MoDOT's
Performance Measurement
Tracker

Western Association of State Highway and Transportation Officials

March 2, 2010

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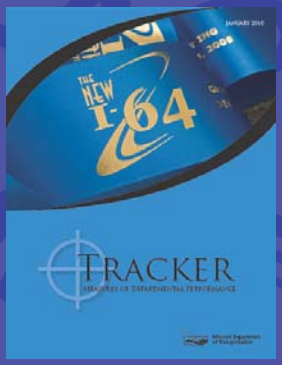
Assistant Motor Carrier Services Director
Missouri Department of Transportation

Meaningful Measures



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

MoDOT Tangible Results

- Uninterrupted traffic flow
- Smooth & unrestricted roads/bridges
- Safe transportation system
- Roadway visibility
- Personal, fast, courteous & understandable response to customer requests
- Partner with others to deliver transportation services
- Leverage transportation to advance economic development
- Innovative transportation solutions
- Fast projects that are of great value
- Environmentally responsible

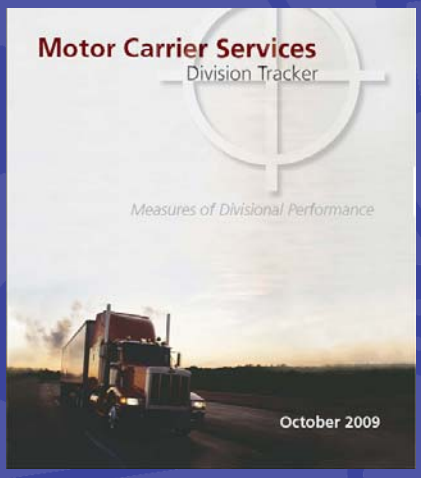
MoDOT Tangible Results

- Efficient movement of goods
- Easily accessible modal choices
- Customer involvement in transportation decision-making.
- Convenient, clean & safe roadside accommodations
- Best value for every dollar spent
- Attractive roadsides
- Advocate for transportation issues
- Accurate, timely, understandable & proactive transportation information

Accountability

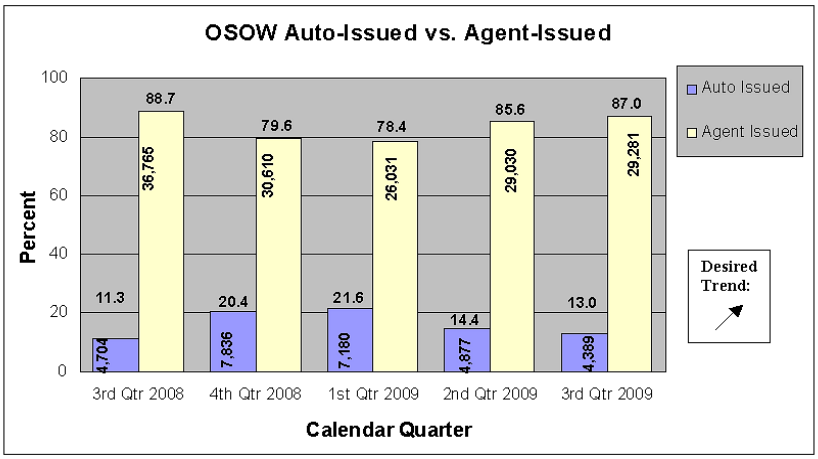
- Quarterly review meetings
- Presentations regarding performance
- Discuss actions … NOT PLANS!

Division Trackers

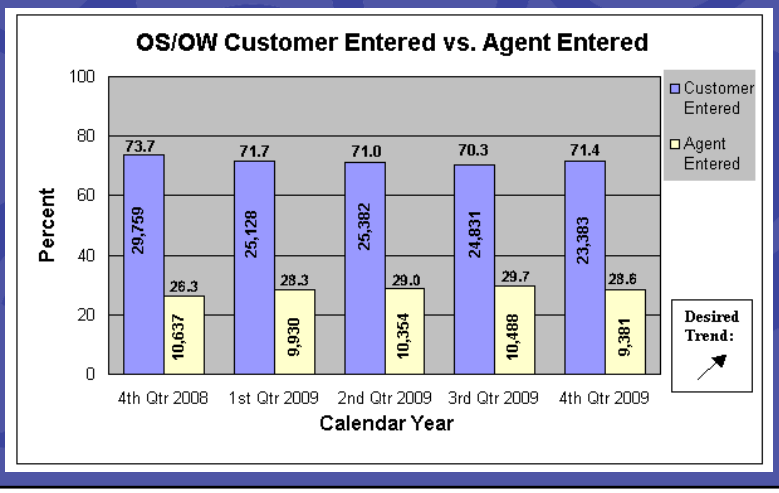


- Data for daily business operations
- Measures roll up to Tracker
- More detailed measures and performance trends
- Connects employees with measures

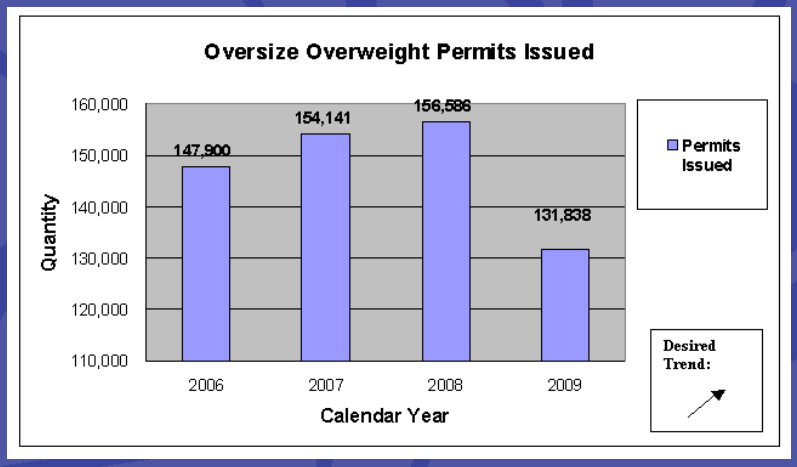
MCS Division Tracker



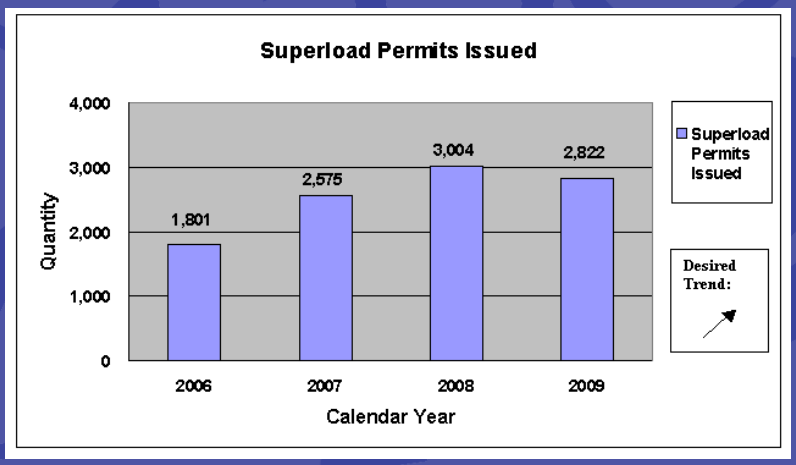
MCS Division Tracker



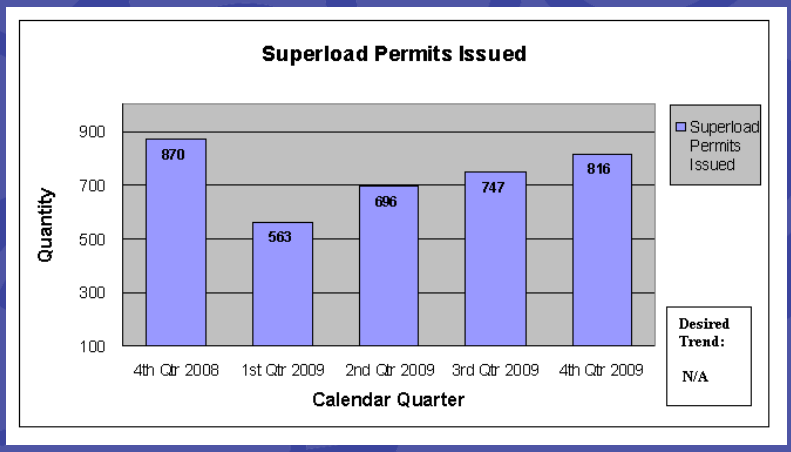
MCS Division Tracker



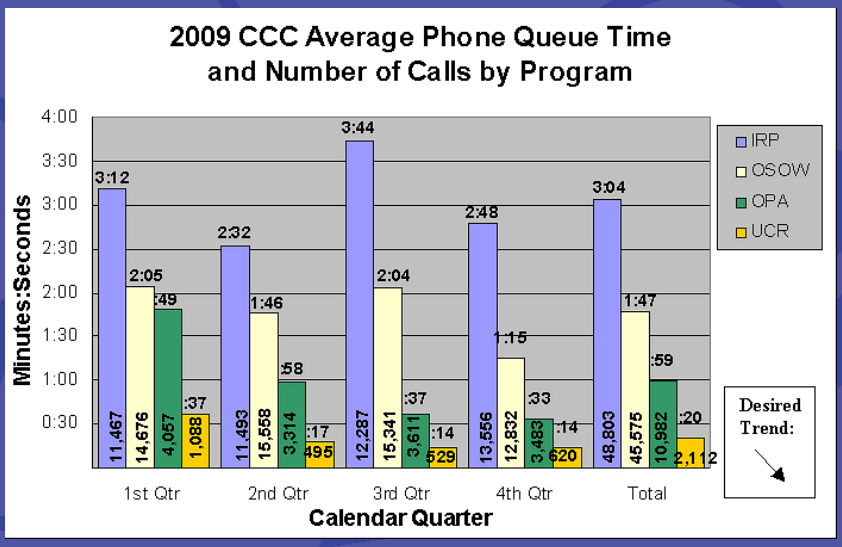
MCS Division Tracker



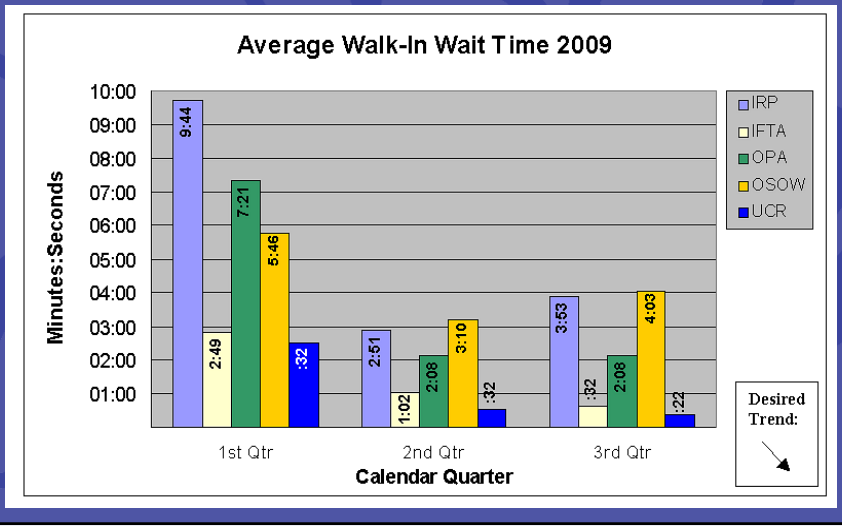
MCS Division Tracker



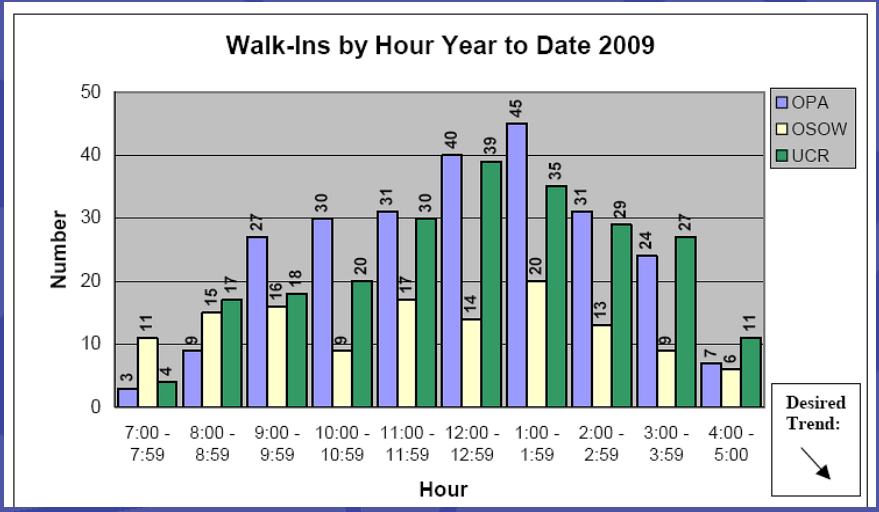
MCS Division Tracker



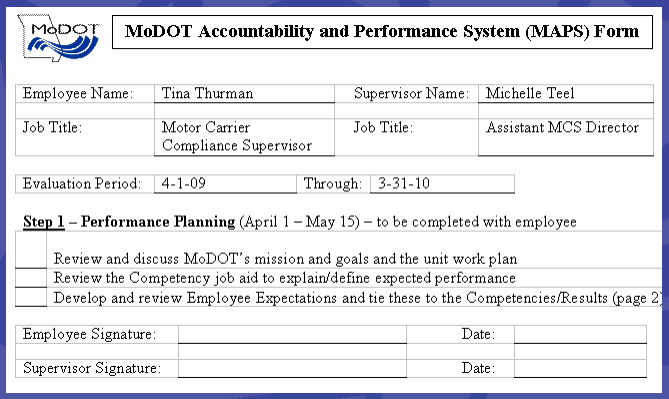
Walk-In Wait Time



More Detail



Cascading Effect



MoDOT Accountability and Performance System (MAPS) Form

Employee Name:	Tina Thurman	Supervisor Name:	Michelle Teel
Job Title:	Motor Carrier Compliance Supervisor	Job Title:	Assistant MCS Director

Evaluation Period: 4-1-09 Through: 3-31-10

Step 1 – Performance Planning (April 1 – May 15) – to be completed with employee

- Review and discuss MoDOT's mission and goals and the unit work plan
- Review the Competency job aid to explain/define expected performance
- Develop and review Employee Expectations and tie these to the Competencies/Results (page 2)

Employee Signature:		Date:	
Supervisor Signature:		Date:	

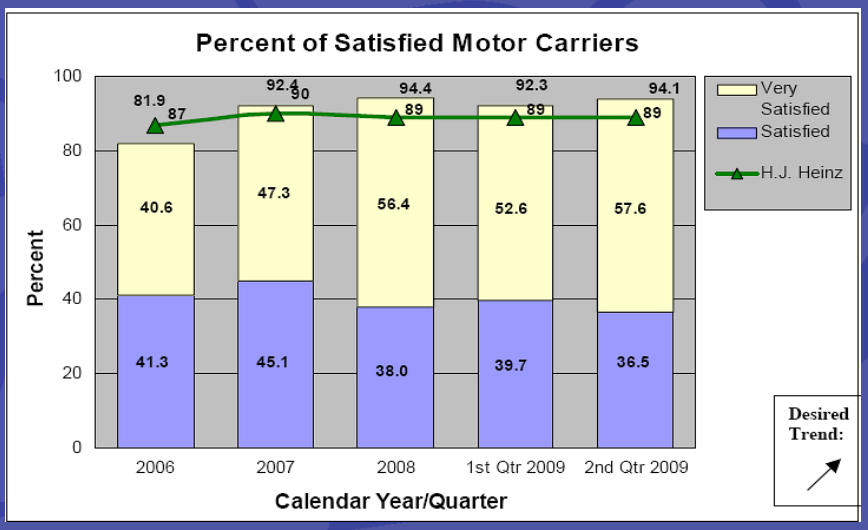
- Supplement breaks down measures for internal use
- Districts and divisions have their own Trackers
- Individual performance plans

Performance measurement isn't extra work ...

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

it is our work!

Best in any Industry



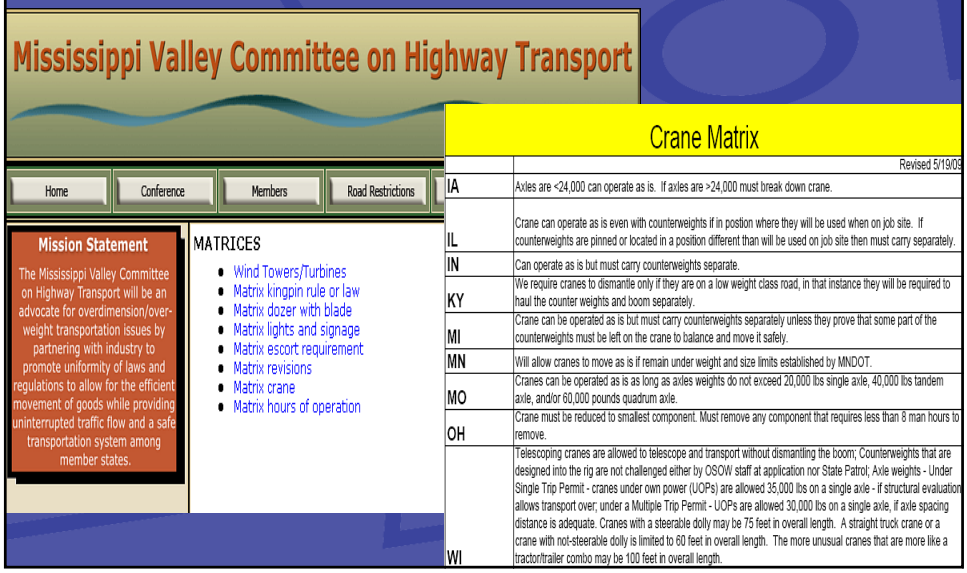
Daily Productivity

AGENT ID	ENTERED	HELD	APPROVED	ISSUED	DENIED	REVISED	DELETED	VOIDED	TOTAL
AutoIssue	0	0	0	2,943	0	0	0	1	2,944
akrigt	2	0	0	1	0	0	0	0	1
baxa1	561	119	0	743	1	49	4	2	918
bonnoa1	1	55	0	88	0	1	1	0	145
bradsd1	19	10	0	31	0	5	9	2	57
erwinm1	497	66	0	835	13	35	3	3	955
floyds	1	0	0	1	0	0	0	0	1
gillml2	66	176	0	681	0	16	39	0	912
huhnj	425	73	0	395	3	63	4	1	539
kleffl1	574	195	0	972	4	61	5	2	1,239
klingm1	336	34	0	342	6	23	3	0	408
laughj	0	64	0	0	0	0	0	0	64
luckr	0	33	0	0	0	0	0	0	33
lumpkm	0	69	0	0	0	0	0	0	69
orrp1	334	447	0	1,144	4	27	6	3	1,631
powelt1	51	338	0	539	3	7	122	1	1,010
richtk2	187	232	0	448	2	25	3	0	710
roettr	130	101	0	799	1	14	4	3	922
seidep	0	4	0	0	0	0	0	0	4
sulinp1	16	51	0	145	2	1	269	1	469
wilbed1	204	220	0	877	2	23	2	4	1,128
wolkeg	0	64	0	0	0	0	0	0	64
TOTAL	**3,404**	**2,351**	**0**	**10,984**	**41**	**350**	**474**	**23**	**14,223**

Telecommute Log

JUNE	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Bax, Arlene	87	82	20	54	0			79	71	60	56	63			56	50
Bonnot, Angie	74	44	62	49	0			61	7	0	59	50			0	57
Erwin, Maria	56	48	23	21	59			70	44	0	90	56			43	30
Gillmore, Lisa	44	57	160	RDO	64			63	41	212	RDO	0			34	33
Kleffner, LeAnn	129	83	101	51	68			138	185	0	68	88			106	45
Kling, Marisa	35	38	40	13	25			0	36	16	18	12			28	12
Orr, Pam	95	84	69	73	71			58	79	64	47	66			92	78
Powell, Tanya	0	42	17	116	23			29	23	33	147	19			21	18
Richter, Kim	84	77	86	94	105			122	0	127	69	96			105	85
Suling, Patti	RDO	4	5	0	6			RDO	18	0	0	1			RDO	0
Wilbers, Donna	118	97	74	76	228			102	106	94	56	151			73	86
AUTO ISSUE	101	71	73	73	77			55	58	65	67	74			50	49
TOTALS	823	727	730	620	726			777	668	671	677	676			608	543

Regional Uniformity

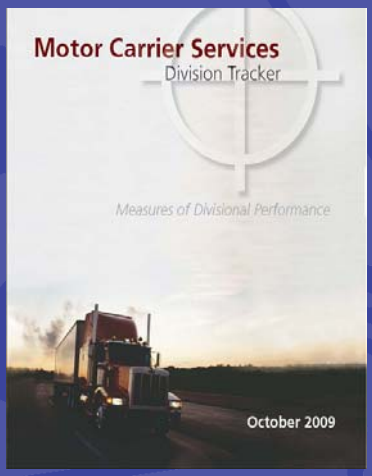


Crane Matrix

Revised 5/19/09

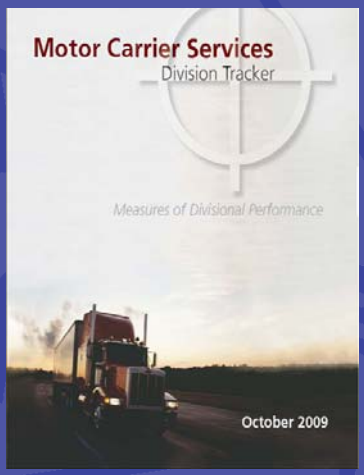
IA	Axles are <24,000 can operate as is. If axles are >24,000 must break down crane.
IL	Crane can operate as is even with counterweights if in postion where they will be used when on job site. If counterweights are pinned or located in a position different than will be used on job site then must carry separately.
IN	Can operate as is but must carry counterweights separate.
KY	We require cranes to dismantle only if they are on a low weight class road, in that instance they will be required to haul the counter weights and boom separately.
MI	Crane can be operated as is but must carry counterweights separately unless they prove that some part of the counterweights must be left on the crane to balance and move it safely.
MN	Will allow cranes to move as is if remain under weight and size limits established by MNDOT.
MO	Cranes can be operated as is as long as axles weights do not exceed 20,000 lbs single axle, 40,000 lbs tandem axle, and/or 60,000 pounds quadrum axle.
OH	Crane must be reduced to smallest component. Must remove any component that requires less than 8 man hours to remove.
WI	Telescoping cranes are allowed to telescope and transport without dismantling the boom; Counterweights that are designed into the rig are not challenged either by OSOW staff at application nor State Patrol; Axle weights - Under Single Trip Permit - cranes under own power (UOPs) are allowed 35,000 lbs on a single axle - if structural evaluation allows transport over; under a Multiple Trip Permit - UOPs are allowed 30,000 lbs on a single axle, if axle spacing distance is adequate. Cranes with a steerable dolly may be 75 feet in overall length. A straight truck crane or a crane with not-steerable dolly is limited to 60 feet in overall length. The more unusual cranes that are more like a tractor/trailer combo may be 100 feet in overall length.

Keys to Success…



- Executive Support
- Linked to customer expectations
- Managerial Accountability
- Cascade of measures

Lessons Learned…



- Don’t work on improving your measures until you’ve established your focus.
- Targets can limit performance.
- Don’t wait for perfect measures.

Questions?

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Services Director

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