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Contact: [Diane.Shinn@dc.gov](mailto:Diane.Shinn@dc.gov), 202-727-8991  
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## D.C. Auditor Applauds DPW's Performance Measurement

**WASHINGTON** – The Department of Public Works (DPW) met the Office of the City Administrator (OCA) standards for effective performance measurement, but needs to improve its documentation, according to a new report by the Office of the D.C. Auditor (ODCA).

The ODCA report originated from D.C. Code 1-614.14c requiring an audit of selected performance measures presented in the Performance Accountability Reports (PAR) each fiscal year. The PARs provide information about agency progress in achieving goals for the previous year. ODCA selected DPW for this PAR review.

DPW's mission is to provide environmentally healthy municipal services that are both ecologically sound and cost effective. The Office of the Director oversees the core operations of DPW that include those undertaken by the following three administration units: Solid Waste Management, Parking Enforcement Management, and Fleet Management.

The audit found that DPW:

- Complied with the Office of the City Administrator's best practice standards for effective performance measures, showing that DPW staff had a good understanding of the criteria for good performance measures, and designed and selected appropriate key performance indicators (KPIs).
- Accurately reported 13 of the 16 sample KPIs in the FY 2015 PAR, as recalculated by ODCA, demonstrating that staff had experience in carrying out PAR-related tasks, and understood the importance of recording, measuring, reporting, and improving KPIs.
- Inaccurately reported three out of a sample of 16 KPIs in the FY 2015 PAR, based on supporting documentation and recalculation performed by ODCA, which lead to a recommendation that DPW makes sure it has clear policies and procedures on how to collect, process, and measure KPIs accurately and consistently.

ODCA found that OCA could not produce documentation to show how it monitored the development of each District agency's KPIs in Fiscal Year 2016, which lead to an ODCA recommendation that the OCA implement procedures to retain documentation of the review and approval of KPIs. Both DPW and the OCA Chief Performance Officer concurred with the auditor's recommendations and indicated improvements were already underway.

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