



September 25, 2019

To: Finance and Administration Committee

From: Darrell E. Johnson, Chief Executive Officer

Janet Sutter, Executive Director
Internal Audit Department

Subject: Coach Operator Scheduling, Internal Audit Report No. 19-505

Overview

The Internal Audit Department has completed an audit of coach operator scheduling. Based on the audit, the coach operator scheduling process is adequate to ensure compliance with the Collective Bargaining Agreement between the Orange County Transportation Authority and Teamsters Local 952, and the Orange County Transportation Authority operates in substantial compliance with the California Code of Regulations.

Recommendation

Receive and file Coach Operator Scheduling, Internal Audit Report No. 19-505, as an information item.

Background

The Orange County Transportation Authority (OCTA) implements three service changes per year. The Planning Division develops the bus routes, span, and frequency of bus service. From this, the Scheduling and Bus Operations Support Department (Scheduling) creates bus schedules, determines vehicle requirements, and develops coach operator work assignments. Work assignments must comply with both the Collective Bargaining Agreement (CBA) between OCTA and the Coach Operators, as well as with the California Code of Regulations (CCR). The bulk of the service change activities, including coach operator scheduling, are performed using the HASTUS scheduling software application.

Discussion

The coach operator scheduling process is adequate to ensure compliance with the CBA and with the CCR. The CBA outlines several requirements, such as a requirement that no less than 60 percent of all assignments be continuous, and no less than 15 percent of all assignments be continuous, Monday through Friday, daytime assignments. In addition to the CBA requirements, the CCR restricts coach operators to ten hours of driving time per day, 15 hours of on-duty time per day, and 80 hours of on-duty time in any eight consecutive-day period. To help facilitate compliance, Scheduling staff creates rules and parameters within HASTUS to ensure compliance, and HASTUS provides reports of coach operator work assignment schedules for continuous monitoring.

Summary

Internal Audit has completed an audit of coach operator scheduling.

Attachment

A. Coach Operator Scheduling, Internal Audit Report No. 19-505

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