



EXECUTIVE SUMMARY

DEPARTMENT OF TRANSPORTATION DIVISION OF MULTIMODAL SERVICES SUPERLOAD UNIT

January 1, 2018 to March 31, 2022

We found that the department's online oversize and overweight (OS/OW) commercial vehicle permitting process was operating as designed; the department was adequately monitoring the contracts; and the vendor was in compliance with the terms and conditions of the contracts. However, we noted that the vendor was overpaid for their services because of a calculation error contained in one of the contracts. We also noted that additional savings could have been obtained if the department had tracked its technical support usage for the application. In addition, we identified a computer interface that could be implemented to notify the department of motor carriers with out-of-service (OOS) orders. Furthermore, we made an observation regarding another computer interface that could improve roadway safety by notifying motor carriers when one of their employee's driver's license is suspended or revoked, which could prevent an OOS order from being issued against the motor carrier.

AUDIT HIGHLIGHTS

- The department contracted with a vendor to provide an upgrade to its version of the GotPermits system. The contract for upgrading the GotPermits system was set at a fixed price of \$750,000 payable in annual installments. However, the contract indicated annual fees totaling \$177,000 per year rather than \$150,000 (\$750,000/5 years). This resulted in an overpayment of \$135,000 for the five-year contract period, as total fees amounted to \$885,000.
- In addition, the department contracted with the same vendor to also provide software and industry support, hosting of the system, on-going training, management insight into the data/metrics of a hauling permits system, as well as addressing new DOT-specific development needs. The vendor guaranteed to provide 1.5 full-time equivalents (FTEs) of support services for the first year of the contract. Prior to each subsequent contract year, the department had the option of adjusting the level of support services based on need within the range of 1.0 to 1.5 FTEs in increments of 0.1 FTE valued at \$30,000 per unit. Department personnel overseeing daily operations were unaware of this option and did not track the level of support services being provided. If the department had performed an assessment and determined that a reduction in support services was warranted, it could have saved between \$30,000 to \$150,000 annually, or a total of \$120,000 to \$600,000 for the remaining four years of the contract.
- Although federal grant money is available, the department does not use an available interface with a computer system that can provide automated notifications of OOS orders, which would prevent issuing OS/OW permits to motor carriers with a poor safety record.
- The state could improve roadway safety by having the Motor Vehicle Commission implement an additional interface to notify motor carriers when one of their employee's driver's license issued by New Jersey has been suspended or revoked.

AUDITEE RESPONSE

The department generally concurs with our findings and recommendations.

For the complete audit report or to print this Executive Summary, click on the attached files.