Declaring Success

Once projects are implemented, the resulting conditions must be evaluated against goals and objectives to measure effectiveness. This monitoring has a direct relationship to the performance measures. It is through performance measures that the Michigan Department of Transportation (MDOT) knows whether the actions taken have been effective.

This analysis provides the basis for the next generation of proposed projects. The feedback loop helps reset expectations and standards, leading to continuous system improvement. As one year of the Five-Year Road & Bridge Program is completed, another year is added to the end. In this way, the projects being proposed will reflect an updated analysis of the system condition.

Getting the Word Out

Best management practices indicate reporting results of MDOT actions to customers and employees is crucial for greater accountability and effectiveness. MDOT uses a variety of means to communicate with employees, governmental agency partners and customers. These include:

- Web Sites: MDOT uses both public Internet and in-house Intranet sites to keep customers, partners and employees aware of critical information. The Internet site contains information about current and future construction activities; various maps (average daily traffic volumes, carpool locations, bike routes, national functional classification, etc.); MDOT’s Business Plan; links to local transit agencies and Amtrak; and the Michigan Transportation Facts & Figures book. Contractors can access information on bids and lettings. Our customers can also access data documents. Examples are: airport statistics, official road mileage, financial reports and reports required by state law. MDOT’s in-house Intranet site contains a multitude of links of importance to MDOT employees, such as employee training and development programs.

- Michigan Transportation Facts & Figures: Developed as a source of historic and current facts, this printed document addresses all modes of transportation. It presents the most recent information and figures available in a clear, concise format for use by our employees, partners and the general public. It is updated and published annually and can also be viewed at the Web site.

- Sufficiency Rating: MDOT has been conducting sufficiency ratings of the state highway system since 1961. This is a systematic evaluation of the condition and relative performance of any segment of the highway. Ratings are conducted over the entire system and the results published annually. The sufficiency rating includes capacity, base, surface and crash measures. The maximum point value assigned to each rating category represents their relative contribution to the total rating. The rating provides a general systems-level overview of the relative condition of the state highway condition. It also serves as a planning tool for potential projects and a monitoring mechanism for completed ones.

- Congestion Profile: Done for the State Of The System, this report presents an overview of congestion on the state highway system. The report provides both a statewide perspective and a detailed regional profile. The profile shows areas where congestion exists and provides a baseline for performance measures used in identifying congestion deficiencies. Information is
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