

### Number and percent of research recommendations implemented-8a

**Result Driver:** Mara Campbell, Organizational Results Director

**Measurement Driver:** Bill Stone, Organizational Performance Administrator

#### Purpose of the Measure:

This measure tracks the number of completed research projects, and the percentage of implemented research recommendations. MoDOT realizes the importance of supporting innovation and research and is driven to provide the department with the latest ideas, technologies, and solutions needed to deliver the most efficient, safe, and economical transportation system.

#### Measurement and Data Collection:

Research projects implemented include any new ideas, methods, policies, processes, standards, equipment or tools introduced for the purpose of improving the department's operation, services, or products. For this measure, research projects are categorized into two areas: 1) Information and policy guidance research, and 2) Technical, product-focused research. Both categories are reported as the number of completed activities and percent of recommendations implemented. Examples of information and policy guidance research projects include determining the economic impact of highway construction or smoother pavements, or development of freight planning agendas. Technical, product-focused research projects examples include developing passing lane alternatives, or concrete curing specifications.

For these research products, the definition of implemented includes all solutions that have been or are being applied. "Percent of research recommendations implemented" is determined by dividing the number of research projects producing implementable results by the total number of research projects completed during the reporting period.

MoDOT's elevated emphasis on strategically focused research and its implementation should result in better and more economical transportation products and services delivered. Data for this measure is collected and analyzed annually with updates in the July Tracker edition.

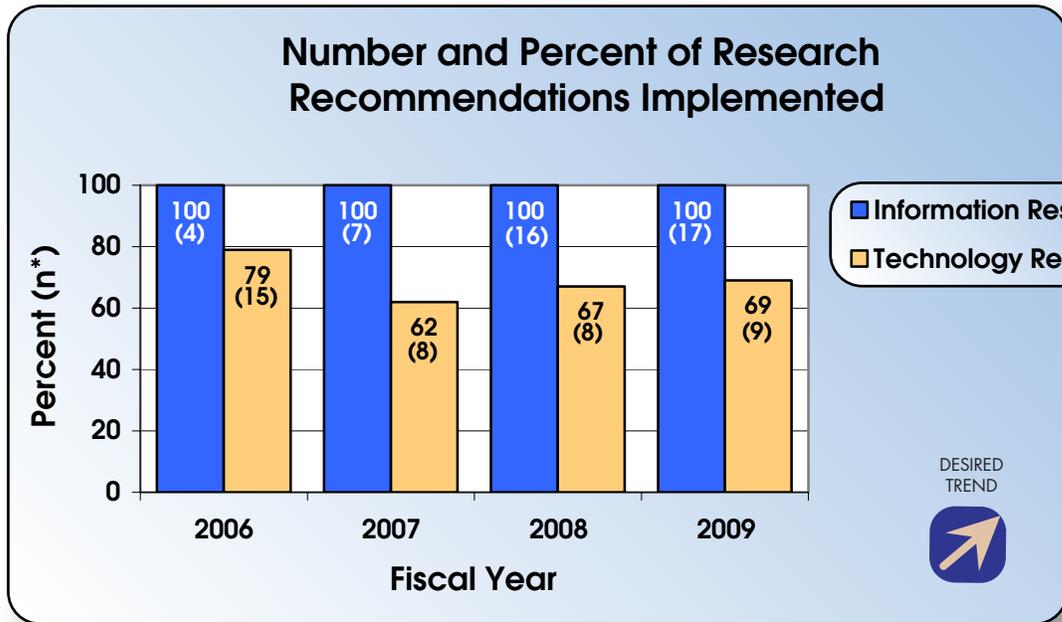
#### Improvement Status:

During fiscal year 2009, MoDOT's research program completed 30 total research projects. Seventeen projects were categorized as information and policy guidance reports and are considered implemented. Thirteen projects were categorized as technical, product-focused reports. Nine of those projects produced implemented results within the department. This represents a 69 percent implementation rate for the technical report recommendations.

Organizational Results has made a more concerted effort to develop research project work plans that have an implementation element included. This is for both in-house and contract research. Request for proposals (RFPs) for contract research are now required to include implementation as one of the deliverables for each project. This focus leads to more usable solutions and better value. While not all research results or solutions can be implemented, MoDOT recognizes the importance and value of conducting a research program driven to make a difference.

Within the last year, Organizational Results has implemented a project-tracking tool, which has brought a better mechanism to track the progress of projects and their implementation.





\*(n) Indicates the number of research recommendations implemented



## Number of external awards received-8b

**Result Driver:** Mara Campbell, Organizational Results Director

**Measurement Driver:** Bill Stone, Organizational Performance Administrator

### Purpose of the Measure:

This measure tracks the number of external awards received by the department. These awards display the department's dedication and efforts towards efficiency, innovation and quality throughout the organization. This information enables the department to measure progress and encourage further participation in award programs. It also provides opportunities for the department to increase public awareness of department activities.

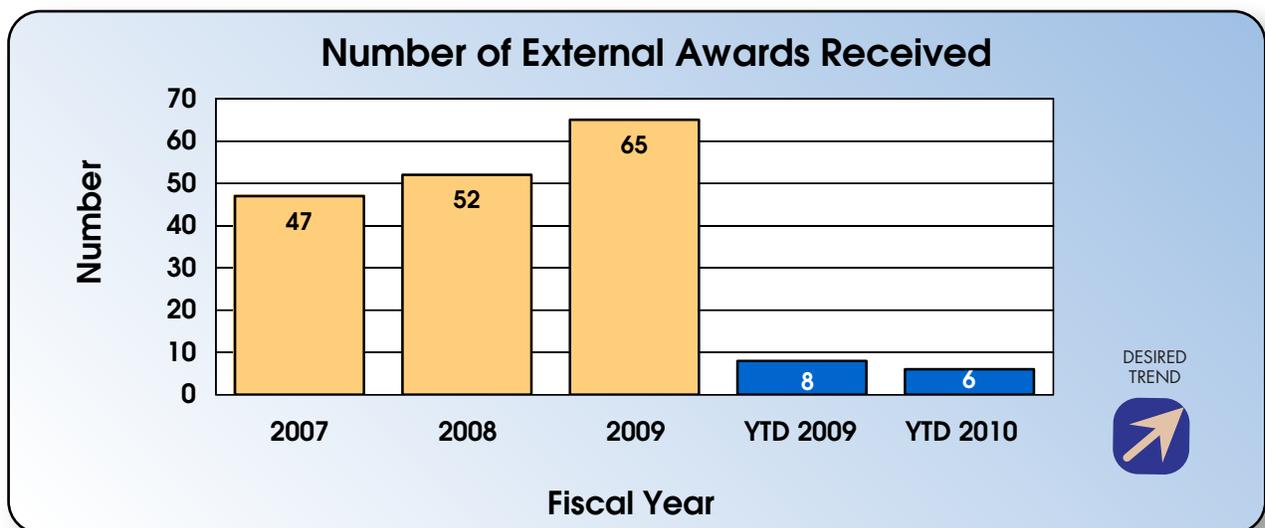
### Measurement and Data Collection:

Each district and division office tracks the awards presented to the department by external organizations. This includes all awards presented to individuals, teams, districts, divisions and MoDOT as a whole. Data for this measure is updated quarterly.

### Improvement Status:

In the first quarter of fiscal year 2010, MoDOT received six awards. One award recognized MoDOT's TRACKER for Outstanding Efforts in Producing a High Quality Service Efforts and Accomplishments Report for Fiscal Year 2008 from Advancing Government Accountability (AGA). Right of Way received two awards, Innovation of Outdoor Advertising and the Chairman's Award in Outdoor Advertising.

MoDOT continues to enter various competitions to have its work judged against the efforts of other organizations.



## Percent of best practices by implementation status-8c

**Result Driver:** Mara Campbell, Organizational Results Director

**Measurement Driver:** Bill Stone, Organizational Performance Administrator

### Purpose of the Measure:

This measure tracks the percent of best practices implemented within MoDOT. Best practices show how MoDOT employees are applying innovation to improve daily operations.

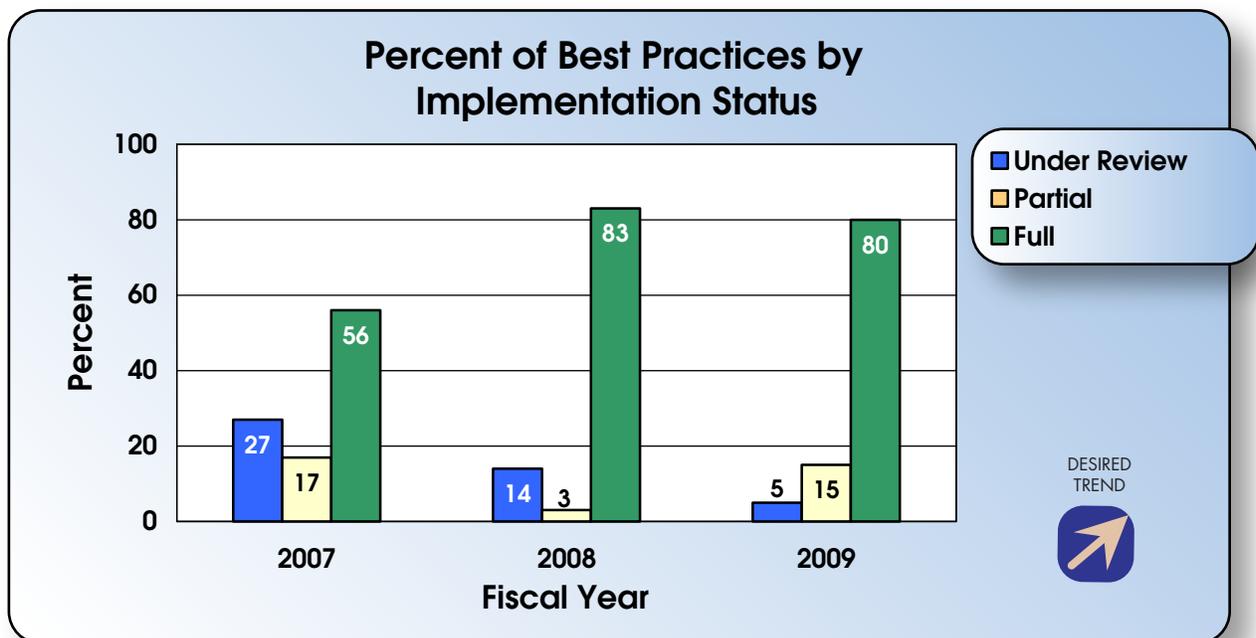
### Measurement and Data Collection:

MoDOT uses a simple five-question submission form for employees to share how they have improved the ways of accomplishing daily work. Submissions are evaluated and verified by managerial and technical staff. Those submissions approved as best practices are shared with MoDOT employees through online and printed publications. Every six months, division and district managers report best practice implementation status. This measure will have updates in the July and January Tracker editions.

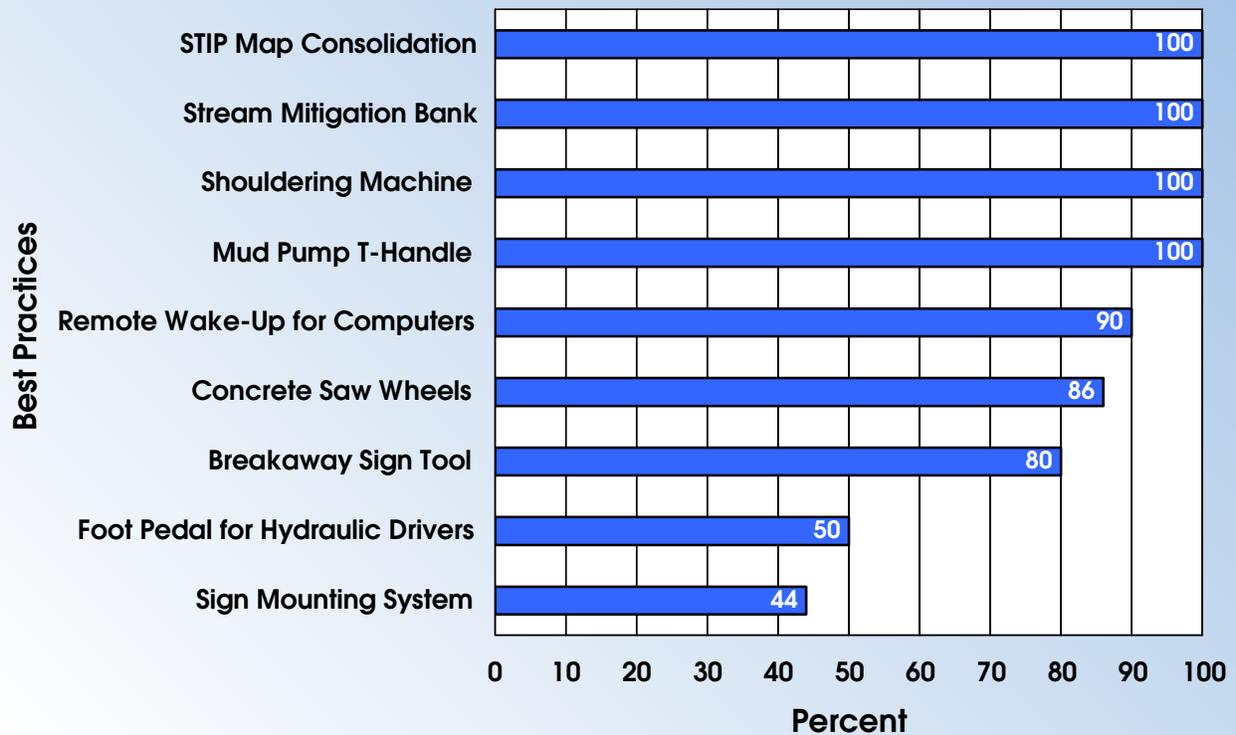
### Improvement Status:

During fiscal year 2009, MoDOT's Solutions at Work has verified and shared 10 best practices with department employees. Seven of those best practices have been shared within the past 30 days and will be reported in the next survey cycle in January 2010. Similarly six best practices from fiscal year 2008 are

included in this survey cycle. Overall, 80 percent of the best practices have been fully implemented with 15 percent partially implemented and 5 percent still under review. With 95 percent of best practices partially or fully implemented, MoDOT is aggressively taking advantage of best practices. The 15 percent partially implemented is primarily due to a delay in securing a fabrication contract on two of the items. The implementation rate for the fiscal year is nearly the same as the previous year with a significant reduction in the percent of best practices still being reviewed. This is a clear indication that implementation of approved best practices has become a priority. Monthly statewide videoconferences to discuss evaluations and implementation issues should continue to drive implementation numbers upward. While many of these 10 best practices are tools and equipment modifications to make work faster and safer, some actual savings were realized. Most notably the department saved more than \$2 million through a process to modify low-water crossings and bank the stream mitigation credits for other projects.



**Percent of Implementation by Best Practice  
Year-to-Date, Fiscal Year 2009\***



\*Best practices too recent to include in this survey cycle include: a bridge deck repair clamp, a steel plate transport trailer, a string trimmer fix, a guardrail pusher, a hitch-haul ramp, a mud jack pipe, and an employee concerns database.



## Number of dollars saved by increasing MoDOT's productivity-8d

**Result Driver:** Mara Campbell, Organizational Results Director

**Measurement Driver:** Jen Harper, Organizational Performance Engineer

### Purpose of the Measure:

This measure enables MoDOT to assess its productivity by tracking cost savings indicative of practical design, value engineering, Performance Plus and good engineering judgment.

### Measurement and Data Collection:

The cost-saving methods used by MoDOT are so broad that this measure focuses on savings measured through the Performance Plus program. The Construction Cost Savings and the Project Scoping and Estimating incentives are verified quarterly, while the Injury Reduction incentive was verified on a semi-annual basis but has been discontinued. The number of dollars saved is calculated for each of the incentives. The amount paid out to employees is no longer subtracted from the reported savings in order to report the data in a timely manner. Note that the Construction Cost Savings incentive is now calculated in the same manner as the Project Scoping and Estimating and the Injury Reduction incentives, that is, calculations are based on all of the project offices/districts whether or not they qualified. The historical data was recalculated to reflect these changes. For the Construction Cost Savings

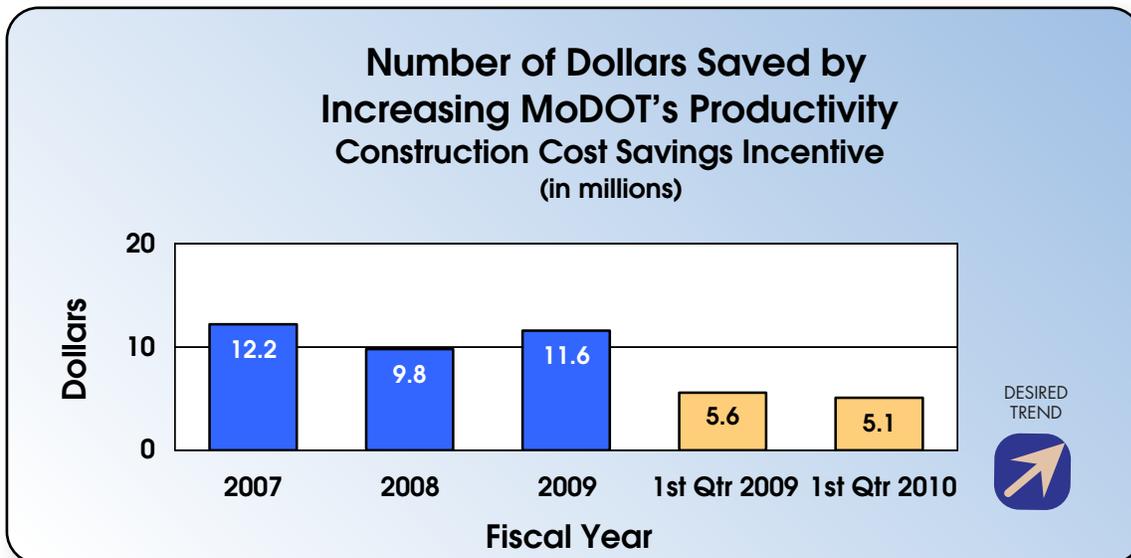
incentive and the Project Scoping and Estimating incentive, savings are reported in the same quarter as the data is measured. For the Injury Reduction incentive, data is reported in the quarter the incentives are paid out to the employees due to a processing lag. For the Construction Cost Savings and Project Estimating and Scoping incentives, the measurement data reflects July to September FY 2010. For the Injury Reduction incentive, the data reflects January through June FY 2009. Data for this measure is updated quarterly.

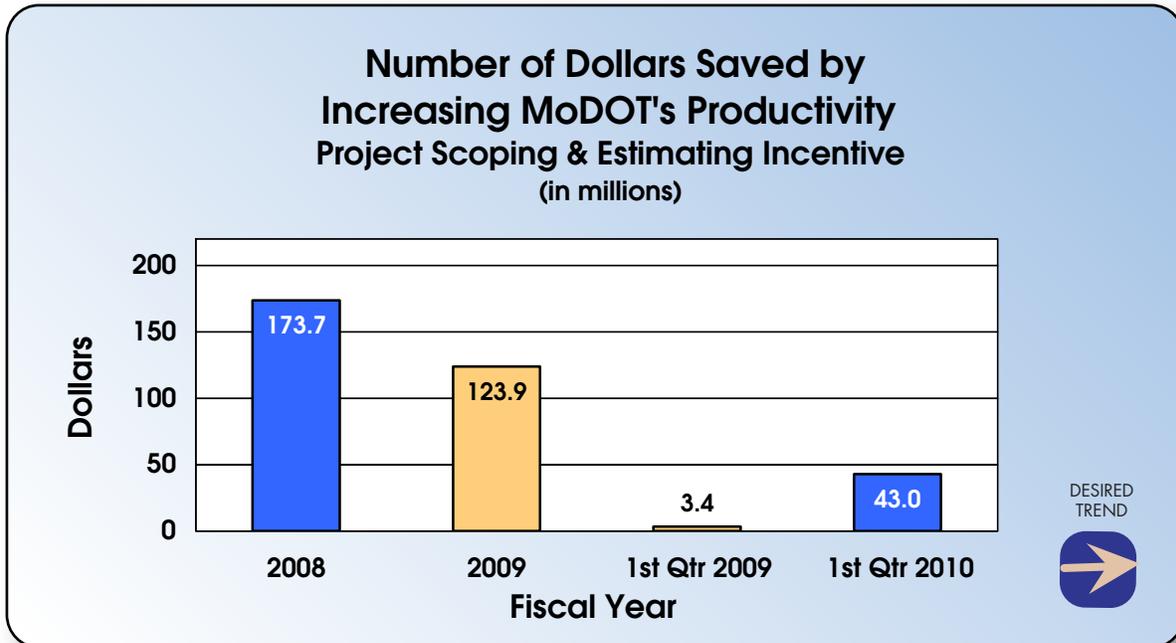
### Improvement Status:

For the first quarter of fiscal year 2010, MoDOT saved \$5.1 million through the Construction Cost Savings incentive.

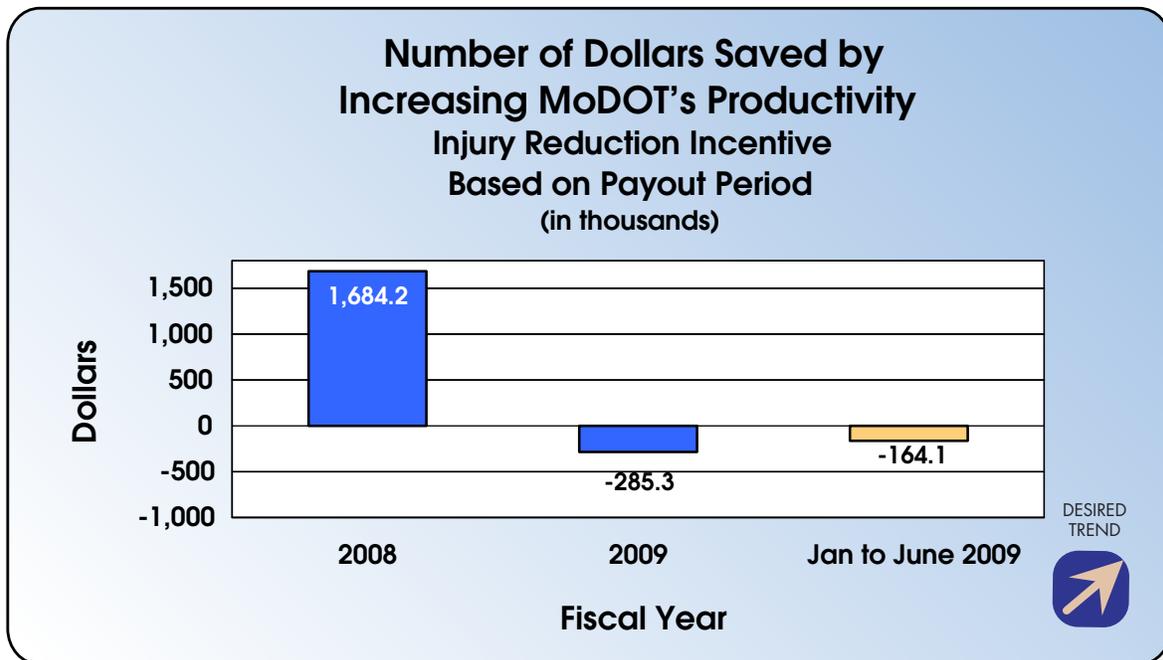
In the first quarter of fiscal year 2010, \$43.0 million was saved through the Project Scoping and Estimating incentive.

From January to June 2009, over \$164 thousand was lost through the Injury Reduction incentive. This incentive has been discontinued as of July 1, 2009.





Note: The desired trend in the Project Scoping and Estimating Incentive is to keep the variance between the STIP estimate and low bid amount to 0 percent.



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