Minnesota's Transportation Performance Measures

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Evolution of Mn/DOT Performance Measurement

- Maintenance measures piloted - 1993
- Mn/DOT Family of Measures - 1995
- Market research driven measures
- District targets for pavement, bridges - 1998
- All units set measures - 1997-98
- Business plan targets - 2000
- Business planning office - 2000

District Transportation Plan Measures and Performance Targets

- **Pavement -** PQI, PSR, SR
- **Bridges -** Structural Condition Rating, Functional Rating, Posted/Capacity
- **Spring Weight Restrictions -** miles
- **Safety -** Crash Rates and Public Perception

Mn/DOT
District Performance
1999 Data Report

Prepared by
Measurement and Evaluation Section
Office of Management Data Services
for District Operations

February 2000

Family of Measures Framework to 1999

- **Transportation System**
- **Public Values:** economy, environment
- **Organizational Performance**

New Directions in Measures

- **Pavement:**
  - Measure “Remaining Life”
  - Establish Pavement Preservation Program
- **Safety:** Set targets for investing in high crash locations
- **Corridor Focus**
- **Program Delivery** Timeliness

Measurement Balance

- **Cost (ABC)**
- **Quality - Customer**
- **Timeliness**

Today: Mn/DOT's Performance Planning Tools

- Strategic Objectives
- Customer Market Research
- Business Planning
- Activity Based Costing
- Targets and Measures
- Budget - Investment Decisions

Business Planning:

"A plan to deploy assets and resources to create value for customers"

- Determine customers and customer needs
- Establish target levels of service (measurement)
- Identify products/services to meet customer needs
- Determine resources needed (ABC)
- Request resources (budget process)
- Execute to plan, measure results, and adjust strategies and resources

Customer Needs

- Time Predictable Trip
- Smooth Uninterrupted Trip
- Safe Trip
- Timely and Accurate Information
- Responsible with Resources

Long-Term Outcomes

- **Time Directness of Travel**
- **Economic Vitality**
- **Infrastructure -** meets customer expectations
- **Travel Options for People and Goods**
- **Information -** Mn/DOT is trusted source
- **Safety**

Strategic Objectives:
New Focus for Performance Targets

- Multimodal
- Interregional Corridors
- Program Delivery
  - Construction
  - Maintenance
- Information

Alignment

Customer Need

Outcome

Strategic Objective

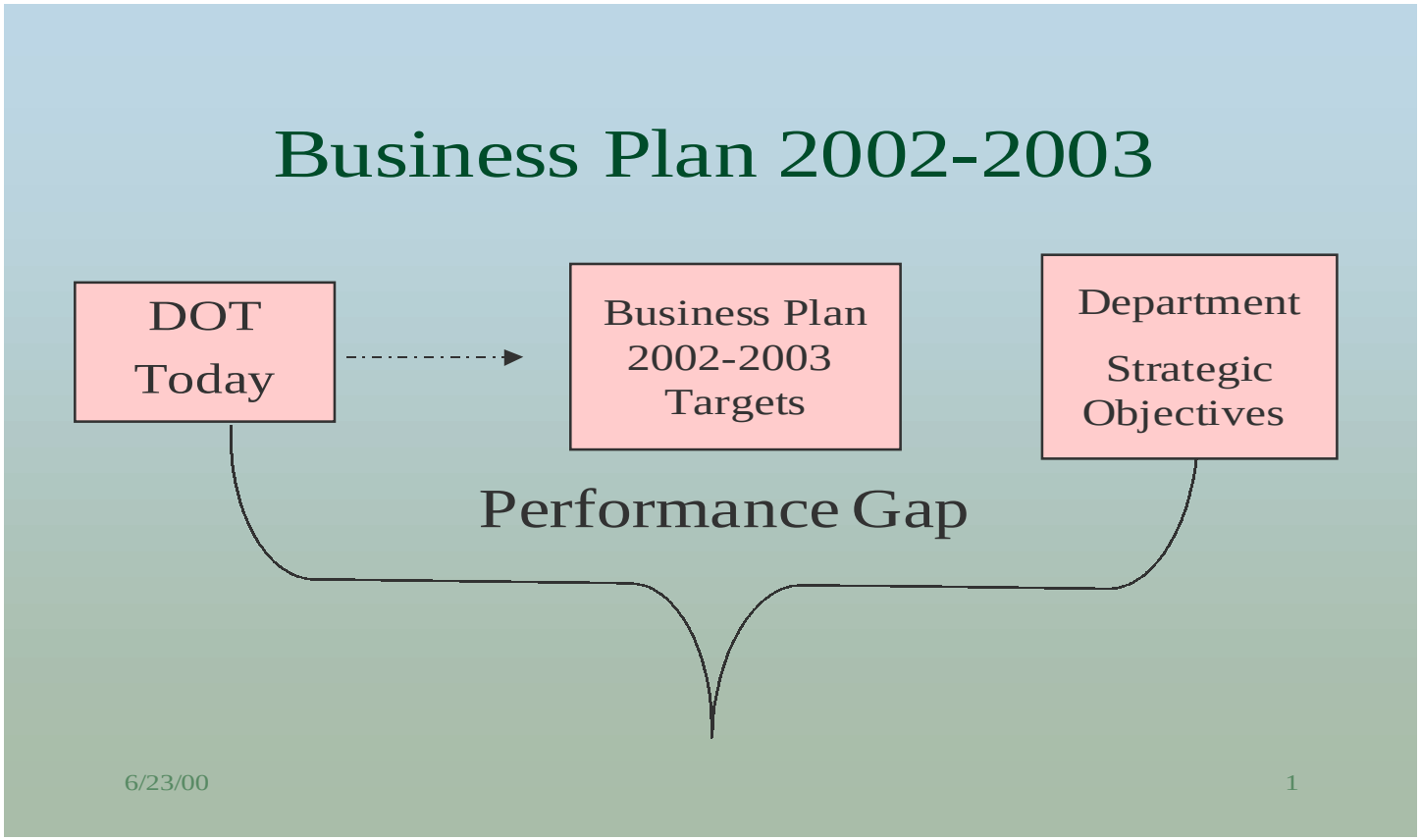
Target

Measures

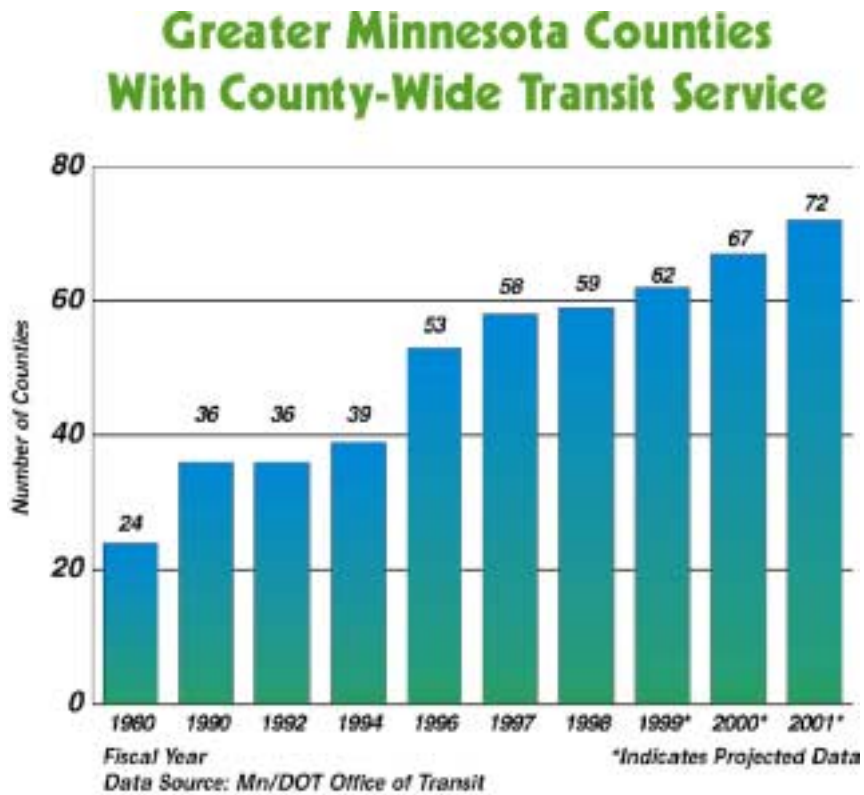
Emphasis Shifted to Targets: *"Desired Level of Service for a Specific Date or Period of Time"*

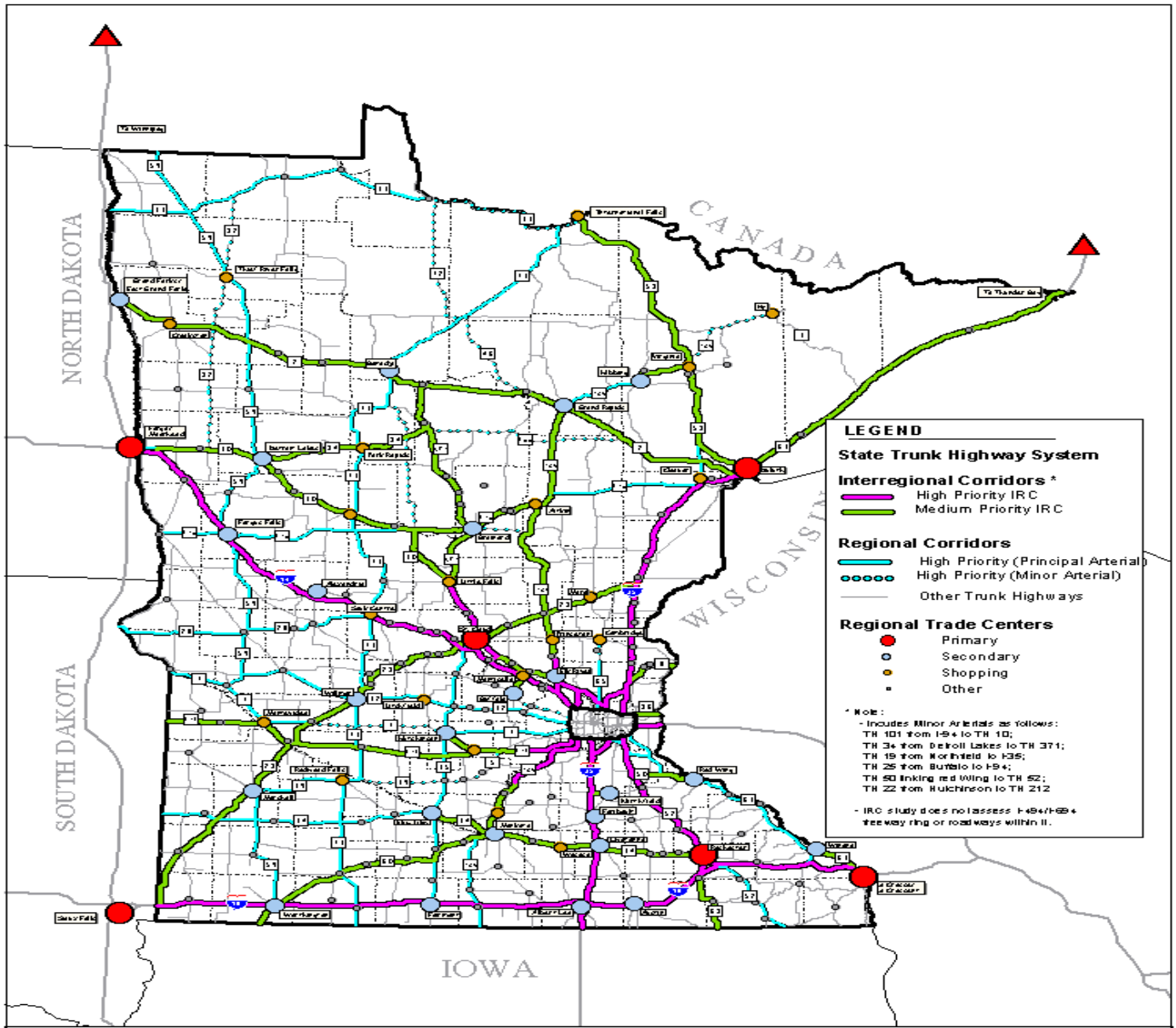
- **Plan for performance**
- **Set basis for budget investment proposals in business plans**
- **Provide accountability**

Targets Identify the Gap to Address in Business Plan



Multimodal Target: 6 Additional Counties Will Have County Wide Transit Service





Interregional Corridor System

INTERREGIONAL CORRIDOR STUDY

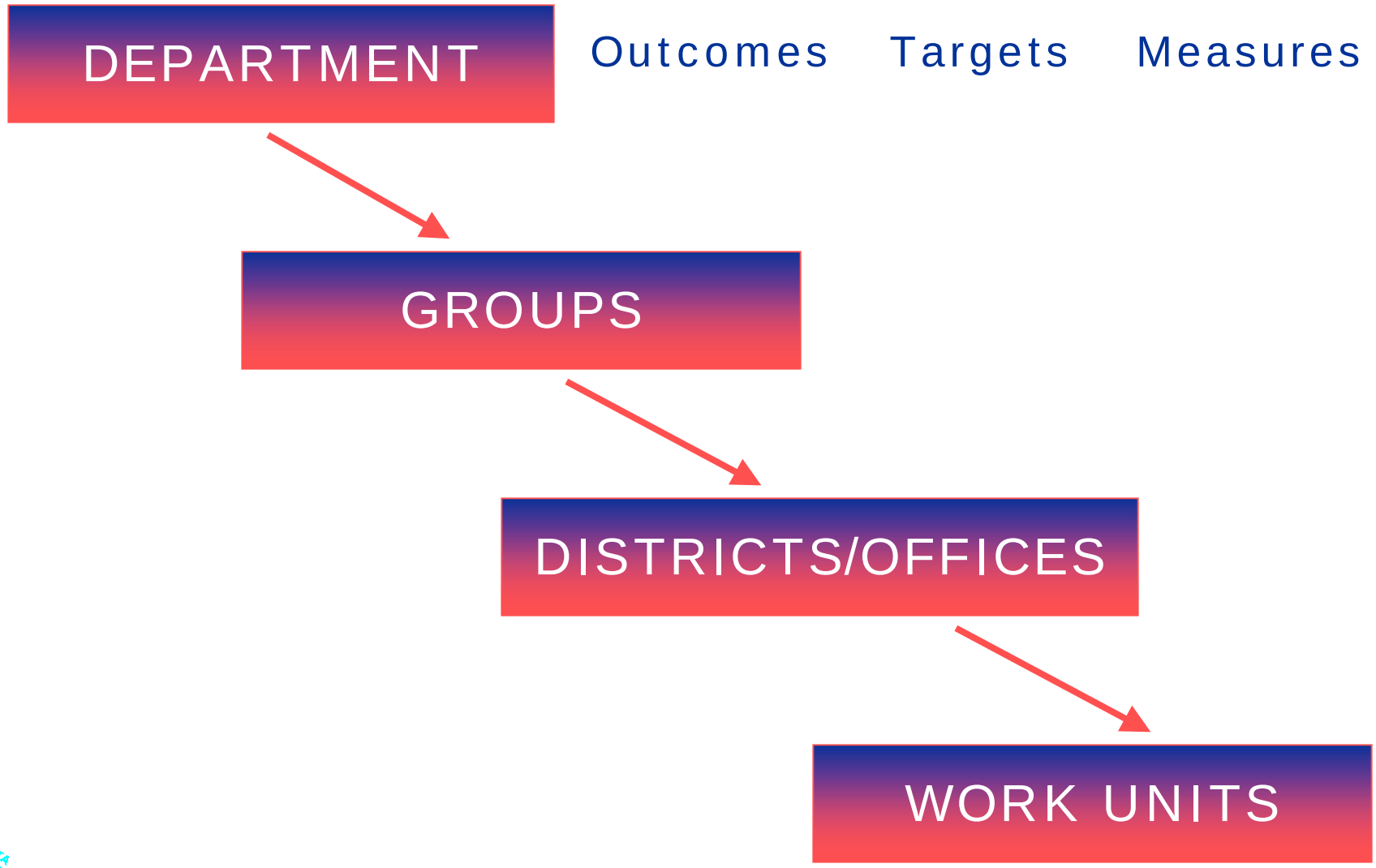
TD36-P.PP

Interregional Corridors Performance Targets

- High Priority IRCs (997 miles):
  - **60+ mph**
- Medium Priority IRCs (1,927 miles):
  - **55+ mph**
- High Regional Priority (2,632 miles)
  - **50+ mph**

Interregional Corridors: Department Target

- 86% of High Priority IRC miles between major cities achieve average travel speeds of 60mph
- Baseline: 83% in 1999


DEPARTMENT
Outcomes
Targets
Measures
GROUPS
DISTRICTS/OFFICES
WORK UNITS

Interregional Corridors: Group Targets

- 4 IRCs will adopt corridor management plans by February 2003
- 100% of targeted IRC Right of Way will be secured by February 2003

Interregional Corridors: Business Unit Targets

- Updated traffic forecasts done by October 2000 (Mgmt Data Services)
- 100% of IRC projects will be let by February 2003 (Districts)

Strategies to Meet IRC Targets

- Prioritize new funding to projects that preserve and improve mobility
- Remove bottlenecks
- Acquire land for future
- Manage growth and access
- Coordinate local road connections
- Incorporate ITS, freight, transit planning

Management Challenges

- Accept use of targets to drive business
- Build trust in performance information
- Build supportive culture
- Accept leadership on customer outcomes and measures beyond direct control

New Direction:
Mn/DOT Customer Segments

- Commuters
- Personal Travelers
- Farmers
- Emergency Vehicle Operators
- Carriers
- Shippers
- Intermodal

Proposed Freight Measures For Project Selection and Design

- **Economic:** Benefit-cost for freight
- **Travel Time:** Shipper point-to-point
- **Bottlenecks:** # of impediments

Proposed Freight Measures For Policymakers

- **Economic:** Public transportation investment as a % of economy (GSP)
- **Travel Time** to global markets
- **Travel Time:** Congestion compared to other metropolitan areas (TTI)

Opportunities

- Build on Texas Transportation Institute work
- Explore using trip time data from private shippers and carriers
- Build web-based tools for tracking performance
- Do analysis - Answer “Why?”

Issue: Capture Customer Segments in Travel/Traffic Data

- Commercial 2-axle vehicles
- Business travelers in cars
- Interstate and international intermodal movement of goods and people

Data Management Issues

- Standard methods for collecting data for new measures: speed, travel time
- System integration/linkage
- Data currency
- Quality assurance - validation
- Analysis