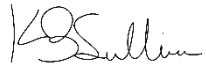




# Florida Department of TRANSPORTATION

Office of Inspector General  
Robert E. Clift, Inspector General

  
for the Inspector General  
August 4, 2017

Audit Report No. 17P-3001  
Performance Measures FY 15/16

## What We Did

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The Office of Inspector General (OIG) conducted an assessment of performance measures pursuant to Section 20.055(2)(b), Florida Statutes (F.S.). We assessed the validity and reliability of five performance measures reported in the 2017/2018 Department of Transportation's (department) Long Range Program Plan (LRPP) for the 2015/2016 Fiscal Year (FY).

## What We Found

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We determined the following five LRPP performance measures and supporting data were valid and reliable:

1. Percentage of state highway system pavement meeting department standards.
2. Percentage of FDOT maintained bridges which meet department standards.
3. Number of bridges let to contract for repair (Turnpike not included).
4. Number of bridges let to contract for replacement (Turnpike not included).
5. Number of bridges let to contract for repair (Turnpike only).

The responsible offices for these performance measures are Office of Work Program and Budget (OWPB), State Materials Office (SMO), Office of Design (OOD), and Office of Maintenance (OOM).

We identified an opportunity for improvement with the OOM.

## What We Recommend

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We do not have any recommendations. OWPB, SMO, OOD, and OOM should continue their efforts to ensure valid and reliable data is provided for the performance measures.

The OOM could improve the process by creating a desk reference/guidance for retrieving, verifying, and reporting the data to OWPB for performance measures 2, 3, 4, and 5 listed above.

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## BACKGROUND AND INTRODUCTION

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The Government Accountability and Performance Act of 1994 requires state agencies to implement performance-based program budgeting, which includes establishing legislatively approved performance measures and standards. Additionally, Section 216.013, F.S., requires state agencies to develop a LRPP that is policy-based, priority driven, accountable, and developed through careful examination and justification of all agency programs. The statute requires the submission of the LRPP, including prior year performance data, no later than September 30 of each year.

Section 20.055(2)(b), F.S., requires the OIG to assess the validity and reliability of the performance measures information reported by the department and make recommendations for improvement. To comply with these requirements, we reviewed five legislatively approved 2015/2016 FY performance measures reported in the department's 2017/2018 LRPP.

For this assessment, we used the following definitions from the 2017/2018 LRPP:

**Validity** - The appropriateness of the measuring instrument in relation to the purpose for which it is being used.

**Reliability** - The extent to which the measuring procedure yields the same results on repeated trials and data are complete and sufficiently error free for the intended use.

As part of our assessment, we reviewed each responsible office's performance measure procedures and the department's LRPP to identify the intended purpose for each measure under review. We also reviewed prior reports to determine when each measure was last assessed and the results of that assessment to conclude which performance measures will be reviewed for the current assessment.

LRPP performance measure titled: "percentage of state highway system pavement meeting department standards," was last assessed in 2004. In the Advisory Memorandum 05P-0001, the measure was determined to be valid and reliable with no recommendations for improvements.

The remaining four LRPP performance measures were last assessed in 2006. In the Advisory Memorandum 07P-0001, the measures were determined to be valid and reliable with no recommendations for improvements.

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**RESULTS OF REVIEW**

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Responsible Office	LRPP Performance Measures Reviewed	Valid	Reliable
Office of Work Program and Budget (OWPB)/State Materials Office (SMO)	1. Percentage of state highway system pavement meeting department standards.	Yes	Yes
OWPB/Office of Maintenance (OOM)	2. Percentage of FDOT maintained bridges which meet department standards.	Yes	Yes
OWPB	3. Number of bridges let to contract for repair (Turnpike not included).*	Yes	Yes
OWPB	4. Number of bridges let to contract for replacement (Turnpike not included).*	Yes	Yes
OWPB	5. Number of bridges let to contract for repair (Turnpike only).*	Yes	Yes

\*As titled in LRPP documents.

OWPB, SMO, and OOM have multiple stages in which the LRPP performance measure data is verified to ensure its validity and reliability. Also, the Office of Design has steps to verify data reliability before the performance measure, “percentage of state highway system pavement meeting department standards,” is submitted to OWPB.

The data retrieved is compared with prior reports and is verified with district management to identify any discrepancies. The data is reconciled throughout the year and has appropriate controls in place to ensure the data is reported accurately to the Office of Policy Planning.

We do not have any recommendations.

**Opportunity for Improvement**

While we determined the performance measures are valid and reliable, we identified an opportunity for improvement by the OOM.

The OOM could improve the process by creating a desk reference/guidance for retrieving, verifying, and reporting the data to OWPB for the following performance measures:

- Percentage of FDOT maintained bridges which meet department standards;
- Number of bridges let to contract for repair (Turnpike not included);
- Number of bridges let to contract for replacement (Turnpike not included); and
- Number of bridges let to contract for repair (Turnpike only).

## **APPENDIX A – Purpose, Scope, and Methodology**

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The **purpose** of this engagement was to meet the statutory requirement in Section 20.055, F.S., to assess the validity and reliability of legislatively approved performance measures and make recommendations for improvements.

The **scope** of the assessment included all information and documentation related to the following five performance measures reported in the department's 2017/2018 LRPP for the 2015/2016 FY:

1. Percentage of state highway system pavement meeting department standards.
2. Percentage of FDOT maintained bridges which meet department standards.
3. Number of bridges let to contract for repair (Turnpike not included).
4. Number of bridges let to contract for replacement (Turnpike not included).
5. Number of bridges let to contract for repair (Turnpike only).

The **methodology** included:

- reviewing applicable statutes, rules, and procedures;
- reviewing prior advisory reports and working papers;
- interviewing appropriate department management and staff regarding the performance measure processes; and
- reviewing data sources, data collection, measure definitions, and methodologies.

**APPENDIX B – Management Response**

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Management from the Office of Work Program and Budget, State Materials Office, Office of Design, and Office of Maintenance confirmed they have no comments regarding the report since there were no findings or recommendations.

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**PROJECT TEAM**

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Approved by:  
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**STATEMENT OF ACCORDANCE**

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The department's mission is to provide a safe transportation system that ensures the mobility of people and goods, enhances economic prosperity, and preserves the quality of our environment and communities.

The Office of Inspector General's mission is to promote integrity, accountability, and process improvement in the Department of Transportation by providing objective, fact-based assessments to the DOT team.

This work product was prepared pursuant to section 20.055, Florida Statutes, in accordance with the Association of Inspectors General *Principles and Standards for Offices of Inspector General*, and conforms with The Institute of Internal Auditors' *International Standards for the Professional Practice of Internal Auditing*.

Please address inquiries regarding this report to the department's Office of Inspector General at (850) 410-5800.