**Department of Transportation**

# Performance Plan

## FY 2004

# Table of Contents

### Core Functions

Enforcement and Investigation 1

Physical Assets Management 3

Regulation and Compliance 5

Research, Analysis and Information Management 7

Resource Management 9

Transportation Systems 12

AGENCY PERFORMANCE PLAN

FY 2004

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| **Name of Agency:** Department of Transportation | | | |
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| **Agency Mission**: The Department of Transportation advocates and delivers transportation services that support the economic, environmental and social vitality of Iowa. | | | |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target(s)** | **Link to Strategic Plan Goal(s)** |
| **Core Function:** Enforcement and Investigation |  |  |  |
|  |  |  | Goal 1: Accessibility – Enhance the public’s access to the DOT and Iowa’s transportation system.  Goal 2: Responsiveness – Be responsive to the citizens and businesses of Iowa in addressing their needs and ideas.  Goal 3: Accountability – Enhance the DOT’s management of financial and human resources. |
| **Desired Outcome(s):** |  |  |  |
|  |  |  |  |
| To provide a safe driving environment. | Percent of increase in motor carrier contacts. | 20% |  |
|  |  |  |  |
| To provide increased awareness for the detection of fraudulent documents. | Percent of increase in fraudulent document detection. | 15% |  |
|  |  |  |  |
| Services, Products, Activities | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| 1. Motor Vehicle Enforcement **Org #:** None | Annual percentage increase in Motor Carrier Safety and Hazardous Materials Regulation training. Annual percentage increase in New Entrant Carrier Reviews.  Annual percentage increase in surveillance on out-of-service drivers and vehicles.  Annual percentage increase in commercial motor vehicles and hazardous materials carriers inspected.  Annual percentage increase in fraudulent document detection training. | 10%  20%  10%  7%  15% | Motor Vehicle Enforcement management will review annual reports on training industry and make decisions about resource allocations.  Fill positions, provide training and deploy officers to review trucking companies and make decisions about appropriate actions.  Annually review results and determine how best to deploy resources.  Annual review of results for decision making about resource allocation.  Annual review of fraudulent documents detected by driver’s license teams and county treasurers for resource allocation decision-making. |

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| **Core Function** | **Outcome Measure(s)** | **Outcome Target(s)** | **Link to Strategic Plan Goal(s)** |
| **Core Function:** Physical Assets Management |  |  |  |
|  |  |  | Goal 1: Accessibility – Enhance the public’s access to the DOT and Iowa’s transportation system.  Goal 2: Responsiveness – Be responsive to the citizens and businesses of Iowa in addressing their needs and ideas.  Goal 3: Accountability – Enhance the DOT’s management of financial and human resources. |
| **Desired Outcome(s):** |  |  |  |
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| Manage our fixed asset inventory. | Percent of life standard reviewed annually. | 50% |  |
|  |  |  |  |
| Manage vertical infrastructure. | Percent completion of automated inventory. | 20% |  |
|  | | | |
| Services, Products, Activities | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| 1. Vertical/Fixed Asset  Management  **Org #:** None | Percent completion of annual maintenance plan.  Percent completion of capital and special projects.  Percent of light fleet into service within time standard. | 90%  95%  85% | Establish annual plan from meetings with all divisions.  Implement and monitor plan accomplishment monthly.  Perform annual review of accomplishments.  Put project work under contract  within time limits of appropriation.  Review project status monthly.  Assign light duty vehicles within 19 working days of receipt by the agency.  Review status of assignment on a monthly basis. |

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|  |  |  |  |
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| **Core Function** | **Outcome Measure(s)** | **Outcome Target(s)** | **Link to Strategic Plan Goal(s)** |
| **Core Function:** Regulation and Compliance |  |  |  |
|  |  |  | Goal 1: Accessibility – Enhance the public’s access to the DOT and Iowa’s transportation system.  Goal 2: Responsiveness – Be responsive to the citizens and businesses of Iowa in addressing their needs and ideas.  Goal 3: Accountability – Enhance the DOT’s management of financial and human resources. |
| **Desired Outcome(s):** |  |  |  |
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| To provide a safe driving environment. | Percent of increase in improved driver contacts. | 30% |  |
|  |  |  |  |
| To provide enhanced service to roadway users. | Percent of decrease in processing time for credentials. | 20% |  |
| Services, Products, Activities | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **1.** Driver Services  **Org #:** | Annual percentage increase in TraCS users. Annual percentage increase in GDL/older driver classes.  Annual percentage decrease in those eligible for money-back guarantee.  Annual percentage decrease in time to hold line drive re-examinations.  Annual percentage increase in carriers using “e-filing.”  Annual percentage decrease in time to complete customer-centric processes. | 35%  15%  15%  15%  15%  15% | Reallocate/fill vacant position with law enforcement officer and add to TraCS team to help deploy support software to increase the number of electronic accident reports/citations/OWI forms.  Driver Service supervisors will annually review presentations/feedback and make decisions about how to improve and where to target.  Driver Services management will review reports and make decisions about resource reallocations.  Driver Services management will review reports and make decisions about resource reallocations.  Motor Carrier Services management will actively promote programs and hold user group meetings to seek productivity enhancement.  Vehicle Services management will actively promote programs and hold user group meetings to seek productivity enhancement. |

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| **Core Function** | **Outcome Measure(s)** | **Outcome Target(s)** | **Link to Strategic Plan Goal(s)** |
| **Core Function:** Research, Analysis and Information Management |  |  |  |
|  |  |  | Goal#1 – Accessibility – Enhance the public’s access to the Department and Iowa’s transportation system.  Goal#2 – Responsiveness – Be responsive to the citizens and businesses of Iowa in addressing their needs and ideas.  Goal#3 – Accountability – Enhance the DOT’s management of financial and human resources. |
| **Desired Outcome(s):** |  |  |  |
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| To provide IT capabilities to users. | Percent of time the user is able to access IT resources during their business hours. | 98% |  |
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| Services, Products, Activities | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| 1. Information Technology  **Org #:** None | Percent of approved mainframe and network System Access (SA) Documents completed within three work days from entry approval.  Percent of time the network is available. | 95%  99.9% | Divisional approval of the P-1 creates a System Access document. Individual System Access lines are date stamped when access to the individual services are given. Monthly reports on the percent of LAN and mainframe accesses completed within three work days of the P-1 approval are provided to the IT Director.  All network devices shall be continuously monitored and shall be in operation during user business hours unless there has been an approved, scheduled maintenance window. Down times during user business hours shall be recorded and reported. |

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| **Core Function** | **Outcome Measure(s)** | **Outcome Target(s)** | **Link to Strategic Plan Goal(s)** |
| **Core Function:** Resource Management |  |  |  |
|  |  |  | Goal 1: Accessibility – Enhance the public’s access to the DOT and Iowa’s transportation system.  Goal 2: Responsiveness – Be responsive to the citizens and businesses of Iowa in addressing their needs and ideas.  Goal 3: Accountability – Enhance the DOT’s management of financial and human resources. |
| **Desired Outcome(s):** |  |  |  |
| To be seen as a valued source of information. | Percent of customers that perceive the Director’s Staff Division as a valued information resource. | 80% |  |
| Acquisition and deployment of IT equipment meets the needs of the customers. | Percent of customers satisfied with IT acquired equipment. | 90% |  |
|  |  |  |  |
| To maximize the use of the Primary Road Fund (PRF) by limiting the amount transferred to the operations budget. | Percent of Road Use Tax Fund (RUTF) revenue to the PRF that is spent for DOT operations. | < 50% |  |
|  |  |  |  |
| Manage the workforce. | Percent of EDPDs current as of June 30, 2004. | 98% |  |
|  |  |  |  |
| Services, Products, Activities | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **1.** Information Management  **Org #:** None | Percent of customers that view information being disseminated as valuable, accurate and understandable. | 80% | Provide timely, accurate and understandable information. |
| Services, Products, Activities | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **2.** Information Technology  **Org #:** None | Percent of purchases deployed within 45 days of receipt. | 85% | The plan administrator will report monthly, by division, the percent of the purchases deployed within 45 days of receipt. |
| Services, Products, Activities | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| 3. Financial/Human Resource  Management  **Org #:** None | Percent of cash flow resources borrowed from internal funds.  Percent of classification requests (single position requests that do not require class studies or class description changes) analyzed and a report of the classification analysis and recommendation sent to appropriate division director within 30 calendar days of receipt of a complete (all request requirements satisfactorily met) request.  Percent of diversity action plan developed in detail and ready for implementation by December 31, 2004. | < 10%  90%  95% | Monitor PRF cash flow on a monthly basis.  Appropriate department management team members meet monthly to reach agreement on PRF expenditure decisions.  Annually calculate the percentage of internal funds borrowed to supplement PRF cash flow.  Check each request received and notify the Division Director within seven days of any missing information.  Log in all requests and monitor review status weekly.  Track all review completion dates and prepare a quarterly activity report for Management Team.  Form a committee to review suggested action areas and develop a detailed action plan for submission to Management Team by September 30, 2003.  Management Team review and endorse, or adjust, the plan within 30 days of receipt.  Finalize development of products needed to implement plan as approved.  Provide monthly development status reports to Management Team. |

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| **Core Function** | **Outcome Measure(s)** | **Outcome Target(s)** | **Link to Strategic Plan Goal(s)** |
| **Core Function:** Transportation Systems |  |  |  |
|  |  |  | Goal 1: Accessibility – Enhance the public’s access to the DOT and Iowa’s transportation system.  Goal 2: Responsiveness – Be responsive to the citizens and businesses of Iowa in addressing their needs and ideas.  Goal 3: Accountability – Enhance the DOT’s management of financial and human resources. |
| **Desired Outcome(s):** |  |  |  |
| To provide and preserve an adequate, safe and efficient multi-modal transportation system. | Percent of highway miles that meet or exceed a sufficiency rating of tolerable or above.  Percent of counties that have adequate access to rail, aviation and transit transportation options. | 75%  100% |  |
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| Services, Products, Activities | Performance Measures | **Performance Target(s)** | Strategies/Recommended Actions |
| **1**. Highway Management Org #: None | The overall annual percent of all districts’ A and B highway miles returned to a reasonable, near-normal surface condition within 24 hours from the end of a winter storm.  The overall annual percent of all districts’ C and D highway miles returned to a reasonable, near-normal surface condition within three work days from the end of a winter storm.  Percent of projects where the awarded amount is less than or equal to the program estimate.  Ratio of annual program cost awarded versus annual program cost estimate.  Percent of reduction for “single vehicle run off the road crashes” on roads with newly paved shoulders per HMVMT. | 95%  85%  85%  95% to 105%  10% | Maintenance supervisor will gather and record winter storm information in the daily report. Maintenance supervisors will make decisions, as appropriate, using the information in the daily report.  Maintenance supervisor will gather and record winter storm information in the daily report. Maintenance supervisors will make decisions, as appropriate, using the information in the daily report.  After each letting, use existing reports generated by the Office of Contracts and the Office of Program Management to compare awarded amount to program estimate.  Annually, use existing reports generated by the Office of Contracts and the Office of Program Management to track the percent of the annual program estimate awarded.  Annually, the Office of Traffic and Safety will conduct a before and after crash analysis for roadways with newly paved shoulders. |
| **Activities, Services, Products** | **Performance Measures** | **Performance Target(s)** | **Strategies/Recommended Actions** |
| **2.** Modal/Planning Functions  Management  **Org #:** None | Percent of counties that have adequate access to rail services.  Percent of counties that have adequate access to aviation services.  Percent of counties that have adequate access to transit services. | 100%  100%  100% | The Office of Systems Planning and the Modal Division will utilize the long-range transportation plan and public input process to define adequate accessibility by mode.  Annually review and evaluate accessibility to each mode by county.  Advocate for solutions to meet modal needs. |