

North Carolina Accountability Report

A presentation to the
Joint Legislative Program Evaluation Oversight Committee

April 29, 2010
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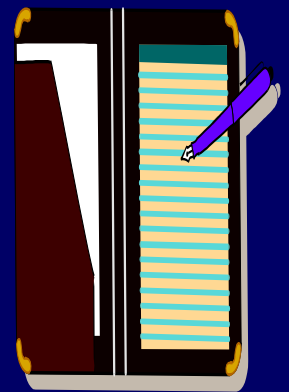
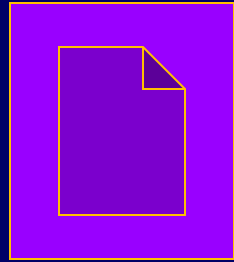
North Carolina Accountability Report (N-CAR)



- Assess state programs for efficiency and effectiveness
- Will classify programs as Performing or Not Performing
- Agency will identify process improvement plans

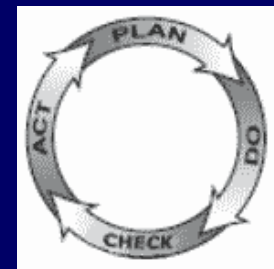
N-CAR Development

- N-CAR in the initial stages of implementing
- Modeled after Office of Management and Budget (OMB) EXPECTMORE.GOV
- Revised OMB Program Assessment and Rating Tool (PART) to reflect state perspective



North Carolina Accountability Rating Process

- Identify programs for assessment
- Agency conducts assessment
- PED conducts assessment on provided information
- Agency creates performance improvement plan as required
- Final N-CAR rating posted for public review



Source: American Society for Quality



Performing Program Ratings

Program Ratings



Effective

100–85 Points

Moderately Effective

84–70 Points

Adequate

69–50 Points



Non-Performing Program Ratings

Ineffective

49–0 Points



Not-Rated: Results not Demonstrated

Assessment Status

- PED has completed pilot assessment of NCDOT Highway Maintenance Program
- Assessment results available in the future at: www.ncleg.net/PED/



PROGRAM: NCDOT Highway Maintenance Program

Highway Maintenance Program:

"Making Transportation Infrastructure Last
Longer"

N-CAR Individual Sections:

- Program Purpose & Design
- Strategic Planning
- Program Management
- Program Results & Accountability



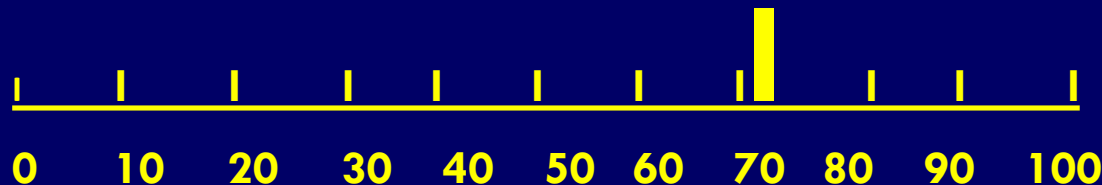
North Carolina Department of Transportation Highway Maintenance Program

- Initial program assessed with N-CAR
classified as Performing

- Overall rating:

Moderately Effective

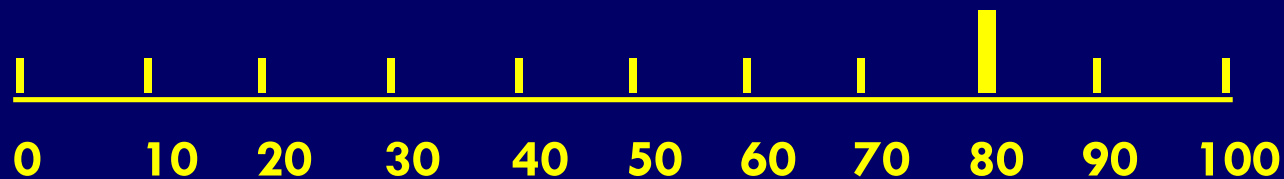
71 Points



Section 1. Program Purpose & Design

- Program well documented in Statutes
- “Powell Bill Funds” mandated pass through funding to Local Entities
- Only 50% of project funding based on need

Overall Rating: Moderately Effective 80 Points



Section 2. Strategic Planning

- Annual goals set with achievable targets
- Continuous Process Improvement Program not fully implemented
- Program collaboration and cooperation with partners under development
- Only 50% of funds allocated based on need

Overall Rating: Adequate 66 Points

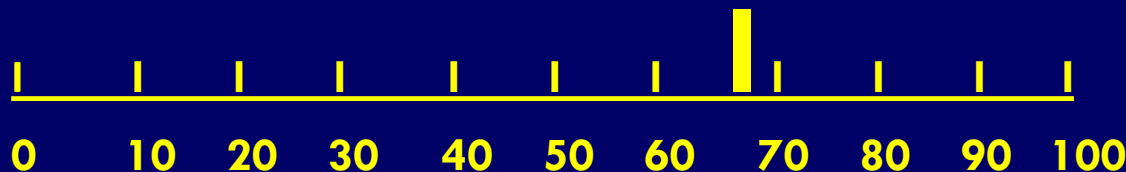


Section 3. Program Management

- Expenditure spend rates not analyzed
- Annual target goals lowered to obtainable goals
- Powell Bill Funding performance not linked to DOT short or long-term goals
- Multiple year strategic plan in implementation

Overall Rating: Adequate

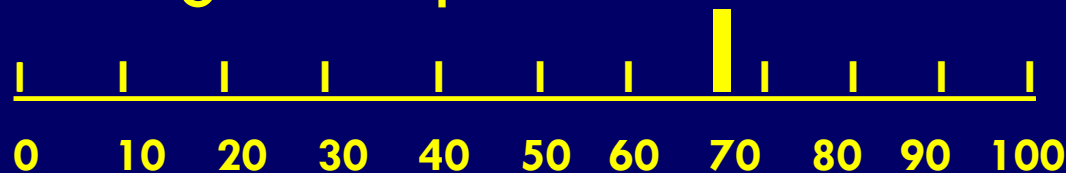
69 points



Section 4. Program Results & Accountability

- NCDOT sets compromised annual targets/goals
- Only 50% of distributed funds are needs based
- Continuous Process Improvement Program is not fully implemented
- Mandated pass through funding has no oversight or outcome goals

Overall Rating: Adequate 69 points



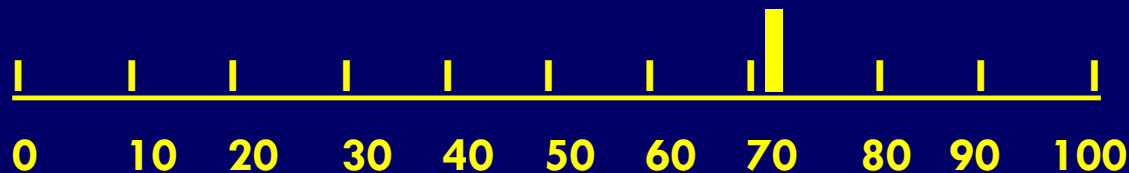
NCDOT Highway Maintenance Program

Program Designed to Goal of "Making Transportation Infrastructure Last Longer"

Individual Section Ratings

- | | | |
|------------------------------------|-----------------------------|-----------|
| – Program Purpose & Design | <u>Moderately Effective</u> | 80 points |
| – Strategic Planning | <u>Adequate</u> | 66 points |
| – Program Management | <u>Adequate</u> | 69 points |
| – Program Results & Accountability | <u>Adequate</u> | 69 points |

Overall Rating: Moderately Effective 71 points



Process Improvements Underway

- Implementation of long-term strategic plan
- Review of annual goals/performance targets
- Increased senior management involvement in “Continuous Process Improvement Program”



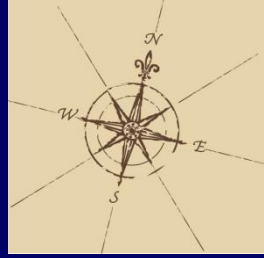
Summary

NCDOT Highway Maintenance Program

- Rating: Moderately Effective 71 points
- Process improvements planned and underway
- NCDOT and PED will review in future



Way Forward



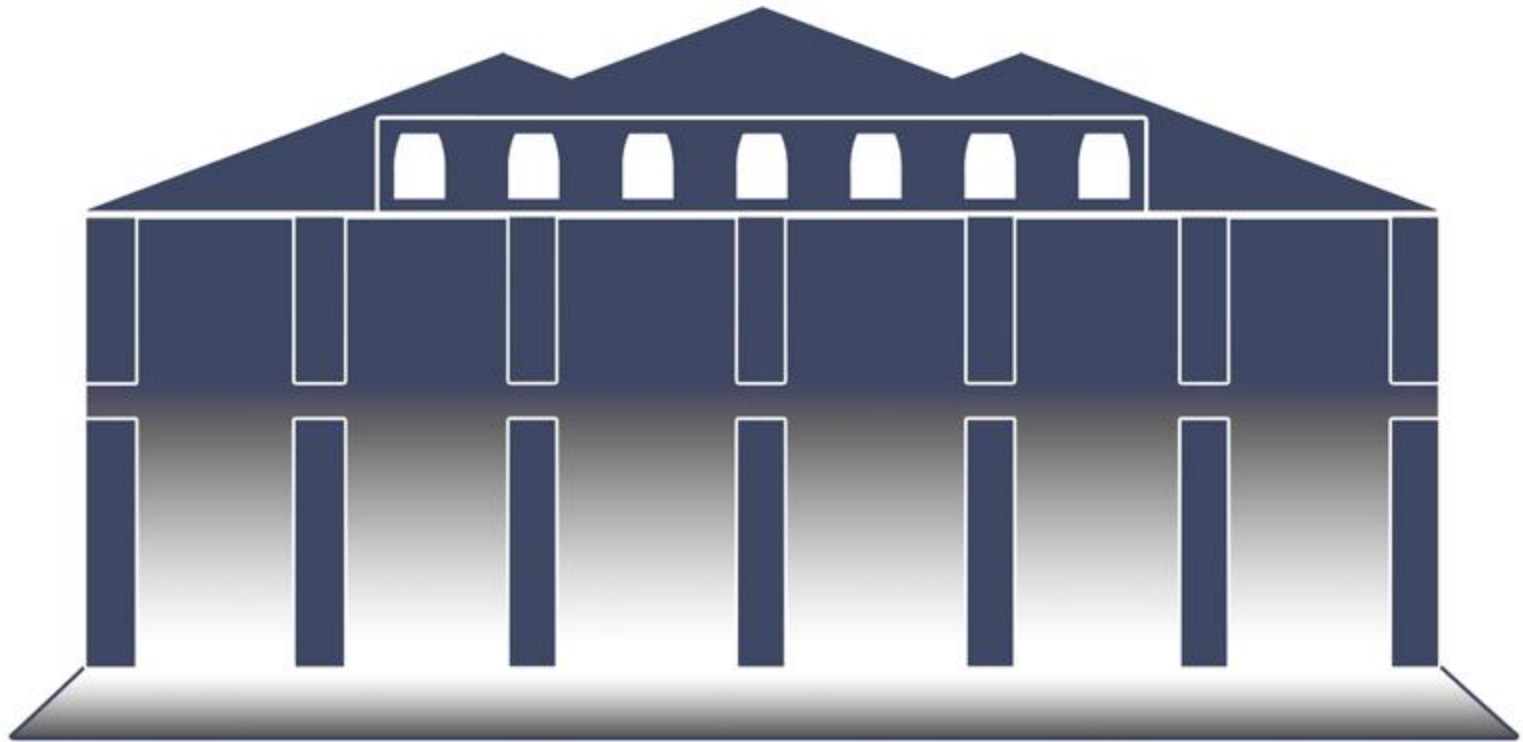
N-CAR provides a mechanism for more rapid PED program assessments, but will not displace or substitute for PED formal evaluations

PED is prepared to expand N-CAR—two options

Continue assessing programs as directed by Work Plan and General Assembly; or

Scale up with additional PED staff and or contractors subject to JLPEOC and Legislative Services Commission approval





PROGRAM EVALUATION DIVISION
NORTH CAROLINA GENERAL ASSEMBLY