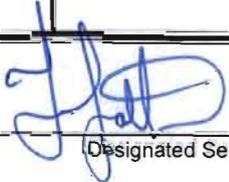


For MAINTENANCE
 Office or Functional Area

DATE: _____

PRIMARY FUNCTONS (Areas to be Monitored)	AUTHORITY	MONITORING ACTIVITY		RESULTS		NONCOMPLIANCE/ OUTSTANDING AREAS
		METHOD	FREQUENCY	REPORTED	SHARED	FOLLOW-UP
Bridge Maintenance and Repair	850-010-032	Evaluate district processes using data, documents and field review	District Office & one Maintenance unit per district annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow Up Action
Bridge Inspection	Bridge Inspection & Repair Manual 850-010-035, 850-010-030, and Rule 14-48	Evaluate district processes using data, documents and field review	District Office annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow Up Action
Maintenance Contracts	375-020-002, 850-000-020, 850-000-025, 850-070-001, and 375-000-005	Evaluate district processes using data, documents and field review	District Office & one Maintenance unit per district annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow Up Action
Permits	F.S. Chapter 120	Evaluate district processes using data, documents and field review	District Office & one Maintenance unit per district annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow Up Action
Maintenance Rating Program	850-065-002	Evaluate district processes using data, documents and field review	District Office	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow Up Action
Roadway and Roadside Maintenance	850-000-015	Evaluate district processes using data, documents and field review	District Office & one Maintenance Unit per district annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow Up Action
Rest Area Operation & Maintenance	850-045-003	Evaluate district processes using data, documents and field review	All rest areas annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow up Action

APPROVED BY:  _____
 Designated Senior Manager

DATE: 5-15-13

REVISION # _____

STATE OF FLORIDA DEPARTMENT OF TRANSPORTATION
QUALITY ASSURANCE MONITORING PLAN

For MAINTENANCE
 Office or Functional Area

DATE: _____

PRIMARY FUNCTONS (Areas to be Monitored)	AUTHORITY	MONITORING ACTIVITY		RESULTS		NONCOMPLIANCE/ OUTSTANDING AREAS
		METHOD	FREQUENCY	REPORTED	SHARED	FOLLOW-UP
Rest Area Comment Cards	850-045-002	Evaluate district processes using data, documents and field review	Each district annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow up Action
Mobile Equipment	400-000-001	Evaluate district processes using data, documents and field review	District Office & one Maintenance Unit per district annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow up Action
Fuel and Maintenance Card	400-000-005	Evaluate district processes using data, documents and on-site review	District Office annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow up Action
Safety Features & Inspections	850-050-003, 850-055-003, 850-055-025, and 850-010-030	Evaluate district processes using data, documents and field review	District Office & one Maintenance Unit per district annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow up Action
Maintenance Management System	325-010-001	Evaluate district processes using data, documents and on-site review	District Office & one Maintenance Unit per district annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow up Action
Transportation Data Collection, Storage and Reporting	850-000-001	Evaluate district processes using data, documents and field review	District Office & one Maintenance Unit per district annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow up Action
Warehousing	175-010-001	Evaluate warehousing processes using data, documents and field review	Each warehouse annually	Exit Interview, QAR report to District	Quality Assurance Letter to District Secretary, District Maintenance Engineers Meeting, Annual QA Report	District Response, Follow up Action

APPROVED BY: _____



Designated Senior Manager

DATE: 5-15-13

REVISION # _____

PART II. QUALITY ASSURANCE CRITICAL REQUIREMENTS
Complete and submit as an attachment to the Monitoring Plan

FUNCTIONAL AREA: Office of Maintenance

Office of Maintenance

PRIMARY FUNCTION: Bridge Maintenance and Repair
Critical Process: Maintenance and Planning of Bridge Repairs

PRIMARY FUNCTION: Bridge Maintenance and Repair
Critical Process: Maintenance and Planning of Bridge Repairs

Critical Requirements	Compliance Indicators
Work Covered by Bridge Work Orders Properly Completed and Documented	90% of all bridge work orders reviewed are coded properly 90% of all work orders completed on time 100% of priority 1 and 2 work orders completed on time 90% of all work orders reviewed in the field are properly completed
Bridge repairs performed using BRRP or PK funds properly scheduled and reported	100% of bridges on the Bridge Work Plan have reasonable cost estimates, and are scheduled for corrective action within 5 years 100% of project scopes for major bridge repair have the proper action type assigned in Pontis 100% of bridges repaired with BRRP or PK funds are recorded in the Financial Management System

Critical Requirements	Compliance Indicators
Movable Bridge Operations	100% of movable bridges reviewed have a bridge specific operations manual that covers all aspects of normal operations and emergency procedures District has a Quality Control Plan which identifies areas to be evaluated, frequency of review, review process, corrective action, personnel responsible, follow up action to be taken, and covers areas specified in the procedure
Critical Deficiencies and Prompt Corrective Actions	The District maintains records showing when a prompt corrective action or critical deficiency was discovered, when the bridge owner was notified, when corrective action was performed and final resolution of the prompt corrective action or critical deficiency with 100% of prompt corrective actions and critical deficiencies documented

APPROVED BY: Jeffrey A. Poulrotte
 Designated Functional Manager

DATE: 5/13/2013

APPROVED BY: [Signature]
 Designated Senior Manager

DATE: 5-15-13

PART II. QUALITY ASSURANCE CRITICAL REQUIREMENTS
Complete and submit as an attachment to the Monitoring Plan

FUNCTIONAL AREA: Office of Maintenance

FUNCTIONAL AREA: Office of Maintenance

PRIMARY FUNCTION: Bridge Inspection
 Critical Process: Bridge Inspection

PRIMARY FUNCTION: Bridge Inspection
 Critical Process: Bridge Inspection

Critical Requirements	Compliance Indicators
Scour Evaluation and Action Plans Properly Documented	100% of scour critical bridges have a plan of action 100% of unknown foundation bridges have a plan of action 90% of scour data is correct in Bridge Management Data Base
Bridge Inspections Properly Performed and Documented	95% of elements reviewed are correctly identified 95% of elements reviewed have proper condition states 95% of inventory data is correct The District at a minimum, annually runs the RCI to BMS applet, and reconciles and documents the differences between RCI and BMS data

Critical Requirements	Compliance Indicators
Photographic Inventory in the Bridge Management System	All required structure inventory photographs are in the Bridge Management System for records reviewed
Structure Inspection Frequency	100% of all structurally deficient or fracture critical inspections are on time No more than 2 routine, underwater, movable or interim inspections are performed more than 30 days after they were due
Quality Control Practices	District has a Quality Control Plan which identifies areas to be evaluated, frequency of review, review process, corrective action, personnel responsible, and follow up action to be taken Documented Quality Control reviews performed in accordance with the QC plan

APPROVED BY: Jeffrey A. Pouliotte
 Designated Functional Manager

DATE: 5/13/2013

APPROVED BY: [Signature]
 Designated Senior Manager

DATE: 5-15-13

PART II. QUALITY ASSURANCE CRITICAL REQUIREMENTS
Complete and submit as an attachment to the Monitoring Plan

FUNCTIONAL AREA: Office of Maintenance

Office of Maintenance

PRIMARY FUNCTION: Load Rating
Critical Process: Bridge Load Rating and Posting

PRIMARY FUNCTION: Safety Features and Inspections - Structures
Critical Process: Inspection of Safety Features

Critical Requirements	Compliance Indicators
All bridges opened to traffic have load rating information in the database	100% of State Owned bridges opened to traffic have load rating capacity information in the database
All bridges are load rated and data is correctly entered into the Bridge Management System Database	100% of bridges reviewed have completed and acceptable load ratings in accordance with the FDOT Bridge Load Rating Manual, and the results are properly documented in the BMS database 100% of the bridges reviewed requiring to be reload rated, have been reload rated and are properly documented in the Bridge File and the BMS database All load rating value changes exceeding 5% of the previous value are reported to the Office of Maintenance according to the FDOT Bridge Load Rating Manual 100% of the newly constructed bridges have an as-built load rating within 90 days for state owned bridges and 180 days for locally owned bridges from the date of final acceptance by Construction The District has a QC plan for the load rating area that is in conformance with the FDOT Bridge Load Rating Manual
All delinquent postings/closing deficiencies for both state and local bridges are resolved within 30 days of occurrence	For a period of one year, 100% of all delinquent postings/closing deficiencies for both state and local bridges are posted within 30 days after receipt and notification of a signed and sealed inspection report, and the resolution is properly documented

Critical Requirements	Compliance Indicators
High Mast Steel Light Pole Inspections	100% of high mast steel light pole inspections have been performed within the scheduled period 90% of high mast steel light pole deficiencies reviewed are properly documented
Overhead Sign Structure Inspections	100% of overhead sign structure inspections have been performed within the scheduled period 90% of overhead sign structure deficiencies reviewed are properly documented
Traffic Signal Mast Arm Inspections	100% of traffic signal mast arm inspections have been performed within the scheduled period 90% of traffic signal mast arm deficiencies reviewed are properly documented

APPROVED BY: Jeffrey A. Youlitt
 Designated Functional Manager

DATE: 5/13/2013

APPROVED BY: [Signature]
 Designated Senior Manager

DATE: 5-15-13

PART II. QUALITY ASSURANCE CRITICAL REQUIREMENTS
Complete and submit as an attachment to the Monitoring Plan

FUNCTIONAL AREA: Office of Maintenance

Office of Maintenance

PRIMARY FUNCTION:
Critical Process: Maintenance Contracts

PRIMARY FUNCTION:
Critical Process: Maintenance Contracts (continued)

Critical Requirements	Compliance Indicators
Maintenance Specification Packages are properly developed and utilized	100% of contracts reviewed contain a complete and accurate specification package All Performance-Based specifications used in contracts have been developed in coordination with the Office of Maintenance
Contractor performance on all Maintenance Contracts has been rated in accordance with procedure	90% of contracts reviewed contain documented initial ratings of contractor's performance, with correct signatures and a companion letter 90% of contracts reviewed contain documented final ratings of contractor's performance, with correct signatures and results record in TRNS*PORT
Contracts are being administered and reported using TRNS*PORT	Monthly payment and production data recorded in TRNS*PORT has been properly reported into the Maintenance Management System for 90% of the contracts reviewed 90% of contracts reviewed contain accurate contract information and status within TRNS*PORT

Critical Requirements	Compliance Indicators
Inspections of Work-Directed Contracts are properly documented	90% of work documents reviewed have been properly completed and contain appropriate signatures
Asset Maintenance (AM) Contracts are administered according to procedure	For each AM contract, the District is evaluating AM contractor performance every 6 months using the latest version of the AM Contractor Performance Evaluation Report (AMPER) and: -User defined performance measures in the AMPER have been submitted to OOM for review and approval -100% of all data entry fields on the "Performance Evaluation Report" sheet of the AMPER have been filled in accurately and completely -90% of the data entry fields provided on the "Detail" sheets have been filled in accurately and completely The District has utilized the SharePoint MRP Generation & Reporting Tool according to procedure for all Asset Maintenance Contracts featuring MRP performance measures All AM Contracts feature current performance bonds and insurance coverage with endorsements listing the Department as additional insured

APPROVED BY:  _____
 Designated Functional Manager

DATE: 5/13/13

APPROVED BY:  _____
 Designated Senior Manager

DATE: 5-15-13

PART II. QUALITY ASSURANCE CRITICAL REQUIREMENTS
Complete and submit as an attachment to the Monitoring Plan

FUNCTIONAL AREA: Office of Maintenance

Office of Maintenance

PRIMARY FUNCTION: Permits
Critical Process: Permitting for work on the State Highway System

PRIMARY FUNCTION: Maintenance Rating Program
Critical Process: Rating of Maintenance Work Efforts

Critical Requirements	Compliance Indicators
Permit Information Tracking System (PITS) properly used	90% of PITS records are complete and accurate
All Roadway Permits are being properly administered.	100% of permit applications are processed to completion within 90 days of a complete application
	95% of the Permit Files reviewed had been processed in accordance to the applicable F.A.C. Rule

Critical Requirements	Compliance Indicators
Accuracy of MRP Data Collection	5% or less difference for MRP characteristics selected and yes/no ratings based on QAR team's ratings
Quality Control Practices	Documented Quality Control Plan
	At least one QC check performed and documented on the MRP team within the previous year
MRP Team Qualification	MRP team leader must be qualified

APPROVED BY: *Kristin McCreary*
 Designated Functional Manager

DATE: 5-13-13

APPROVED BY: *[Signature]*
 Designated Senior Manager

DATE: 5-15-13

PART II. QUALITY ASSURANCE CRITICAL REQUIREMENTS
Complete and submit as an attachment to the Monitoring Plan

FUNCTIONAL AREA: Office of Maintenance

Office of Maintenance

PRIMARY FUNCTION: Roadway and Roadside Maintenance
Critical Process: Performance of Routine Maintenance Functions

PRIMARY FUNCTION: Rest Area Operation and Maintenance
Critical Process: Rest Area Operation and Maintenance

Critical Requirements	Compliance Indicators
Meeting Maintenance Rating Program Objectives	The District All Facility Types Fiscal Year Maintenance Rating meet the following minimum requirements: MRP 80 ALL MRP elements 75 All MRP characteristics 70
Proper Turf Management Practices	The District Turf Management Plan addresses the major components of turf management, (soil testing, soil amendments, mowing, herbicides, aeration and control of invasive species) Cogongrass and Tropical Soda Apple sites are documented in writing with location of site, amount of area infested, date when last treated, what type and percentage of product/method used
Proper Use of Herbicides	All herbicide applicators are properly licensed with the Florida Department of Agriculture for core curriculum, right of way and aquatics, with a copy on file 90% of herbicide application logs are available and properly completed 100% of herbicides being used are approved and being properly used

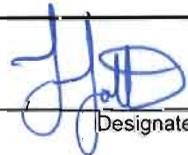
Critical Requirements	Compliance Indicators
Rest Areas, Welcome Centers, and Truck Comfort Stations are Properly Operated and Maintained	100% of facilities have been inspected by the District or delegate each month according to procedure By reviewing facility inspection ratings performed by the District or delegate: -100% of facility scores average 90 or better over the 6-month time period reviewed by OOM. -100% of facilities have individual facility scores of 85 or better. 100% of facilities receive individual random inspection ratings of at least 85 as performed by OOM during the QAR.
Rest Area and Welcome Center Security	100% of facilities provide security officers according to procedure or other OOM approved plan During the Office of Maintenance random rest area inspections, it was observed that: -100% of security officers properly attired with uniform and equipment, including firearm and easily identifiable security vehicle -100% of events are logged in the logbook at each site. Log book is available for immediate review

APPROVED BY: 
 Designated Functional Manager

DATE: 5/13/13

Kristin McCreary

5-13-13

APPROVED BY: 
 Designated Senior Manager

DATE: 5-15-13

PART II. QUALITY ASSURANCE CRITICAL REQUIREMENTS
Complete and submit as an attachment to the Monitoring Plan

FUNCTIONAL AREA: Office of Maintenance

Office of Maintenance

PRIMARY FUNCTION: Mobile Equipment (continued)
Critical Process: Proper Maintenance and Reporting of Mobile Equipment

PRIMARY FUNCTION: Fuel and Maintenance Card
Critical Process: Fuel Card Transactions and Approvals

Critical Requirements	Compliance Indicators
Inventory Records Proper (FLAIR/FLEET)	98% of the FLAIR and FLEET records are current and up to date, reflecting proper equipment inventory
Quality Control Practices	District has Quality Control Plan which identifies frequency of review, review procedure, considers proper fleet maintenance and operation practices, corrective actions, personnel involved in process and follow-up actions Documented Quality Control reviews performed in accordance with the District's plan

Critical Requirements	Compliance Indicators
Fuel and Maintenance Card Purchases and Transactions	95% of the Fuel and Maintenance Card purchases and transactions are properly reviewed and approved on schedule 100% of the Fuel and Maintenance Card receipts are available for review upon request 95% of the Fuel and Maintenance Card transactions for items other than fuel and carwashes are documented on a shop work order in FLEET and records are being properly maintained
Inventory Records Proper (FLEET/Fuel Card Account)	95% of the Fuel and Maintenance Card inventory records are being properly maintained 95% of the Fuel and Maintenance Card issuance, use, and cancellation practices and procedures are being followed.
Fuel and Maintenance Card Authorized Users	95% of the authorized Fuel and Maintenance Card user id list is being properly maintained
Quality Control Practices	District has a Quality Control Plan which identifies frequency of review, review procedure, corrective actions, personnel involved in the process and follow-up actions Documented Quality Control reviews performed in accordance with the District's plan

APPROVED BY: *Kristin Mc Crary*
 Designated Functional Manager

DATE: 5-13-13

APPROVED BY: *[Signature]*
 Designated Senior Manager

DATE: 5-15-13

PART II. QUALITY ASSURANCE CRITICAL REQUIREMENTS
Complete and submit as an attachment to the Monitoring Plan

FUNCTIONAL AREA: Office of Maintenance

Office of Maintenance

PRIMARY FUNCTION: Safety Features and Inspections-Roadway
Critical Process: Inspections of Safety Features

PRIMARY FUNCTION: Maintenance Management
Critical Process: Documentation of Maintenance Work Activities

Critical Requirements	Compliance Indicators
Guardrail Inspections	100% of guardrail inspections have been performed within the preceding two years 80% of the guardrail reviews performed during the QAR confirm guardrails are properly installed/maintained, or deficiency report was generated during the last District inspection. If deficiency report generated, corrective action has been initiated
Attenuator Inspections	100% of attenuator inspections have been performed within the preceding six months and entered into RCI 80% of the attenuator reviews performed during the QAR confirm attenuators are properly installed/maintained, or deficiency report was generated during the last District inspection. If deficiency report generated, corrective action has been initiated
Sign Inspections	100% of ground sign inspections have been performed within the preceding two years 80% of the ground sign reviews performed during the QAR confirm ground signs are properly installed/maintained and functioning, or deficiency report was generated during the last District inspection. If deficiency report generated, corrective action has been initiated

Critical Requirements	Compliance Indicators
Objectives and Work Identification are properly managed to support a uniform maintenance condition rating. Emphasis is placed on work activities with low MRP ratings	MMS activity production for each characteristic having a low MRP rating will be at least 50% of the pro-rated MRP 80 periodic workload following the low rating District has a process to review periodic MRP ratings, and to place emphasis on work activities with low MRP ratings
Crew Assignment and Supervision	90% of the Daily Maintenance Crew Reports have the Quality Check section, located on the back, signed by supervisory personnel verifying supervisory review and satisfactory completion of routine maintenance work.
MMS Data Properly Reported and Evaluated for In-house, Contract and DOC crews	All monthly MMS data edit checks are performed 90% of MMS data failing edit checks of QAR review have been reviewed by maintenance unit personnel 90% of all MMS data reviewed is reported properly
Quality Control	District has a Quality Control Plan which identifies frequency of review, review procedure, corrective actions, personnel involved in the process, and follow-up action Documented Quality Control Reviews performed in accordance with the District's Plan

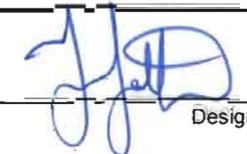
APPROVED BY: _____


 Designated Functional Manager
Kristin McCrory

DATE: _____

5/13/13
 5-13-13

APPROVED BY: _____


 Designated Senior Manager

DATE: _____

5-15-13

PART II. QUALITY ASSURANCE CRITICAL REQUIREMENTS
Complete and submit as an attachment to the Monitoring Plan

FUNCTIONAL AREA: Office of Maintenance

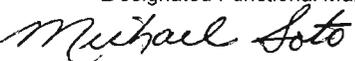
Office of Maintenance

PRIMARY FUNCTION: Transportation Data Collection, Storage and Reporting
Critical Process: Roadway Inventory

PRIMARY FUNCTION: Warehousing
Critical Process: Material and Supply Warehousing

Critical Requirements	Compliance Indicators
RCI Data Properly Collected and Documented	90% of the RCI data for each feature reviewed must match the RCI data base 100% of RCI data is inventoried every 5 years
Quality Control Practices	District has a Quality Control Plan which identifies frequency of review, review procedure, corrective actions, personnel involved in process, and follow-up actions Documented Quality Control review performed in accordance with the District's plan

Critical Requirements	Compliance Indicators
Inventory Controls	97% accuracy of inventory items counted during review
Security of Facilities and Inventory	Access restricted to authorized warehouse and supervisory personnel Non-consumable commodities turn-in log maintained and reviewed by Crew Supervisors and the Unit Engineer
Inventory Stocking Levels	Proper inventory security in place to prevent unauthorized removal of warehouse commodities. 95% of the inventory items are set with proper reorder points and reorder quantities.
Storage and Handling of Materials	98% of the commodities are properly labeled with commodity numbers 95% of the commodities are stored in a safe and appropriate manner which expedites handling and issuing of the commodities
Prevention of Obsolete and Overstocked Commodities	95% of the commodities are properly labeled with receipt date, when appropriate, and stocked so commodities are issued on a first in first out basis 95% of the commodities are currently stocked at a six month supply for outside purchase commodities
No Activity Commodities	98% of the inventory commodities have activity within the preceding 18 months
Material and Supply Inventory Records	100% of warehouse inventory transactions are updated in the MSI system daily

APPROVED BY: 
 Designated Functional Manager


DATE: 5/12/13

APPROVED BY: 
 Designated Senior Manager

DATE: 5-15-13