

# **WSDOT Audits Status Update**

# I. OVERVIEW: State Auditor's Office Performance Audit of *Washington State Ferries Division*

## What actions has WSDOT completed to date?

### **Eagle Harbor has implemented improvements to the timekeeping process:**

- The Eagle Harbor Facility now uses a single form and process to track time in each of the eight shops.
- The dual entry of timecard data has been replaced by using data entered in the computerized payroll system.

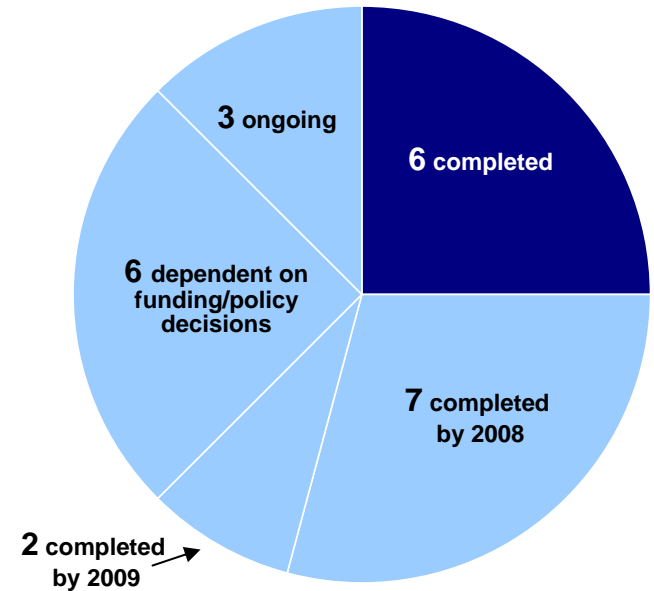
### **WSDOT has strengthened management oversight of the facility:**

- The performance of preventative terminal maintenance assignments is now tracked. These measures, and others, will be refined and tracked on an ongoing basis.
- Processes for tracking hazardous materials at the facility and monitoring storm water have both been improved as a result of increased attention from management.
- The Ferries Division has continued documenting business processes since the audit was complete, including over a dozen Safety Management System procedures related to the Eagle Harbor Maintenance Facility that are in process. Three will be distributed to staff in Spring 2008.

### **WSDOT has fully evaluated areas for potential efficiencies recommended by the audit regarding our vessel boarding policies for Eagle Harbor Facility staff and determined that they are not cost effective at this time.**

- WSF assures that normal work assignments do not put the Eagle Harbor work force on vessels at peak commute times. For emergency situations, priority boarding is granted, and arranged with the terminal supervisor.
- Actions to better assess activities coded to indirect time charges are now scheduled to be completed in November 2008. Changes in WSF leadership, and an unpredicted increase in vessel maintenance workload required unforeseen staff attention and work.

## **Status of WSDOT's 24 Actions Related to this SAO Performance Audit**



### **WSDOT's Actions on Audit Findings**

The audit had 10 findings that resulted in 24 actions:

- 6 are already completed
- 7 will be completed by 2008
- 2 will be completed by 2009
- 6 are dependent on funding or policy directions by others
- 3 are ongoing actions that continue improvements currently underway

## II. OVERVIEW: State Auditor's Office Performance Audit of *Managing and Reducing Congestion in the Puget Sound*

### What actions has WSDOT completed to date?

**WSDOT uses "maximum throughput" as the key performance measure for planning, prioritization, and programming.**

The 2007-26 Highway System Plan was published in December, and guides WSDOT in the development and prioritization of capital projects

**WSDOT continues to use and explore new techniques for congestion management including active traffic management.**

Presentation was given to the legislature on what WSDOT has reviewed with regards to active traffic management in the Central Puget Sound.

**WSDOT and WSP met the Governor's goal to reduce 90+ minute incidents duration by 5% (to 165).**

The two agencies' partnering resulted in average duration dropping from 174 minutes to 161 minutes.

**WSDOT continues to evaluate HOV policies and potential improvements.**

- An HOV action plan was completed for I-5 that identified a range of near-term options to improve HOV lane speed and reliability.
- WSDOT is analyzing specific HOV performance problems and developing plans for implementation of corrective measures.

**Signal retiming is an agency priority.**

WSDOT's current performance, goal, and actions are addressed in this GMAP report.

**WSDOT has evaluated and presented tolling options to the Legislature in the 2008 session.**

ESHB 3096 (2008 session) provided further direction on tolling, and forms a new Tolling Committee. WSDOT will participate in this Committee, which will present a report to the Legislature on SR 520 option in the 2009 session.

**OFM has published the Attainment Report\*, which includes three congestion performance measures: travel times, hours of delay, and reliability.**

WSDOT supported this effort, and publishes extensive performance information in the Gray Notebook's annual Congestion Report.\*\*

**WSDOT is working with OFM and the Legislature to explore opportunities to increase capacity through Seattle and greater Puget Sound.**

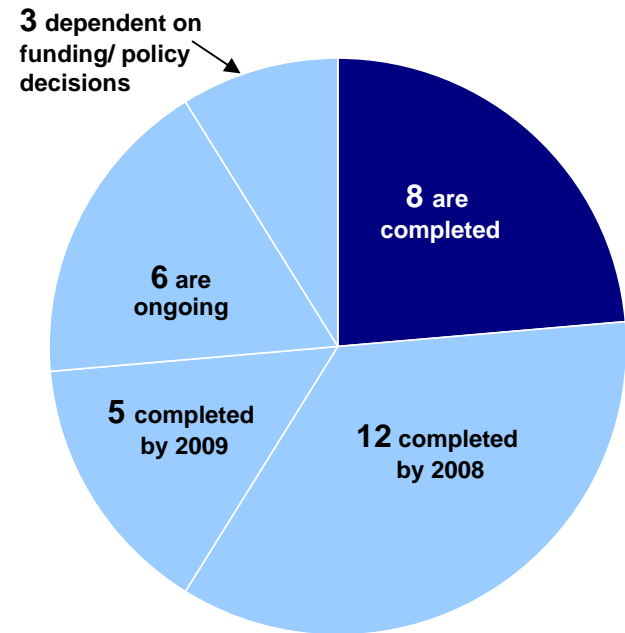
Plans to address long standing traffic chokepoints with strategic operational improvement projects on I-5 through Seattle were discussed during the 2008 session. This information is available on WSDOT's website.\*\*\*

\*Available at: [http://www.ofm.wa.gov/performance/trans\\_progress\\_report\\_draft012908.pdf](http://www.ofm.wa.gov/performance/trans_progress_report_draft012908.pdf)

\*\* Available at: <http://www.wsdot.wa.gov/Accountability/Congestion/2007/>

\*\*\* Available at: [http://www.wsdot.wa.gov/NR/rdonlyres/A8FFEB01-8557-44F8-9B3D-5AFDC6AAB03B/0/i5ReconstructFolio\\_01312008.pdf](http://www.wsdot.wa.gov/NR/rdonlyres/A8FFEB01-8557-44F8-9B3D-5AFDC6AAB03B/0/i5ReconstructFolio_01312008.pdf)

### **Status of WSDOT's 34 Actions Related to this SAO Performance Audit**



### **WSDOT's Actions on Audit Findings**

The agency has identified 34 actions to address audit findings:

- 8 are already completed
- 12 will be completed by 2008
- 5 will be completed by 2009
- 6 are ongoing
- 3 require funding or policy decisions by others

# III. OVERVIEW: State Auditor's Office Performance Audit of *Highway Maintenance and Construction*

## What actions has WSDOT completed to date?

**WSDOT submitted a work plan for full implementation of the Project Management Reporting System (PMRS) to the Legislature and OFM.**

Via proviso, WSDOT must report on PMRS scope, schedule and budget. The agency has also updated the Statewide Program Management Group's (SPMG) Strategic Plan in Fall 2007, which was presented in the 2008 session.

**WSDOT has surveyed its seven regions on different inventory procedures to determine best practices.**

The results have been compared to inventory data indicating which practices achieve the best results.

**WSDOT has evaluated electric bidding opportunities**

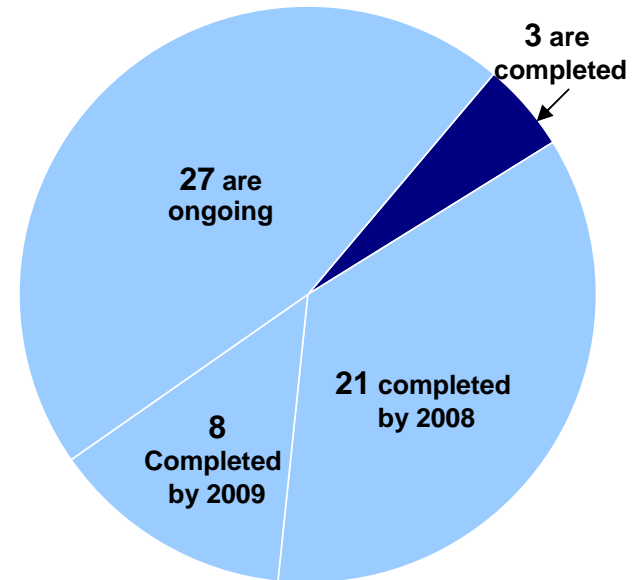
WSDOT staff met with Oregon DOT to investigate software systems for electronic bid submittal via the internet, and has also surveyed contractors to assess their willingness to participate. Based on contractor input, WSDOT will determine whether to proceed further, and if funding is available.

**WSDOT's Purchasing and Materials Manager serves as the agency's certification and training registrar**, and tracks the agency's goal towards having two professionally trained and certified supply officers per region.

**WSDOT continues its efforts to actively monitor Warm Mix Asphalt (WMA).**

- The State Materials Engineer continues to participate in a national Technical Working Group and has been asked to join the steering committee for an international WMA conference.
- WSDOT is assessing a potential WMA test project in 2008 in North Central Region, and a project west of the Cascades for 2008 or 2009.

## **Status of WSDOT's 59 Actions Related to this SAO Performance Audit**



## **WSDOT's Actions on Audit Findings**

The audit had 34 findings that resulted in 59 actions:

- 3 are already completed
- 21 will be completed by 2008
- 8 will be completed by 2009
- 27 are ongoing actions that continue improvements currently underway

# IV. OVERVIEW: State Auditor's Office Performance Audit of *Overhead and Administration*

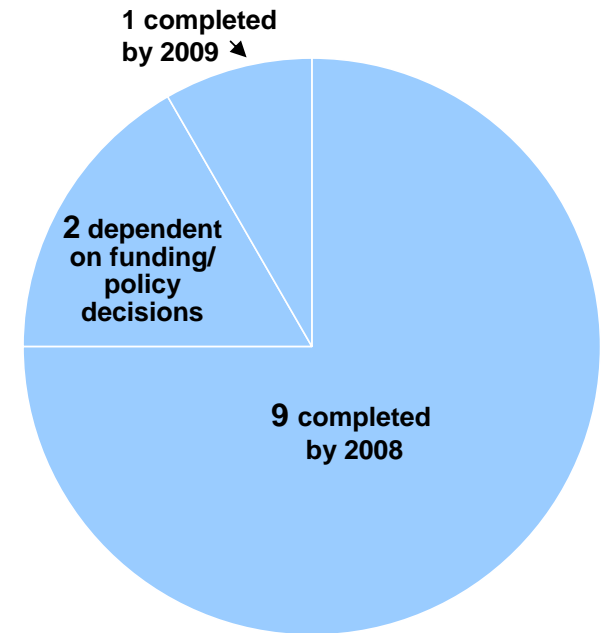
## What actions has WSDOT completed to date?

**OFM has convened a work group to explore statewide solutions to payroll processing and distribution issues.**

- WSDOT is actively participating in OFM led workgroup and sub-groups to explore statewide solutions to payroll processing and distribution issues to include:
  - Move from 24 to 26 payroll periods
  - Mandatory payment by electronic fund transfer
  - Modifications to payroll delivery dates to increase time available for payroll processing
  - Elimination of paper earnings statements moving Employee Self Service with existing HRMS on-line access to earnings statements
  - Recommendations will be finalized for consideration in the 2009 legislative session.

**Implementation of other actions is underway. The first actions that are scheduled to be completed are in July 2008. WSDOT will report on those actions at that time.**

## **Status of WSDOT's 12 Actions Related to this SAO Performance Audit**



## WSDOT's Actions on Audit Findings

The audit had 6 findings that resulted in 12 actions:

- 9 will be completed by 2008
- 2 are dependent on funding or policy direction by others
- 1 will be completed by 2009