Noteworthy Practices in Performance-based Planning and Programming (PbPP) and Transportation Performance Management (TPM)

September 30, 2013
2:00-4:00 PM EDT

https://connectdot.connectsolutions.com/sr500perfbaseplan/
Noteworthy Practices in Performance-based Planning and Programming (PbPP) and Transportation Performance Management (TPM)

Welcome, Michael Nesbitt, FHWA
Performance Management Elements: An Overview of Requirements and Implementation Status, Pete Stephanos, FHWA
TPM PbPP Regional Workshop Update (Raleigh and Portland), Michael Nesbitt, FHWA
TPM Community of Practice, Michael Kay, U.S. DOT Volpe Center

Nevada DOT Performance Management, Alauddin Khan, Nevada DOT
COMPASS and Performance Measures, Carl Miller, COMPASS
Performance Measures That Actually Improve Performance, Jerry Benson, Utah Transit Authority
MAP-21
Moving Ahead for Progress in the 21st Century

Welcome

Michael Nesbitt
Federal Highway Administration
MAP-21
Moving Ahead for Progress in the 21st Century
Performance Management Elements
An Overview of Requirements and Implementation Status

Pete Stephanos
Federal Highway Administration

U.S. Department of Transportation
Federal Transit Administration
MAP-21 Background-Performance Requirements

– National Goals
– Measures
– Targets
– Plans
– Reports
– Accountability and Transparency
9 Inter-related Rules

- Highway Safety Programs (NHTSA)
- Highway Safety Improvement Program (FHWA)
- Metro and Statewide Planning (FHWA-FTA)
- Safety Performance Measures (FHWA)
- Infrastructure Performance Measures (FHWA)
- System Performance Measures (FHWA)
- Highway Asset Management (FHWA)
- Transit Asset Management (FTA)
- Transit Safety Plan (FTA)
FTA Advance Notice of Proposed Rule Making

• Transit Asset Management system (TAM)
  • Definition of state of good repair (SGR)
  • Establish SGR performance measures
  • Implementation of TAM plans by recipients
  • Target setting by recipients to be incorporated into planning process

• Transit Safety
  • Safety performance criteria for all modes
  • Vehicle safety performance standards
  • Public transportation safety certificate training program
  • Public transportation safety plans
## Measure Groupings

<table>
<thead>
<tr>
<th>PROGRAM</th>
<th>MEASURE CATEGORY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>STATUS I</strong></td>
<td>• Serious Injuries per VMT</td>
</tr>
<tr>
<td>Q4 CY2013</td>
<td>• Fatalities per VMT</td>
</tr>
<tr>
<td></td>
<td>• Number of Serious Injuries</td>
</tr>
<tr>
<td></td>
<td>• Number of Fatalities</td>
</tr>
<tr>
<td><strong>STATUS II</strong></td>
<td>• Pavement Condition on the Interstates</td>
</tr>
<tr>
<td>Q1 CY2014</td>
<td>• Pavement Condition on the Non-Interstate NHS</td>
</tr>
<tr>
<td></td>
<td>• Bridge Condition on NHS</td>
</tr>
<tr>
<td><strong>STATUS III</strong></td>
<td>• Traffic Congestion</td>
</tr>
<tr>
<td>Q1 CY2014</td>
<td>• On-road mobile source emissions</td>
</tr>
<tr>
<td></td>
<td>• Freight Movement</td>
</tr>
<tr>
<td></td>
<td>• Performance of Interstate System</td>
</tr>
<tr>
<td></td>
<td>• Performance of Non-Interstate NHS</td>
</tr>
</tbody>
</table>
## Coordinating Implementation – 9 Rulemakings

<table>
<thead>
<tr>
<th>Measure Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>Define Measure</td>
</tr>
<tr>
<td>• Data Elements</td>
</tr>
<tr>
<td>• Data Source</td>
</tr>
<tr>
<td>Interstate Pavement Condition</td>
</tr>
<tr>
<td>Target Setting Requirements</td>
</tr>
<tr>
<td>Define Significant Progress</td>
</tr>
<tr>
<td>State Performance Reporting</td>
</tr>
<tr>
<td>Establish Timing</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Planning Rule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance-based Planning Process</td>
</tr>
<tr>
<td>Target Setting Coordination</td>
</tr>
<tr>
<td>MPO Performance Reporting</td>
</tr>
<tr>
<td>STIP/TIP Discussion</td>
</tr>
<tr>
<td>Transition Period</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>Program Rules</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan Requirements</td>
</tr>
<tr>
<td>Special Rules</td>
</tr>
<tr>
<td>Integrating Performance</td>
</tr>
<tr>
<td>Transition Period</td>
</tr>
</tbody>
</table>

#### Planning

**Metropolitan and Statewide Planning Rule**
- Establish a performance-based planning process at metropolitan and state level.
- Define coordination in the selection of targets, linking planning and programming to performance targets.

#### Highway Safety

**Safety Performance Measure Rule**
- Propose and define fatalities and serious injuries measures, along with target establishment, progress assessment and reporting requirements.
- Discuss the implementation of MAP-21 performance requirements.

**Highway Safety Improvement Program (HSIP) Rule**
- Integration of performance measures, targets, and reporting requirements into the HSIP.
- Strategic Highway Safety Plan updates.

**Highway Safety Program Grants Rule**
- State target establishment and reporting requirements.
- Highway safety plan content, reporting requirements, and approval.
  *Interim Final Rule issued by FHWA in January 2013.*

#### Highway Conditions

**Pavement and Bridge Performance Measure Rule**
- Propose and define pavement and bridge condition measures, along with minimum condition standards target establishment, progress assessment and reporting requirements.

**Asset Management Plan Rule**
- Contents and development process for asset management plans.
- Minimum standards for pavement and bridge management systems.

#### Congestion/System Performance

**System Performance Measure Rule**
- Define performance of the interstate system, non- interstate national highway system, and freight movement on the interstate system.
- Finalize interpretation of scope of CMAQ performance requirements, including congestion and on-road mobile source emissions.
- Summarize MAP-21 highway performance measure rules.

#### Transit Performance

**Transit State of Good Repair Rule**
- Define state of good repair and establish measures.
- Transit asset management plan content, target establishment and reporting requirements.

**Transit Safety Plan Rule**
- Define transit safety standards.
- Transit safety plan content and reporting requirements.

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*Indicates the comment period*

**Anticipated Coordinated Performance Measure Effective Date**

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*Archived*
Implementation Schedule

<table>
<thead>
<tr>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
</tr>
</thead>
</table>

Rulemaking

Planning & Target Setting

Reporting and Assessment
TPM Initiatives

- Performance Monitoring
- Training
- Reporting
- Guidebooks
- Workshops
- Pilot Programs
- Assessment and Evaluation Tools
Additional Resources

- MAP-21 Web Site
  www.fhwa.dot.gov/map21

- Transportation Performance Management Web Site
  www.fhwa.dot.gov/tpm

- Performance Measure Rulemaking Direct Contact to FHWA
  PerformanceMeasuresRulemaking@dot.gov

- Performance-based Planning and Programming
  http://www.fhwa.dot.gov/planning/performance_based_planning/
Noteworthy Practices in Performance-based Planning and Programming (PbPP) and Transportation Performance Management (TPM)

TPM PbPP Regional Workshop Update (Raleigh and Portland)

Michael Nesbitt
Federal Highway Administration
Agenda

- Day 1
  - Workshop objectives
  - Performance-based planning and programming (PBPP) and Performance Management
  - Panel of peers
  - Facilitated Group Discussion
  - Key themes & instructions for breakouts
  - Breakout Sessions
  - Report from Breakout Sessions

- Day 2 (Half Day)
  - MAP-21 Performance Provision Requirements
    - Performance Measures, Plan Requirements, Target Setting, Reporting
  - Facilitated Group Discussion
  - Breakout Sessions
  - Workshop Wrap up
Highlights from Workshops

- Coordination, Collaboration, and Capacity Building
  - Participants stated that while channels for coordination among DOTS and MPOs were well established, coordination within an agency’s institutional structure was siloed.
  - Implementation training should be tailored to meet the needs of both large and small MPOs.

- Reporting
  - Everyone is doing some level of reporting
  - Link transportation in context of broader objectives

- Target Setting
  - It was important to document assumptions.
  - Some agencies described struggling with assessing their performance management programs.
Highlights from Workshops (continued)

- Trade-offs & making funding/investment decisions
  - Most agencies focusing on looking for opportunities to enhance project benefits relative to other system performance areas
  - Participants expressed it is easier to do trade-off analysis for pavement and bridge projects because data is more reliable
  - When it comes to projects that focus on maintenance and increasing capacity, the trade-off analysis becomes more politically driven

- Data Collection
  - In some cases, the data an agency needs for planning is owned and collected by another agency
  - Participants also expressed concerns about variability in data collection methodologies across states
  - Participants were anxious about any requirements to change their data collection methods.
How is this information being used

- Developing Collaboration Toolkit
- Developing content and subject matter specific trainings
- Identifying resources to help with trade-off analysis
- State specific Workshops on PbPP and TPM
Noteworthy Practices in Performance-based Planning and Programming (PbPP) and Transportation Performance Management (TPM)

TPM Community of Practice

Michael Kay
U.S. DOT Volpe Center
What is the TPM Community of Practice?

- Virtual workspace for collaboration on activities related to performance management
- “Open” community for practitioners

Why the TPM Community of Practice?

- Promotion of best practices
- Insight into emerging questions and issues
How to Access the TPM Community of Practice?

- Community of Practice (CoP) now accessible: http://www.fhwa.dot.gov/tpm/cop

- Registration required via TransportationResearch.gov in order to contribute: https://www.transportationresearch.gov/dot/fhwa/SitePages/register.aspx
Welcome to Performance Management Community of Practice

The purpose of this external collaboration portal is to support FHWA's effort to improve communication and collaboration among its TPM stakeholders. Feel free to explore the document libraries and discussion forum. To upload documents and participate in the discussion forum, you must register here.

If you have any questions or comments about this site, contact michael.nesbitt@dot.gov.

Announcements

There are no items to show in this view of the "Announcements" list.

Discussion Forum

- **Technical Assistance**
  - Created By: Michael Kay
  - Replies: 0
  - Last Updated: 9/25/2013 9:03 AM

- **Noteworthy Practices**
  - Created By: Michael Kay
  - Replies: 0
  - Last Updated: 9/25/2013 9:02 AM

- **General Discussion**
  - Created By: Michael Kay
  - Replies: 0
  - Last Updated: 9/24/2013 3:19 PM
Future Developments

- Calendar of events
- Posting of additional resources
- Integration with related websites (FHWA TPM, TRB ABC30)
- Email alerts
- Enhanced user profile settings
Noteworthy Practices in Performance-based Planning and Programming (PbPP) and Transportation Performance Management (TPM)

Nevada DOT Performance Management

Alauddin Khan, PE, PTOE
Chief Performance Management Engineer
Nevada DOT
• Started before MAP-21, in 2007
• Mandated by Nevada State Legislature
• 15 Performance Measures
Performance Management

- Customers
- NDOT Performance-Based Decision Making
- Establish Measurable Performance Measures
- Establish Attainable Targets
- Analyze Results
- Collect and Monitor Data
- Develop Realistic Strategies
- NDOT Divisions
- NDOT Leadership
- Legislature & Board
- Evaluate Strategies and Allocate Resources
Iterative Dynamic Process

- Major Project Delivery
  - Revised 3 times to continuously improve

- Reduce Congestion
  - Revised Twice

- Pavement Condition,
  - Revised Twice

- Maintain State Bridges
  - Revised Twice
Legislative Mandate

- Quarterly on Major Projects
- Annual Report
  - Progress, Milestones
  - Budget
  - Issues
Governor’s Performance Based Budgeting

- Work closely with Governor’s cabinet members
- Established statewide performance measures
- Integrated PMs keeping in mind Map-21
Beyond Map 21 - 15 Performance Measures

1. Reduce Work-Place Accidents
2. Provide Employee Training
3. Improve Employee Satisfaction
4. Streamline Agreement Execution Process
5. Improve Customer Outreach/Satisfaction
6. **Reduce and Maintain Congestion on the State System**
7. Streamline Project Delivery: Bid Opening to Construction Completion
8. **Maintain State Roadways**
9. Maintain State Fleet
10. **Maintain State Facilities**
12. **Reduce Fatal Crashes**
13. Streamline Project Delivery: Schedule And Estimate- Initiation To Bidding
14. **Maintain State Bridges**
15. Streamline Permitting Process
Targets Achieved

10. Maintain NDOT Facilities

- Performance Measure: Percentage Building Facilities Up To Code
- Target: 3% Annual Increase
- Current Status: 1% Decrease Over Prior Year

Bar graph showing data for FY 2008 to FY 2012:
- FY 2008: 82
- FY 2009: 82
- FY 2010: 86
- FY 2011: 88
- FY 2012: 87

Archived
Targets Achieved


Performance Measure: Percentage of Emergency Management Plans implemented

Current Status: 86.44% Compliance

Target: 85% Compliance for FY 2012

Graph showing compliance from FY 2008 to FY 2012:
- FY 2008: 46.43%
- FY 2009: 49.6%
- FY 2010: 78.9
- FY 2011: 73.57
- FY 2012: 86.46
Targets Achieved - Safety

12. Reduce Fatal Accidents

Performance Measure:
Number of fatalities on Nevada’s streets and highways

Target: 3.1% Reduction of 5-year average

Current Status:
12.4% Reduction in the 5-year rolling average

![Graph showing reduction in fatal accidents over years from 2004 to 2012.](archived)
Customer Priorities of NDOT Maintenance Activities (Statewide)

- Maintaining Roadway Surface (Statewide)
- Debris Removal
- Snow Removal/Control
- Signs
- Graffiti Removal
- No Response/Other
- Landscaping
- Maintenance

Customer Focus Performance Management System

NDOT Performance in Maintaining The Roadway Surface (Statewide)

- Excellent: 24%
- Good: 47%
- Fair: 22%
- Poor: 7%
### 8. MAINTAIN STATE HIGHWAY PAVEMENT

**Performance Measure:**
Percentage of state maintained roadways receiving annual preservation in accordance with the Department’s pro-active pavement preservation program.

**Annual Target:**
- **Category 1:** 10.0% $99 million
- **Category 2:** 8.3% $79 million
- **Category 3:** 8.3% $71 million
- **Category 4:** 6.7% $26 million
- **Category 5:** 5.0% $20 million

**Ultimate Target:**
Perform annual rehabilitation as necessary to maintain the existing condition of the roadway network and perform rehabilitation necessary to eliminate the accumulated backlog.

$295 million annually
For Decision-Makers and the Public
Benefit Cost

- Conduct and report BCs
- Help towards a Performance Management System

FHWA Support
- Nat Coley and Iyad Alattar
- Helped refine Benefit Cost Analysis policy
- Provide training to staff
## Business-Focus Process

### 15. Streamline Permitting Process

<table>
<thead>
<tr>
<th>Summary of Status</th>
<th>District 1</th>
<th>District 2</th>
<th>District 3</th>
<th>HQ</th>
<th>Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Permits Accepted:</td>
<td>434</td>
<td>264</td>
<td>124</td>
<td>0</td>
<td>822</td>
</tr>
<tr>
<td>Total Permits Processed more than 45 days:</td>
<td>28</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>40</td>
</tr>
<tr>
<td>Total Permits Processed less than or equal to 45 days:</td>
<td>311</td>
<td>160</td>
<td>57</td>
<td>0</td>
<td>528</td>
</tr>
<tr>
<td>Total Permits Processed:</td>
<td>339</td>
<td>172</td>
<td>57</td>
<td>0</td>
<td>568</td>
</tr>
<tr>
<td>Total Permits Processed with Re-Reviews:</td>
<td>30</td>
<td>17</td>
<td>0</td>
<td>0</td>
<td>47</td>
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<tr>
<td>Total Permits Processed through FHWA:</td>
<td>21</td>
<td>18</td>
<td>3</td>
<td>0</td>
<td>42</td>
</tr>
<tr>
<td>Percentage of Permits Processed more than 45 days:</td>
<td>8.26%</td>
<td>6.98%</td>
<td>0.00%</td>
<td>0.00%</td>
<td>7.04%</td>
</tr>
<tr>
<td>Percentage of Permits Processed less than or equal to 45 days:</td>
<td>91.74%</td>
<td>93.02%</td>
<td>100.00%</td>
<td>0.00%</td>
<td>92.96%</td>
</tr>
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</table>
Next Generation Performance Measures

- Tasked researchers to come up with next generation performance measures
- Mostly operations performance measures
Internal Performance Measures

- Assessing other divisions to develop internal performance measures
- Not be reported to the legislature/feds
- Internal staff and department
New Framework and System

- Will be launching a new framework and system in the next few months

- Meeting with our federal partners in October to streamline the process
Coordinating with Partners

- Planning to coordinate with
  - RTC SNV (LV)
  - RTC Reno
  - Other MPOs
  - Neighboring DOTs
  - State Agencies

- No Specific Planning Performance Measure in Map-21
Questions

Alauddin Khan, PE, PTOE
Chief Performance Management Engineer
akhan@state.dot.nv.us
415-572-8081 -c
775-888-7192 -o
Noteworthy Practices in Performance-based Planning and Programming (PbPP) and Transportation Performance Management (TPM)

COMPASS and Performance Measures

Carl Miller
Community Planning Association of Southwest Idaho (COMPASS)
Presentation Outline

1. COMPASS and the Treasure Valley
2. Performance Monitoring Report
3. Performance Monitoring Report 2.0 and Next Steps
COMPASS and the Treasure Valley
COMMUNITIES IN MOTION

ANNUAL PERFORMANCE MONITORING REPORT
Balance Between Jobs and Housing

- Jobs Housing Balance
- Land Use Diversity
- Major Activity Centers
Choices in Housing

• Housing Prices
• Housing Affordability
• Housing + Transportation Affordability
• Transit Supportive Housing
**Choices in Transportation**

- Peak Hour Travel Time
- Transit Revenue Minutes
- Park and Ride Map
- Vanpool Map
- Sidewalks and Bikeways
Connectivity

• Household Connectivity
• Population Near Transit
• Employment Near Transit
• Social Services Near Transit
Connectivity
Preservation of Open Space and Agricultural Land

• Area of Impact and City Limits
• Population Density
• Open Space Density
• Employment Density
Transportation Performance Management

City of Garden City

**Balance between Jobs and Housing**
- Jobs to Housing Ratio: 2010: 1.3  2009: 1.4
- Land Use Mix: 2010: n/a  2009: n/a
- Major Activity Centers: 2010: 34%  2009: n/a

**Choices in Housing**
- Median Housing Price (000’s): 2010: $175  2009: $160
- Housing Affordability: 2010: 50%  2009: 54%
- Transit Supportive Housing: 2010: 35.4%  2009: n/a

**Choices in Transportation**
- Peak Hour Travel Time: 2010: 24.2 minutes  2009: n/a
- Transit Revenues: $62,000
- Park & Ride spaces per Capita: 2010: 4.2  2009: n/a
- Vandalism: 2010: 0  2009: n/a
- Sidewalks per roadway mile: 2010: 34.2%  2009: n/a
- Streets per roadway mile: 2010: 14.2%  2009: n/a

**Connectivity**
- Household Connectivity: 2010: 16%  2009: 4%
- Average Travel Time: 2010: 15.1%  2009: 6%
- Employment & Transit: 2010: 44%  2009: 84%
- Social Services & Transit: 2010: 81.5%  2009: 95%
- Route Disruption Index: 2010: n/a  2009: n/a

**Preservation of Open Space & Agricultural Land**
- Acres outside Area of Impact: 2010: 0  2009: 0
- Acres of Open Space per Capita: 2010: 59.7  2009: 21.6

**Connectivity**
- Participated in the 3.5 mile greenbelt extension from Eagle Road to Garden City Limits to link the greenbelt from City of Eagle to Lucky Peak.
- In conjunction with the City of Boise, the City of Garden City has recently opened the 36th Street pedestrian bridge to link the greenbelt to the north side of the area.

**Opportunities**
- Due to the expansion of transportation funding, the City of Garden City is able to expand the public and private transportation infrastructure within the City.
Transportation Performance Management

Employment near Transit

Snapshot:
To increase the amount of commuters who use public transit, both the household (origin) and employment site (destination) must be located near a transit route. This indicator looks at the percentage of jobs in a community that are within a walkable distance of a transit station. This concept also measures "smart growth" — the degree to which firms are located near public transportation nodes, thus reducing the need for car travel and increasing opportunities for physical exercise. It also shows the responsiveness of a transportation system to the needs of transit-dependent populations.

Results:

<table>
<thead>
<tr>
<th></th>
<th>Employment near Transit</th>
<th>Regional Employment near Transit: 25.6%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boise</td>
<td>29.1%</td>
<td></td>
</tr>
<tr>
<td>Eagle</td>
<td>33.5%</td>
<td></td>
</tr>
<tr>
<td>Garden City</td>
<td>54.7%</td>
<td></td>
</tr>
<tr>
<td>Kuna</td>
<td>20.0%</td>
<td></td>
</tr>
<tr>
<td>Meridian</td>
<td>54.3%</td>
<td></td>
</tr>
<tr>
<td>Star</td>
<td>44.5%</td>
<td></td>
</tr>
<tr>
<td>Ada County (Total)</td>
<td>54.2%</td>
<td></td>
</tr>
<tr>
<td>Nampa</td>
<td>48.9%</td>
<td></td>
</tr>
<tr>
<td>Nampa</td>
<td>48.9%</td>
<td></td>
</tr>
<tr>
<td>Boise County</td>
<td>41.3%</td>
<td></td>
</tr>
</tbody>
</table>

Chart/Trend:
The amount of employment within 0.5 miles of transit stops has declined since 2007.

Data Definition:
This indicator measures the percentage of employment within a one-quarter mile pedestrian shed of a transit center, based on network connectivity not as straight-line distance (i.e., as the crow flies).

Data Sources:
Employment data: Idaho Department of Labor; Transit routes: Valley Regional Transit.

Median Housing Prices

Snapshot:
Housing prices reflect the ability of communities to provide for affordable housing in areas of choice. Changes in housing values also affect the equity in homeownership and the ability of households to enter the homeownership market. The average regional median housing sales price for 2010 was $133,787.

Results:

<table>
<thead>
<tr>
<th></th>
<th>Median Housing Prices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boise</td>
<td>$142,000</td>
</tr>
<tr>
<td>Eagle</td>
<td>$173,250</td>
</tr>
<tr>
<td>Garden City</td>
<td>$140,000</td>
</tr>
<tr>
<td>Kuna</td>
<td>$169,000</td>
</tr>
<tr>
<td>Meridian</td>
<td>$154,000</td>
</tr>
<tr>
<td>Star</td>
<td>$149,250</td>
</tr>
<tr>
<td>Ada County (Total)</td>
<td>$149,000</td>
</tr>
<tr>
<td>Caldwell</td>
<td>$101,900</td>
</tr>
<tr>
<td>Middleton</td>
<td>$108,210</td>
</tr>
<tr>
<td>Nampa</td>
<td>$104,150</td>
</tr>
<tr>
<td>Parma</td>
<td>$132,000</td>
</tr>
<tr>
<td>Pocatello</td>
<td>$130,000</td>
</tr>
<tr>
<td>Rexburg</td>
<td>$120,000</td>
</tr>
<tr>
<td>Sweetwater</td>
<td>$120,000</td>
</tr>
<tr>
<td>Teton</td>
<td>$120,000</td>
</tr>
<tr>
<td>Teton County</td>
<td>$120,000</td>
</tr>
<tr>
<td>Total</td>
<td>$136,000</td>
</tr>
</tbody>
</table>

Trend/Chart:
No trend is available this year is the first for tracking median housing prices by using Intermountain Multiple Listing Service sales data. For previous data MLS listings by MLS Area were used.

Data Definition:
For the Performance Monitoring Report, median housing prices reflect the multiple listing service median sales price over the previous year.

Data Source:
Intermountain multiple listing service.

Map: Page 104
Performance Monitoring Report

1. Measures but No Targets
2. Changing Measures
3. Not Directly Influencing Decisions
4. Various Audiences
5. Before MAP-21

Performance Monitoring Report 2.0

1. Scenario Planning
   a. Establish Targets based on shared vision
2. Meaningful Measures
   a. Board Approved
   b. Stakeholder Coordination and Buy-in
   c. Qualitative Review of Results
3. Directly Influencing Decisions
   a. Implementation Grant Proposal
   b. Scorecard
4. Something for Everyone
   1. Report
   2. Dashboard
   3. Scorecard
5. MAP-21 Compliance
1. Scenario Planning

Workshop Invites/Interests
- Agriculture
- Bankers/Lenders
- Bike/Ped Advocates
- Business Community
- Community Groups
- Developers/Builders
- Disabled Advocates
- Economic Development
- Elderly Advocates
- Environmental Interests
- Faith-based organizations
- First Responders
- Government “watchdog”
- Health Interests
- Healthy/Low Foods
- Housing Agencies
- Leadership Team
- Local Emergency Management
- Low Income Groups
- Major Employers
- Military
- Minority Groups
- Neighborhood/Owner Associations
- News Media
- Non-member cities/highway districts
- Member Agencies
- Other Elected Officials
- Property Managers
- Real Estate Agents
- Recreation Groups
- Refugees/Refugee Agencies
- School Districts/Schools
- Special Districts
- State/Local Agencies
- Tourism/Attraction Groups
- Trade Groups
- Transportation/Land Use Professionals
- Universities/Trade Schools
- University Students
- Utilities
- Vanpool Users
- Youth
- Public at large
2. Meaningful Measurement

1. Board Approved
2. Stakeholder Buy-in
3. Qualitative Review of Results

Transportation Performance Management

Archived

Which of these transit measures are appropriate? Select all that apply.
1. Annual transit ridership
2. Annual transit passenger miles
3. Passenger trips per vehicle revenue hour
4. Passenger load (ridership/capacity)

Access to Transit

Households and employment near transit are based on proximity to transit routes. Should the 2040 target be based on:
1. Existing routes
2. VRT’s Valleyconnect plan
3. Something else
3. Implementation Grant
3. Development Review Scorecard/Checklist
3. Development Review Scorecard/Checklist

Employment Center

A center for mostly employment-related business. Freight and mobility would typically be prioritized in these areas.

Features: Light industrial/manufacturing aligned along freight routes; energy-efficient buildings; perimeter office buildings serve as noise buffers to nearby neighborhoods; transit connections; eateries within walking distance; pocket parks.

Housing: 0-20%  Jobs: 80-100%  Other: 5-15%

Small Town

Smaller and rural towns with opportunities for sustainable growth while maintaining a small-town feel. Primarily residential but with local services and mostly reliant on the urban area for employment and regional amenities.

Features: Main street businesses serve local needs; opportunities for agri-tourism; park and ride lots; larger back yards with gardens provide local produce; “third places” for community gatherings; proximity to highway.

Housing: 75-95%  Jobs: 5-15%  Other: 10-25%
4. Something for Everyone

1. Elected Officials
2. Transportation Stakeholders
3. Land Use Stakeholders
4. Other Stakeholders
5. Public
5. MAP-21

MAP-21
Moving Ahead for Progress in the 21st Century
Transforming the Way we Build, Manage, and Maintain our Nation’s Transit Systems
When performance is measured, performance improves. When performance is measured and reported back, the rate of improvement accelerates.

–Thomas Monson
Noteworthy Practices in Performance-based Planning and Programming (PbPP) and Transportation Performance Management (TPM)

Performance Measures That Actually Improve Performance

Jerry Benson
Chief Operating Officer
Utah Transit Authority
Performance Measures - for What?

Policy

Operations

Archived
DOT, MPO, Transit Coordination

• Safety
• State of Good Repair
• Project Performance
Performance Improves Through Continuous Process Improvement
“Check” = Measure, monitor, report

- Aligned measurement at all levels
- Reporting relevant to the decisions and actions of the audience (worker)
- Accountability for meeting performance targets
## Aligned Performance Measures

<table>
<thead>
<tr>
<th>Level</th>
<th>Measure</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>State/MPO</td>
<td>Transportation System Safety</td>
<td>&lt; 300 Fatalities</td>
</tr>
<tr>
<td>Transit System</td>
<td>Transit major accidents</td>
<td>&lt; 1 major accident per 100,000 miles</td>
</tr>
<tr>
<td>Bus operating division</td>
<td>Avoidable vehicle accidents</td>
<td>&lt; 1 avoidable accident per 100,000 miles</td>
</tr>
<tr>
<td>Driver team</td>
<td>Avoidable vehicle accidents by team members</td>
<td>&lt; 2 avoidable accidents per year</td>
</tr>
</tbody>
</table>
## Reporting Relevant to Actions and Decisions

<table>
<thead>
<tr>
<th>Position</th>
<th>Action/Decision</th>
<th>Timeframe</th>
</tr>
</thead>
<tbody>
<tr>
<td>Executive</td>
<td>Set policy, determine budget, develop strategy, give direction</td>
<td>One quarter to five years</td>
</tr>
<tr>
<td>Department Manager</td>
<td>Set department goals and budget, root cause analysis</td>
<td>One week to one year</td>
</tr>
<tr>
<td>Supervisor</td>
<td>Oversee daily work, direct workers, incident response</td>
<td>One minute to one week</td>
</tr>
<tr>
<td>Worker</td>
<td>Perform assigned task</td>
<td>One second to one day</td>
</tr>
</tbody>
</table>
Reporting to Improve Performance
# Reporting to Improve Performance

## Driving Habits Goal - June 2012

Speed limit, following distance, smooth comfortable ride, obey laws...

<table>
<thead>
<tr>
<th>Days in June</th>
<th>1</th>
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</table>

### You Did It!

Grilled Hamburgers and Hot Dogs
Thursday, July 5
11:00 AM - 3:00 PM

Less than 10 Driving Habit Complaints

Congratulations
Reporting to Improve Performance

TransDat V Mobile Data Computer

16:30:34

Wednesday Nov 15, 2006

16:24 SLCC RD... REDWOOD RD @ 4439 S 5:54

***SALT LAKE COMMUNITY COL...

16:33 MEDW BR... 3900 S @ 188 W 2.29

***MEADOWBROOK TRAX STATION...

16:52 MEDW BR... 3900 S @ 188 W

17:01 SLCC BRUN BRUIN BLVD @ 1750 W

17:08 VALY FAIR CONSTITUTION BLVD @ ...
Reporting to Improve Performance
Reporting to Improve Performance

Bus Avoidable Collisions /100,000 Miles 12 Month Rolling Average

<table>
<thead>
<tr>
<th></th>
<th>Jun-12</th>
<th>Jul-12</th>
<th>Aug-12</th>
<th>Sep-12</th>
<th>Oct-12</th>
<th>Nov-12</th>
<th>Dec-12</th>
<th>Jan-13</th>
<th>Feb-13</th>
<th>Mar-13</th>
<th>Apr-13</th>
<th>May-13</th>
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<tr>
<td>Salt Lake</td>
<td>1.17</td>
<td>1.23</td>
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<tr>
<td>Riverside</td>
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<td>1.28</td>
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</table>
Reporting to Improve Performance

2012 Timpanogos Avoidable Accidents

- Right Side Clearance Accidents: 73%
- Rear End Collisions: 23%
- Other Accidents: 4%

Month Rolling Average

<table>
<thead>
<tr>
<th>Jan-13</th>
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</table>
# Reporting to Improve Performance

## KEY PERFORMANCE INDICATORS - 2013

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<th>Jan</th>
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<td>Avoidable Accidents per 100,000 Miles:</td>
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</table>
### Reporting to Improve Performance

Mt. Timpanogos Maintenance Division:

- Regen performance for August of 2013
- 21 schedule days in August
- Total regens scheduled for the month = 101
- Completed regens = 61
- Pass regens = 67
- Fail regens = 24
- No charts found/not performed = 10

Performed regens and reviews by myself - (Shawn DeWitt) = 25 for the month.

#### Key Performance Indicators - 2013

<table>
<thead>
<tr>
<th></th>
<th>Jun</th>
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<td>Avoidable Accidents per 100,000 Miles:</td>
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</table>
Accountability

• Build accountability into reporting – public, peer reporting, photos, etc.

• Use existing accountability tools – performance reviews, merit pay

• Celebrate and publically recognize achievers