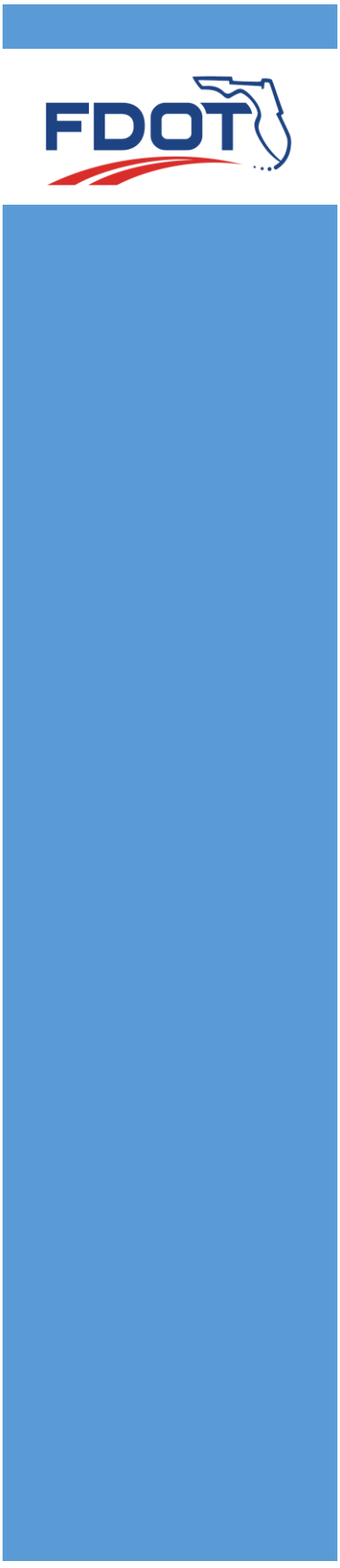

INSTRUCTIONS & GUIDANCE

For Using and Determining Scores for the

ASSET MAINTENANCE CONTRACTOR PERFORMANCE EVALUATION REPORT

(AMPER version 2.2)

Volume I & II

August 2017

INSTRUCTIONS & GUIDANCE

For Using the

ASSET MAINTENANCE CONTRACTOR PERFORMANCE EVALUATION REPORT

(AMPER version 2.2)

Volume I

August 2017

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Glossary

AASHTO: **A**merican **A**ssociation of **S**tate **H**ighway **T**ransportation **O**fficials
AMPER: **A**sset **M**aintenance Contractor **P**erformance **E**valuation **R**eport
BrM: AASHTOWARE **B**ridge **M**anagement Database (formerly PONTIS)
CBT: **C**omputer **B**ased **T**raining
CI: **C**ompliance **I**ndicator
CIDR: **C**omprehensive **I**nventory **D**ata **R**eport generated by BrM
DBE: **D**isadvantaged **B**usiness **E**nterprise
FAC: **F**lorida **A**dministrative **C**ode
FARC: **F**easible **A**ction **R**eview **C**ommittee
FDOT: **F**lorida **D**epartment of **T**ransportation
HML: **H**igh **M**ast **L**ight Pole
MOT: **M**aintenance **o**f **T**raffic
MRP: **M**aintenance **R**ating **P**rogram
O/H: **O**ver**h**ead Sign
QA: **Q**uality **A**ssurance
QC: **Q**uality **C**ontrol
RCI: **R**oadway **C**haracteristics **I**nventory
RFP: **R**equest **f**or **P**roposal
WO: **W**ork **O**rder

Introduction

The **Volume I** of this guide intends to inform and train FDOT District personnel in filling the Asset Maintenance Contractor Performance Evaluation Report (**AMPER version 2.1**). The information presented allows the user to better understand the purpose, principles, structure and logic of the AMPER.

Purpose and Principles of the AMPER

Purpose and general content of the AMPER

The Asset Maintenance Contractor Performance Evaluation Report (or AMPER) is a means to periodically assess an asset maintenance (AM) contractor's performance in predetermined contract areas. The contract areas and sub-areas targeted are:

General and Contract Specific Performance areas:

- Administration (e.g. DBE Usage, Permits, etc…)
- Safety Features
- Field Operations (e.g. Customer Service, Emergency Response, etc…)
- Non-Standard & Project-Specific Compliance Indicators

Facilities: Rest areas, truck comfort stations

- Number of Facilities inspected and scores
- Facility Customer Comments
- Rest Area Security

Bridges and Ancillary Structures

- Ancillary Structures (High Mast Light Pole, Overhead Signs, etc…),
- Bridges
- General Structures and Bridges (Maintenance WO, Structure Inspection)

MRP Data

- Period scores (Maximum 3 periods): Overall, Element and Characteristics
- Interim scores

Performance Intangibles

- Interface with Customers and the Public
- Cooperation with Department Personnel
- Quality Control & Contract Compliance
- Department Contract Administrative Efforts required

Purpose and Principles of the AMPER

Principles governing AMPER evaluations:

1- The goal for the AMPER is to foster quality, not to check everything. Different types of evaluation are performed. One of the type is to use random sampling and a sample size depending upon past performance. While used in several contract areas in the AMPER, the random sampling approach is especially used in the evaluation of the "MRP" Section. The Determination of the sampling method and size is left with the District. Even in cases of MRP interim review, while specific facility types and characteristics are targeted for review, the MRP Random Point Generator (MRP-RPG) ensures that random sampling is performed.

2- The AMPER is designed to be comprehensive and accurately assess an AM contractor's overall performance. Several options exist to adjust the report to fit the evaluation needs of each contract:

a- Up to 7 additional project specific, user defined performance indicators can be selected in the Section I, II, III Detail Tab. The performance indicators scores are summarized in Section I. These user defined performance indicators must be approved by the Office of Maintenance according to the Performance Based Maintenance Contracting Procedure (Ref: No.: 375-000-005-d, Section 4.5.2)

b- Users can specify a reduced Weighting Percentage for Section II (facilities) and/or Section III (structures) of the "Performance Evaluation Report" Tab. The District can therefore assign a percentage for each of these sections at the inception of the contract based on numerous factors and existing imbalances. These reduced weighting percentage(s) must be approved by the Office of Maintenance according to the Performance Based Maintenance Contracting Procedure (Ref: No.: 375-000-005-d, Section 4.5.2)

c- The AMPER allows the District to report any interim inspection that the District may have elected to perform.

d- Overall MRP score (80) and rest areas minimum (85) and average 6-month (90) targets scores have been developed. Adjustment to these scores and other performance scores may be adjusted in the Contract Scope, as needed.

e- Checkboxes/Descriptions have been provided to assist the user in filling out the evaluation and customized to fit the contract.

f- 2 bonus opportunity are provided (DBE and Youth work experience)

Purpose and Principles of the AMPER

3- The AMPER has been designed to be comprehensive. Because performance measure are either pass or fail, there is some level of AMPER forgiveness reflected in the scoring in case of a few failures but exponentially penalize the scoring for multiple failures.

4- The AMPER is a guide for inspection and administration of AM contracts.

5- The AMPER is a record used to help selecting future contracts.

Overall Structure of the AMPER

The AMPER has 4 Viewable Tabs

The AMPER includes four viewable tabs. Below is a snapshot of all four tabs shown at the bottom of the screen and a brief description for each tab:

AM Summary Sheet:

This is the "Title" Sheet. No information is entered. Hard copy signatures of the following personnel are required:

1- **Project Manager**
2- **Unit Manager**
3- **District Maintenance Engineer**

The Contractor's signature should be obtained as well.

Performance Evaluation Report Sheet:

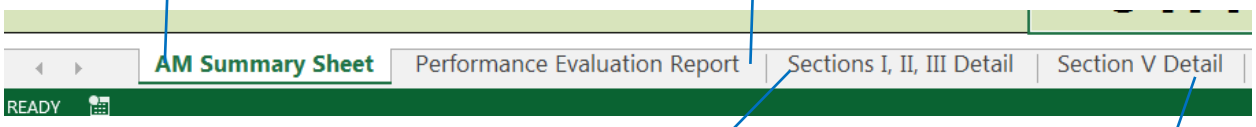
Section 1: is a summary of many of the performance indicators evaluated in the "Section, I, II, III Detail" Sheet.

Section 2: is a summary of field QAs of facilities, customer comments and facility security performance indicators evaluation.

Section 3: is a summary of structure and bridge related Performance Indicators evaluated in the "Section, I, II, III Detail" Sheet.
Field QAs score of WOs are also included.

Section 4: includes, for each period the MRP score for Overall, elements and Characteristics.

Section 5: includes the summary of the Performance Intangibles
Bonus for Youth Work and DBE Utilization



Section I, II, III Detail Sheet

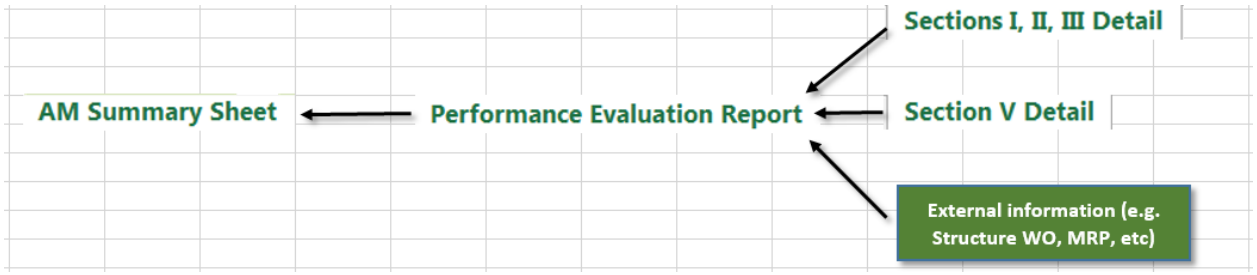
This tab includes detailed evaluations of CI and comments for Section I, II and III.

Section V Detail Sheet

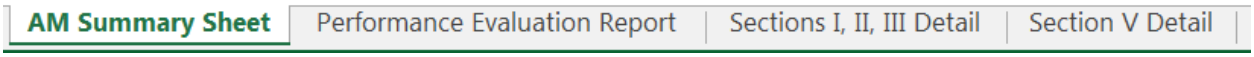
This tab includes overall contractor performance intangibles

Overall Structure of the AMPER

Link among Tabs



The diagram above show the information flowing from the “Section I, II, III Detail” tab and “Section V Detail” Tab to the “Performance Evaluation” tab and ultimately to the “AM Summary Sheet” tab. Therefore, the first tab of the AMPER is the last one where all information flow to.



AM Summary Sheet Tab

This is the "Title" Sheet. No information is entered. All data for this sheet reflect data entered in the "Performance Evaluation Tab". This sheet is used as an overall summary. Hard copy signatures of the following personnel are required:

1- **Project Manager**
2- **Unit Manager**
3- **District Maintenance Engineer**

The Contractor's signature should be obtained as well. The AM contractor's signature does not necessarily indicate concurrence from his (her) part.

SEMI-ANNUAL AMPER SUMMARY & CONFIRMATION AMPER Version 2.2

Contractor Name	ICADBITMEBERJOGGSPECTRE
Contract Number	E9E99
AMPER Period	July 2016 <---> December 2016

	Section Weight	Section Raw Score
Section I - Performance Indicators	24%	74.0
Section II - Facilities	11%	97.9
Section III - Bridges & Ancillary Structures	21%	93.0
Section IV - MRP	25%	49.9
Section V - Performance Intangibles	19%	81.3

Semi-Annual Contractor Performance Score:	77.0

Confirmation Signatures

Submitted By: (Project Manager) _____
Date:

Reviewed By: (Unit Manager) _____
Date:

Reviewed By: (Dist. Maint. Engineer) _____
Date:

Contractor Signature _____
Contractor signature does not indicate concurrence

Section I overall score

Section III overall weight

All sections combined score. Includes possible Bonus points

All required signatures

Performance Evaluation Report Tab

AM Summary Sheet | **Performance Evaluation Report** | Sections I, II, III Detail | Section V Detail

Section I – Standard Performance Indicators

Section I evaluates 46 standard (plus up to 7 user-defined) pass/fail performance indicators. Indicators are divided into 4 main performance categories for convenience. Each indicator is equally weighted. The indicators are evaluated in the "Sections I, II, III Detail" Tab and summarized in the Performance Evaluation Report Tab. Indicators include many, but not all, contractor responsibilities. Some indicators are based on contractual performance measures, while other indicators are based on general procedural/policy requirements. Section I must be completed for all Asset Maintenance Contracts.

General Tabulation Summary

When evaluating this performance indicator in the **"Sections I, II, III Detail"** tab, choose **"Not in Contract" ONLY** if your contractor is never required to perform this task per contract language

Section I - Performance Indicators	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Administration	14	6	1	7			
B) Safety Features	17	2	0	15			
C) Field Operations	15	0	4	11	Raw Score	Section Weight	Section Score
D) Non-Standard & Project-Specific	7	5	0	2			
TOTAL	53	13	5	35	79.00	0.24	19.0

Click on any of the blue **hyperlinks** (they turn purple after clicking) to take you straight to the associated compliance indicators on the **"Sections I, II, III Detail"** tab

Choose **"Does Not Meet"** in the **"Sections I, II, III Detail"** tab only if it is known that the contractor has failed to meet performance

All indicators evaluated as **"Performance Met"** or **"No Known Deficiencies"** in the **"Sections I, II, III Detail"** Tab are tabulated as **"Performance Met"** in the **"Performance Evaluation Report"** Tab.

AM Summary Sheet | **Performance Evaluation Report** | Sections I, II, III Detail | Section V Detail

Edit Checks

Throughout the AMPER report, edit checks are provided to improve data reliability. For Instance, below, the data turns red when the sum of the numbers in columns 3, 4 and 5 is not equal to the number in column 2. Obviously, the absence of red does not necessarily indicate that an evaluation result is accurate (e.g. Using "Does not meet contract" when "Not in contract" should have been used in the evaluation).

Section I - Performance Indicators	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Administration	14	6	1	7			
B) Safety Features	17	2	0	15			
C) Field Operations	15	0	3	11	Raw Score	Section Weight	Section Score
D) Non-Standard & Project-Specific	7	5	0	2			
TOTAL	53	13	4	35		0.24	

For each indicator category, the number for indicators shown must equal the sum of the 3 columns to the right of this column. If unequal, cells will turn red indicating that some data in the **AMPER** sheet is missing

Each green colored cell uses **70** as a baseline for "minimum acceptable" performance. Compare this Section Score to a "minimum acceptable" **70** to gauge Section I performance.

Section I - Performance Indicators	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Administration	14	6	1	7			
B) Safety Features	17	2	1	14			
C) Field Operations	15	0	4	11	Raw Score	Section Weight	Section Score
D) Non-Standard & Project-Specific	7	5	0	2			
TOTAL	53	13	6	34	74.00	0.24	17.8

AM Summary Sheet | **Performance Evaluation Report** | Sections I, II, III Detail | Section V Detail

Section II – Facilities

Version 2.1 explicitly includes 2 target scores for rest areas and facilities. Per procedure:

1- A score of 85 minimum is required for each monthly inspection (unless modified by contract scope).
2- A score of 90 minimum is required for a continuous period of 6 months. For that purpose, the first day and the last day of the AMPER period are used to determine this 6 month period.
3- Target score may be changed based on Contractual requirements.
4- The "Target 6-Month Average Score" field is included for information only (used for determining the No. of facilities meeting the target, not used in calculating the score.)

Comment card related information is retrieved using the **"OPINIATOR"** software

Enter the total number of Rest Area inspections **(Form# 850-045-002)** that were performed by Contractor and Department, jointly and separately, during the review period.

Average together all inspection scores that "failed" (were less than target). Enter result here. Decimals are ok. If all inspections passed, this entire row is removed from view.

Enter here what procedure/ contract requires as a minimum acceptable Rest Area monthly inspection score. This is usually 85.

Section II - Facilities	Total # of Facility Inspections	Total # of all Facilities	Target 6-Month Average Score	Target Facility Inspection Score
Facility Information & Inspection Data	60	10	90	85
# of Inspections Meeting Target Score	59	Avg of Sub-Target Inspections ---->		84
# of Facilities Meeting Target 6-month Average Score ------->		9		

	Customers Requesting Contact	Customers Contacted on Time
Rest Area Customer Comments	8	7

	Number of Indicators	Not In Contract	Does Not Meet	Performance Met
Rest Area Security	5	3	0	2

AM Summary Sheet | **Performance Evaluation Report** | Sections I, II, III Detail | Section V Detail

Section III – Bridges and Ancillary Structures

Section III combines pass/fail performance indicators from the Section I, II, III Tab, with results from Quality Assurance Reviews of field inspection and work order repairs. Section III is completed if your contract includes inspection or maintenance of bridges or any other ancillary structure listed in any of the checkbox. For example, if your contract does not include bridges, but does include high-mast light poles, then this section WILL be included as a part of your AMPER. Data for the inspection results is entered here, but data for the indicators is entered on the "Sections I, II, III Detail" tab. Add paragraph about excellent; established by bridge team beyond what inspection

For Structures Inspection QAs, the "**UNACCEPTABLE**", "**ACCEPTABLE**" and "**EXCELLENT**" categories are mutually exclusive

The top row indicates Inspection **(I)**. The row below indicates Maintenance **(M)**

Section III Bridges & Ancillary Structures	☑ HML Poles (I) / ☐ HML Poles(M)	☑ O/H Signs (I) / ☐ O/H Signs(M)	☐ Bridges (I) / ☑ Bridges(M)	☐ Mast Arm (I) / ☐ Mast Arm(M)
Compliance Indicator Categories	**Number of Indicators**	**Not In Contract**	**Does Not Meet**	**Performance Met**
A) Ancillary Structures	6	2	1	3
B) Bridges	6	5	0	1
C) General Structures	13	10	0	3
	25	**17**	**1**	**7**

Quality Assurance (QA) Field Reviews (District Chooses Field Review Format)		**Total Number of QA Reviews during 6- month period**	**Total # of QA Reviews rated UNACCEPTABLE**	**Total # of QA Reviews rated ACCEPTABLE**	**Total # of QA Reviews rated EXCELLENT**
Field QA of Structure Inspections		10	0	10	0
Field QA of **Completed** WOs	Priority 1	5	0	5	
	Priority 2	4	0	4	
	Priority 3	131	0	131	
		Number of WO	**# DELINQUENT**	**On Time**	
Number of **Delinquent** Priority 1 & 2 WO		9	0	9	
		From: Priority 1 WO	**: Priority 2 WO**	**: Delinquency**	
Performance Adjustment Factors		1.00	1.00	1.00	

For this and the next 2 rows, this number is the sum of the 2 columns to the right and is reflecting the quality of the work order.

For this row, this number is the sum of the 2 columns to the right and is reflecting the timeliness of the work order.

AM Summary Sheet | **Performance Evaluation Report** | Sections I, II, III Detail | Section V Detail

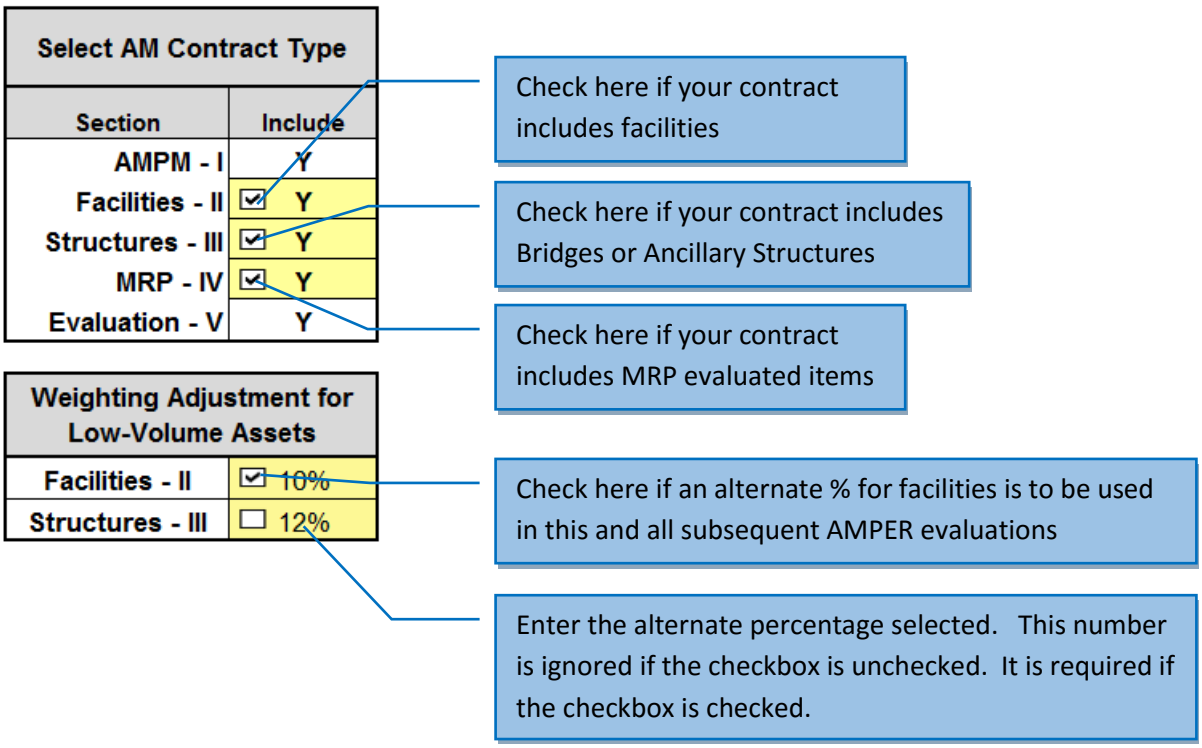
Customization of Section II, III and IV to enhance contract

Included sections

Sections II, III, & IV are optional and should be checked based on what your contract included. At least one of these three Sections **MUST** be checked, otherwise red error indicators will appear.

Sections II and III imbalances

Due to potential imbalance among Sections II and III and other sections, the AMPER includes an option to adjust the percentage for those two sections. Checkboxes may be used if the District feels there is an imbalance of few structures and/or facilities. After checking the box, the user can offer a reduced Weighting Percentage for Section II (facilities) and/or Section III (structures). The District can therefore assign a percentage for each of these sections at the inception of the contract based on numerous factors and existing imbalances. These reduced percentages should stay the same for the entire duration of the contract. Percentage changes for Section II or III may be discussed with the OOM and **must be approved** by the **OOM** according to procedure 375-000-005.



Section IV – MRP

Section IV uses results from periodic MRP evaluations and Interim MRP evaluations to generate a performance score. No additional QA/inspection work is performed for this section – it is simply a summary of results already collected. All data for the MRP results are entered here; you will not need the other tabs to complete this section.

There are usually three MRP cycles (see examples below) each year while the AMPER is completed twice per year. Consequently, every other AMPER may cover one to three MRP cycles, depending upon the starting date. MRP overall scores, Element and Characteristic scores have to be provided for each period.

Target scores for each applicable period is set as default: MRP overall score (80), Number of Element (5) and Number of Characteristic (35). The MRP overall score target may only be changed if the contract stipulates a different target. The number of elements and characteristics may only be reduced if the contract expressly exclude one or more of them (rare). The District may elect to do an optional interim evaluation. Target score for characteristics meeting a minimum score is usually 70 unless otherwise indicated in contract. The specific characteristic reviewed is determined by the District at the inception of the contract.

The user should list all periods covered by this AMPER in chronological order. The first row shown on the AMPER may not necessarily be MRP Period one. For example, if your AMPER covers MRP periods 2 and 3, period 2 will be on the first row and period 3 on the second row. For another example, if your AMPER covers MRP periods 3 and 1, period 3 will be on the first row and period 1 on the second row.

To avoid confusion, the following rules need to be followed when determining periods reported:

1- **MRP periods cover 4 months and may only start on July 1st, November 1st or March 1st.**
2- **AMPER periods cover six months and Periods may start at any time provided the starting dates are always the same for the duration of the contract, with rare exceptions.**
3- **MRP field evaluations shall be completed by the last day of each MRP period. The date the MRP report is finalized is:**
    a. **when the field evaluation report is complete and the field report is signed/concurred by the contractor**
    or
    b. **the Contractor's review period has expired.**
4- **At least one MRP period must be reported during an AMPER period.**

AM Summary Sheet | **Performance Evaluation Report** | Sections I, II, III Detail | Section V Detail

Here is an example of MRP section report with 1 period only:

Section IV - MRP		Overall MRP Score for MRP Period	Elements Meeting MRP	Characteristics Meeting MRP
MRP periods this AMPER	Targets-->	80	5	35
1	Period 2	85	5	33

	Total Interim MRP Reviews	Interim Reviews Meeting MRP	Raw Score	Section Weight	Section Score
Interim Characteristic Reviews	3	1	86	25%	21.5

Here is an example of MRP section report with 2 periods:

Section IV - MRP		Overall MRP Score for MRP Period	Elements Meeting MRP	Characteristics Meeting MRP
MRP periods this AMPER	Targets-->	80	5	35
2	Period 1	85	5	33
	Period 2	81	4	31

	Total Interim MRP Reviews	Interim Reviews Meeting MRP	Raw Score	Section Weight	Section Score
Interim Characteristic Reviews	3	1	79	25%	19.8

AM Summary Sheet | **Performance Evaluation Report** | Sections I, II, III Detail | Section V Detail

Here is an example of MRP section report with 3 periods:

Section IV - MRP		Overall MRP Score for MRP Period	Elements Meeting MRP	Characteristics Meeting MRP
MRP periods this AMPER	Targets-->	80	5	35
3	Period 2	85	5	33
	Period 3	81	4	31
	Period 1	83	5	33

	Total Interim MRP Reviews	Interim Reviews Meeting MRP	Raw Score	Section Weight	Section Score
Interim Characteristic Reviews	3	1	81	25%	20.3

AM Summary Sheet | **Performance Evaluation Report** | Sections I, II, III Detail | Section V Detail

MRP related scores explanation:

Default target MRP score. Usually 80 (can be changed if contract documents show a different target score)

Total number of MRP elements. Almost always 5

Total number of MRP characteristics. If a characteristic does not exist within the project limits, or a characteristic is not randomly selected for a specific period, it still should be counted unless expressly excluded in the contract language.

Section IV - MRP		Overall MRP Score for MRP Period	Elements Meeting MRP	Characteristics Meeting MRP			
MRP periods this AMPER	Targets-->	80	5	35			
3	Period 2	85	5	33			
	Period 3	81	4	31			
	Period 1	83	5	33			
		Total Interim MRP Reviews		Interim Reviews Meeting MRP	Raw Score	Section Weight	Section Score
Interim Characteristic Reviews		3		1	81	25%	20.3

Overall MRP score for specific period.

Number of MRP elements meeting a 75 score. Contract may require a different passing score

Number of MRP characteristics meeting a 70 score. Contract may require a different score

3 periods are possible. Usually 1 or 2 periods are the norm

Number of interim characteristics reviewed. Facility types are reviewed separately. For example, if 2 characteristics were reviewed over 3 Facility types, a "6" would be entered

AM Summary Sheet | **Performance Evaluation Report** | Sections I, II, III Detail | Section V Detail

MRP scores from MRP Scorecard Archive on Share-point

Section IV - MRP		Overall MRP Score for MRP Period	Elements Meeting MRP	Characteristics Meeting MRP	
MRP periods this AMPER	Period #	80	5	35	<~Target Values
1	Period 2	95	5	34	

Overall MRP score for specific period.

Florida Department of Transportation
Maintenance Rating Program
Evaluation Period **2nd Period - FY 2014/2015**
Contract Number: **E9A99 ARCHIVE REPORT**

BY ELEMENT:	
ROADWAY	100
ROADSIDE	93
TRAFFIC SERVICES	91
DRAINAGE	95
VEGETATION - AESTHETICS	100
OVERALL MRP	95

AM Summary Sheet | **Performance Evaluation Report** | Sections I, II, III Detail | Section V Detail

Warning when MRP sequences are not possible:

A warning showing that 2 consecutives sequences are not possible is included in this section. In the example included below, if period 3 is the first selected period, then period 1 should follows (as shown). However, period 2 and not period 3 should follow.

Section IV - MRP		Overall MRP Score for MRP Period	Elements Meeting MRP	Characteristics Meeting MRP				
MRP periods this AMPER	Period #	80	5	35	<~Target Values			
3	Period 3	85	4	25				
	Period 1	82	4	30				
SEQUENCE ERROR >>>	Period 3	75	4	35		Raw Score	Section Weight	Section Score
		Total Interim MRP Reviews		Interim Reviews Meeting MRP				
Interim Characteristic Reviews		6		0		56.31	0.25	14.1

Section V – Performance Intangibles and Bonus Opportunities

Performance Intangibles

The user should also refer to the tab labeled "Section V Detail" to understand this section. The table below is basically summarizing Section V Detail.

Section V Performance Intangibles	Maximum Rating	Rating Achieved	Bonus Opportunities			
A) Interface with Customers and the Public	10	10	Youth Work Experience			
B) Cooperation with Department Personnel	10	8	1 - Youth Usage Pace >= 0.25%	Raw Score	Section Weight	Section Score
C) Quality Control & Contract Compliance	10	4.5	DBE Utilization			
D) Department Contract Admin Efforts	10	6	0 - No Bonus Earned for DBE Usage	71	0%	0.0

Bonus Opportunities

This section also includes a bonus opportunity for using the Youth Work Experience Program and DBE Usage. A maximum of 2 points added to the Semi-Annual Contractor Performance Score is possible. The bonus is determined based upon a minimum percentage of the yearly contract amount spent on the program:

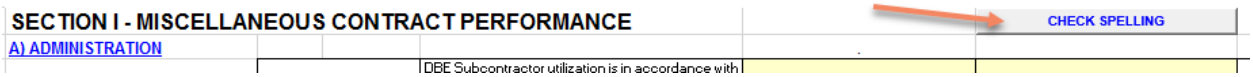
Rating Achieved	Bonus Opportunities	
10	Youth Work Experience	
8	1 - Youth Usage Pace >= 0.25%	Raw Score
4.5	DBE Utilization	
6	0 - No Bonus Earned for DBE Usage	71

1 Bonus point is earned when DBE Usage Goals are achieved

If more than 0.25 % of Annual Contract Amount (prorated to the number of months covered by the AMPER, e.g. half for a six month period) is spent on program, 1 Bonus point is gained. If more than 1 % of Annual Contract Amount (prorated) is spent on program, 2 Bonus points are gained.

Sections I, II, III Detail

A spell check has been introduced in this section:



General Notes - Review Types: There are 3 types of Department's review used in the AMPER:

Quality Assurance (QA) Inspection of Records

Review Type 1 will be an office review of records/work orders /reports /corrective action(s) taken. This review will look at the AM Contractor records and may look at District records. All reviews will be office only (no field work or additional inspections required). A very important concept behind this type of review is the District's trust of AM contractor records. The District will trust that contractor records & reports are accurate. This concept makes the District's QA task easier and builds trust and partnering with the contractor. However, if a contractor ever breaches this trust with misleading or inaccurate documents/reports, it is a serious offense to the contracting relationship and should be dealt with sternly. Make a point to inform your contractor of this trust concept and caution against a breach of trust. If a District suspects inaccurate contractor data or doubts report validity, a field inspection may be performed to verify records, but only with close coordination with the Contractor as to why the District is performing the field review. Note that Type 1 compliance indicators require 100% compliance unless otherwise indicated.

AM Summary Sheet | Performance Evaluation Report | Sections I, II, III Detail | Section V Detail

Quality Assurance (QA) Inspection – Field Review

Review Type 2 will be a field review of randomly selected locations. Location randomization is left to the District. The District must pre-establish a sample size on which to perform a Type 2 review. The sample size must be set at the start of the AMPER evaluation period and made known to the contractor. The sample size can be a set number of samples or a percent of samples or some other way to identify a sample set. The sample size should be based on the District's confidence in contract performance –

more samples (or sample size) for less confidence, fewer or no samples for high confidence. The sample locations should not be pre-determined, but should be established at the time or field review. Note that Type 2 compliance indicators indicate a specific percent compliance the contractor must achieve to receive a "Performance Met" rating.

Field/Record Discovery

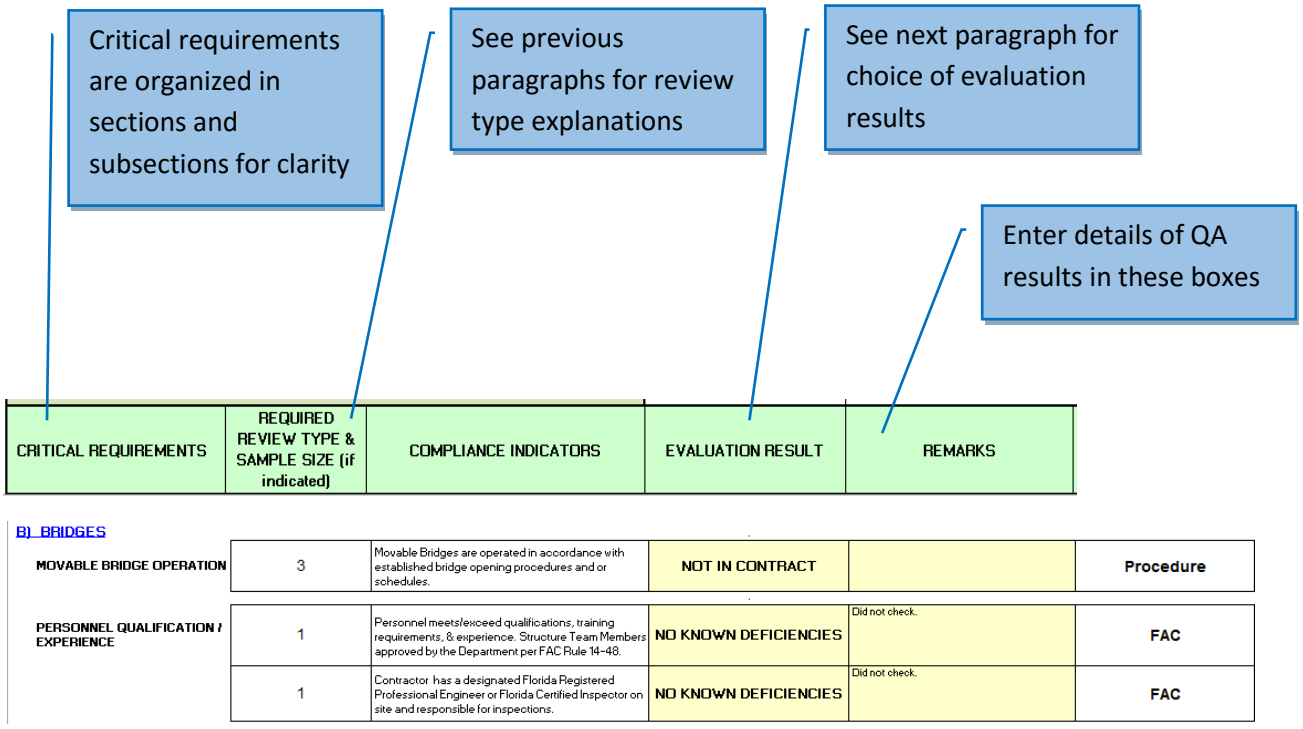
Review Type 3 will be a summary of deficiencies the District discovers or becomes aware of during the 6-month AMPER evaluation period. It is VERY important that the District shall not actively seek out deficiencies. Some examples as to how a district may find an indicator as "Performance Not Met" would be if a 3rd party called to complain about improper M.O.T. setup (and the violation was verified) or the Coast Guard calls due to failure to open a movable bridge or the District notices that a guardrail or attenuator has remained damaged beyond the time allowed to repair. All Type 3 review items will be rated as "Performance Met" unless there is some evidence that performance standards were not met. This means, that if the District does not know if the contractor met all performance standards for a compliance indicator, then the contractor is assumed to have met performance. Here is a good way to think of Review Type 3:

> The Department assumes that our contractors are putting forth a good-faith effort to meet performance measures, thus the Department assumes that the Contractor will always meet performance requirements. Therefore, there is no need to spend Department resources to verify performance has been met. However, if the District discovers the contractor did not meet performance requirements, the District has an avenue (the AMPER) to reflect this failure to perform.

Note that a single discovery of failure to meet a Review Type 3 performance measure is grounds for a "Does Not Meet" rating.

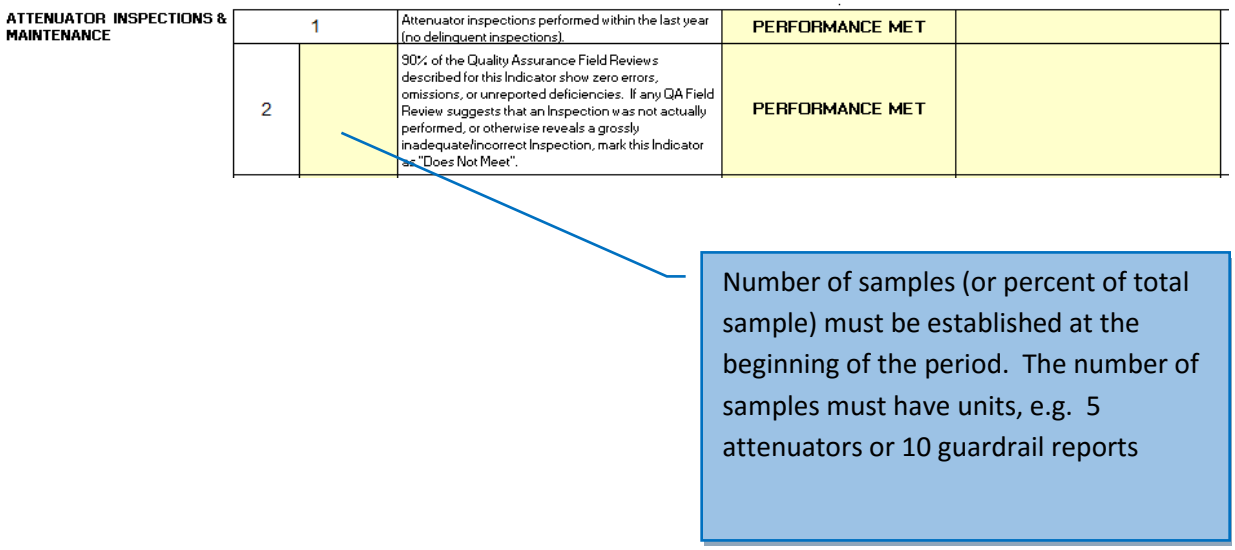
Compliance Indicators

Sections I, II and III have been organized in subsections for clarity. Each compliance indicator presents the features below:



In addition, certain compliance indicators require that a number of samples (or percent of total sample) to review must be established at the beginning of the period as shown on next page. Enter the pre-determined sample size (with corresponding unit of measure) here and share this data with your contractor. Random locations should be selected when the QA review is performed. The process to randomly select QA locations is at the District's discretion. The location selection process should be openly shared with the AM contractor.

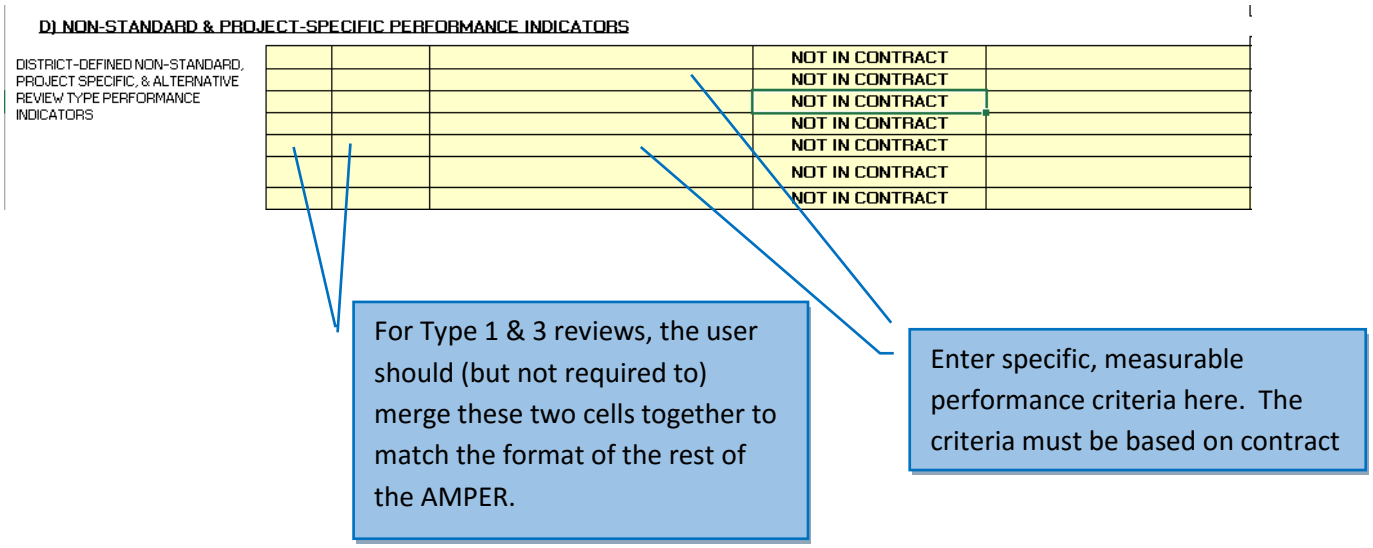
For type 2 reviews, if you choose to not perform a review, leave the box blank if no inspections are to be performed during the AMPER period. The QA Sample Size box should be left blank from the start, and nothing should be evaluated in this field for this AMPER period. The result of "PERFORMANCE MET" then is recorded in the AMPER.



ATTENUATOR INSPECTIONS & MAINTENANCE	1		Attenuator inspections performed within the last year (no delinquent inspections).	PERFORMANCE MET	
	2		90% of the Quality Assurance Field Reviews described for this Indicator show zero errors, omissions, or unreported deficiencies. If any QA Field Review suggests that an Inspection was not actually performed, or otherwise reveals a grossly inadequate/incorrect Inspection, mark this Indicator as "Does Not Meet".	PERFORMANCE MET	

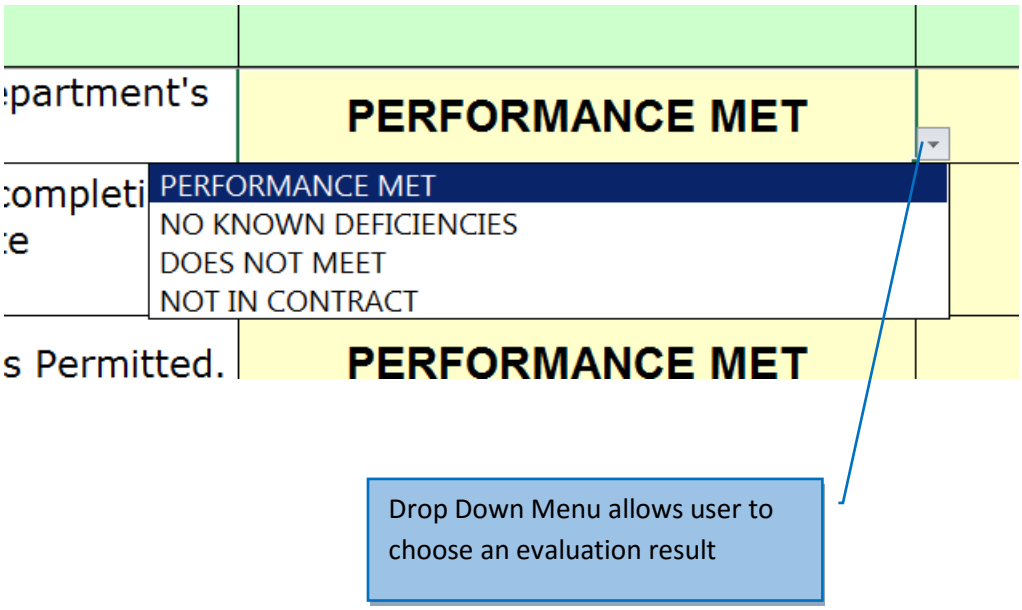
Additional Compliance Indicators Specifically Developed for Contract

The Districts have the option of developing criteria requirements and compliance indicators for seven (or fewer) areas that they think are necessary for their AM Contract. The District will also specify a required Review Type using a drop-down box. These user-defined compliance indicators must be approved by the Office of Maintenance before use on your AMPER.



Choice of Evaluation Results

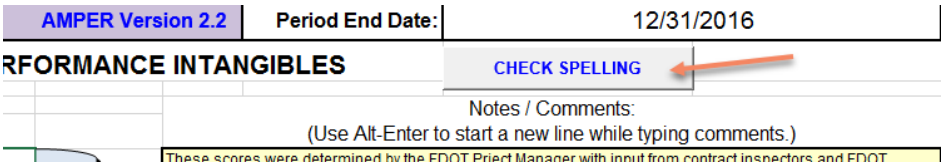
The District may elect to use the label "NO KNOWN DEFICIENCIES" for cases where no checks were performed and the District is uncomfortable in using the label "PERFORMANCE MET" (implies some level of checking). Nonetheless, calculation-wise, the label "NO KNOWN DEFICIENCIES" is equivalent to the label "PERFORMANCE MET".



Section V Detail

AM Summary Sheet | Performance Evaluation Report | Sections I, II, III Detail | **Section V Detail**

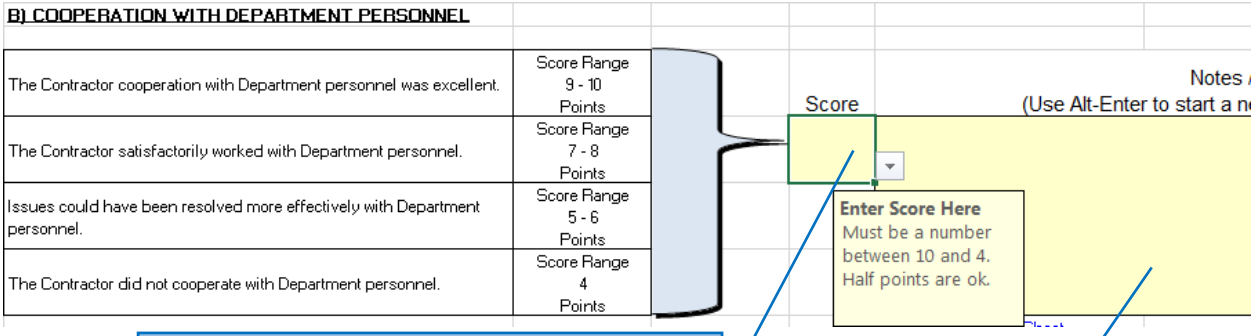
A spell check has been introduced in this section:



This part of the AMPER evaluation is based upon the District evaluation of the AM Contractor's cooperation with the Department and other entities (Government Agencies, other contractors, Public, etc…), the easiness the Department had in administering the contract and innovative and forthcoming effort from the AM contractor to occasionally interpret contract requirements and accomplish them. This part is necessarily based upon the Department's judgment and therefore a bit more subjective.

The methodology used to determine the scores should be explained: Was the score selected by an individual, a group consensus, a vote, a management escalation process, or some other way? If different methods were used for each question, include more specifics in each Notes/Comments area for each question. Here is an example of a project methodology:

> *"The Project Manager met with 4 others involved with the contract. Each analyzed the 4 questions below separately and presented their thoughts to the group. After discussion, a consensus rating for each of the questions was reached. These results were then presented to the DME who agreed with the 3 first comments and scores and slighted adjusted the 4th."*



Enter a score between 4 and 10 using the drop down menu and the recommended score based upon contractor's performance

This column is for the AM Project Manager to state facts/document actions taken during this 6-month Evaluation period. Since this Section V is subjective, you are encouraged to provide plenty of supportive notes & comments.

INSTRUCTIONS & GUIDANCE

For Determining Scores for the

ASSET MAINTENANCE CONTRACTOR PERFORMANCE EVALUATION REPORT

(AMPER version 2.2)

Volume II

August 2017

Glossary

AASHTO: **A**merican **A**ssociation of **S**tate **H**ighway **T**ransportation **O**fficials
AMPER: **A**sset **M**aintenance Contractor **P**erformance **E**valuation **R**eport
BrM: AASHTOWARE **B**ridge **M**anagement Database (formerly PONTIS)
CBT: **C**omputer **B**ased **T**raining
CI: **C**ompliance **I**ndicator
CIDR: **C**omprehensive **I**nventory **D**ata **R**eport generated by BrM
DBE: **D**isadvantaged **B**usiness **E**nterprise
FAC: **F**lorida **A**dministrative **C**ode
FARC: **F**easible **A**ction **R**eview **C**ommittee
FDOT: **F**lorida **D**epartment of **T**ransportation
HML: **H**igh **M**ast **L**ight Pole
MOT: **M**aintenance **o**f **T**raffic
MRP: **M**aintenance **R**ating **P**rogram
O/H: **O**ver**h**ead Sign
QA: **Q**uality **A**ssurance
QC: **Q**uality **C**ontrol
RCI: **R**oadway **C**haracteristics **I**nventory
RFP: **R**equest **f**or **P**roposal
WO: **W**ork **O**rder

Introduction

The **Volume II** of this guide provides information about how to calculate section scores in each Section of the AMPER in the "Performance Evaluation Tab". The guide also shows how the overall AMPER score is evaluated.

The first part of this guide explains how the raw score for each section is calculated. In Sections II and III, the raw scores are calculated based upon intermediate Sub-scores using specific weighing factors. The calculation of those Sub-scores and weighing factors are provided. The sub scores are always evaluated to more or equal to 0.

The Second part explains, after the Section Raw Score are calculated, how each section is weighed, how bonus point(s) are attributed for "youth work experience" and "Goals Achieved for DBE Usage" and how the overall AMPER score is calculated.

Here are the rules used in the guide to clarify the use of equations:

1- **If the equation is used as a formula, the equation is not highlighted.**

$$First\ Subscore = \frac{2 * \left(70 + 6 * \left(\frac{100\ *\ No.of\ Inspect.Target\ Score}{No.of\ Facility\ Inspection} - 95\right)\right) + 100 - 6 * (Avg\ of\ Sub - Target\ Inspections)}{3}$$

2- **If the equation is an example of the formula using specific AMPER numbers, the equation is highlighted.**

$$First\ Subscore = \frac{2 * \left(70 + 6 * \left(\frac{100\ *\ 57}{58} - 95\right)\right) + 100 - 6 * (85 - 79)}{3} = 81.1$$

Calculation of the Raw Score for each of the 5 Sections:

For each section, a raw score is directly calculated or alternatively, the Raw Score is evaluated as:

$$Raw\ Score = \sum Subtotal = \sum Subscore * Weight$$

Section I Raw Score calculation

Each of the 16 numbers in the table shown below is the tally of the number of indicators included in the "Section I,II,III Detail Tab" meeting simultaneously both columns and row descriptions. For instance, there are 4 compliance indicators that do not meet the "Field Operations" requirement in the "Section I,II,III Detail Tab".

Section I - Performance Indicators	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Administration	15	6	2	7			
B) Safety Features	16	2	0	14			
C) Field Operations	15	0	4	11	Raw Score	Section Weight	Section Score
D) Non-Standard & Project-Specific	7	5	0	2			
TOTAL	53	13	6	34	74	22%	16.3

$$Raw\ Score = 100 * \frac{Total\ No.of\ Indicators - Total\ No.Not\ in\ Contract - Total\ No.that\ Does\ Not\ Meet^{1.3}}{Total\ No.of\ Indicators - Total\ No.Not\ in\ Contract}$$

In the example above, the Raw Score is:

$$Raw\ Score = 100 * \frac{53 - 13 - 6^{1.3}}{53 - 13} = 74.32$$

The Raw score is always positive or equal to 0.

Section II Sub-scores and Raw Score calculation

First Sub-score

Section II - Facilities	Number of Facility Inspections	Total # of all Facilities	Target 6-Month Average Score	Target Facility Inspection Score			
Facility Information & Inspection Data	58	10	90	85	SubScore	Weight	Subtotal
# of Inspections Meeting Target Score	57	Avg of Sub-Target Inspections --->		79	81	30%	24.3
# of Facilities Meeting Target 6-month Average Score ------->		8			40	30%	12.0
	Customers Requesting Contact		Customers Contacted on Time				
Facility Customer Comments	62		61		90	22%	19.9
	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Facility Security	6	0	0	6	100	18%	18.0
					Raw Score	Section Weight	Section Score
					74	11%	8.2

There are 4 Sub-Scores for this section. All the Sub-scores can vary between 0 and 100. The First Sub-Score is evaluated as:

If:

$$\frac{100 \ * \ No.of\ Inspections\ meeting\ Target\ Score}{No.of\ Facility\ Inspection} \geq 95$$

$$First\ Subscore$$

$$= \frac{2 * \left(70 + 6 * \left(\frac{100 \ * \ No.of\ Inspect.Target\ Score}{No.of\ Facility\ Inspection} - 95\right)\right) + 100 - 6 * (Avg\ of\ Sub - Target\ Inspections)}{3}$$

$$First\ Subscore = \frac{2 * \left(70 + 6 * \left(\frac{100 \ * \ 57}{58} - 95\right)\right) + 100 - 6 * (85 - 79)}{3} = 81.1$$

Shown as 81 in the AMPER.

If:

$$\frac{100 \ * \ No.of \ Inspections \ meeting \ Target \ Score}{No.of \ Facility \ Inspection} \leq 95$$

$$First \ Subscore$$

$$= \frac{2 * \left(\frac{100 \ * \ No.of \ Inspect.meeting \ Target \ Score}{No.of \ Facility \ Inspection} - 25\right) + 100 - 6 * (Avg \ of \ Sub - Target \ Inspect.)}{3}$$

Below is another example:

Section II - Facilities	Number of Facility Inspections	Total # of all Facilities	Target 6-Month Average Score	Target Facility Inspection Score	
Facility Information & Inspection Data	58	10	90	85	SubScore
# of Inspections Meeting Target Score	50	Avg of Sub-Target Inspections --->		79	62

$$First \ Subscore = \frac{2 * \left(\frac{100 \ * \ 50}{58} - 25\right) + 100 - 6 * (85 - 79)}{3} = 62.14$$

Shown as 62 in the AMPER.

Second Sub-score

The second Sub-Score is evaluated as:

If:

$$\frac{100 \ * \ No.of \ Facilities \ meeting \ 6 \ month \ Target \ Score}{Total \ No.of \ Facilities} \geq 95$$

$$Second\ Subscore$$

$$= \ 70 + 6 * \left(\frac{100 \ * \ No.of\ Facilities\ meeting\ 6\ month\ Target\ Score}{Total\ No.of\ Facilities} - 95\right)$$

Example:

Section II - Facilities	Number of Facility Inspections	Total # of all Facilities	Target 6-Month Average Score	Target Facility Inspection Score	SubScore	Weight	Subtotal
Facility Information & Inspection Data	400	100	90	85			
# of Inspections Meeting Target Score	400				100	30%	30.0
# of Facilities Meeting Target 6-month Average Score ------->		96			76	30%	22.8

$$Second\ Subscore = \ 70 + 6 * \left(\frac{100 \ * \ 96}{100} - 95\right) = 76$$

If:

$$\frac{100 \ * \ No.of\ Inspections\ meeting\ Target\ Score}{No.of\ Facility\ Inspection} \leq 95$$

$$Subscore = \ 2 * \left(\frac{100 \ * \ No.of\ Facilities\ meeting\ 6\ month\ Target\ Score}{Total\ No.of\ Facilities} - 60\right)$$

Example:

Section II - Facilities	Number of Facility Inspections	Total # of all Facilities	Target 6-Month Average Score	Target Facility Inspection Score	SubScore	Weight	Subtotal
Facility Information & Inspection Data	400	100	90	85			
# of Inspections Meeting Target Score	400				100	30%	30.0
# of Facilities Meeting Target 6-month Average Score ------->		89			58	30%	17.4

$$Subscore = \ 2 * \left(\frac{100 \ * \ 89}{100} - 60\right) = 58$$

Third Sub-score

The third Sub-Score is evaluated as:

If:

$$\frac{100 \ * \ No.of \ Customers \ contacted \ on \ time}{No.of \ customers \ requesting \ contact} \geq 95$$

$$Subscore = \ 70 + 6 * \left(\frac{100 \ * \ No.of \ Customers \ contacted \ on \ time}{No.of \ customers \ requesting \ contact} - 95\right)$$

If:

$$\frac{100 \ * \ No.of \ Customers \ contacted \ on \ time}{No.of \ customers \ requesting \ contact} \leq 95$$

$$Subscore = \ 2 * \left(\frac{100 \ * \ No.of \ Customers \ contacted \ on \ time}{No.of \ customers \ requesting \ contact} - 60\right)$$

Fourth Subscore

The fourth Sub-Score is evaluated as:

$$Subscore = \ \left(\frac{No.of \ Indicators - No.Not \ in \ Contract - No.Does \ not \ Meet^{1.3}}{No.of \ Indicators - No.Not \ in \ Contract}\right)$$

Example:

Section II - Facilities	Number of Facility Inspections	Total # of all Facilities	Target 6-Month Average Score	Target Facility Inspection Score	
Facility Information & Inspection Data	40	10	90	85	SubScore
# of Inspections Meeting Target Score	40				100
# of Facilities Meeting Target 6-month Average Score ------->		8			40
	Customers Requesting Contact		Customers Contacted on Time		
Facility Customer Comments	62		61		90
	Number of Indicators	Not In Contract	Does Not Meet	Performance Met	
A) Facility Security	6	1	2	3	50

$$Subscore = \text{Integer}\left(100 * \left(\frac{6-1-2^{1.3}}{6-1}\right)\right) = \text{Integer}(50.75) = 50$$

Section II Sub-Score Weights

Shown in the red box below is an example of specific Subscore weights:

Section II - Facilities	Number of Facility Inspections	Total # of all Facilities	Target 6-Month Average Score	Target Facility Inspection Score			
Facility Information & Inspection Data	58	10	90	85	SubScore	Weight	Subtotal
# of Inspections Meeting Target Score	58				100	30%	30.0
# of Facilities Meeting Target 6-month Average Score ------->		10			100	30%	30.0
	Customers Requesting Contact		Customers Contacted on Time				
Facility Customer Comments	62		61		90	22%	19.9
	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Facility Security	6	0	0	6	100	18%	18.0
					Raw Score	Section Weight	Section Score
					98	**11%**	**10.8**

Those specific Sub-score weights are evaluated using the rules and formula in the table below.

Weight - Item measured	Name in Equations	Facility Security is included in contract	Facility Security is not included in contract
No. of Inspections Meeting Target Score	FI	FI = 100 % - F6 – FC - FS	
No. of Facilities Meeting 6-month Average Score	F6	F6 = (100 % - FC –FS) / 2	
Facility Customer Comments	FC	FC = 22 %	FC = 27 %
Facility Security	FS	FS = 18 %	FS = 0 %

Section II Raw Score Calculation

Using the specific AMPER data above:

Weight - Item measured	Name in Equations	Facility Security is included in contract	Facility Security is not included in contract
No. of Inspections Meeting Target Score	FI	FI = 100 % - 30 % – 22 % - 18 % = **30 %**	
No. of Facilities Meeting 6-month Average Score	F6	F6 = (100 % - 22 % –18 %) / 2 = **30 %**	
Facility Customer Comments	FC	FC = **22 %**	
Facility Security	FS	FS = **18 %**	

The overall section II Raw Score is calculated as:

$$Raw\ Score = \sum SubScore * Weight = \sum Subtotal$$

Example:

Section II - Facilities	Number of Facility Inspections	Total # of all Facilities	Target 6-Month Average Score	Target Facility Inspection Score	SubScore	Weight	Subtotal
Facility Information & Inspection Data	58	10	90	85	100	30%	30.0
# of Inspections Meeting Target Score	58				40	30%	12.0
# of Facilities Meeting Target 6-month Average Score ------->		8					
	Customers Requesting Contact		Customers Contacted on Time				
Facility Customer Comments	62		61		90	22%	19.9
	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Facility Security	6	5	0	1	100	18%	18.0
					Raw Score	Section Weight	Section Score
					80	11%	8.8

$$Raw\ Score = (100 * 30\%) + (40 * 30\%) + (90 * 22\%) + (100 * 18\%) = 79.9$$

Shown as 80 in the AMPER

Section III Sub-scores and Raw Score calculation

Each of the 12 numbers in the table shown below is the tally of the number of indicators included in the "Section I, II, III Detail Tab" meeting simultaneously both columns and row descriptions. For instance, there is 1 compliance indicator that does not meet the "Bridges" requirement in the "Section I, II, III Detail" Tab.

Section III Bridges & Ancillary Structures	☑ HML Poles (I) ☑ HML Poles(M)	☑ O/H Signs (I) ☑ O/H Signs(M)	☑ Bridges (I) ☑ Bridges(M)	☑ Mast Arm (I) ☑ Mast Arm(M)	<---INSPECTION <---MAINTENANCE		
Compliance Indicator Categories	**Number of Indicators**	**Not In Contract**	**Does Not Meet**	**Performance Met**			
A) Ancillary Structures	6	2	0	4			
B) Bridges	4	1	1	2			
C) General Structures	13	0	0	13	**SubScore**	**Weight**	**Subtotal**
	23	**3**	**1**	**19**	95	20%	19.0

$$First\ Subscore = \frac{Total\ No.of\ Indicators - Total\ No.Not\ in\ Contract - Total\ No.that\ Does\ Not\ Meet^{1.3}}{Total\ No.of\ Indicators - Total\ No.Not\ in\ Contract}$$

In the example above, the First Sub-score is:

$$First\ Subscore = \frac{23 - 3 - 1^{1.3}}{23 - 3} = 95$$

The Raw score is always positive or equal to 0.

The Second Sub-score for "Field QA of Structures Inspections" is evaluated as:

$$Second\ Subscore = 80 - 150 * \frac{No.Unacceptable}{No.of\ Reviews} + 20 * \frac{No.\ Excellent}{No.of\ Reviews}$$

Example:

Quality Assurance (QA) Field Reviews (District Chooses Field Review Format)		Number of QA Reviews	Number of QA Reviews rated UNACCEPTABLE	Number of QA Reviews rated ACCEPTABLE	Number of QA Reviews rated EXCELLENT	SubScore	Weight	Subtotal
Field QA of Structure Inspections		14	0	14	0	80	35%	28.0
Field QA of **Completed** WOs	Priority 1	0	0	0				
	Priority 2	0	0	0				
	Priority 3	7	0	7				
						SubScore	**Weight**	**Subtotal**
						100	45%	45.0

In the example above, the Sub-score is:

$$Second\ Subscore = 80 - 150 * \frac{0}{14} + 20 * \frac{0}{14} = 80$$

The third Sub-score for Field QA of completed WOs:

$$Third\ SubScore = \left(\frac{100 * No.AcceptPrior1 + 1}{(No.UnacceptPrior1) * \left((No.of\ ReviewsPrior1) * 1.5 + 20\right) + No.AcceptPrior1 + 1}\right)$$

$$* \left(\frac{No.AcceptPrior2 + 1}{(No.UnacceptPrior2) * \left(\frac{No.of\ ReviewsPrior2}{4} + 5\right) + No.AcceptPrior2 + 1}\right) *$$

$$\frac{No.AcceptPrior3 + 2/(No.AcceptPrior3 + 1)}{(No.UnacceptPrior3)^2 + No.AcceptPrior3 + \frac{2}{No.AcceptPrior3 + 1}}$$

Below is an example using specific data:

Priority 1	34	1	33
Priority 2	0	0	0
Priority 3	34	1	33

SubScore
31

$$Third\ Subscore = \left(100 * \frac{33 + 1}{1 * \left((34) * 1.5 + 20\right) + 33 + 1}\right) * \left(\frac{0 + 1}{(0) * \left(\frac{0}{4} + 5\right) + 0 + 1}\right) *$$

$$\left(\frac{33 + 2/(33 + 1)}{(1)^2 + 33 + \frac{2}{33 + 1}}\right)$$

$$Third\ Subscore = (100 * 32.38) * (1) * (0.97) = 31.43$$

Shown as 31 in the AMPER

Section III Sub-score Weights

In the red box below, the Sub-score weights are shown:

Section III Bridges & Ancillary Structures		☑ HML Poles (I) ☑ HML Poles(M)	☑ O/H Signs (I) ☑ O/H Signs(M)	☑ Bridges (I) ☑ Bridges(M)	☑ Mast Arm (I) ☑ Mast Arm(M)	<---INSPECTION <---MAINTENANCE		
Compliance Indicator Categories		**Number of Indicators**	**Not In Contract**	**Does Not Meet**	**Performance Met**			
A) Ancillary Structures		6	2	0	4			
B) Bridges		4	1	0	3			
C) General Structures		13	0	0	13	**SubScore**	**Weight**	**Subtotal**
		23	**3**	**0**	**20**	100	20%	20.0
Quality Assurance (QA) Field Reviews (District Chooses Field Review Format)		**Number of QA Reviews**	**Number of QA Reviews rated UNACCEPTABLE**	**Number of QA Reviews rated ACCEPTABLE**	**Number of QA Reviews rated EXCELLENT**	**SubScore**	**Weight**	**Subtotal**
Field QA of Structure Inspections		14	0	14	0	80	35%	28.0
Field QA of **Completed** WOs	Priority 1	0	0	0				
	Priority 2	0	0	0		**SubScore**	**Weight**	**Subtotal**
	Priority 3	7	0	7		100	45%	45.0
		Number of WO	**# DELINQUENT**	**On Time**				
Number of **Delinquent** Priority 1 & 2 WO		0	0	0		**Raw Score**	**Section Weight**	**Section Score**
		From: Priority 1 WO	**: Priority 2 WO**	**: Delinquency**				
Performance Adjustment Factors		1.00	1.00	1.00		**93**	**27%**	**25.1**

Those specific Sub-score weights are evaluated using the rules and formula in the table below.

Weight - Item measured	Name in Equations	Condition	Sub-score Weighing Factor Value
General – Bridges – Ancillary Structures	GBA	No condition	GBA = 100 % - FQA - WO
Field QA of Structures Inspection	FQA	No Structures Inspections performed (with or without Maintenance)	FQA = 0%
		Some Inspections performed but no Maintenance performed	FQA = 70%
		Some Inspection and some Maintenance performed	FQA = 35%
Field QA of completed work orders	WO	IF FQA equals 35%	45%
		IF FQA not equals 35 %	WO = ABS(70 % - FQA)

Using the specific AMPER data above:

Weight - Item measured	Name in Equations	Condition	Sub-score Weighing Factor Value
General – Bridges – Ancillary Structures	GBA	No condition	GBA = 100 - 35 – 45 = **20 %**
Field QA of Structures Inspection	FQA	No Structures Inspections performed (with or without Maintenance)	
		Some Inspections performed but no Maintenance performed	
		Some Inspection and some Maintenance performed	FQA = **35%**
Field QA of completed work orders	WO	IF FQA equals 35%	**45%**
		IF FQA not equals 35 %	

Section III Raw Score

If there are no more than 1 unacceptable WO for either priority 1 or priority 2 combined, each priority factor is equal to 1:

Number of **Delinquent** Priority 1 & 2 WO	2	0	
	From: Priority 1 WO	: Priority 2 WO	:
Performance Adjustment Factors	1.00	1.00	

If there are more than 1 unacceptable WO for both priority 1 and priority 2 combined, the priority factors are evaluated as:

$$Priority\ 1\ Adjustment\ Factor = (Total\ No. of\ Acceptable\ WO\ 1)/(Total\ No. of\ WO\ 1)$$

$$Priority\ 2\ Adjustment\ Factor = (Total\ No. of\ Acceptable\ WO\ 2)/(Total\ No. of\ WO\ 2)$$

If there are more than 1 unacceptable WO for either priority 1 or priority 2 combined and the No. of acceptable WO is 0, the priority factors are evaluated as:

$$Priority\ 1\ or\ 2\ Adjustment\ Factor = 0.5/Total\ No. of\ WO\ 1\ or\ 2$$

Section IV Raw Score Calculation

To ensure that all sub-scores are considered, the score for section IV is calculated in the following 3 steps:

1- An overall sub-score for each period is calculated and an average of those for the number of periods considered is calculated.

2- 3 additional Subscores are calculated for:
   a- Averaged Element Subscore
   b- Averaged Characteristics Subscore
   c- Characteristics and Interim combined Subscore

3- Calculate the MRP Section Raw Score

The MRP Overall, Element and Characteristics Scores shown on the AMPER below are used throughout Section IV paragraph.

Section IV - MRP		Overall MRP Score for MRP Period	Elements Meeting MRP	Characteristics Meeting MRP		
MRP periods this AMPER	Period #	80	5	35	<~Target Values	
3	Period 1	85	4	25		
	Period 2	82	4	30		
	Period 3	75	4	35		Raw Score
		Total Interim MRP Reviews		Interim Reviews Meeting MRP		
Interim Characteristic Reviews		6		0		56

Step 1

Overall sub-score for each period when the subscore for the period exceeds 80:

$$SubScore\ for\ period = 100 + \big((Overall\ sub-score) - 80\big)^{1.3}$$

$$SubScore\ for\ period\ 1 = 100 + \big((85) - 80\big)^{1.3} = 108.1$$

$$SubScore\ for\ period\ 2 = 100 + \big((82) - 80\big)^{1.3} = 102.5$$

Overall sub-score for each period when the subscore for the period does not exceed 80:

$$SubScore\ for\ period\ = 69 - (80 - (Overall\ sub-score) - 1)^{1.3}$$

$$SubScore\ for\ period\ 3 = 69 - \big((80) - 75 - 1\big)^{1.3} = 62.9$$

Average Overall sub-score:

$$Average\ Overall\ SubScore\ for\ period\ = \frac{\sum SubScore\ for\ period}{No.of\ Periods}$$

$$Average\ Overall\ SubScore\ for\ period\ = \frac{108.1 + 102.5 + 62.9}{3} = 91.17$$

Step 2

Calculate all MRP Sub-score:

Average Overall Sub-scores

This value is 91.2 (from previous step)

Average Element Subscore:

$$Average\ Element\ SubScore\ for\ period\ = 150 * \frac{\sum Element\ Meeting\ MRP}{No.of\ Periods * No.of\ Elements} - 50$$

$$Average\ Element\ SubScore\ for\ period\ = 150 * \frac{4 + 4 + 4}{3 * 5} - 50 = 70$$

Average Characteristics Subscore:

$$Average\ Characteristics\ for\ period\ = 200 * \frac{\sum Characteristics\ Meeting\ MRP}{No.of\ Periods * No.of\ Charact.} - 100$$

$$Average\ Characteristics\ for\ period\ = 200 * \frac{25 + 30 + 35}{3 * 35} - 100 = 71.43$$

Characteristics and Interim combined sub-score

If no interim MRP have been performed, this value is 100. When an interim has been performed, the sub-score is calculated as:

$$Interim\ Combined\ Subscore = 100 * \frac{\sum Characteristics\ Meet.MRP + 5 * (No.of\ Periods * No.Interim\ Meeting\ MRP)}{No.of\ Periods * No.of\ Charact. + No.of\ Periods * No.of\ Interim\ Reviews}$$

$$Interim\ Combined\ Sub - score\ = 100 * \frac{25 + 30 + 35 + 5 * (3 * 0)}{3 * 35 + 5 * 3 * 6}$$

:

$$Interim\ Combined\ Sub - score = 46.15$$

Step 3

Calculate MRP section raw score:

Subscore 1 = Average Overall Sub-scores

Subscore 2 = Average Element Subscore

Subscore 3 = Average Characteristics Subscore

Subscore 4 = Characteristics and Interim combined sub-score

$$MRP\ Raw\ Score = 50\% * (Minimum\ (\text{Subscore 1} + \text{Subscore 2} + \text{Subscore 3} + \text{Subscore 4}) + 20\% * Maximum(\text{Subscore 1} + \text{Subscore 2} + \text{Subscore 3} + \text{Subscore 4}) + 30\% * (2nd\ largest\ score * 3rd\ Largest\ score)/100$$

In the table above:

Subscore 1 = 91.17

Subscore 2 = 70

Subscore 3 = 71.43

Subscore 4 = 46.15

$$MRP\ Raw\ Score\ = 50\% * (46.15) + 20\% * (91.17) + 30\% * \frac{(71.43 * 70)}{100}$$

$$MRP\ Raw\ Score\ = 56.31$$

Shown as 56 in the AMPER below

Section IV - MRP		Overall MRP Score for MRP Period	Elements Meeting MRP	Characteristics Meeting MRP		
MRP periods this AMPER	Period #	80	5	35	<~Target Values	
3	Period 1	85	4	25		
	Period 2	82	4	30		
	Period 3	75	4	35		Raw Score
		Total Interim MRP Reviews		Interim Reviews Meeting MRP		
Interim Characteristic Reviews		6		0		56

Section V Raw Score Calculation

The score for section V is calculated as follows:

$$Intangibles\ Raw\ Score\ = \frac{\sum Rating\ Achieved}{\sum Maximum\ Rating}$$

Section V Performance Intangibles	Maximum Rating	Rating Achieved	Bonus Opportunities	
A) Interface with Customers and the Public	10	9	Youth Work Experience	
B) Cooperation with Department Personnel	10	9	0 - Minimal Usage	Raw Score
C) Quality Control & Contract Compliance	10	8.5	DBE Utilization	
D) Department Contract Admin Efforts	10	6	1 - Goals Achieved for DBE Usage	81

$$Intangibles\ Raw\ Score\ = 100 * \frac{9 + 9 + 8.5 + 6}{10 + 10 + 10 + 10} = 81.25$$

Shown as 81 in the AMPER above

Overall AMPER Score Calculation – Bonus Points:

Section Weight Factors (different from Subscore Weight Factors above) depend upon the following factors:

1- The section is being used in the AMPER (Sections I and V are always used). If a section is not used, the weights of other section(s) may be increased.
2- Weighting Adjustments for Low-Volume Assets are being used (Applicable only to Sections II or III).
3- The boxes for High Mast Light Poles (HML Poles), Overhead Signs (O/H Signs), Bridges and Mast Arms are checked for Inspection or Maintenance.
4- Minor adjustment are made to ensure that the total sum of all Section Weight Factors are equal to 100%.

Here are the steps used in the final calculation:

Step 1 - Selection of unadjusted weight factors

Unadjusted Section Weight Factors are assigned for each section depending upon which section is being used:

	Checkbox	Unadjusted Weight Chart for Active Sections						
Section	Status	II, III, IV	II, III	II, IV	III, IV	II	III	IV
I	TRUE	20%	15%	25%	25%	15%	13%	45%
II	TRUE	18%	27%	25%	0%	65%	0%	0%
III	TRUE	25%	38%	0%	31%	0%	67%	0%
IV	TRUE	22%	0%	30%	24%	0%	0%	35%
V	TRUE	15%	20%	20%	20%	20%	20%	20%
		100%	100%	100%	100%	100%	100%	100%

For instance, if sections II and III are used but section IV is not, the unadjusted weight factors are highlighted below:

	Checkbox	Unadjusted Weight Chart for Active Sections						
Section	Status	II, III, IV	II, III	II, IV	III, IV	II	III	IV
I	TRUE	20%	15%	25%	25%	15%	13%	45%
II	TRUE	18%	27%	25%	0%	65%	0%	0%
III	TRUE	25%	38%	0%	31%	0%	67%	0%
IV	TRUE	22%	0%	30%	24%	0%	0%	35%
V	TRUE	15%	20%	20%	20%	20%	20%	20%
		100%	100%	100%	100%	100%	100%	100%

Step 2 - Selection of unadjusted percentage that will be affected by checked boxes

The values in the table below are not adjusted yet based upon whether or not a box is checked. For instance, if sections II, III and IV are used, the unadjusted weight factors corresponding to checked boxes are highlighted below:

Section	Weight Chart for Active Sections II, III, IV	II, III	II, IV	III, IV	II	III	IV
HML Pole Inspection	1%	2%	0%	1%	0%	3%	0%
O/H Signs Inspection	1%	2%	0%	1%	0%	3%	0%
Mast Arm Inspection	1%	2%	0%	1%	0%	3%	0%
HML Pole Maintenance	1%	2%	0%	1%	0%	3%	0%
O/H Signs Maintenance	1%	2%	0%	1%	0%	3%	0%
Bridge Inspection	10%	13%	0%	13%	0%	25%	0%
Bridge Maintenance	10%	13%	0%	12%	0%	25%	0%
Mast Arm Maintenance	0%	2%	0%	1%	0%	2%	0%

Step 3 - Percentage changed according to boxes checked and adjustment

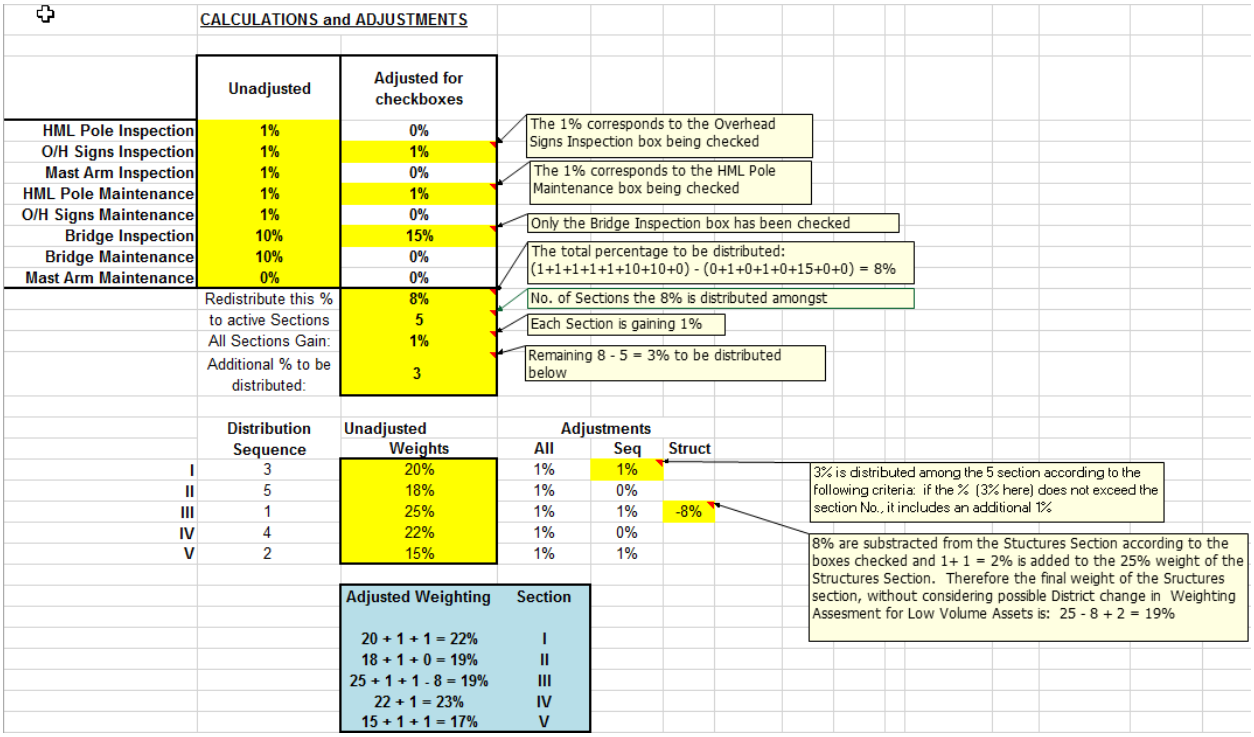
In determining how much the % needs to be distributed among all sections, the total unadjusted percentages (see table above) need to be adjusted depending which boxes are checked. All checked boxes except for the the "Bridges" boxes have a value of one. The values for the "bridges" boxes are as follows:

- No bridges boxes are checked: % is 0
- Either Bridge Inspection or Bridge Maintenance is checked: percentage is 15 % for bridges
- Both Bridge Inspection or Bridge Maintenance are checked: percentage is 20 % total for bridges

Here is an example how these percentages are selected and adjusted according to specific boxes being checked:

Section III Bridges & Ancillary Structures	☐ HML Poles (I) ☑ HML Poles(M)	☑ O/H Signs (I) ☐ O/H Signs(M)	☑ Bridges (I) ☐ Bridges(M)	☐ Mast Arm (I) ☐ Mast Arm(M)	<---INSPECTION <---MAINTENANCE		
Compliance Indicator Categories	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Ancillary Structures	6	2	0	4			
B) Bridges	4	1	0	3			
C) General Structures	13	0	0	13	SubScore	Weight	Subtotal
	23	**3**	**0**	**20**	100	20%	20.0

In the table below, the weight calculated in the step 2 above are adjusted for specific boxes being checked. The comments describe how the adjustment is performed.



CALCULATIONS and ADJUSTMENTS

	Unadjusted	Adjusted for checkboxes
HML Pole Inspection	1%	0%
O/H Signs Inspection	1%	1%
Mast Arm Inspection	1%	0%
HML Pole Maintenance	1%	1%
O/H Signs Maintenance	1%	0%
Bridge Inspection	10%	15%
Bridge Maintenance	10%	0%
Mast Arm Maintenance	0%	0%
Redistribute this %		8%
to active Sections		5
All Sections Gain:		1%
Additional % to be distributed:		3

The 1% corresponds to the Overhead Signs Inspection box being checked

The 1% corresponds to the HML Pole Maintenance box being checked

Only the Bridge Inspection box has been checked

The total percentage to be distributed: (1+1+1+1+1+10+10+0) - (0+1+0+1+0+15+0+0) = 8%

No. of Sections the 8% is distributed amongst

Each Section is gaining 1%

Remaining 8 - 5 = 3% to be distributed below

	Distribution Sequence	Unadjusted Weights	Adjustments All	Adjustments Seq	Adjustments Struct
I	3	20%	1%	1%	
II	5	18%	1%	0%	
III	1	25%	1%	1%	-8%
IV	4	22%	1%	0%	
V	2	15%	1%	1%	

3% is distributed among the 5 section according to the following criteria: if the % (3% here) does not exceed the section No., it includes an additional 1%

8% are substracted from the Stuctures Section according to the boxes checked and 1+ 1 = 2% is added to the 25% weight of the Structures Section. Therefore the final weight of the Sructures section, without considering possible District change in Weighting Assesment for Low Volume Assets is: 25 - 8 + 2 = 19%

Adjusted Weighting	Section
20 + 1 + 1 = 22%	I
18 + 1 + 0 = 19%	II
25 + 1 + 1 - 8 = 19%	III
22 + 1 = 23%	IV
15 + 1 + 1 = 17%	V

Step 4 – Final Adjustment for Low Volume Assets.

If the District elects not to adjust the section weight for low volume Asset, the weights obtained in step 3 are finald. If instead the District elects to adjust down its section II and/or III for weights, further adjustment is needed to account for lower volume asset, good balance between sections and the need to have the sum of all section weights equal to 100%.

For example, if section II is adjusted as below:

Weighting Adjustment for Low-Volume Assets	
Facilities - II	☑ 11%
Structures - III	☐

The final adjustment will be as follows, using the weights obtained in the previous step:

Adjusted Weighting 1			Non-Checked items	% applicable to each Non-checked Items	Adjusted weighting 2		Rounded off	Adjusted roundoff
22%	I		22.00%	27.16%	24.1728%	I	24.00	24%
19%	II	11.00%	0.00%	0.00%	11.0000%	II	11.00	11%
19%	III	0.00%	19.00%	23.46%	20.8765%	III	21.00	21%
23%	IV		23.00%	28.40%	25.2716%	IV	25.00	25%
17%	V		17.00%	20.99%	18.6790%	V	19.00	19%
100%			81%	100%	100%		100.00	100.00

The District changed Section II weight to 11%

The 22% is distributed to each active section (here Section I) according to the remaining %. 22/81% = 27.16%

The 27.16% is multiplied by the real available % which is 89%: 27.16 * 89 % = 24.17 %

The final % are rounded off to ensure that integers are used as well as ensure that the sum of % is equal to 100%

Alternate Percentage	
Rest Areas - II	11.00%
Structures - III	0.00%
Remaining	89.00%

Incidentally, by procedure, any weight percentage reduction proposed by the District must be approved by the OOM. If no changes for Sections II or III are needed, do not check the box without entering an alternate number. This will cause inaccurate AMPER results.

Weighting Adjustment for Low-Volume Assets	
Facilities - II	☑
Structures - III	☐

Step 5 – Final Calculation and bonus point

At this point, Sections scores can be calculated as shown below (A complete copy of a "Performance Evaluation Report" example tab is included as an appendix).

Section I - Performance Indicators

Raw Score	Section Weight	Section Score
74	24%	17.8

Section II - Facilities

Raw Score	Section Weight	Section Score
98	11%	10.8

Section III
Bridges & Ancillary Structures

Raw Score	Section Weight	Section Score
93	21%	19.5

Section IV - MRP

Raw Score	Section Weight	Section Score
56	25%	14.1

Section V
Performance Intangibles

Raw Score	Section Weight	Section Score
81	19%	15.4

Bonus Points

The Bonus points are added to the overall calculated score, therefore a maximum score of 103 is possible (2 maximum possible points for "Youth Work Experience" and 1 point maximum for "DBE Utilization". In the example below, the total bonus is 0 + 1 = 1 point

Bonus Opportunities
Youth Work Experience
0 - Minimal Usage
DBE Utilization
1 - Goals Achieved for DBE Usage

$$Final\ Score = \sum(Raw\ Score) * (Section\ Weight) + Bonus\ Points$$

When evaluating the expression above, numbers are not rouded in the calculation even if shown rounded off in the AMPER. For example 56.3 and 81.3 in shown in the AMPER as 56 and 81 but 56.3 and 81.3 are used in the evaluation.

$$Final\ Score = (74 * 24\%) + (97.9 * 11\%) + (93 * 21\%) + (56.3 * 25\%) + (81.3 * 19\%) + 0 + 1$$

$$Final\ Score = 78.6$$

See Appendix A

Sections I, II, III Detail Tab

Section I - Performance Indicators	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Administration	15	6	2	7			
B) Safety Features	16	2	0	14			
C) Field Operations	15	0	4	11	Raw Score	Section Weight	Section Score
D) Non-Standard & Project-Specific	7	5	0	2			
TOTAL	53	13	6	34	74	24%	17.8

Section II - Facilities	Number of Facility Inspections	Total # of all Facilities	Target 6-Month Average Score	Target Facility Inspection Score			
Facility Information & Inspection Data	58	10	90	85	SubScore	Weight	Subtotal
# of Inspections Meeting Target Score	58				100	30%	30.0
# of Facilities Meeting Target 6-month Average Score ------->		10			100	30%	30.0
	Customers Requesting Contact		Customers Contacted on Time				
Facility Customer Comments	62		61		90	22%	19.9
	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Facility Security	6	0	0	6	100	18%	18.0
					Raw Score	Section Weight	Section Score
					98	11%	10.8

Section III Bridges & Ancillary Structures	☐ HML Poles (I)	☑ O/H Signs (I)	☑ Bridges (I)	☐ Mast Arm (I)	<---INSPECTION		
	☑ HML Poles(M)	☐ O/H Signs(M)	☐ Bridges(M)	☐ Mast Arm(M)	<---MAINTENANCE		
Compliance Indicator Categories	Number of Indicators	Not In Contract	Does Not Meet	Performance Met			
A) Ancillary Structures	6	2	0	4			
B) Bridges	4	1	0	3			
C) General Structures	13	0	0	13	SubScore	Weight	Subtotal
	23	3	0	20	100	20%	20.0

Quality Assurance (QA) Field Reviews (District Chooses Field Review Format)		Number of QA Reviews	Number of QA Reviews rated UNACCEPTABLE	Number of QA Reviews rated ACCEPTABLE	Number of QA Reviews rated EXCELLENT			
Field QA of Structure Inspections		14	0	14	0	80	35%	28.0
Field QA of **Completed** WOs	Priority 1	0	0	0				
	Priority 2	0	0	0		SubScore	Weight	Subtotal
	Priority 3	7	0	7		100	45%	45.0
		Number of WO	# DELINQUENT	On Time				
Number of **Delinquent** Priority 1 & 2 WO		0	0	0		Raw Score	Section Weight	Section Score
		From: Priority 1 WO	: Priority 2 WO	: Delinquency				
Performance Adjustment Factors		1.00	1.00	1.00		93	21%	19.5

Section IV - MRP		Overall MRP Score for MRP Period	Elements Meeting MRP	Characteristics Meeting MRP				
MRP periods this AMPER	Period #	80	5	35	<~Target Values			
3	Period 1	85	4	25				
	Period 2	82	4	30				
	Period 3	75	4	35		Raw Score	Section Weight	Section Score
		Total Interim MRP Reviews		Interim Reviews Meeting MRP				
Interim Characteristic Reviews		6		0		56	25%	14.1

Section V Performance Intangibles	Maximum Rating	Rating Achieved	Bonus Opportunities			
A) Interface with Customers and the Public	10	9	Youth Work Experience			
B) Cooperation with Department Personnel	10	9	0 - Minimal Usage	Raw Score	Section Weight	Section Score
C) Quality Control & Contract Compliance	10	8.5	DBE Utilization			
D) Department Contract Admin Efforts	10	6	1 - Goals Achieved for DBE Usage	81	19%	15.4

SEMI-ANNUAL CONTRACTOR PERFORMANCE SCORE:	78.6

Weighting Adjustment for Low-Volume Assets	
Facilities - II	☑ 11%
Structures - III	☐

Sections I, II, III Detail Tab