

NCHRP 20-68A Domestic Scan 10-03

Best Practices in Performance Measuring for Highway Maintenance & Preservation

Scan Conducted October 11-13, 2011

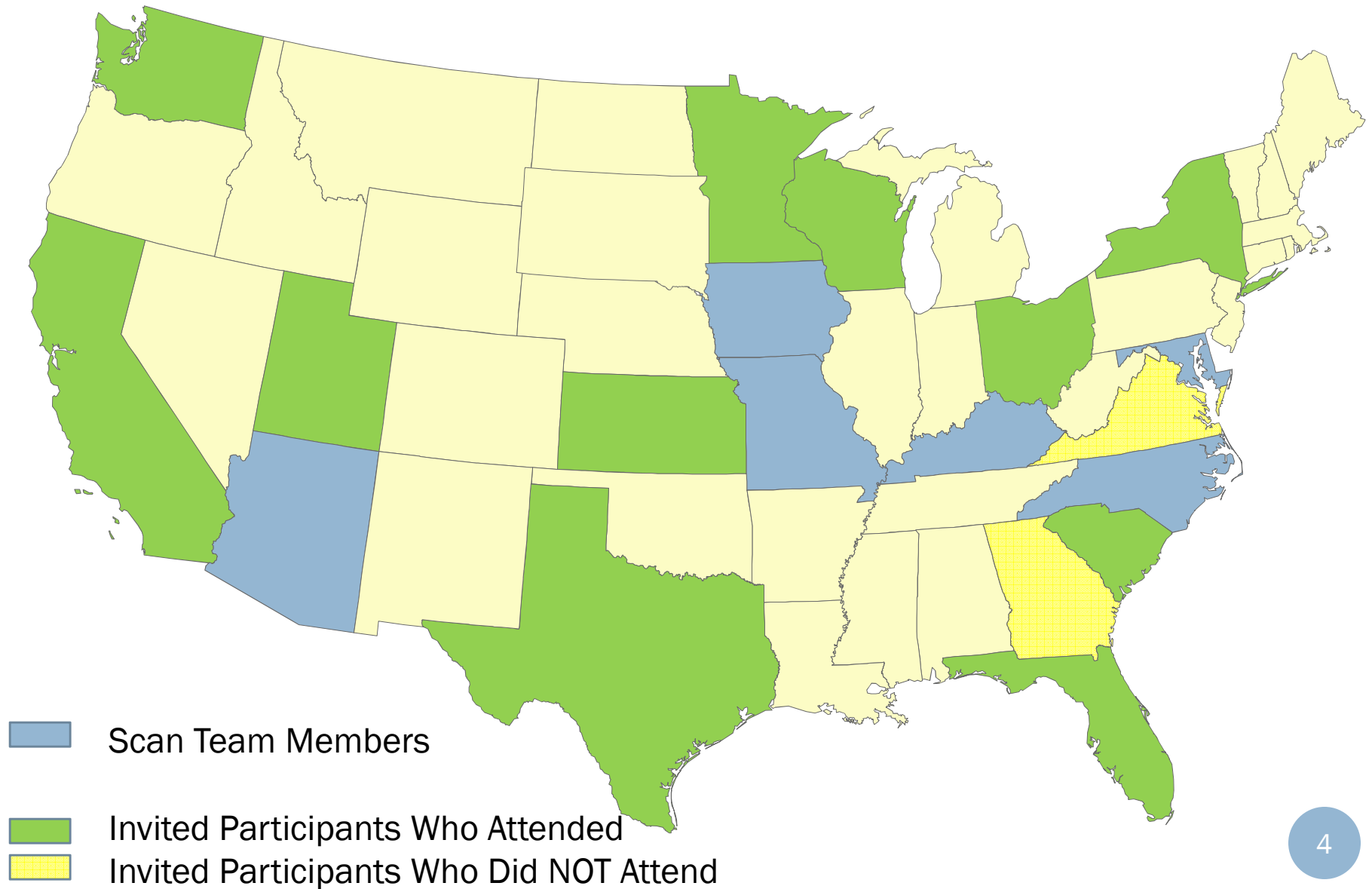
Scan Team Members

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- Jennifer Brandenburg North Carolina DOT
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Scan Objectives

- Examine how agency plans are linked to MQA programs
- Identify successful strategies for linking customer expectations to agency performance measures
- Examine variables that have most influenced MQA efforts to improve decisions & accountability
- Determine how differences in data collection activities influence MQA results
- Explore methods of successfully presenting results
- Identify strategies for overcoming challenges

Scan Participants



Scan Format

Day	Morning	Afternoon
1	<ul style="list-style-type: none">•Opening Session•Advantages & Disadvantages to Pass/Fail & LOS Approaches	<ul style="list-style-type: none">•Impact of Agency Approach to Sampling on Quality, Cost, and Use of Data•Use of Innovations in Data Collection
2	<ul style="list-style-type: none">•Use of MQA Data for Maintenance Budgeting & Resource Allocations	<ul style="list-style-type: none">•Linking Customer Expectations With Performance Targets•Strategies for Building Buy-In & Accountability Among Field Personnel
3	<ul style="list-style-type: none">•Presenting & Selling Results•Emerging Technology	<ul style="list-style-type: none">•Open Session•Wrap-Up & Closing Session

Key Findings

1. Performance-based data provide the foundation for assessing maintenance needs & reporting results. Several agencies have used their results to obtain additional funds.
2. Successful organizations have developed cultures that support the use of performance data to drive decisions. Accountability, training, and communication are keys to changing agency culture.

Key Findings (continued)

3. There is no single approach that represents best practice. The intended use of the data drives system requirements & the amount of data needed.
4. The quality of data is critically important. Successful agencies have developed strong QA programs.
5. Technology impacts the efficiency of data collection, integration, analysis, and reporting.

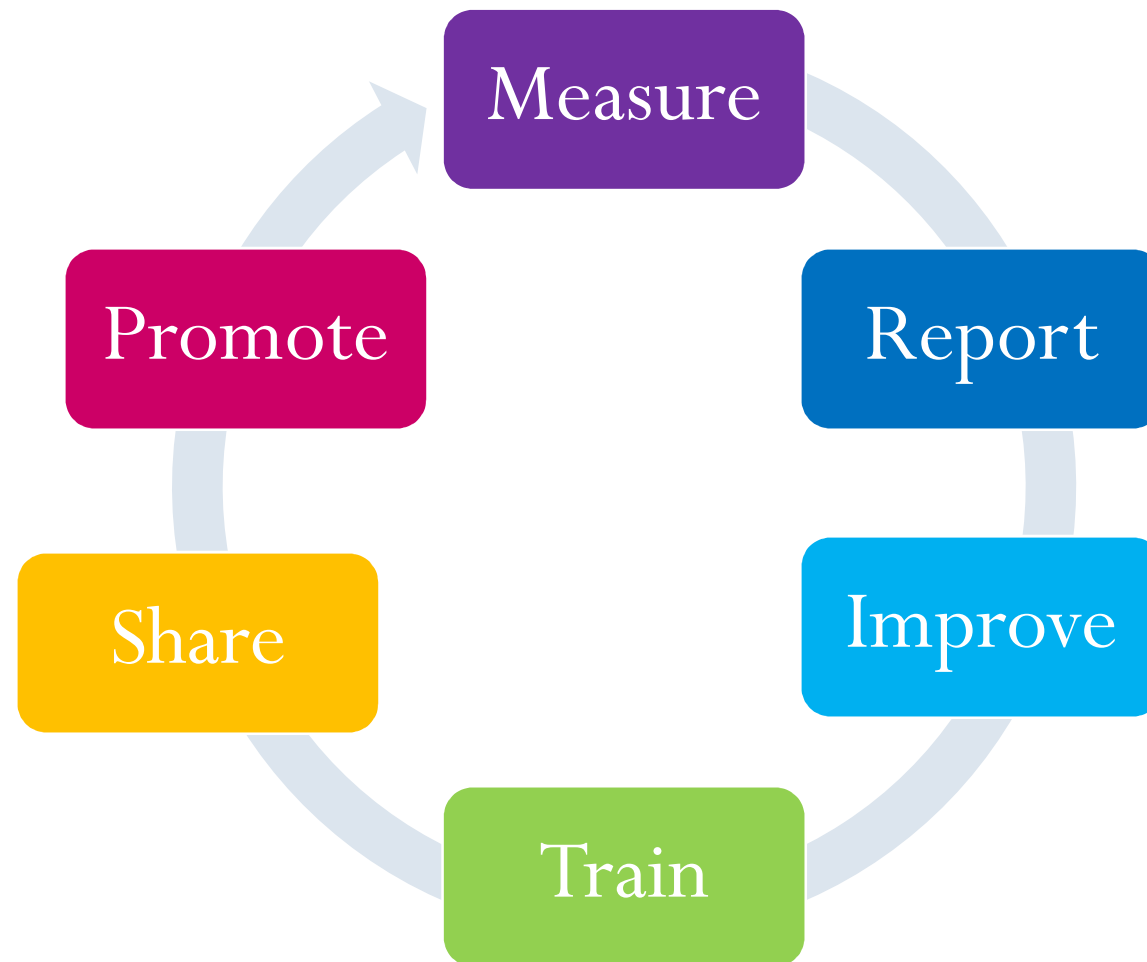
Key Findings (continued)

6. Most participants roll up their MQA results into a single score that reflects agency priorities.
7. Some standardization in commonly-used performance measures would help agencies better share information.
8. The cost of collecting data is insignificant when compared to the potential impact on maintenance budgets.

Key Findings (continued)

9. Establishing links between performance data and budget changes is important for building buy-in, justifying expenditures, and communicating needs.
10. Additional efforts are needed to report needs in a way that resonates with politicians and other stakeholders.

Recommendations



Planned Implementation Activities

- Advance findings and best practices
 - Update the MQA website
 - Conduct webinars on best practice
 - Present findings at technical Meetings and conferences
- Support the implementation of recommendations through AASHTO & FHWA
 - Conduct a technology exchange in 2013 or 2014
 - Investigate the development of some common performance measures
 - Identify training needs & develop training materials

Scan Products

