

# Washington State DOT's Environmental Maintenance Accountability Process

WSDOT has developed a Maintenance Accountability Process (MAP) tool and field manual to measure and communicate the outcomes of maintenance activities and to link strategic planning, the budget, and maintenance service delivery. Twice a year, field inspections are made of randomly selected sections of highway. The results are measured, recorded and compared to the MAP criteria to determine the level of service (LOS) delivered. Results are summarized annually, including the following A (blue) through F (red, none) grades for drainage maintenance and slope repair and roadside vegetation management.

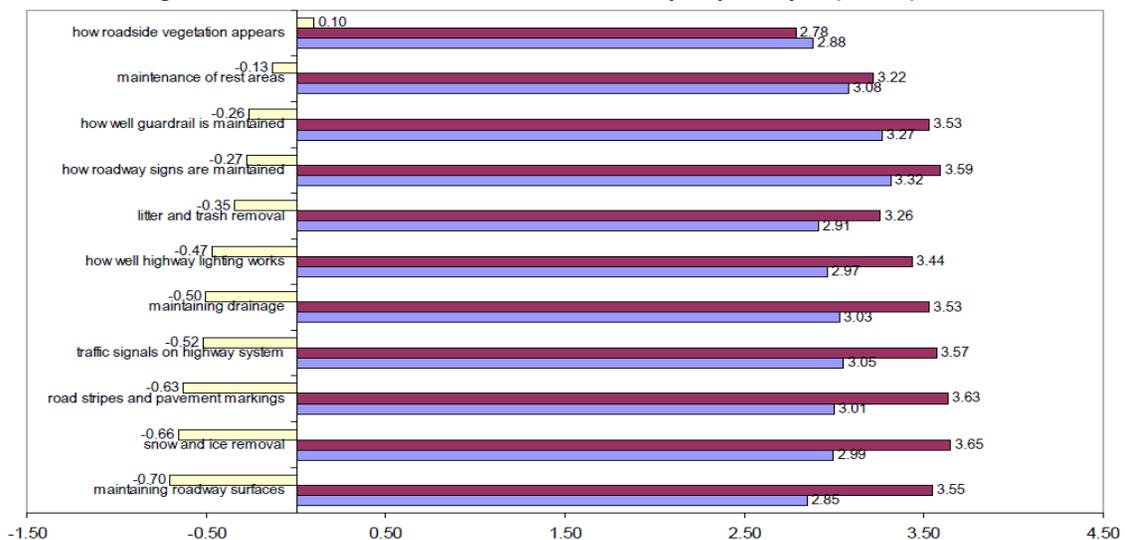
**Figure 1: WSDOT Annual Maintenance Accountability Targets for 2010-2011**

Activity	1.0 +	1.9 A	2.0 -	2.9 +	3.0 B	3.9 +	4.0 C	4.9 -	5.0 +	5.9 -	F
<b>Group - 1 Roadway Maintenance and Operations</b>											
1A1 Pavement Patching, Repair & Crack Sealing				⊙							
1A3 Shoulder Maintenance					⊙						
1A4 Sweeping and Cleaning			⊙								
<b>Group - 2 Drainage Maintenance and Slope Repair</b>											
2A1 Maintain Ditches				⊙							
2A2 Maintain Culverts						⊙					
2A3 Maintain Catch Basins and Inlets				⊙							
2A4 Maintain Detention/Retention Basins						⊙					
2A5 Slope Repair				⊙							
<b>Group - 3 Roadside and Vegetation Management</b>											
3A1 Litter Pickup							⊙				
3A2 Noxious Weed Control				⊙							
3A3 Nuisance Vegetation Control					⊙						
3A4 Control of Vegetation Obstructions					⊙						
3A5 Landscape Maintenance							⊙				

⊙ Current Law Budget Service Level Commitment  
<http://www.wsdot.wa.gov/NR/rdonlyres/072D7A39-1AD5-48C8-AA73-94177D5D417C/0/0911TargetBarchart.pdf>, January 14, 2010.

The following figure illustrates public satisfaction in these areas. The second figure on the following page illustrates how state budgets have forced difficult prioritizations. Note the number of areas attaining a higher level of service in 2008, than the state anticipates in 2009-2011.

**Figure 2: WSDOT Statewide Maintenance Survey Gap Analysis (n=802), 2005**



**Figure 3: WSDOT 2009-2011 Maintenance Activities - Priority and Level of Service Matrix<sup>1</sup>**

STATEWIDE MAP PRIORITIES		07-09 Actual Dollars (Millions) (through May 2009)	2008 LOS Delivered	09-11 LOS Target	Policy Objectives										Total Priority		
					Safety of Traveling Public and Employees	Operate the Highway System and Keep the Road Open	Meet Environmental Responsibilities	Maintaining the Infrastructure	Address Legal Mandates Other than Environmental (Including Torts)	Contribute to Comfort, Aesthetics or Convenience							
Num.	MAP Activity				10	9	7	7	7	7	2						
4B1	Movable & Floating Bridge Operations	\$7.0	A+	B+	6	60	9	81	6	42	9	63	9	63	6	12	321
9B2	Disaster Operations	\$30.9			9	90	9	81	9	63	9	63	3	21	0	0	318
6B1	Traffic Signal System Operations	\$7.6	C-	C+	9	90	9	81	3	21	6	42	9	63	3	6	303
5B1	Snow & Ice Control Operations	\$94.3	A	A-	9	90	9	81	6	42	0	0	9	63	9	18	294
4B2	Keller Ferry Operations	\$1.4	B	B	3	30	9	81	3	21	9	63	9	63	6	12	270
4B3	Urban Tunnel Systems Operations	\$3.3	B	B	3	30	6	54	3	21	9	63	9	63	6	12	243
4A2	Structural Bridge Repair	\$8.3	D+	C	6	60	3	27	6	42	9	63	6	42	3	6	240
6A4	Regulatory/Warning Sign Maintenance	\$1.9	C	C+	9	90	6	54	0	0	3	21	9	63	6	12	240
2A5	Slope Repairs	\$5.3	A	B	6	60	6	54	6	42	6	42	3	21	3	6	225
6B3	Intelligent Transportation Systems(ITS)	\$5.1	B	B-	6	60	9	81	3	21	6	42	0	0	9	18	222
2A3	Maintain Catch Basins & Inlets	\$3.6	D+	B	6	60	6	54	6	42	6	42	3	21	0	0	219
1A1	Pavement Patching & Repair	\$19.0	C+	B	6	60	3	27	3	21	9	63	6	42	3	6	219
4A1	Bridge Deck Repair	\$1.8	C	B-	6	60	3	27	3	21	9	63	6	42	3	6	219
6A7	Guardrail Maintenance*	\$1.5	B+	A	9	90	3	27	0	0	6	42	6	42	3	6	207
6A1	Pavement Striping Maintenance	\$10.7	C	C+	9	90	6	54	0	0	0	0	6	42	9	18	204
6A2	Raised/Recessed Pavement Markers	\$1.6	C	B	9	90	6	54	0	0	0	0	6	42	9	18	204
3A4	Control of Vegetation Obstructions	\$6.1	D+	B-	9	90	3	27	0	0	3	21	6	42	6	12	192
7B1	Rest Area Operations	\$10.7	B	B	3	30	3	27	6	42	6	42	3	21	9	18	180
1A4	Sweeping and Cleaning	\$7.0	A	B+	3	30	3	27	9	63	3	21	3	21	9	18	180
2A1	Maintain Ditches	\$9.7	B	B	3	30	3	27	6	42	6	42	3	21	3	6	168
6B2	Highway Lighting Systems	\$10.9	C+	B+	6	60	3	27	0	0	6	42	3	21	9	18	168
6A6	Guidepost Maintenance	\$1.3	D+	C-	6	60	3	27	3	21	3	21	3	21	9	18	168
1B1	Safety Patrol	\$5.2	C	C	9	90	3	27	0	0	3	21	3	21	3	6	165
2A2	Maintain Culverts	\$4.1	D-	C	3	30	3	27	6	42	6	42	3	21	0	0	162
6A3	Pavement Marking maintenance	\$2.1	C	C-	6	60	3	27	0	0	0	0	9	63	6	12	162
3A2	Noxious Weed Control	\$4.8	A	B	0	0	0	0	9	63	3	21	9	63	3	6	153
1A3	Shoulder Maintenance	\$2.0	B+	B-	3	30	3	27	3	21	6	42	3	21	3	6	147
6A5	Guide Sign Maintenance	\$3.5	B	B-	3	30	6	54	0	0	3	21	3	21	9	18	144
2A4	Maintain Detention/Retention Basins	\$0.2	C	C	0	0	0	0	9	63	3	21	6	42	0	0	126
4A3	Bridge Cleaning & painting	\$2.1	B	C	0	0	0	0	9	63	6	42	0	0	6	12	117
3A3	Nuisance Vegetation Control	\$8.7	A	B-	0	0	0	0	6	42	3	21	3	21	9	18	102
3A5	Landscape Maintenance	\$3.3	D+	C-	0	0	0	0	3	21	3	21	3	21	9	18	81
3A1	Litter Pickup	\$7.1	D	C-	0	0	0	0	3	21	0	0	3	21	9	18	60

WSDOT and other partner agencies and stakeholders developed an Environmental Compliance Assurance Procedure for Construction Projects and Activities, which provides a standard procedure for identifying unanticipated, unauthorized, or un-permitted environmental conditions encountered during the construction of WSDOT projects. Representatives from the WSDOT Environmental and Engineering Programs, the Governor’s Office, the Army Corps of Engineers, Associated General Contractors of Washington, and the State Departments of Ecology and Fish and Wildlife (working under the Transportation Permit Efficiency and Accountability Committee) cooperatively developed the procedure, which is intended to raise awareness and reduce or eliminate the occurrence of environmental violations during construction at WSDOT project sites.

<sup>1</sup> Source: Washington State DOT, Maintenance, Balanced Level of Service Priorities for 2009-2011 Budget. [www.wsdot.wa.gov/NR/rdonlyres/5558D96F-BE37-4503-B020-0C1152CB13B0/0/0911BalancedLOSPriorities.pdf](http://www.wsdot.wa.gov/NR/rdonlyres/5558D96F-BE37-4503-B020-0C1152CB13B0/0/0911BalancedLOSPriorities.pdf)