

2016 Leadership Conference – Performance Management Worksheet

Product/Service/Process: Instructional Memorandums (I.M.s) to Local Public Agencies

Division: Highway

Office/District (if needed): Local Systems

Work Group (if needed): N/A

Contact Person (name, email): Office Director, my.email@dot.iowa.gov

Please designate a contact person who will be responsible for submitting completed worksheets

What is the primary purpose for the product/service/process?

Provide guidance to LPAs that helps them comply with Federal and State requirements associated with transportation projects.

What does the product/service/process produce or provide?

I.M. documents provided on a web site.

How do we know when we are “successful” at our work? What does “success” look like?

LPAs are able to easily find the information they need, the information is current, and the information easy to understand.

What information do we have that lets us know we are successful?

- Written and verbal feedback from LPAs about the I.M.s (questions about their content or meaning).
- Results of various compliance reviews by FHWA and DOT staff (project / process reviews, field visits, audits, etc.)

What information would we like to have that would let us know if we are successful?

Ability to correlate I.M. usage by individual LPAs with actual performance on projects.

What would it take to get this information?

- Surveys of LPA employees to assess their usage / familiarity with the I.M.s
- More quantitative performance data about individual LPAs

What, if any, barriers are there to getting this information?

- Adds to the workload of both DOT and LPA staff, who are already stretched thin.
- Ability to link data from various systems into a unified database of LPA performance.