

Delivery Metrics - Measuring Success

Delivery Metrics

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Delivery Goals

- Problem Identified
 - 2014 ADOT delivered 84% of the projects (State and Local) in the last 6 months of the fiscal year. 63% was in the 4th Quarter
 - Created tremendous stress and effort for staff and consultant community
 - Too many project being out on the street affects quality of the bids

Delivery Goals

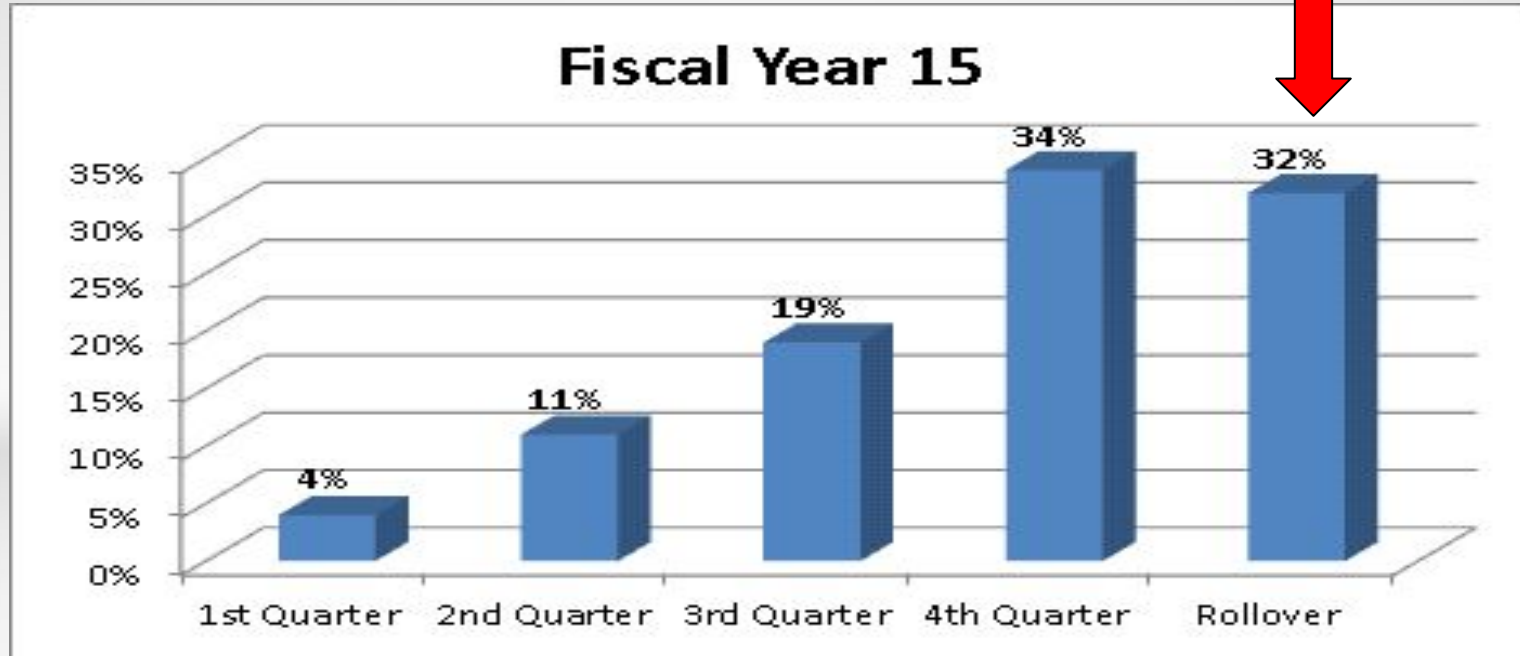
20-30-30-20

- Goal was implemented in 2015
- Even out the delivery of State and Local projects administered by ADOT

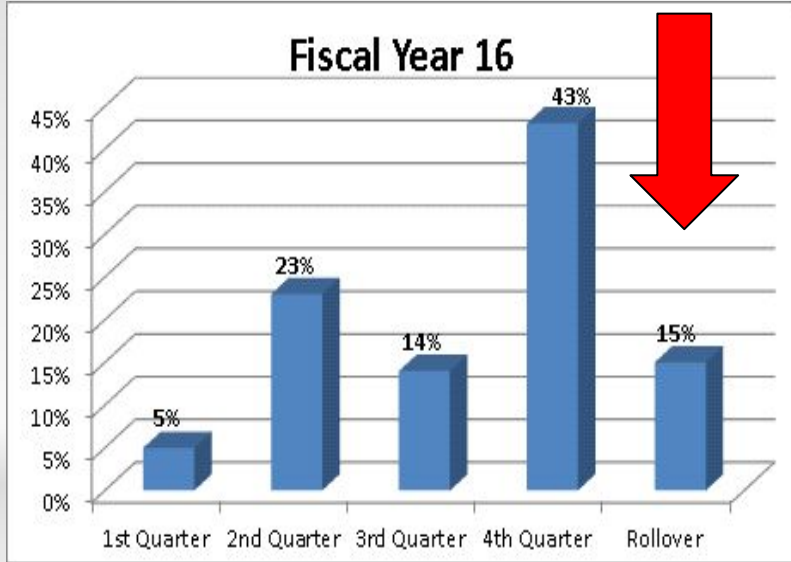
Challenge:

- **Delivery of projects that take 6-18 months for development is like a freight train - can not make a sharp turn - it is a slow curve to change directions**

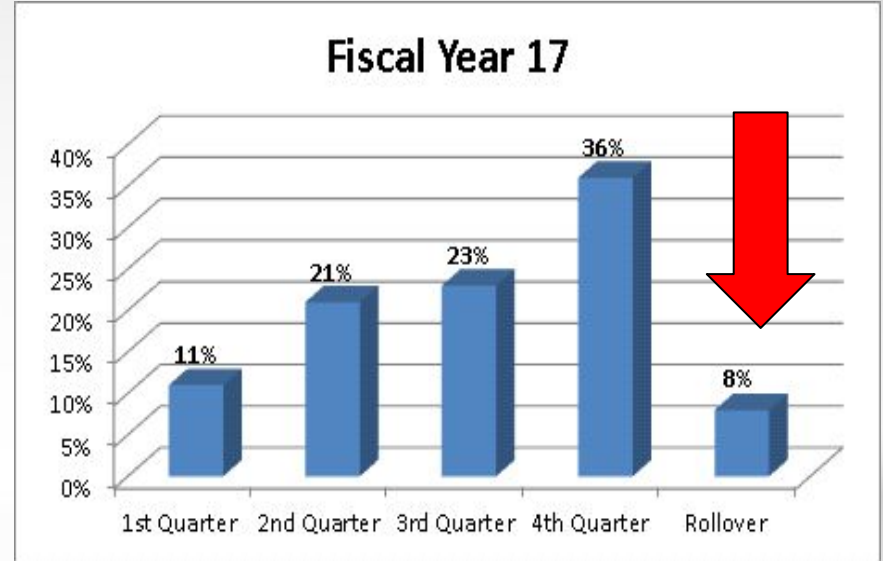
Where We Started - Year 1



Year 2 (FY 16)

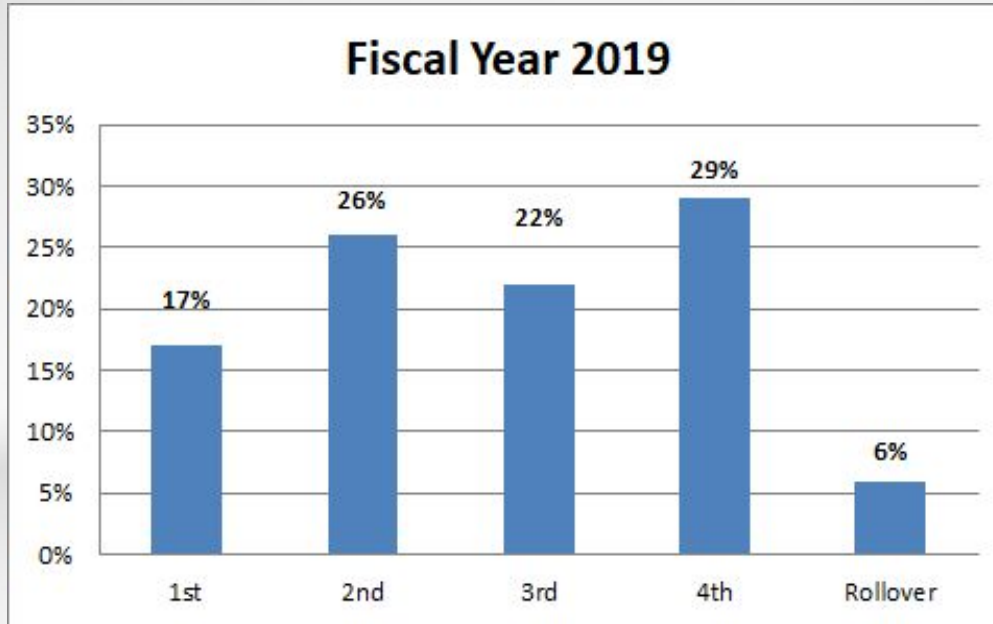


Year 3 (FY17)

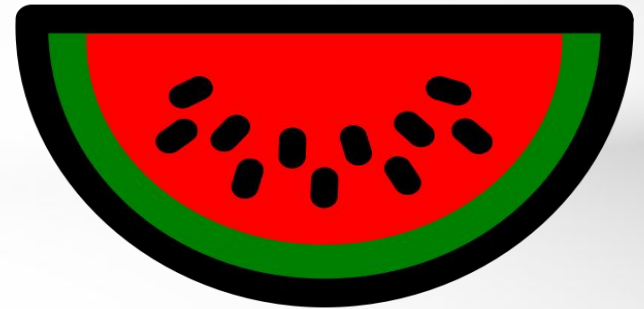


We started to show improvement with our “5th” Quarter

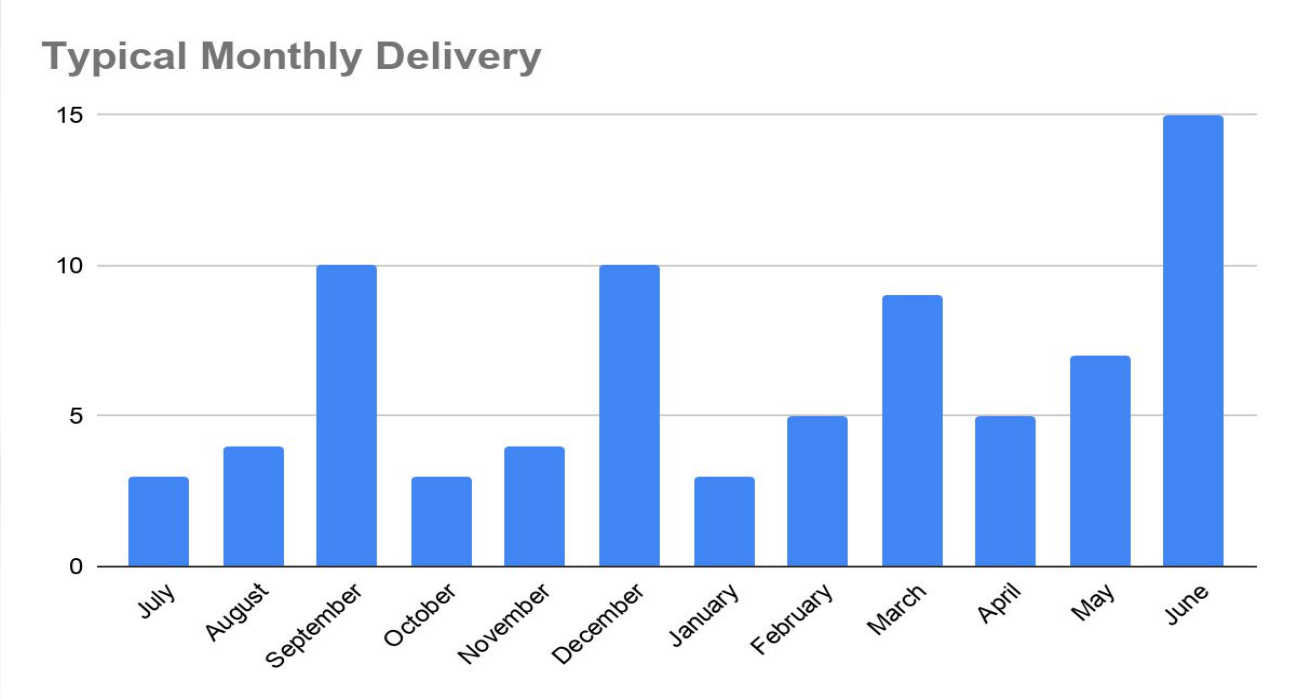
5th Year Progress



- Flattened out Delivery
- Success?
- Actually the result was a Watermelon



Quarterly Hockey Sticks



Next Metric...

Monthly Delivery

Advertise 80% of Projects Baselined in the Month Committed

Have we been successful?

Not Totally

Why?

Tracking **LAG** measures and not **LEAD** Measures

Countermeasures:

- Meet weekly to discuss project deliverables and any barriers to delivery
- Track federal authorizations from request to advertisement
- Track on-time Stage 3 Deliverables - **Lead Measure**
- Track project initiation to NTP - **Lead Measure**

New Quarterly Measurement

25-35-25-15

GOAL:

Deliver 60 % of projects by December 31st.

Continuous Improvement

Question:

How Do You Measure Success?