

# **Special Services Operations Audit (25-05)**



# Audit Scope



- **Period of Review: January 1, 2022 – February 28, 2025**
- **Audit topics:**
  - **Governance**
  - **Risk Management**
  - **Staff Training and Oversight**
  - **Scheduling Process**



## **Audit Recommendations – 25-05-01**

- **Operations management should work with the Safety Department to review safety-related Standard Operating Procedure (SOP) documents and make necessary updates.**
- **Not recommended in the report: Non-safety SOPs should also be reviewed and updated.**



## **Audit Recommendations – 25-05-02**

- **Operations management should work with Human Resources to review all job description documents and make necessary updates.**
- **The following job descriptions have not been updated in at least five years:**
  - **ADA Evaluation Office Administrator**
  - **Flextrans Bus Operator**
  - **Flextrans Radio Control Coordinator**
  - **Manager of Service Delivery**
  - **Mobility Center Office Specialist**
  - **Operations Supervisor**
  - **Paratransit Eligibility Specialist**
  - **Special Services Customer Care Administrator**
  - **Special Services General Manager**
  - **Senior Office Specialist – Special Services BU**



## **Audit Recommendations – 25-05-03**

- **Management should reevaluate scheduling call time goals. If the goal of fielding all calls in under two minutes is determined to be practical, management should provide targeted training and oversight to reduce call times.**
- **Management should reevaluate scheduling staffing needs to assess if increased staff would shorten average call hold times.**



## Audit Recommendations – 25-05-04

- **Management should formalize the scheduling procedures as an SOP**



## **Audit Recommendations – 25-05-05**

- **Internal Audit recommends that records of CDL licensure of employees driving revenue vehicles is maintained in a manner where business units can reconcile which employees are coming up on their five-year CDL license expiration date.**

