

TPM State Workshop

Cultural Improvements for Performance Management (PM) at Nevada DOT

Presented by Greg Duncan
Carson City, NV

August 16 & 17, 2017



U.S. Department of Transportation
Federal Highway Administration



Our Goal for Today



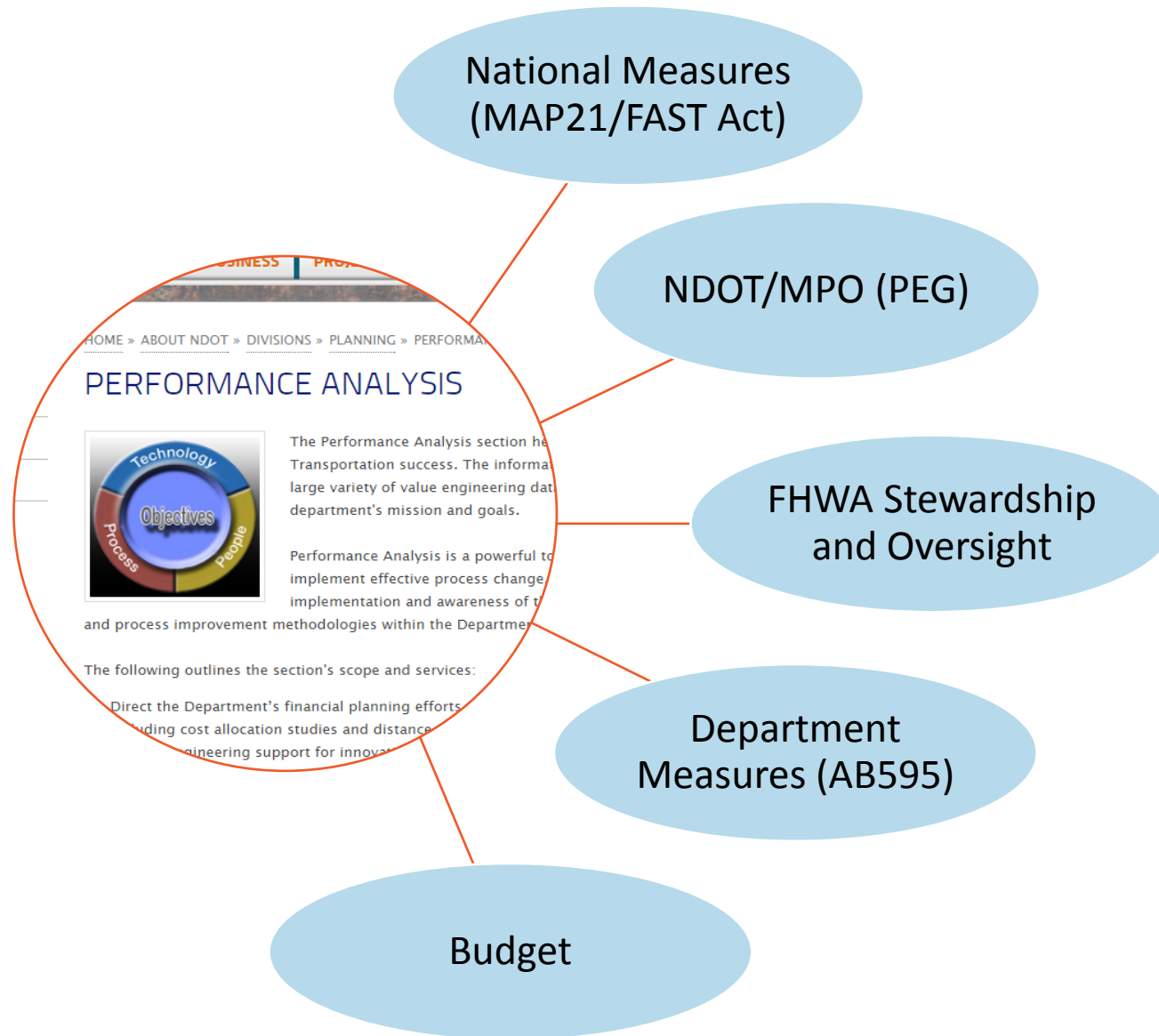
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- Encourage you to support and champion the implementation of cultural factors to improve PM

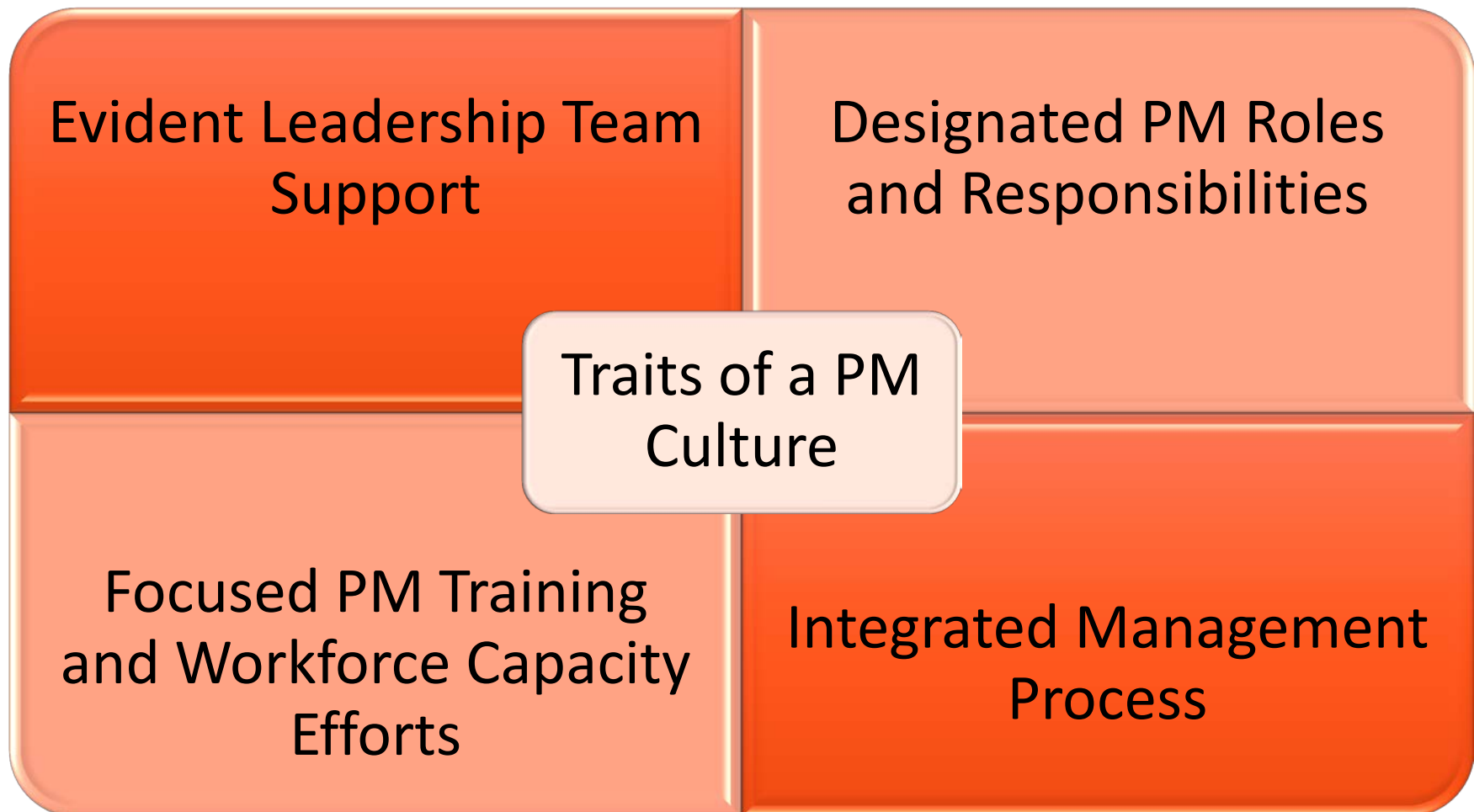
You'll Be Ready to Do this If You Can...

- Describe the tenants of a successful PM program
- Identify current cultural PM strengths and weaknesses at the agency
- Review recommendations for improvements to agency PM practices
- Compare PM best practices in the recommended areas to current agency practice

NDOT Performance Measures



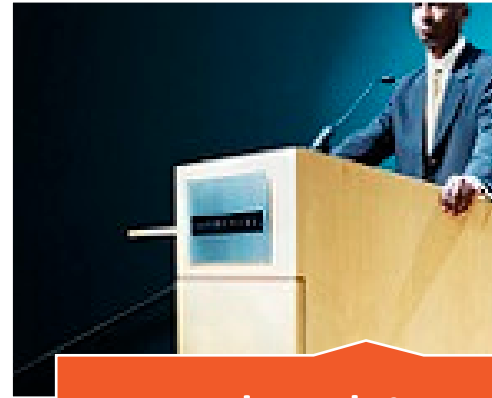
What Does a Strong PM Culture Look Like?



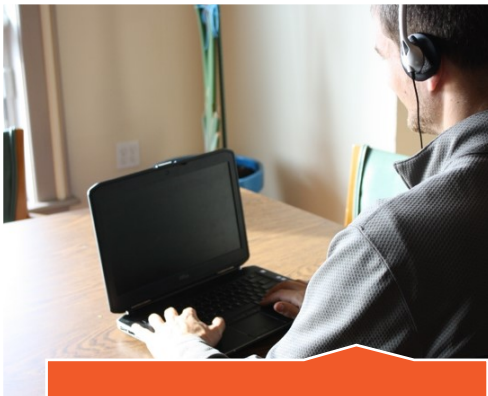
What Does the Agency Get Out of It?



Staff



Leadership



Employees



Policymakers

Nevada's PM Culture

- Strengths

- Executive buy-in
- PM reporting history
- Vision related measures
- Collaboration with MPO partners
- Management using PM
 - Goal setting
 - Periodic adjustment

- Areas of Improvement

- Accountability
- Internal communication
- Employee engagement
- Measure breadth
- Transparency in decision making
- PM System Dashboard

Vision-Centered Measures

Employees

- Workplace accidents
- Job satisfaction
- Training

Safety

- Number of fatalities
- Rate of fatalities
- Number of serious injuries
- Rate of serious injuries

Delivery

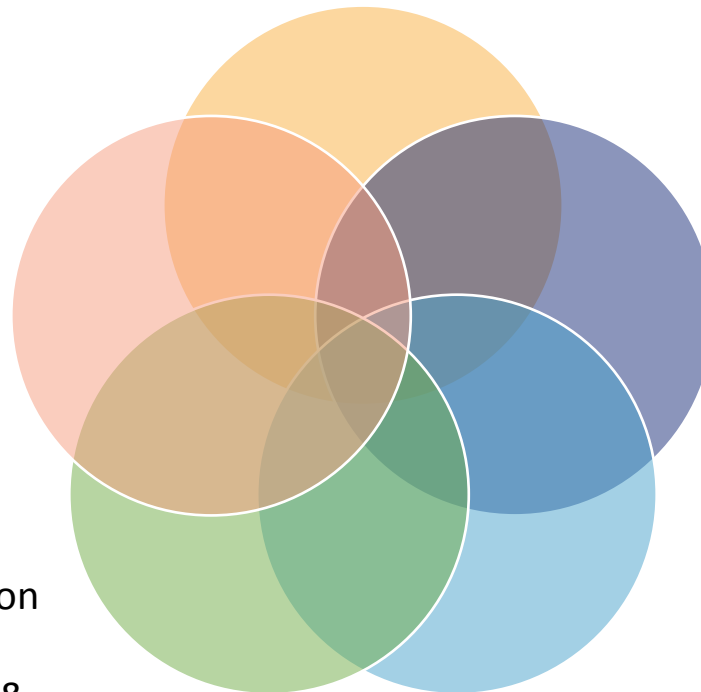
- Projects designed and advertised on schedule
- Scheduled projects completed on time within cost range

Partners

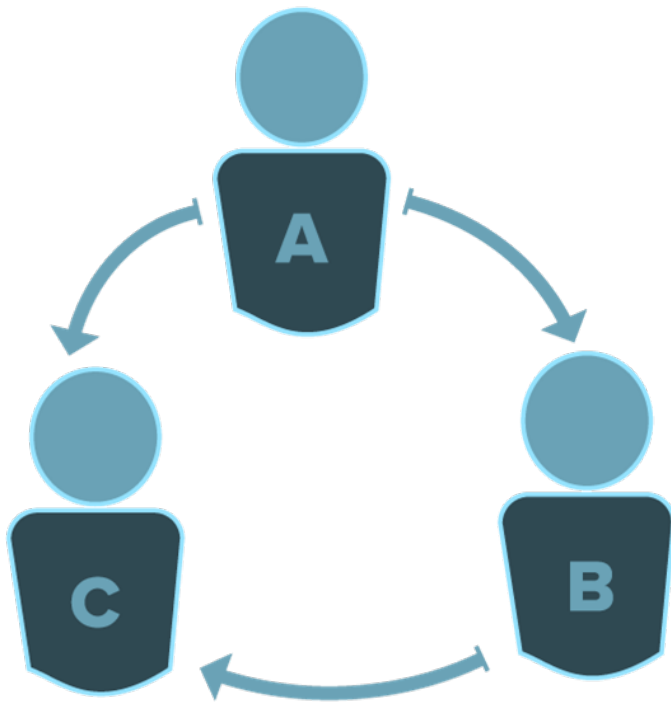
- Streamline agreement execution process
- Improve customer & public outreach

Assets

- Percentage of structurally deficient bridge deck area on the NHS
- State-maintained pavements needing preservation



Recommendations for Areas of Improvement



- Areas of Improvement
 - Improve accountability
 - Improve internal communication
 - Engage employees

Improve Accountability



- Own measures within division business plans
- Connect performance measures and employee performance plans

Improve Internal Communication



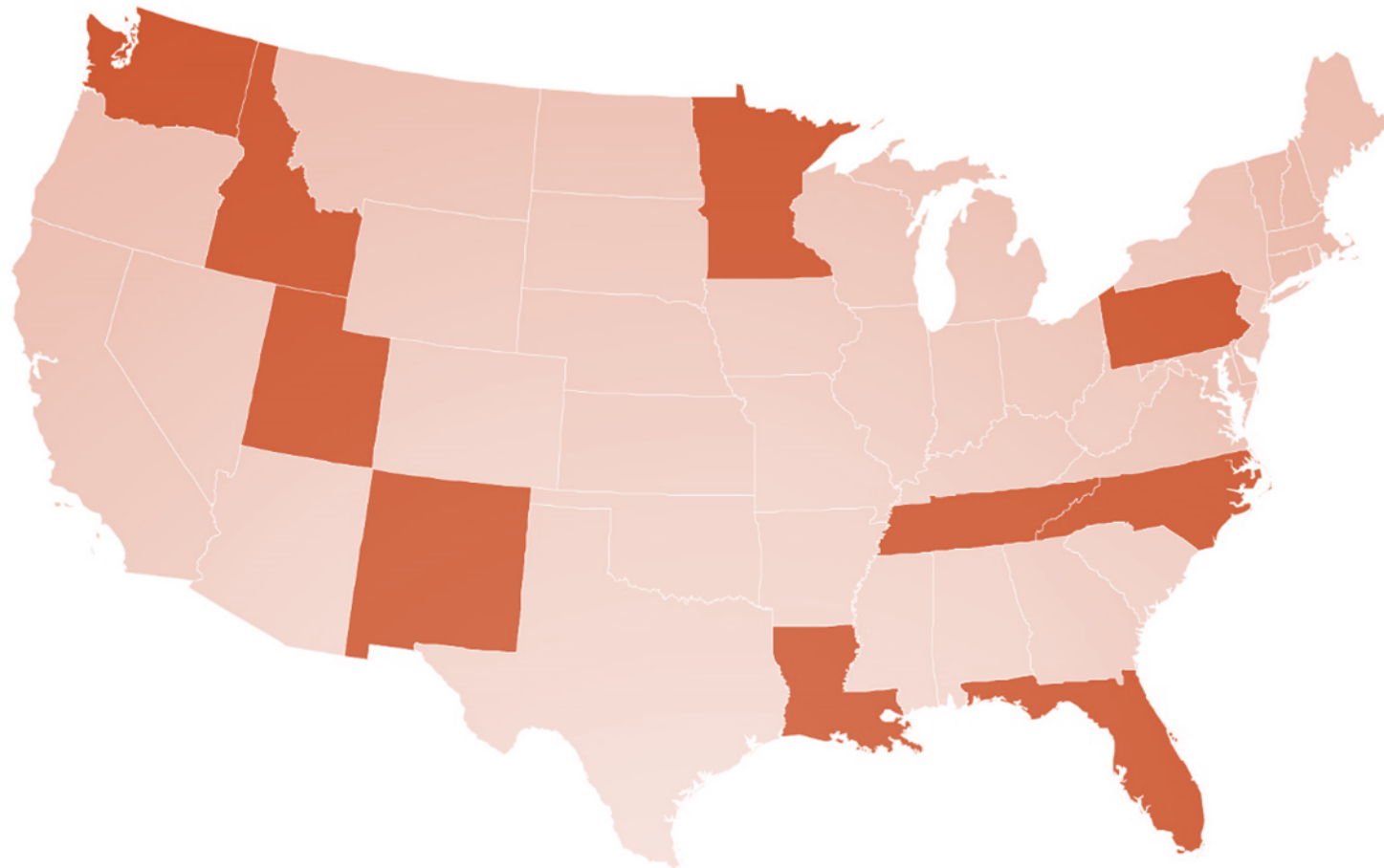
- Ensure PM message is dispersed
- Develop PM Dashboard content
- Distribute employee satisfaction surveys

Engage Employees



- Use internal staff within the division to help set goals and objectives
- Establish dynamic measures supporting agency objectives

Best Practices Resources



Questions?



- NDOT's Performance measures
- NDOT's Performance management culture
- Recommendations
- Best practices resources