

NDOT 2013 Performance Management Report



NDOT Performance Management

In line with:

- AB 595, annual reporting
- Governor Sandoval's Performance Based Budgeting/Planning Framework

• Advantages:

- Investment accountability, transparency
- Goal = = Continual improvement
- Align performance targets with customer expectations
- Dynamic process

MAJOR ELEMENTS

- 15 Measures
 - Employees
 - Our partners
 - Delivering projects
 - Maintaining our transportation system



EMPLOYEES

1. **Reduce Work-Place Accidents**
2. **Provide Employee Training**
3. **Improve Employee Satisfaction**

4. Streamline Agreement Execution Process
5. Improve Custom
6. Reduce and Ma
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12. Reduce Fatal Cr
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15. Streamline Pern



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OUR PARTNERS

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
11. Emergency Management, Security, and Continuity of Operations

12. Reduce Fatal Crashes

13. Streamline Project Delivery: Schedule And Estimate- Initiation To Bidding
14. Maintain State Bridges

15. Streamline Permitting Process

DELIVERING PROJECTS

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

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MAINTAINING OUR TRANSPORTATION SYSTEM



1. Reduce Work-Place Accidents
2. Provide Employee Training
3. Improve Employee Satisfaction
4. Streamline Agreement Execution Pro
5. Improve Customer Outreach/Satisfac
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Next Steps

- Add New Map-21 Performance Measures
- Incorporate FHWA Stewardship Performance Measures.
- Help Establish Performance Based Budgeting
- Develop Interconnected Performance Measures with the MPOs and local agencies

2013 TRENDS

- Employee satisfaction will improve as wages and benefits improve
- Serving our partners has improved and will continue to improve with more out outreach
- Project delivery will improve as procedures are improved and documented
- Asset management is a challenge, balancing new capacity with maintaining existing