

Washington State Auditor's Office

Washington State Department of Transportation, Ferries Division Performance Report

Washington State Transportation Commission

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WASHINGTON
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Focus

Our WSDOT Ferries Division Report focused on:

- Assessing WSDOT's implementation of audit recommendations on timekeeping and payroll processing.
- Evaluating the adequacy of the Department's timekeeping and payroll processing systems.
- Identifying obstacles or opportunities for improvement with the Department's timekeeping and payroll processing.

Approach

- We reviewed prior WSDOT audits and recommendations:
 - Washington State Ferries Performance Audit, *September 2007*
 - Washington State Department of Transportation Overhead and Administration Performance Audit, *November 2007*
- We followed up on recommendations related to timekeeping and payroll processing.
- We observed payroll processing to verify implementation of recommendations and identify opportunities for improvement:
 - Seattle headquarters, *July 2010*
 - Eagle Harbor, *August 2010*

Findings

- WSDOT completed all but one of the previous performance audit recommendations related to timekeeping and payroll processing.
- WSDOT has taken steps to improve timekeeping and payroll processing:
 - The Ferries Division improved the process for scanning and storing timesheets
 - Ferries payroll operations were consolidated in Olympia
- Existing systems do not support compliance with collective bargaining agreements or efficient, data-driven decision-making:
 - WSDOT's efforts to review a union proposal highlight the system's weaknesses

Findings

- WSDOT Ferries Division faces several obstacles in achieving effective timekeeping and payroll processing. Obstacles include:
 - Systems compatibility issues
 - A complex working environment with multiple collective bargaining agreements
 - Lack of funding
- The Ferries Division lacks a robust performance measurement system:
 - The Ferries Division recently started a red flag report
 - Interviews with Ferries employees demonstrated a lack of performance measures

For more information

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