record System)



Sources: State Board of Education (SBE) Rule 6A-3.0141(4) and District's MVR Review Process

The District also uses the *Drivers' Record System* to determine if employees assigned District-owned vehicles, other than school buses, possess current and valid driver's licenses as required by ***School Board Policy 2.28(4)(a)***. A Driver Type code is assigned to each driver indicating the job/department of the driver (i.e. bus operator, maintenance, food service, etc.).

Verification of District employees' driving records is a manual process. Transportation staff receive a weekly printout of employees' MVR Driving Reports if the drivers' records were updated or new violations were recorded for the prior week; one page per each employee. Each page is separated and reviewed by Transportation, and then distributed to the employees' supervisors for review and for appropriate action.

MVR Database

With the assistance of Transportation, the OIG received the complete MVR database of District vehicle drivers as of March 8, 2017 and June 19, 2018. The files included 2,238 drivers' records as of March 8, 2017, and 2019 drivers' records as of June 19, 2018, from 17 Driver Types (see Table 1.)

Table 1
MVR Driver Types for District Vehicle Drivers

| Code | Driver Type | # of Drivers | |
|--------------------------------|----------------------------|--------------|--------------|
| | | 3/8/2017 | 6/19/2018 |
| A | Regular Bus Drivers | 761 | 760 |
| B | School Based Trainees | 39 | 56 |
| C | School Based Drivers | 107 | 95 |
| D | Charter Drivers | 16 | 29 |
| E | Transportation Supervision | 63 | 71 |
| F | Bus Driver Trainees | 360 | 224 |
| G | Mechanics | 109 | 113 |
| H | Food Service | 399 | 290 |
| I | Facilities | 275 | 262 |
| J | Supply Warehouse | 21 | 20 |
| M | Building Code Services | 7 | 7 |
| N | School Police | 13 | 12 |
| P | Administrators | - | 12 |
| Q | Information Technology | 50 | 49 |
| R | Research and Evaluation | 4 | 4 |
| S | Safe Schools | 12 | 13 |
| T | Risk Management | 2 | 2 |
| Total Number of Drivers | | 2,238 | 2,019 |

Sources: Transportation and MVR Databases

CONCLUSIONS

This review produced the following conclusions:

1. School Bus Drivers' Records Being Monitored by the School District

School Board Policy 3.21(2)(d) requires that all driving records of school bus operators be obtained and reviewed (1) prior to employment, (2) annually, and (3) before the first day of the fall semester thereafter. Additionally, the District reviews the operator motor vehicle records weekly for updated Motor Vehicle Records (MVRs) from the FLDOE *Drivers' Record System*.

As of May 31, 2017, the District employed a total of 803 school bus drivers. The OIG verified that all the 803 bus drivers were included in the MVR database for review and monitoring as of March 8, 2017, in accordance with *School Board Policy 3.21(2)(d)* and *SBE Rule 6A-3.0141(4)*.

Management's Response: Management concurs. (Please see page 12.)

2. Review of Bus Driver Infractions Needed to be Expedited

As required by *School Board Policy 3.21* and the *Collective Bargaining Agreement Between The School Board of Palm Beach County and Service Employees International Union/Florida Public Services Union (CBU)*, the *Safe Driver Standards (SDS)* were established in 2012 to provide for equitable and fair guidelines that promote safe driving practices. The *SDS* currently apply only to school bus drivers. The objectives of the *SDS* are to establish (1) guidelines for retraining bus drivers with unacceptable driving records, and (2) disciplinary standards for bus drivers through a system of “Driver Safety Points” (points) for certain driving infractions.

MVRs for bus drivers are reviewed by the Director of Transportation or designee in accordance with the *SDS*. All moving violations are assessed “*Driver Safety Points*.” Additionally, points for preventable accidents involving District vehicles are assessed by the District’s Vehicle Accident Review Committee (VARC). Bus drivers with assessed points will receive disciplinary actions based on the period in which points are accumulated (See Table 2).

Table 2
Bus Driver Disciplinary Guidelines per SDS

| Total Point Assessed | Within the Time Period of: | Disciplinary Action |
|-----------------------------|-----------------------------------|--|
| 1 – 5 points | Any 12-month period | Written Warning |
| 6 – 8 points | Any 12-month period | Verbal Reprimand (with written notation) |
| 9 – 13 points | Any 18-month period | Written Reprimand |
| 14 – 17 points | Any 18-month period | Suspension Without Pay |
| 18 or more points | Any 36-month period | Termination |

Source: Safe Driver Standards, 2012

March 8, 2017, MVR Database. The March 8, 2017, MVR database indicated that 55 bus drivers had committed serious driving infractions (3-18 points assessed) during July 1, 2015, through March 8, 2017. The OIG sampled eight bus drivers’ records, and reviewed their records maintained by Transportation in documenting District’s actions for each infraction. The OIG found that points were assessed for these drivers accordingly, and appropriate disciplinary actions were taken in accordance with the *Safe Driver Standards (SDS)*.

June 19, 2018, MVR Database. Based on the June 19, 2018, MVR Report, the OIG selected another seven sample bus drivers with a total of 11 driving infractions during October 2016 and December 2017. According to the *SDS*, eight of the 11 infractions were regulated by the *SDS*. Although appropriate disciplinary actions were taken in accordance with the *SDS*, the time in notifying the affected employees of the driving infractions ranged from 68 days (2.3 months) to 204 days (6.8 months) after the infractions. The time taken in completing the

disciplinary actions ranged from 83 days (2.8 months) to 214 days (7.1 months) after the infractions. (Please see Table 3.)

**Table 3
Time in Handling Bus Drivers' Driving Infractions**

| Bus Driver | Infraction | Dates of | | | # of Days from Infraction to | |
|------------|------------------------|-------------------|---|----------------------------|---|-----------------------------------|
| | | Infraction (A) | Written Notification to Employee (B) | Disciplinary Action (C) | Notifying the Employee of Infraction (B) - (A) | Disciplinary Actions (C) - (A) |
| 1 | Careless Driving | 10/5/2016 | 3/8/2017 | 4/3/2017 | 154 Days | 180 Days |
| 2 | Unlawful Speed | 3/15/2017 | 5/22/2017 | 6/6/2017 | 68 | 83 |
| 3 | Careless Driving | 12/19/2017 | 4/26/2018 | 5/2/2018 | 128 | 134 |
| 4 | Crash | 11/2/2017 | 5/22/2018 | 5/29/2018 | 201 | 208 |
| 5 | Careless Driving | 12/4/2017 | 5/3/2018 | 5/15/2018 | 150 | 162 |
| 6 | Careless Driving/Crash | 8/4/2017 | 1/31/2018 | 2/2/2018 | 180 | 182 |
| 7 | Improper Backing/Crash | 8/15/2017 | 1/31/2018 | 2/2/2018 | 169 | 171 |
| 8 | Crash | 4/27/2017 | 11/17/2017 | 11/27/2017 | 204 | 214 |

Recommendation

To protect the safety and welfare of students and employees, driving records of bus drivers should be monitored closely. The School District should expedite the process in reviewing traffic infractions of bus drivers for disciplinary actions in accordance with the *Safe Driver Standards*.

Management's Response: Management concurs that bus driver traffic infractions should be reviewed as expeditiously as possible. That said, of the eight infractions cited, seven were submitted to VARC for review. The VARC process, which is handled by Risk Management, provides the employee an opportunity to appeal the infraction citation with the courts and allows for the District to gather all necessary information for VARC to make an informed decision. This process can take from two to five months, when allowing for employee appeals and reviews. The following table includes the VARC date and the date that Transportation received notice of disposition from VARC. Calculating the time elapsed from the date Transportation received VARC notice, to the date of written notice to employee and date of disciplinary action, the number of days elapsed ranges from 0 to 43 days. Please see details on the next page.

| Bus Driver | Infraction | Dates of | | | | | # of Days from Transportation Receipt to | |
|------------|----------------------------|------------|-----------|--------------------------------|--------------------------------|-------------------------|---|-------------------------------|
| | | Infraction | VARC | Received by Transportation (A) | Written Notice to Employee (B) | Disciplinary Action (C) | Notifying the Employee of VARC action (B) – (A) | Disciplinary Action (C) – (A) |
| 1 | Careless Driving | 10/5/2016 | 1/11/2017 | 3/1/2017 | 3/8/2017 | 4/3/2017 | 7 Days | 26 Days |
| 2 | Unlawful Speed | 3/15/2017 | n/a* | 5/4/2017 | 5/22/2017 | 6/6/2017 | 18 | 33 |
| 3 | Careless Driving | 12/19/2017 | 1/10/2018 | 4/16/2018 | 4/26/2018 | 5/2/2018 | 10 | 16 |
| 4 | Crash | 11/2/2017 | 1/10/2018 | 4/16/2018 | 5/22/2018 | 5/29/2018 | 36 | 43 |
| 5 | Careless Driving | 12/4/2017 | 2/7/2018 | 4/16/2018 | 5/3/2018 | 5/15/2018 | 17 | 29 |
| 6 | Careless Driving/ Crash | 8/4/2017 | 11/1/2017 | 1/29/2018 | 1/31/2018 | 2/2/2018 | 2 | 4 |
| 7 | Improper Backing/ Crash | 8/15/2017 | 11/1/2017 | 1/29/2018 | 1/31/2018 | 2/2/2018 | 2 | 4 |
| 8 | Crash | 4/27/2017 | 9/6/2017 | 11/17/2017 | 11/17/2017 | 11/27/2017 | 0 | 10 |

* Did not go to VARC

(Please see page 12.)

3. License Information Not Monitored for Some Drivers of District Vehicles

School Board Policy 2.28 – School District Owned Vehicles requires that staff driving assigned District-owned vehicles have valid driver’s licenses. The District maintains two types of vehicles for employee-use: (1) take-home vehicles assigned to a specific person, and (2) pool-vehicles assigned to departments or schools.

- **Take-Home Vehicles.** During the *Audit of District’s Take-Home Vehicles* (Report #2017-02), the OIG found that 51 (40%) of the 129 staff assigned with take-home vehicles (excluding School Police) were not included in the MVR database as of July 25, 2016. At that time, the OIG suggested that regular monitoring of valid driver’s licenses and traffic violations be performed for all individuals driving District-owned vehicles. Subsequently, the OIG provided the driver information to the District’s Department of Transportation Services so that Transportation would have 100% District vehicle drivers included in the MVR Reports for weekly and annual reviews.
- **Pool-vehicles.** Pool-vehicles are assigned to a department or school but not to a specific person. Any staff in that department or school can use the vehicle for District business if the vehicle is available. As of April 13, 2016, the District assigned a total of 533 pool-vehicles to 18 departments and six schools.

(a) Results of March 8, 2017, OIG’s 1st Follow-up

The OIG (1) performed a follow-up of the observations noted during the 2017 audit (Report #2017-02) to determine if Transportation Services had updated the *Drivers’ Record System* using the 2017 list of 129 staff who drove take-home vehicles, and (2) compared it to the MVR database as of March 8, 2017. Our analysis revealed that the driver license information for the 51 drivers was not included in the database. Therefore, the driving histories of these 51 drivers continued to not be monitored to determine if their licenses were current and valid as required by *School Board Policy 2.28*.

To determine if the drivers’ license information for pool-vehicle drivers were included in the MVR database (as of March 8, 2017) for monitoring, we reviewed all 340 pool-vehicle drivers from three sample departments that maintain a large number of pool-vehicles (Facilities Services, School Food Service, and Purchasing Warehouse & Distribution). We found that 45 (or 13%) of the 340 drivers were not included in the MVR database (see Table 4). As a result, not all driver licenses are being verified as current and valid.

Table 4
Sampled District Pool-Vehicle Drivers Not Monitored

| Department Name | Total Pool-Vehicle Drivers | # of Pool-Vehicle Drivers Not in MVR Database |
|-------------------------------------|-----------------------------------|--|
| Maintenance & Plant Operations | 275 | 29 (11%) |
| School Food Service | 52 | 12 (23%) |
| Purchasing Warehouse & Distribution | 13 | 4 (33%) |
| Total | 340 | 45 (13%) |

Source: Audit of Take Home Vehicles - Department Survey, March 8, 2017 MVR

Obsolete Information Contained in MVR Database. During the review of the March 8, 2017, MVR database, some drivers were identified with infractions who were not employees of the District. For example, 18 drivers with infractions reported to the District were previously terminated, with termination dates ranging from five months to ten years prior to the report. We also found 39 drivers being reported to the District who once applied for a bus driver position but were never hired by the District.

Applicants who are not hired should be purged from the database. Staff indicated that retired or terminated employees are deleted only if they receive notification from the employee’s supervisor or Human Resources. Terminations of Transportation Services employees is regularly reported but they were uncommon from other departments.

Staff indicated that District access to the MVR database is free-of-charge. Obsolete data is not timely removed because a channel of communication between Transportation and other departments/schools has not been established when District vehicle drivers are transferred to other departments or terminated. However, the MVR database contains personal information for each driver, such as name, address, license number, and date of birth which should be purged once this information is no longer relevant. Otherwise, the District may be subject to unwarranted liability if this personal information is misused.

Database Update in Progress. During this review, we informed Transportation of the non-bus drivers not included in the MVR database (as of March 8, 2017). In response, Transportation initiated corrective actions including mandatory meetings in December 2017 for all drivers of District-owned vehicles (other than school buses) about the new requirements. At these meetings, updated information and procedures for use of District vehicles were provided to drivers. Instructions were given on the updated *Vehicle Assignment Registration Form (PBSD 2436)* and all drivers were required to complete the *Form* by January 2018. Transportation began updating the MVR database for monitoring the driving records for all District drivers based on the revised *Vehicle Assignment Registration Assignment Forms*.

(b) Results of June 19, 2018, OIG's 2nd Follow-Up

The OIG examined the MVR database as of June 19, 2018, to determine if Transportation made corrections to the MVR database for monitoring drivers of take-home and pool-vehicles. The following improvements were found:

- Take-home vehicle drivers. Of the 51 drivers not included in the March 8, 2017 MVR database, 24 of them were still missing from the June 19, 2018 MVR database. Sixteen (16) of the 51 drivers have been added to the database. The remaining 11 drivers originally not included have since retired from the District.
- Pool-vehicle drivers. Of the 45 drivers not included in the March 8, 2017 MVR database, 19 drivers were still missing from the June 19, 2018 MVR database. One name was removed because it was a duplicate. Fourteen (14) drivers have been added to the database. The remaining 11 drivers have either been terminated or retired.
- Obsolete information. This is a significant improvement that obsolete information was removed from the MVR database, thus, increasing the efficiency of District staff reviewing drivers' records. Our review of the March 8, 2017, MVR database found 18 employees have retired or left the School District; and 39 bus driver applicants who were not hired by the District remained in the MVR database. As of June 19, 2018, only two of the former employees and two of the bus driver applicants remained in the database.

However, the June 19, 2018, database indicated that 23 of the 2,019 records were reported "Unable to Locate". Apparently, Transportation entered incorrect/invalid drivers' license numbers into the database for these 23 drivers.

Recommendation

To protect the District from unwarranted liability and as required by *School Board Policy 2.28*, information in the *Florida Department of Education School Bus Driver Records System Information Report (MVR)* should be updated periodically so that only current employees who drive District-owned vehicles are included in the system. Transportation should obtain updated information from Human Resources so that they can monitor the additions of newly hired employees who drive District-owned vehicles; and delete terminated/retired employees from the *Drivers' Record System*.

Management's Response: Management concurs. Transportation is in the process of obtaining white fleet driver information from the user departments. The targeted completion date for this process is July 31, 2019. For yellow fleet vehicles, all license information is recorded during the hiring process. (Please see page 13.)

4. No Safe Driver Standards for White Fleet Vehicle Drivers

Article 33, Section 3, of the *Collective Bargaining Agreement Between The School Board of Palm Beach County and Service Employees International Union/Florida Public Services Union (CBU)* requires employees who drive Board owned vehicles to “maintain a valid driver’s license and driving record ... that is free of conviction for moving violations that results in suspension of driving privileges or contains no more than 18 “Driver Safety Points” for moving violations/accidents in any 36 month period.” This section applies to employees within the Facilities Services and Transportation Departments. Bus drivers must meet additional listed requirements.

The current published District’s *Safe Driver Standards* (dated April 26, 2012) apply only to employees who transport students in District-owned school buses (i.e., school bus drivers). Except for self-reporting of certain traffic violations as required by **School Board Policy 3.13**, there is no driver safety program for drivers of District take-home vehicles and pool vehicles (i.e., white fleet).

The OIG reviewed the driving records for 13 non-bus driver employees reported on the March 8, 2017, MVR database, who were cited with traffic violations during July 1, 2015, through March 8, 2017. The following information was noted related to non-bus drivers who received traffic violations/tickets.

- Ten (or 77%) of the 13 sampled District vehicle drivers did not self-report traffic violations to their immediate supervisors and/or Professional Standards as required by **School Board Policy 3.13**.
- A lack of communication existed between Transportation staff who distributed the MVR weekly updates and departments/schools that received MVR weekly updates. Supervisors for nine of the 13 sampled drivers stated they had not received any MVRs. Transportation Services did not track when a MVR was sent to a department or school for follow up.
- Traffic violations by non-bus drivers were not tracked to ensure the District’s assets are well protected.

Article 14, Section 13, of the CBU states “revised Safe Driver Standards are being developed by the District.” According to Transportation, as of February 2018, guidelines for non-bus drivers were being developed by management with an expected effective date of January 15, 2019.

Recommendation

The District should expedite the development of a safe driver program for all drivers which includes consistent guidelines to promote safe driving practices. The objectives of the safe driver program should include remedial action such as retraining guidelines for drivers with unacceptable driving records.

***Management's Response:** Management concurs. White Fleet Safe Driver Standards are not yet developed. The targeted completion date for this process is February 15, 2019. (Please see page 13.)*

– End of Report –

Management's Response



THE SCHOOL DISTRICT OF
PALM BEACH COUNTY, FL

CHIEF OPERATING OFFICE
3300 FOREST HILL BOULEVARD, B-302
WEST PALM BEACH, FL 33406

PHONE: 561-357-7573 / FAX: 561-357-7569
WWW.PALMBEACHSCHOOLS.ORG/COO

WANDA F. PAUL, M.Ed., MBA
CHIEF OPERATING OFFICER

DONALD E. FENNOY II, Ed.D.
SUPERINTENDENT

RECEIVED
FEB - 5 2019

INSPECTOR GENERAL

MEMORANDUM

TO: Lung Chiu, Inspector General

FROM: Wanda Paul, M.Ed., MBA, Chief Operating Officer *WFP 2/5/2019*

DATE: February 4, 2019

SUBJECT: MANAGEMENT RESPONSE
REVIEW OF DISTRICT'S DRIVERS' LICENSE VERIFICATION PROCESS

Following is the Management Response to the Review of District's Drivers' License Verification, dated October 31, 2018.

1. School Bus Drivers' Records Being Monitored by the School District

Management concurs.

2. Review of Bus Driver Infractions Needed to be Expedited

Management concurs that bus driver traffic infractions should be reviewed as expeditiously as possible. That said, of the eight infractions cited, seven were submitted to VARC for review. The VARC process, which is handled by Risk Management, provides the employee an opportunity to appeal the infraction citation with the courts and allows for the District to gather all necessary information for VARC to make an informed decision. This process can take from two to five months, when allowing for employee appeals and reviews. The following table includes the VARC date and the date that Transportation received notice of disposition from VARC. Calculating the time elapsed from the date Transportation received VARC notice, to the date of written notice to employee and date of disciplinary action, the number of days elapsed ranges from 0 to 43 days. Please see details on the next page.

The School District of Palm Beach County, Florida
A Top-Rated District by the Florida Department of Education Since 2005
An Equal Education Opportunity Provider and Employer

Management's Response

Page 2 of 2

January 28, 2019

SUBJECT: MANAGEMENT RESPONSE – REVIEW OF DISTRICT'S DRIVERS' LICENSE VERIFICATION PROCESS

| Bus Driver | Infraction | Dates of | | | | | # of Days from Transportation Receipt to | |
|------------|----------------------------|------------|-----------|--------------------------------|--------------------------------|-------------------------|---|-------------------------------|
| | | Infraction | VARC | Received by Transportation (A) | Written Notice to Employee (B) | Disciplinary Action (C) | Notifying the Employee of VARC action (B) – (A) | Disciplinary Action (C) – (A) |
| 1 | Careless Driving | 10/5/2016 | 1/11/2017 | 3/1/2017 | 3/8/2017 | 4/3/2017 | 7 Days | 26 Days |
| 2 | Unlawful Speed | 3/15/2017 | n/a* | 5/4/2017 | 5/22/2017 | 6/6/2017 | 18 | 33 |
| 3 | Careless Driving | 12/19/2017 | 1/10/2018 | 4/16/2018 | 4/26/2018 | 5/2/2018 | 10 | 16 |
| 4 | Crash | 11/2/2017 | 1/10/2018 | 4/16/2018 | 5/22/2018 | 5/29/2018 | 36 | 43 |
| 5 | Careless Driving | 12/4/2017 | 2/7/2018 | 4/16/2018 | 5/3/2018 | 5/15/2018 | 17 | 29 |
| 6 | Careless Driving/ Crash | 8/4/2017 | 11/1/2017 | 1/29/2018 | 1/31/2018 | 2/2/2018 | 2 | 4 |
| 7 | Improper Backing/ Crash | 8/15/2017 | 11/1/2017 | 1/29/2018 | 1/31/2018 | 2/2/2018 | 2 | 4 |
| 8 | Crash | 4/27/2017 | 9/6/2017 | 11/17/2017 | 11/17/2017 | 11/27/2017 | 0 | 10 |

* Did not go to VARC

3. License Information Not Monitored for Some Drivers of District Vehicles

Management concurs. Transportation is in the process of obtaining white fleet driver information from the user departments. The targeted completion date for this process is July 31, 2019. For yellow fleet vehicles, all license information is recorded during the hiring process.

4. No Safe Driver Standards for White Fleet Vehicle Drivers

Management concurs. White Fleet Safe Driver Standards are not yet developed. The targeted completion date for this process is February 15, 2019.

Cc: Mike Burke
Dianne Howard
Shane Searchwell
Crystal Washington