

MoDOT's Quality Journey Focusing on Results

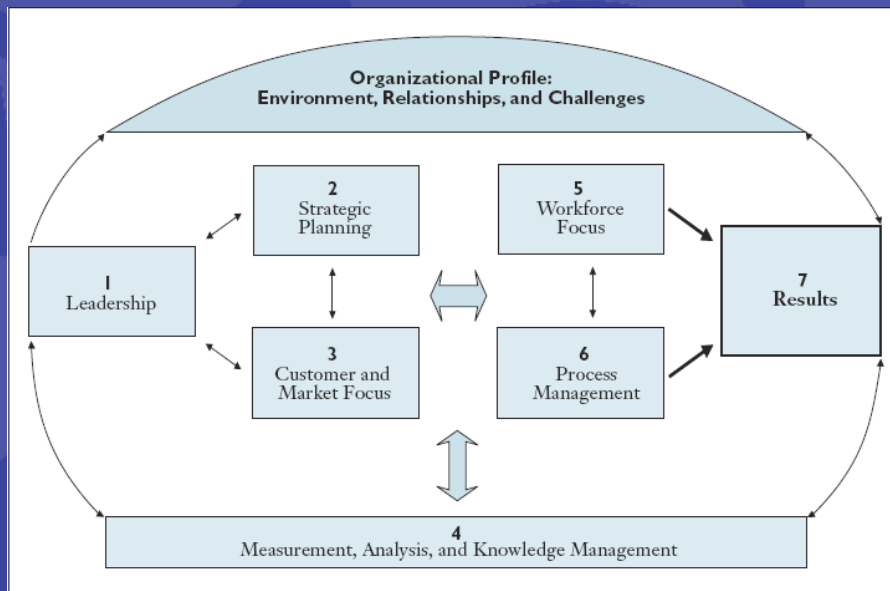
Organization

Month Year

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Missouri Department of Transportation

Why Performance Excellence?



- Flexibility of framework
- Integrated management approach
- Proven to produce **RESULTS**

Strategic Advance



- First two-day meeting with new director
- Told to bring nothing but an open mind

Identifying Direction

MoDOT Mission

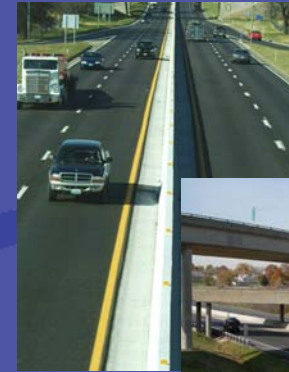
Our mission is to provide a world-class transportation experience that delights our customers and promotes a prosperous Missouri.



Defining Success

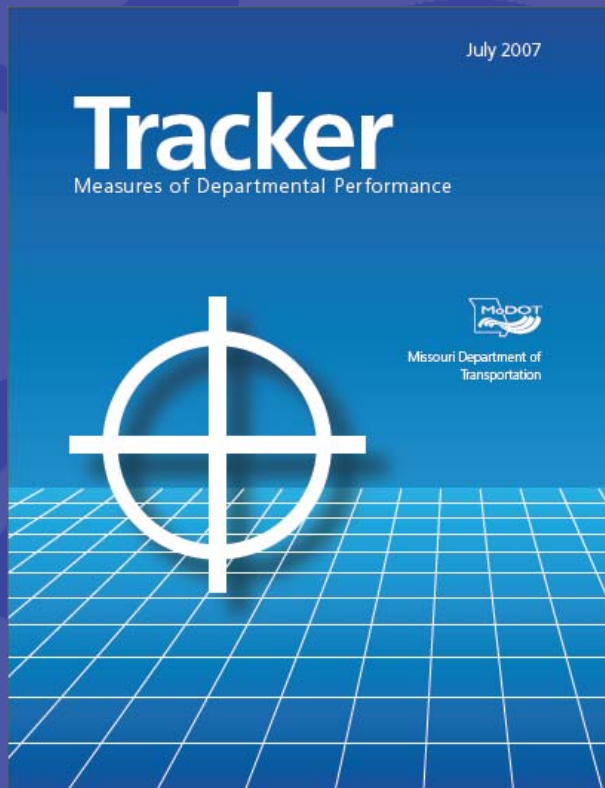
MoDOT Tangible Results

- Uninterrupted Traffic Flow
- Smooth & Unrestricted Roads/Bridges
- Safe Transportation System
- Roadway Visibility
- Personal, Fast, Courteous & Understandable Response To Customer Requests
- Partner With Others To Deliver Transportation Services
- Leverage Transportation To Advance Economic Development
- Innovative Transportation Solutions
- Fast Projects That Are Of Great Value
- Environmentally Responsible
- Efficient Movement Of Goods
- Easily Accessible Modal Choices
- Customer Involvement In Transportation Decision-Making
- Convenient, Clean & Safe Roadside Accommodations
- Best Value For Every Dollar Spent
- Attractive Roadsides
- Advocate For Transportation Issues
- Accurate, Timely, Understandable & Proactive Transportation Information



Gauging Progress

Meaningful Measures



- Around 100 individual measures
- Senior and mid-level managers involved

Integrating the Management Process

Accountability

Fast Projects That Are of Great Value

Percent of projects completed on time

Head of Office: Greg Nicksa, Director of Program Delivery
Management System: Steve Johnson, State Construction & Materials Engineer

Purpose of the Measure:
This measure tracks the percentage of projects completed by the commitment date established in the contract. Adjustments to the completion date are made when additional work is required or for essential weather circumstances to maintain MACT's ability to complete projects by the agreed upon date.

Measurements and Data Collection:
The project manager will establish project completion dates for each project. They are disseminated to MACT's Management and ITD database. It will be part of the Plan, Specifications & Estimate system. The actual completion date will be documented by the resident engineer and placed in MACT's project management system.

Measurement Target:
The metric indicates a 10 percent increase from 2004 to the percent of projects completed on time. MACT has focused on reducing the number of days available for construction in order to reduce congestion and environmental impacts to the traveling public, while allowing for completion of completed projects on time. To achieve timely completion of improvement projects, an emphasis has been placed on increasing construction utilization and ensuring top-notch design.

Fiscal Year	Percent of Projects Completed on Time
2004	78
2005	82
2006	88
2007	92

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- Quarterly review meetings
- Presentations regarding performance
- Discuss actions ...
NOT PLANS!

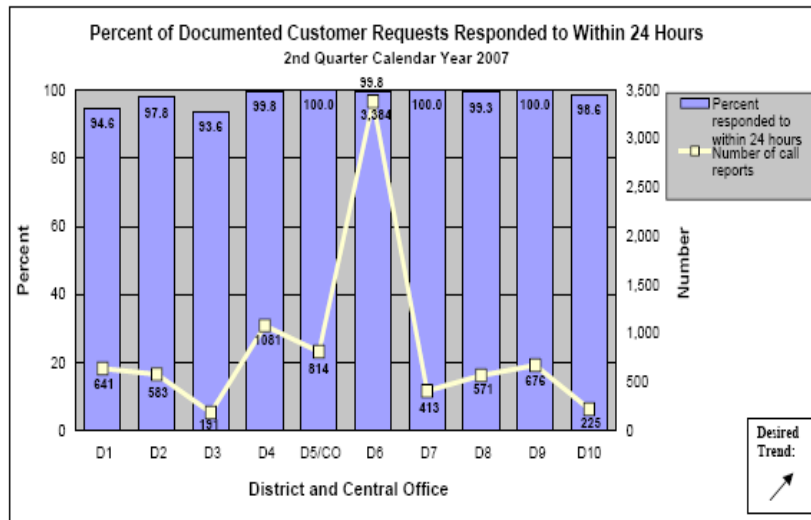


Linking All Levels

Cascading Effect

Comparative – Percent of documented customer requests responded to within 24 hours

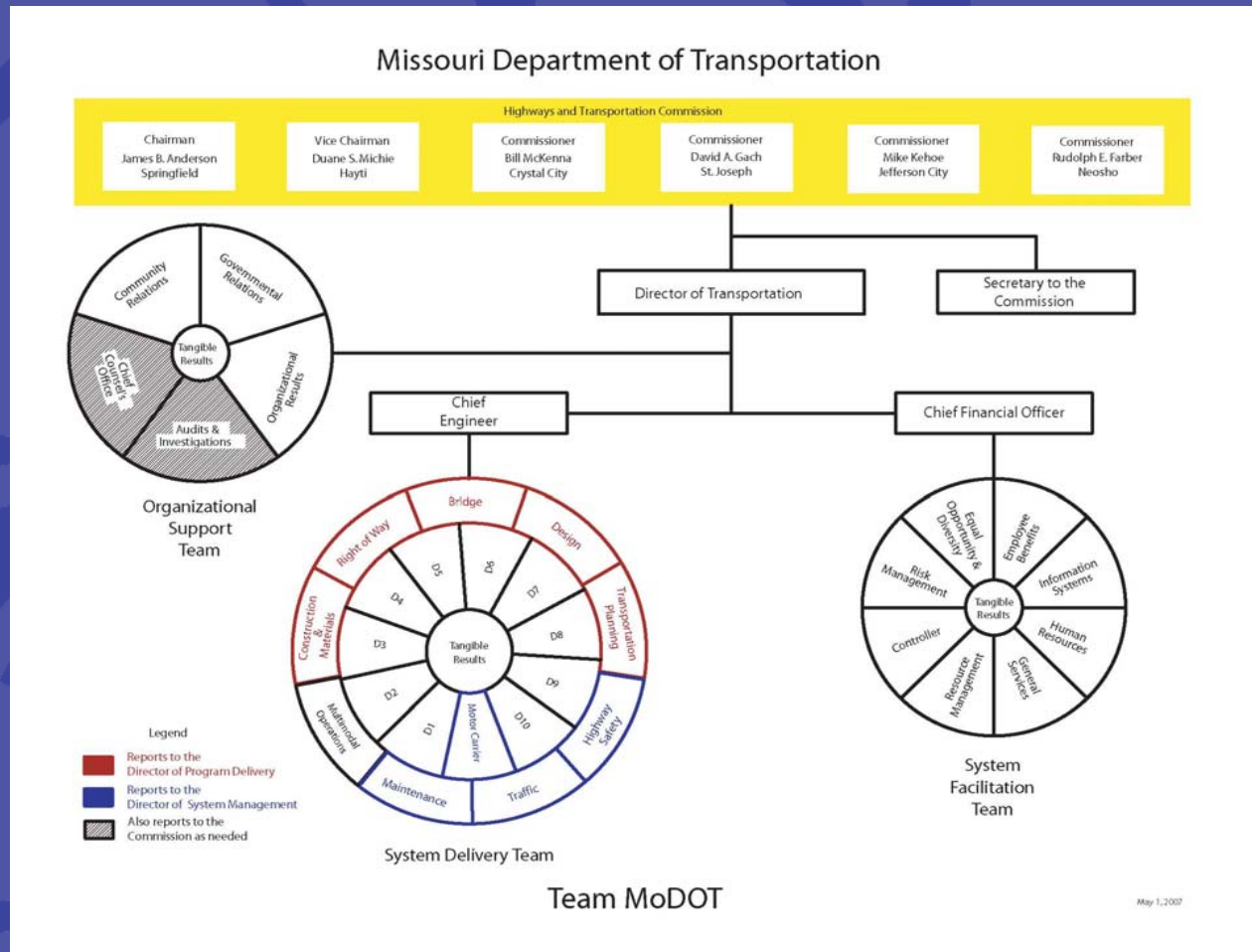
The following chart shows the quarterly distribution of documented customer requests responded to within 24 hours by district and Central Office.



- Supplement breaks down measures for internal use
- Districts and divisions have their own Trackers
- Individual performance plans

Developing a Team Approach

Organizing for Results



Engaging Employees

Performance*Plus*



- Links performance with Tangible Results
- Self-sustaining budgets
- Quarterly payouts of up to \$500
- Generating savings

Engaging Employees



- 3 levels of evaluation completed within 15 working days
- Implementation expected
- 27 best practices shared in the first year!

Engaging Our Partners

Partnering for Innovative Efficiencies



- Seeks input from partners into department operations
- Brings together contractors, engineers, vendors, citizens and public agency leaders
- Better, Faster, Cheaper

Engaging Our Customers

Missouri Advanced Planning



- Gathering input on the future of transportation from citizens across the state
- Working with local leadership to prioritize regional and state projects
- Building buy-in for transportation decisions

Delivering Results



- Leading the nation in reducing traffic fatalities
- Improving overall system performance – jumped 11 spots nationally in just one year
- Delivering record amounts of highway improvements

Delivering Results

Radical Cost Controls



- Applying Practical Design
- Keeping bids low
- Closing roads to speed up construction
- Applying contractor innovations
- Slashing administrative budgets

Maintaining Momentum

Better Roads, Brighter Future



- Improves 5,600 miles of major highways over the next five years
- Brings 85 percent of Missouri's major highway system up to good condition by the end of 2011
- About 95 percent of Missourians are within 10 miles

Maintaining Momentum

Safe and Sound



- Improves 802 of Missouri's worst bridges by the end of 2011
- Developed as a 30-year design-build-finance-maintain contract
- Private Activity Bonds could save over \$70 million

Thank You!

For more information, contact:

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