

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.¹³ 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



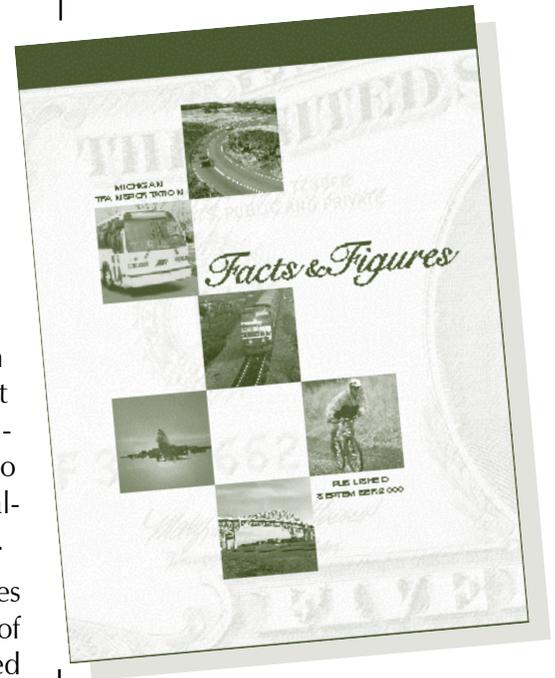
drawn from the Transportation Management System (TMS) database. The Congestion Management System (CMS) application tool provides the base for identifying deficient segments and locations based upon performance measure thresholds. By using the performance measures in the CMS, sources of recurring congestion can be identified. The use of forecasted conditions based on land use and socioeconomic information allows for the identification of areas that may be prone to congestion in the future.

- Highway Performance Monitoring System: Provides highway transportation information as it relates to the nation's streets and highway systems. It is a monitoring device required by federal law and used for distributing federal funds. The data assesses length, use, condition, performance and operating characteristics of the highway in-

frastructure. The data are also used throughout the transportation community, including various government levels, businesses, industry, institutions of higher learning, the media, and the general public.

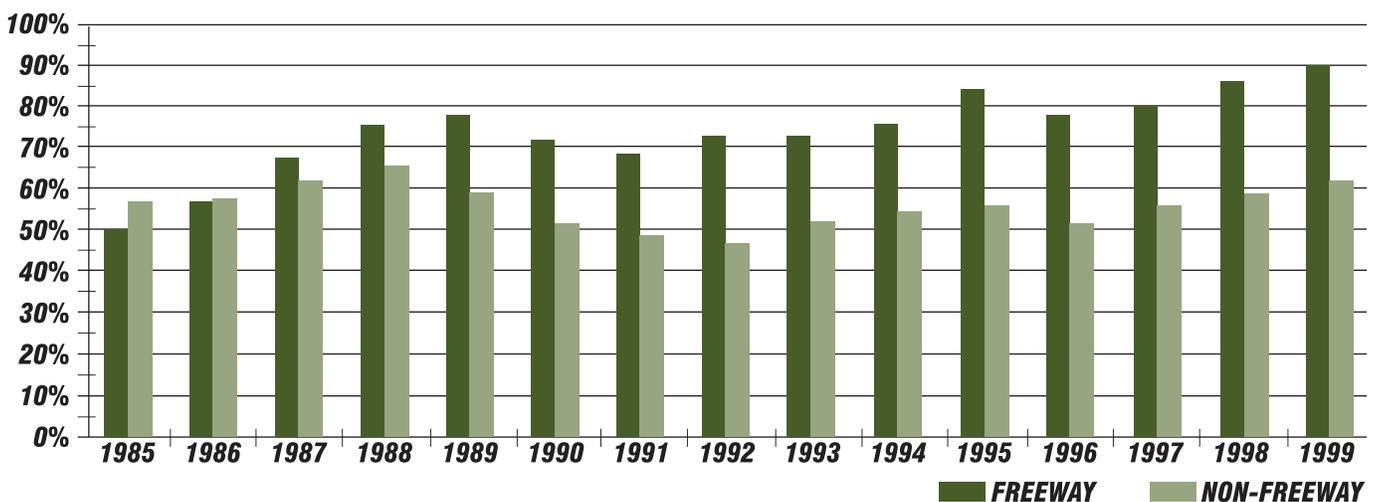
- National Bridge Inventory: A key report filed each year by MDOT. The report contains data obtained through the National Bridge Inspection Standards program. It is sent to the Federal Highway Administration and is used to determine federal bridge allocation funds for the state.
- Newsletters: MDOT publishes two newsletters as a means of keeping employees informed of major department activities. *Monday Memo* is written and electronically distributed to employees each Monday.

Quarterly, *MDOT Today* is printed and distributed, often highlighting business plan activities underway.



By applying the benchmark standard of "good" to the Sufficiency Rating, MDOT has a measurable goal against which it can measure its performance; in this case, by 2007, 95% of freeway and 85% of non-freeway mileage in "good" condition.

SUFFICIENCY: ROUTE MILES "GOOD" - University Region



For Further Information -
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