

## “State of the Practice” Inventory March 2007 – Learning from Others

This list is intended to provide a glimpse into the performance reporting practices of state transportation agencies and it is not inclusive of all state reporting.

### **Alaska Department of Transportation & Public Facilities**

<http://www.gov.state.ak.us/omb/results/view.php?p=157> and <http://www.dot.state.ak.us/stwdplng/areaplans/v2020.shtml>

Alaska DOT's 'Missions and Measures' is an annual evaluation of five key performance measures selected by the Alaska Office of Management and Budget (Alaska OMB) at the request of the Governor. This is a new performance reporting practice, and the ADOT and Alaska OMB have yet to indicate if the five current performance measures are permanent or rotating. They may also be integrated into 'Vision2020' which is Alaska's SAFETEA-LU required long-term transportation planning document.

### **Arizona Department of Transportation**

<http://www.dot.state.az.us/> and <http://www.moveaz.org>

In 2003, the Arizona Department of Transportation developed its long-term transportation planning document, 'Move AZ' as part of the 2003 SAFETEA-LU legislation. Arizona's DOT published its first assessment of agency efforts in long term planning and development in September 2004. Long term performance measures reporting will be carried out by the agency through 2025, analyzing the results of initiatives and performance measures included in the plan. Updates to *Move AZ* are expected to be biannual (in relation to the state's legislature).

### **California Department of Transportation (CalTrans) and the California Transportation Commission**

<http://www.dot.state.fl.us/planning/2020ftp/> and <http://www.ftc.state.fl.us/>

The California Legislature requires that the California Transportation Commission develop an annual report on relevant transportation issues and policies carried out in the day to day work of the California DOT (aka CalTrans). In late 2005, the Legislature and Governor enacted changes to the state's transportation financing infrastructure (*The State Transportation Improvement Program*) that will require California DOT to enact and report on common (FHWA designated) performance measures for project delivery. The first report to include these performance measures is expected in 2007.

### **Florida Department of Transportation, Florida Transportation Commission**

<http://www.dot.state.fl.us/planning/2020ftp/> and <http://www.ftc.state.fl.us/>

Florida's Transportation Commission has produced an annual report on the Florida DOT to the Governor and Legislature for over fifteen years. The annual *Performance and Production Review* tracks 19 primary performance measures in relation to DOT's project delivery. The DOT itself produces the Short Range Component, a annual performance report on the state's progress in implementing the long-range transportation plan.

### **Kentucky Transportation Cabinet**

<http://www.kytc.ky.gov> and <http://planning.kytc.ky.gov>

The Kentucky Transportation Cabinet recently shifted its performance and customer service reporting away from a traditional annual report and towards a more current, on-line reporting system. Under the Cabinet's Planning division, users can access reports and assessments on various performance measures that are updated regularly. The state has also recently updated its long-term transportation planning document, first developed in 1995 and now in its third revision (2006).

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### **Louisiana Department of Transportation & Development**

<http://www.timedia.com/>

The *Transportation Infrastructure Model for Economic Development (TIMED) Program* is a \$3.5 billion improvement program that was recently accelerated from a 30-year to a 15-year completion schedule. The program’s Web site features a “program progress meter,” showing the number of projects completed, as well as an interactive map that allows users to click on highway corridors and view project schedules, costs, and other details. Recent updates reflect projects and performance affected by the historic 2005 Hurricane season.

### **Maryland Department of Transportation**

[http://www.mdot.state.md.us/State\\_Report\\_On\\_Transportation/Index.html](http://www.mdot.state.md.us/State_Report_On_Transportation/Index.html)

The *Annual Attainment Report on Transportation System Performance*, enacted in 2002, is a mandatory performance report of the Maryland DOT and other transit administrations and authorities under the DOT. Its 30 performance measures track progress in meeting state mandated goals and objectives of the long-range statewide plan and the *Consolidated Transportation Program*.

### **Minnesota Department of Transportation**

<http://www.dot.state.mn.us/dashboards/> and <http://www.dot.state.mn.us/dashboards/plan-n-prog1.html>

Minnesota DOT has established performance measures in its *2003-2023 Statewide Transportation Plan*. Some “mature” measures have 6-, 10-, and 20-year performance targets, while other “emerging” and “developmental” measures are more experimental in nature. In addition, Minnesota DOT’s *Business Plan* incorporates performance measures from the statewide plan and sets achievable 2-year targets for reducing the gap on selected measures. The agency’s *District Performance Data Summary Report* uses statewide and district-level dashboards to show performance for pavement, bridge, construction, snow and ice removal, traffic management, and fleet maintenance.

### **Missouri Department of Transportation**

<http://www.modot.state.mo.us/about/DashboardPerformanceMeasures/htm>

The Missouri DOT has recently begun to produce its newly implemented series of quarterly performance reports titled *The Tracker* on several state mandated agency performance measures. *The Tracker* supplements the agency’s long-term planning and evaluative documents including the *Statewide Transportation Improvement Program* (updated every year for the next quadrennial period) and the *20 year Long-Range Transportation Plan*. In addition to agency wide reporting efforts, the individual DOT business units use *Operational Scorecards* to determine progress in operational goals.

### **New Mexico Department of Transportation**

<http://www.nmshtd.state.nm.us/GTG/> and <http://www.nmgrip.com> and <http://nmshtd.state.nm.us/main.asp?secid=11408>

New Mexico’s DOT re-tooled their former performance reporting document *The Compass*, and replaced it with a quarterly report titled *Good to Great*. The report highlights progress on infrastructure improvements in the DOT’s districts, agency programs, and established performance measurements for other agency programs. New Mexico DOT has also developed a website for the *Governor Richardson’s Investment Partnership (GRIP)* which is both a highway infrastructure financing mechanism and performance reporting system that supplements *The Compass*. Both reporting measures supplement the state’s long-term transportation planning document, the *NMDOT Statewide Transportation Improvement Program (STIP)*.

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### **Ohio Department of Transportation**

<http://www.dot.state.oh.us/BusinessPlan0405/default.asp>

The state requires Ohio DOT to develop a biannual *Business Plan* to evaluate agency performance on major infrastructures including highways, pavement conditions and bridges. The agency follows the *Business Plan* closely, as projects and managers/staff performance is measured against the plan and is the basis for promotions, probationary periods to address deficient performance, and demotions. Ohio uses the *Organizational Performance Index (OPI)* to track operations in key focus areas, with 6 to 8 measures in each area. The OPI rolls up into agency-wide and district-level performance for the business plan.

### **Oregon Department of Transportation**

<http://www.oregon.gov/odot/cs/performance> and <http://www.econ.state.or.us/opb/index.htm>

The Oregon DOT's *Annual Performance Report* is required by the legislature. The report ties agency goals to a statewide benchmarking effort overseen by the Oregon Progress Board. The agency is also moving to a project delivery focus with the new Oregon Transportation Investment Act bringing significant changes in how Oregon DOT plans, manages, and monitors newly funded projects.

### **Virginia Department of Transportation**

<http://dashboard.virginiadot.org/> and <http://www.virginiadot.org/infoservice/resources/QuarterlyReport1-04.pdf>

Virginia DOT's has developed an online *Project Dashboard*, showing up-to-date performance information about projects in VDOT's Six-Year Program. Users can drill down into specific districts, corridors, and projects. The department also produces a *Quarterly Report Card*, tied to the *Dashboard*, which shows department performance in meeting construction budgets and meeting schedule deadlines.

### **Washington State Department of Transportation**

<http://www.wsdot.wa.gov/accountability/>

Washington State DOT publishes a comprehensive, quarterly performance report called *Measures, Markers and Mileposts* (also known as *The Gray Notebook*) providing performance information on key agency functions. The report also contains a section called the *Beige Pages* that describes in detail the progress of the projects funded by the 2003 and 2005 Transportation Funding Packages. The department also maintains Web pages for each of its major projects with updated cost and schedule information, and publishes an annual construction report card.