

Key Points:

Project Number:

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\$138,914

Principal

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INVESTIGATION OF STAKEHOLDER PERSPECTIVES OF PERFORMANCE MEASUREMENT (PM) MONITORING AND REPORTING AS A NEVADA DEPARTMENT OF TRANSPORTATION BUSINESS PRACTICE

By: Lindsey Costello

PROBLEM

The Nevada Department of Transportation (NDOT) has recognized that performance management is more powerful when specific measures are focused on making decisions and on altering policy, rather than simply on reporting results to justify decisions. This research effort is necessary to assess the stakeholder perspective of performance measurement monitoring and reporting, and to shape that perspective into agency culture, particularly into acceptance and management practices, at all levels.

OBJECTIVE

NDOT intends to use performance measurement data to document success and communicate needs to all stakeholders, while also establishing a performance-based management culture. By evaluating the quality of the performance measures and their strategic alignment within the agency, NDOT will work towards making sure the

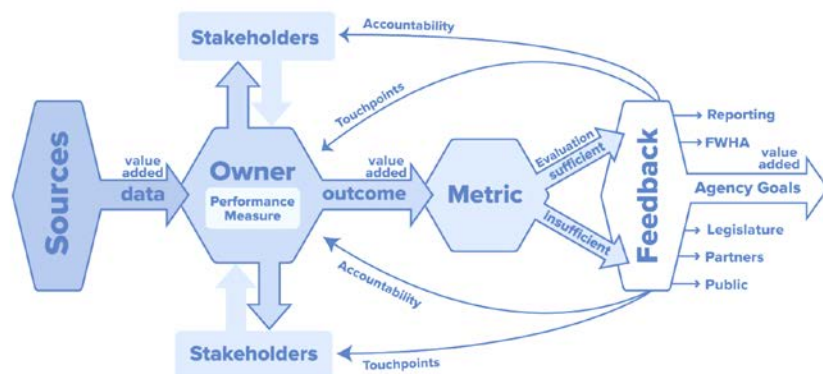
data they collect is meaningful to all stakeholders and can support successful communications. These efforts will also allow the agency to make better decisions regarding its transportation investments.

METHODOLOGY

- Task 1: Kickoff Meeting with NDOT Panel
- Task 2: Literature review of other State Agency Performance Measures
- Task 3: Detailed review of NDOT's current performance measures
- Task 4: Identify Stakeholders
- Task 5: Propose implementation plan of final measures
- Task 6: Submit Final Report

IMPLEMENTATION POTENTIAL

Improving performance measures is likely to result in improvements to reporting and improved ability to communicate agency accomplishments and needs. Benefits will further result from improved employee morale and from providing unified effort with the agency mission as performance is measured and superior performance recognized.



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