

# MoDOT's Performance Measurement System

2009

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Organizational Results Director

# MoDOT's Alignment

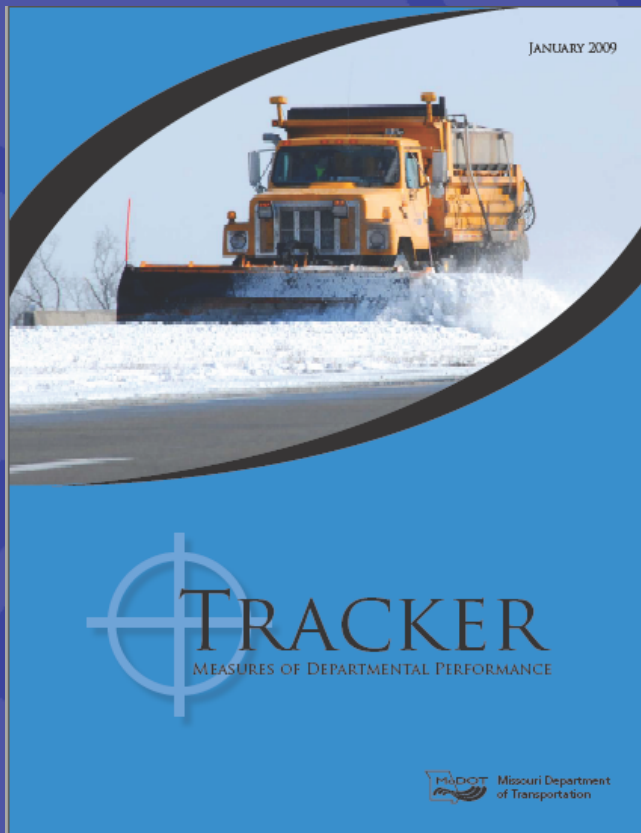
Mission  
Values

Tangible Results

Strategies

Performance

# Meaningful Measures



- Organized around 18 Tangible Results
- Around 100 individual measures
- Senior and mid-level managers involved

# Accountability

**Fast Projects That Are of Great Value**

*Percent of projects completed on time*

**Head of Office:** Greg Nicksa, Director of Program Delivery  
**Business Area:** State Affairs, State Construction & Materials Division

**Purpose of the Measure:**  
This measure tracks the percentage of projects completed by the commitment date established in the contract. Adjustments to the completion date are made when additional work is required or for essential resource constraints. It measures MACT's ability to complete projects by the agreed upon date.

**Measurements and Data Collection:**  
The project manager will establish project completion dates for each project. They are disseminated to MACT's Management and ITD database. It will be part of the Plan, Specifications & Estimate system. The actual completion date will be documented by the resident engineer and placed in MACT's project management system.

**Measurement Target:**  
The metric indicates a 10 percent increase from 2004 to the percent of projects completed on time. MACT has focused on reducing the number of days available for construction in order to reduce congestion and environmental impacts to the traveling public, while allowing for completion of completed projects on time. To achieve timely completion of improvement projects, an emphasis has been placed on reviewing construction schedules and assessing potential delays.

Fiscal Year	Percent of Projects Completed on Time
2004	78
2005	82
2006	88
2007	92

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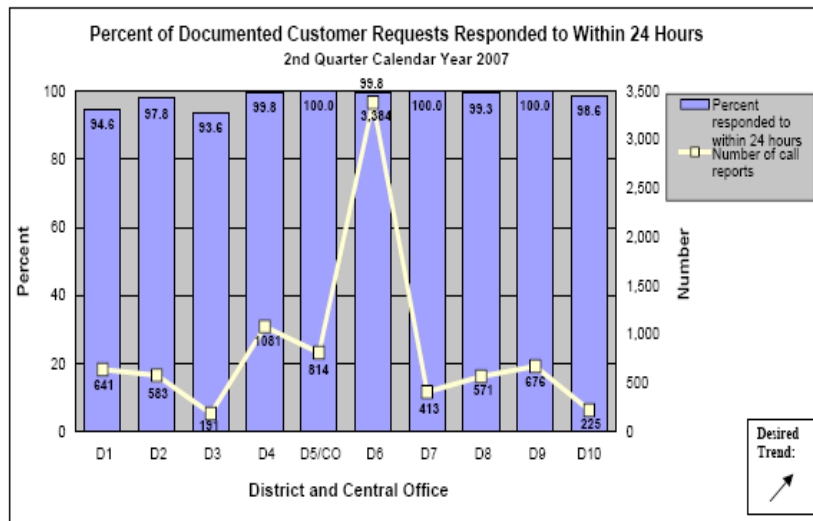
- Quarterly review meetings
- Presentations regarding performance
- Discuss actions ...  
NOT PLANS!



# Tracker Supplements

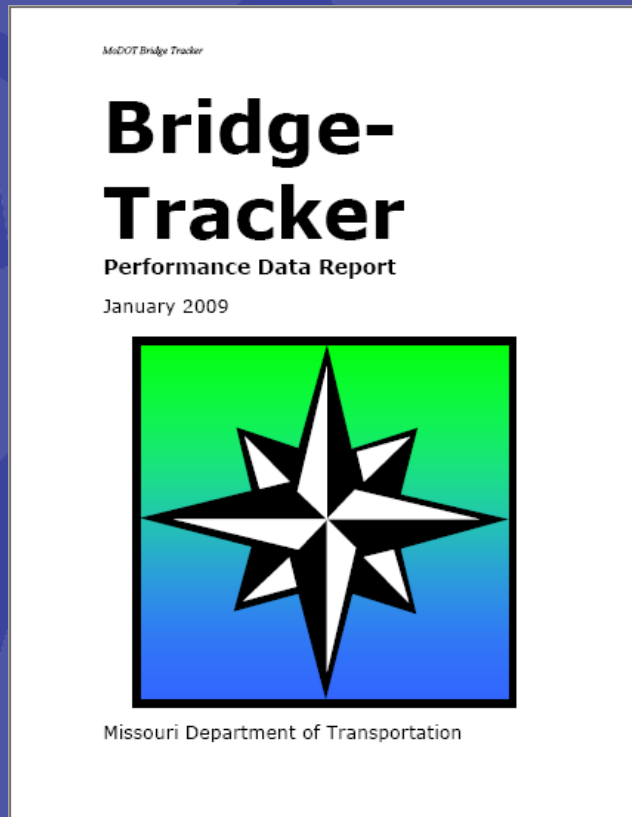
## Comparative – Percent of documented customer requests responded to within 24 hours

The following chart shows the quarterly distribution of documented customer requests responded to within 24 hours by district and Central Office.



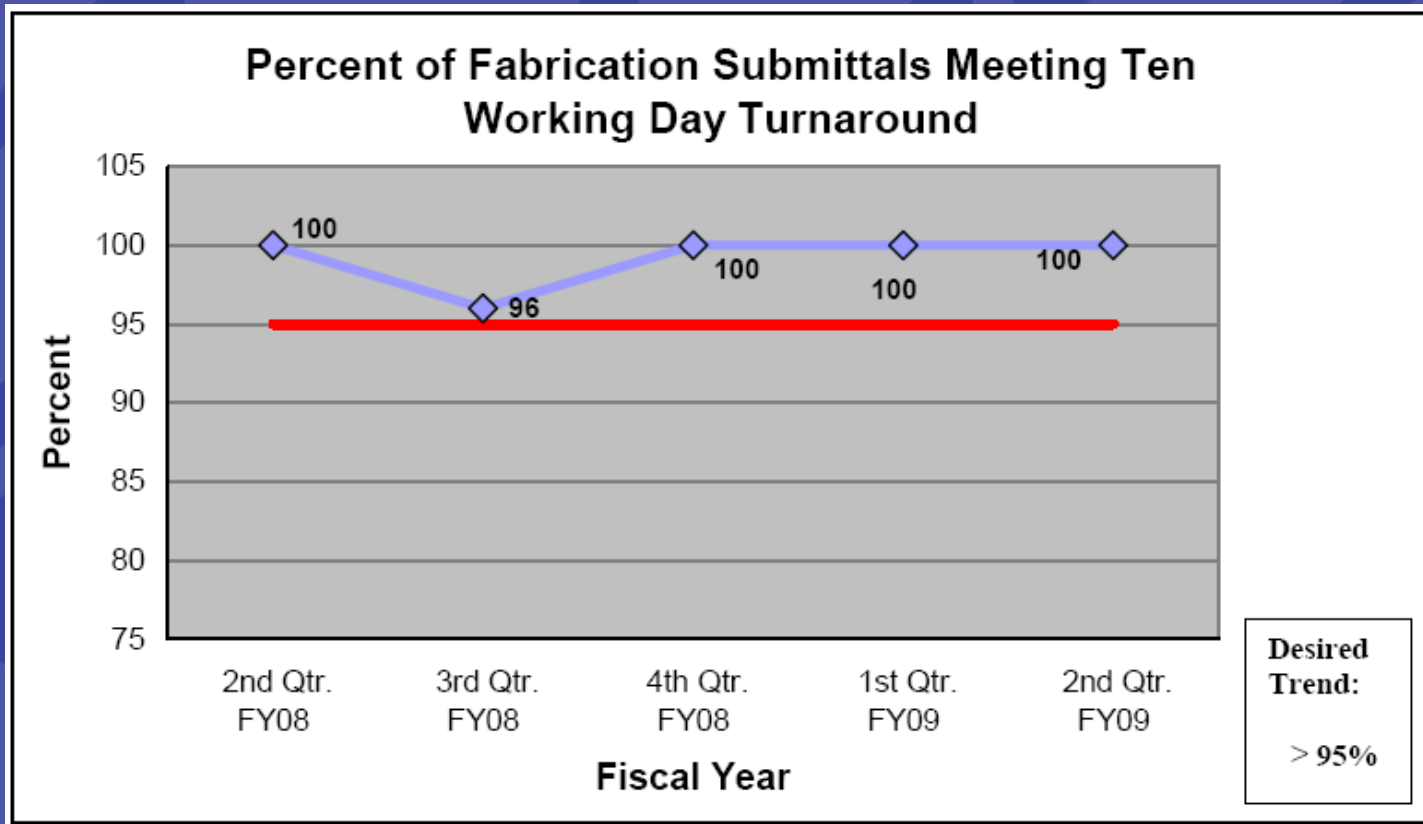
- Supplement breaks down measures for internal use
- Available at Tracker Resource page

# District/Division Trackers

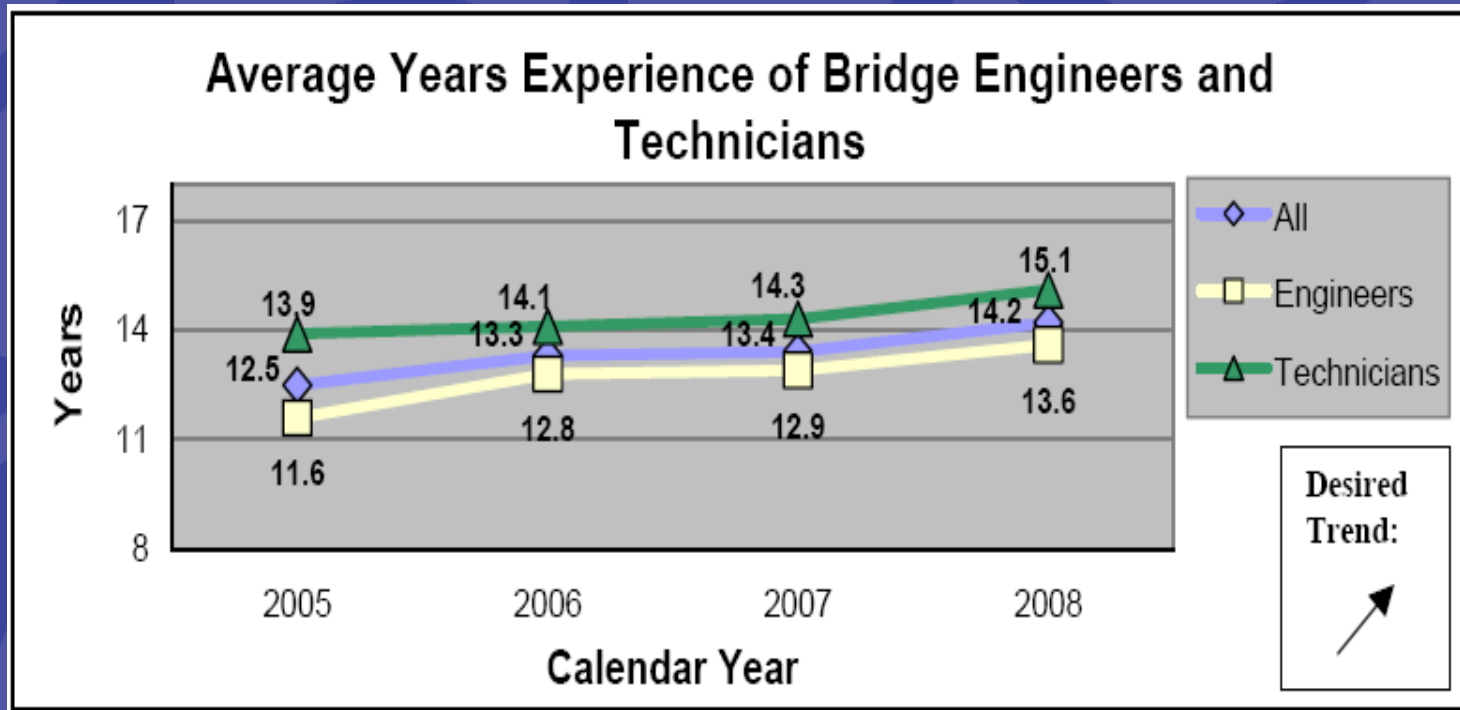


- Data for daily business operations
- Measures roll up to Tracker
- More detailed measures and performance trends

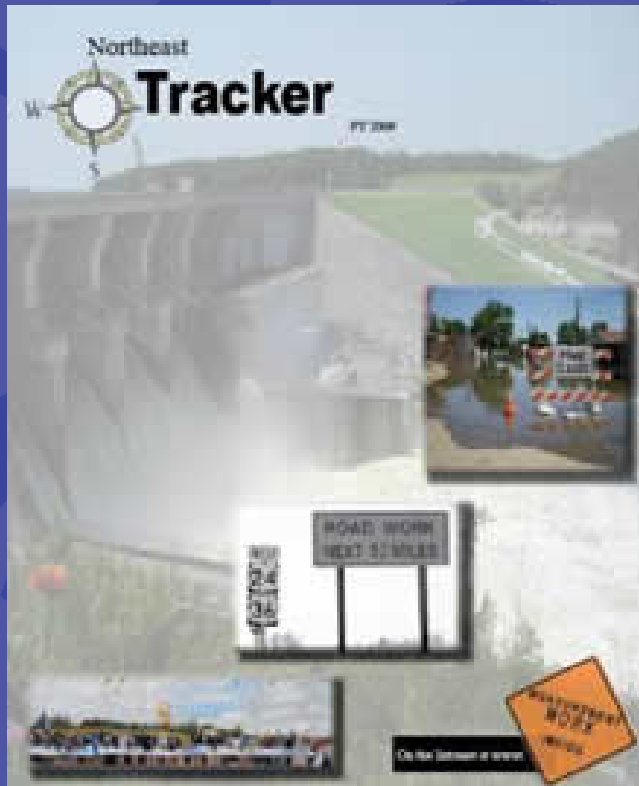
# District/Division Trackers



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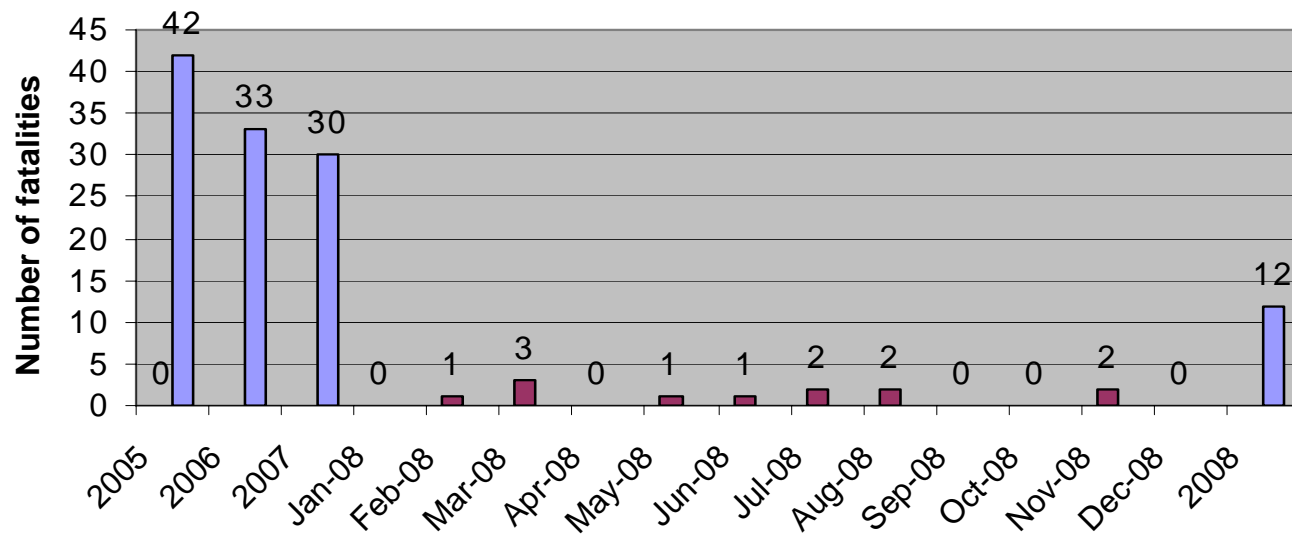
# District/Division Trackers



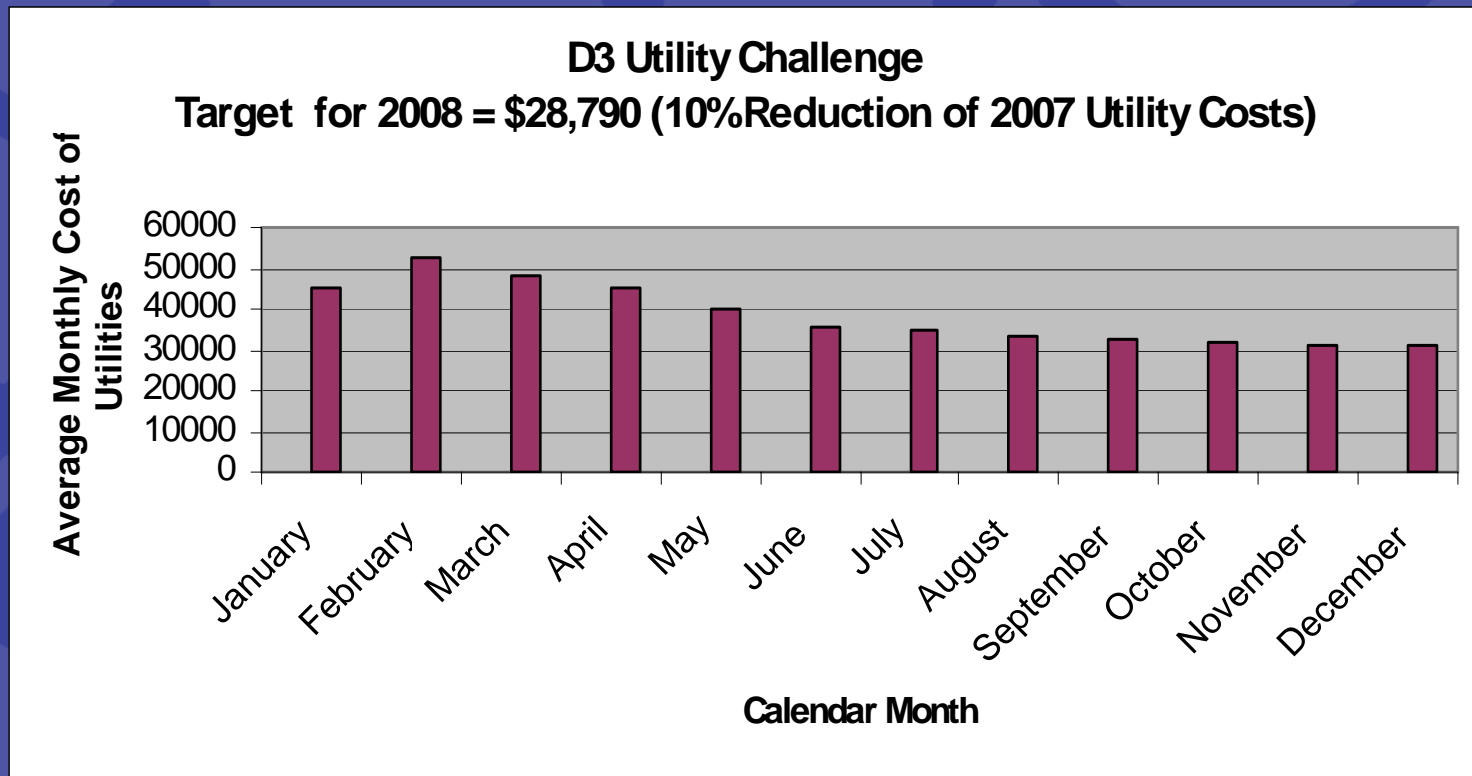
- Monthly, quarterly and annual measures
- On-line data collection for several measures
- Regular performance review meetings

# District/Division Trackers

Number of Fatalities on Major Routes



# District/Division Trackers

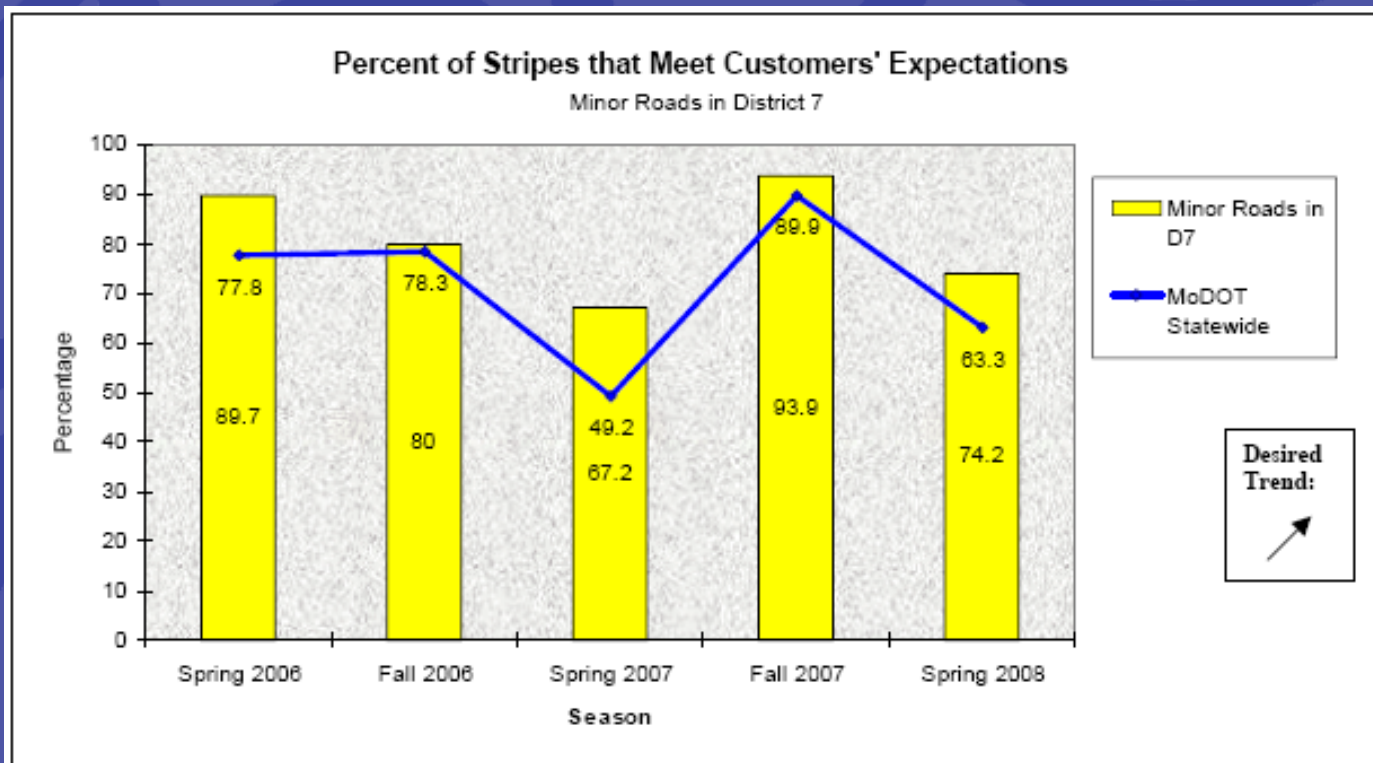


# Performance measurement isn't extra work ...

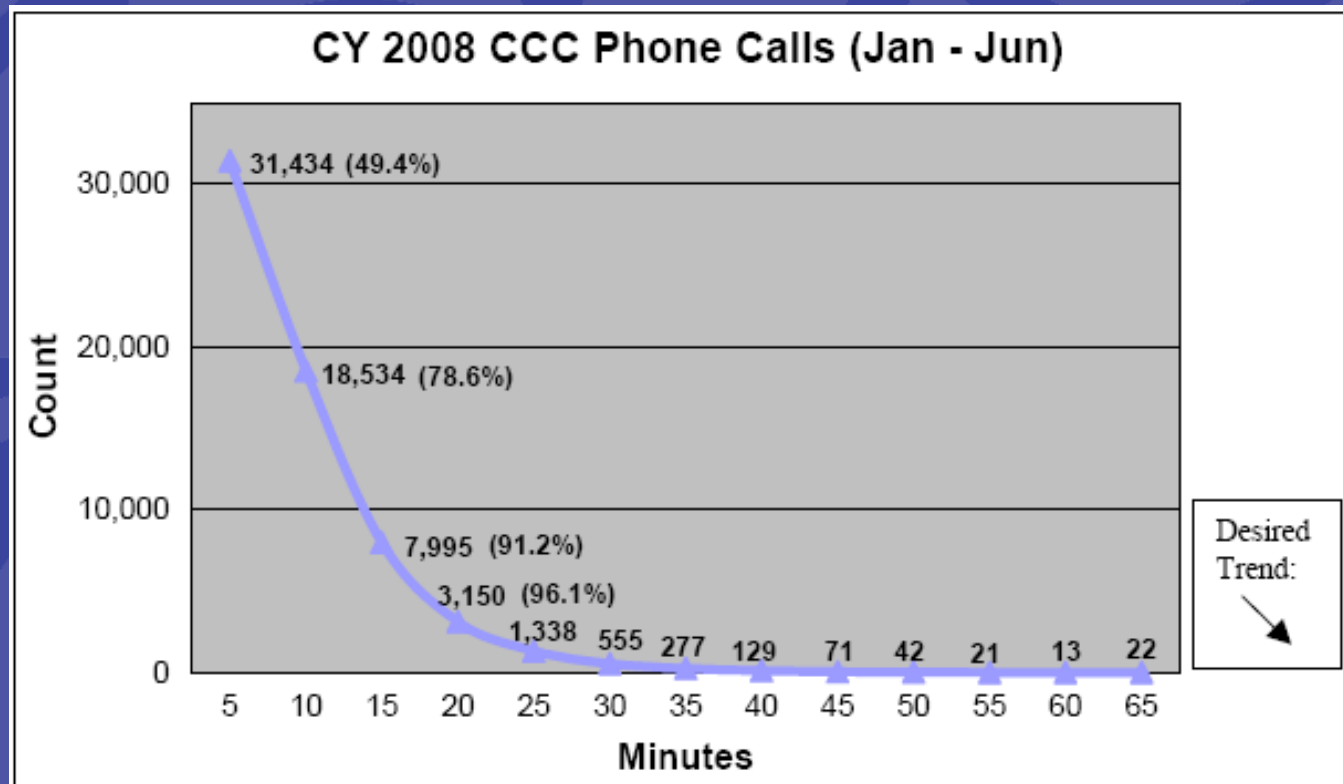
- Forecast future performance
- Day-to-day business decisions
- Motivate staff to new performance levels

**it is our work!**

# Forecast Future Performance



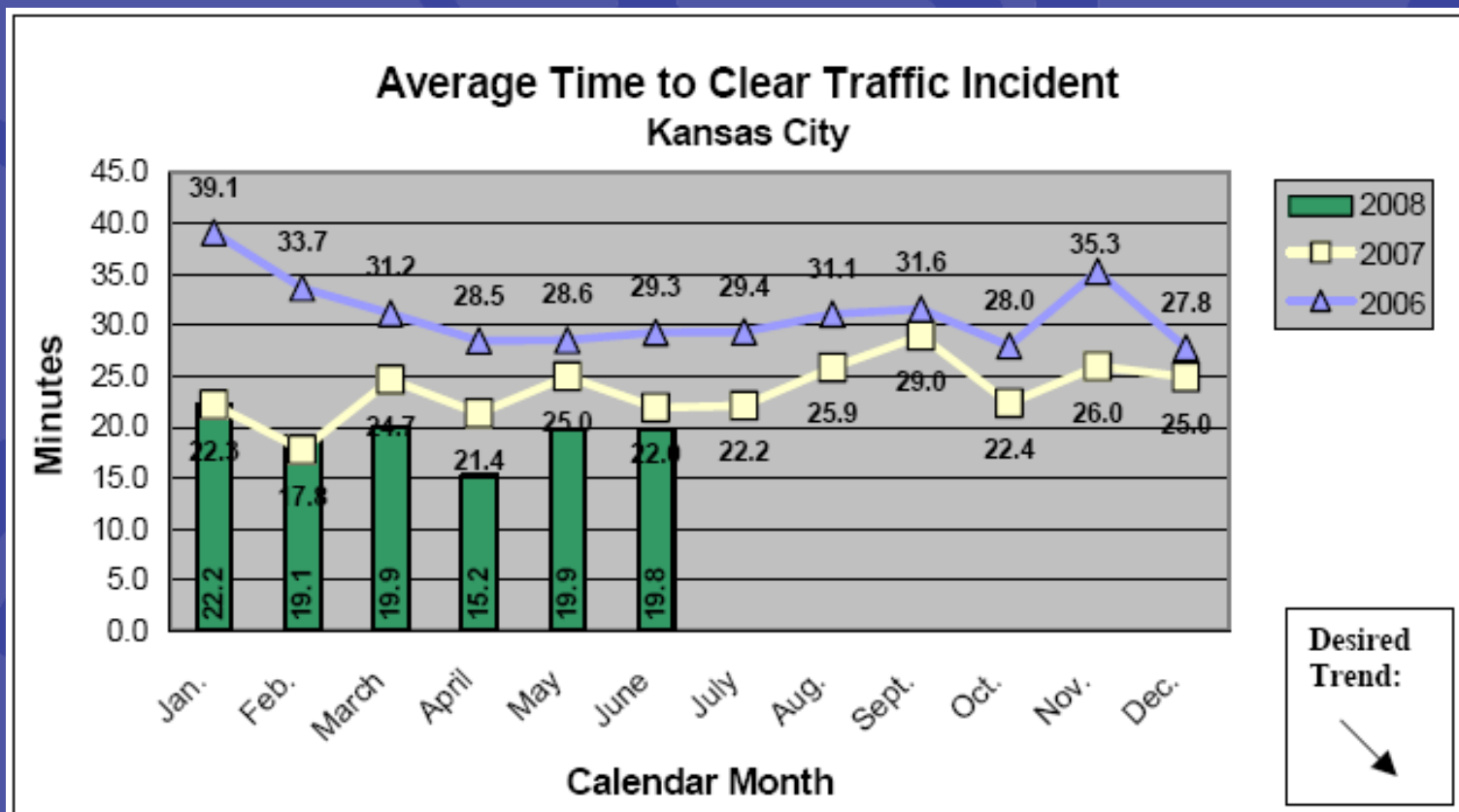
# Daily Business Decisions



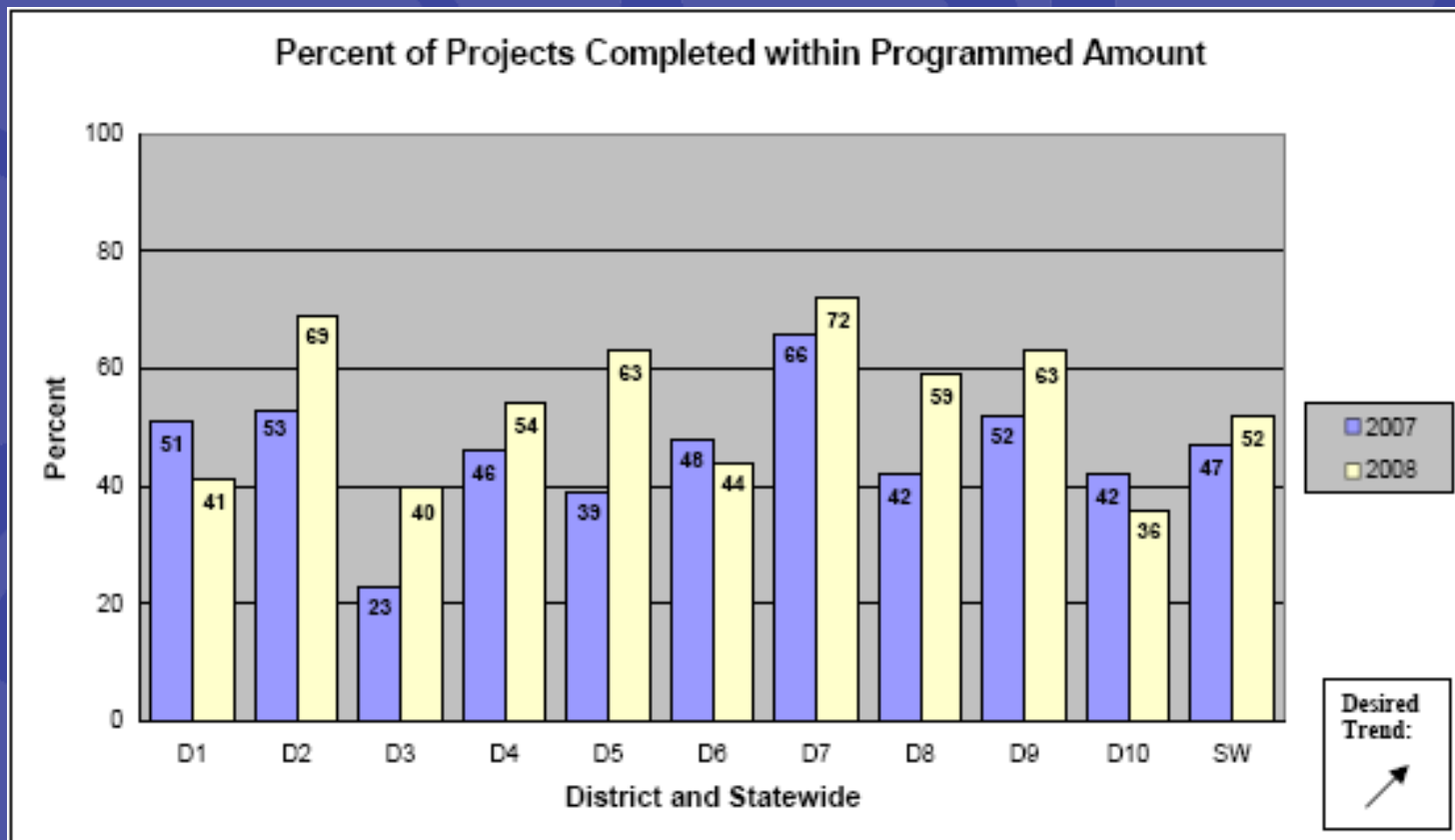
# Motivate Staff to Exceed ...

- Past Performance
- Best in MoDOT
- Best among DOTs
- Best in any Industry

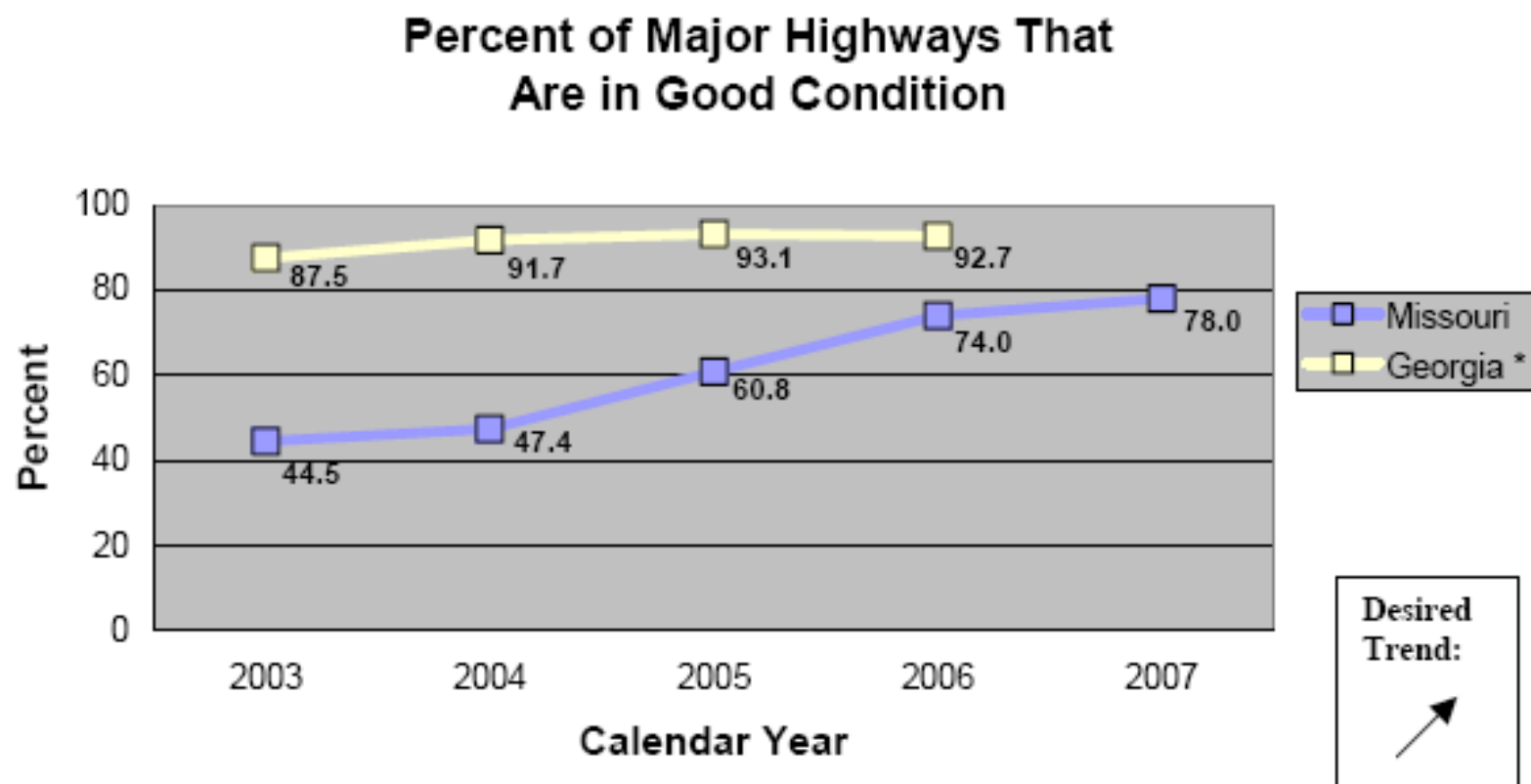
# Past Performance



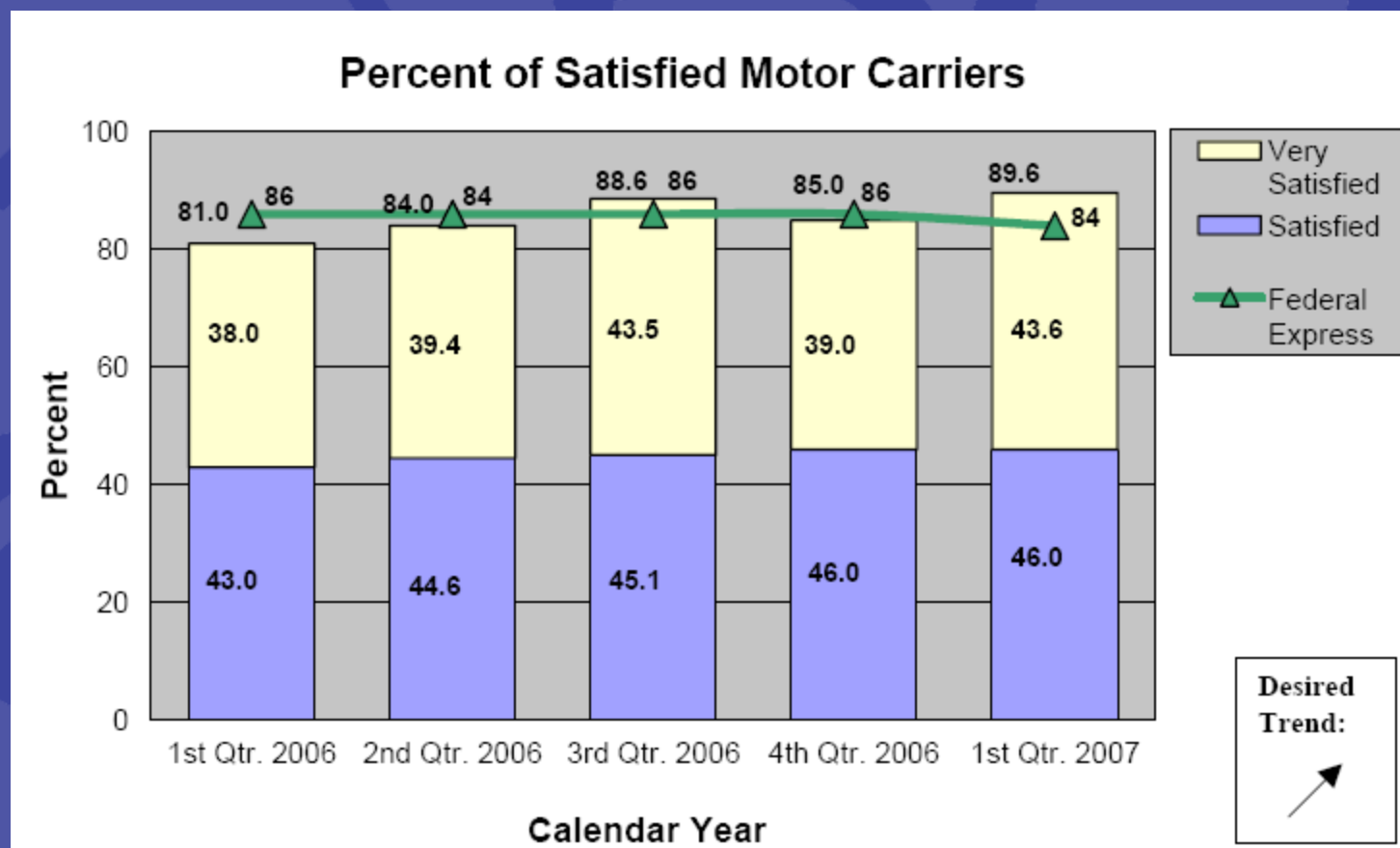
# Best in MoDOT



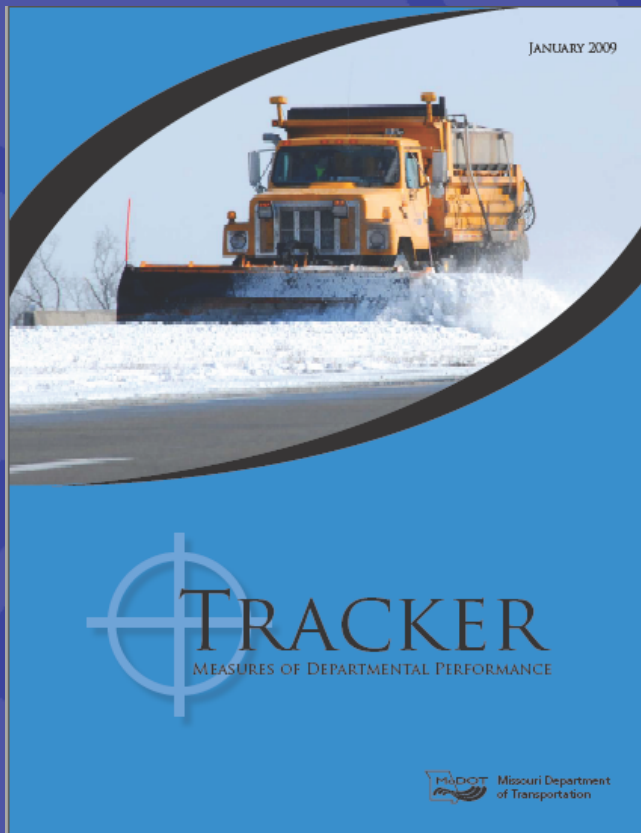
# Best among DOTs



# Best in any Industry



# Still Ahead ...



- Refining individual measures
- Identifying more benchmarks
- Managing by performance measures

# Questions? Thank You!

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