

# Vermont Agency of Transportation

## Performance Section

---

Kevin Viani, Chief of Performance

# What drives us

## Mission

- Promote and Support Agency Performance Management

## Vision

- A culture of performance management integrated throughout the Agency



Programs that  
drive our  
mission



Performance  
Monitoring and  
Information

The diagram consists of two rounded rectangular boxes. The left box is orange and contains the text 'Performance Monitoring and Information'. The right box is gray and contains the text 'Continuous Improvement'. Two thin, light gray curved lines connect the top and bottom of the orange box to the top and bottom of the gray box, respectively, forming a continuous loop that suggests a cyclical or interconnected relationship between the two concepts.

Continuous  
Improvement

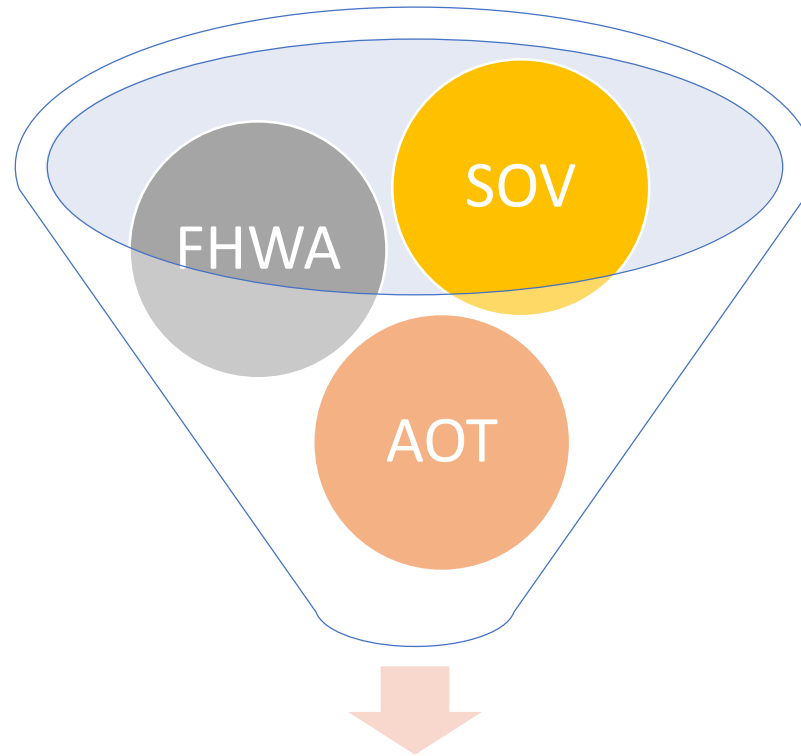
# Performance Monitoring and Information

## Primary Functions

- Organizational Reporting
- Internal PMs and Data Visualization
- Customer Communication



# Organizational Reporting



Performance Section

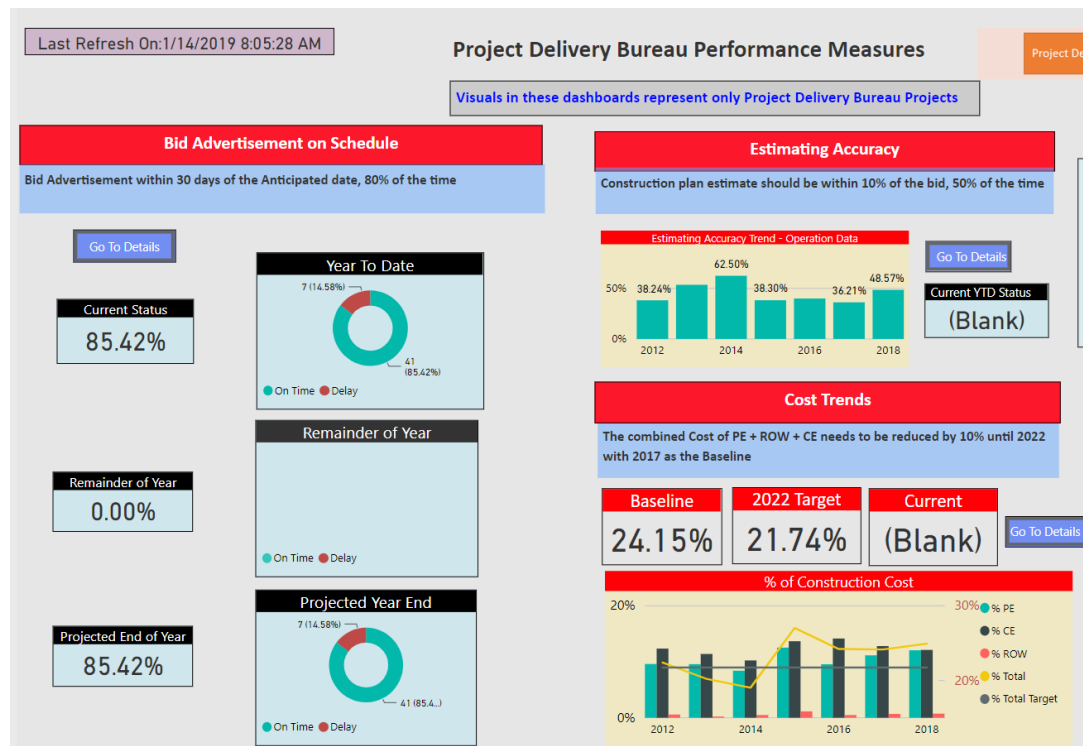
## What we have done

### 2018 Accomplishments

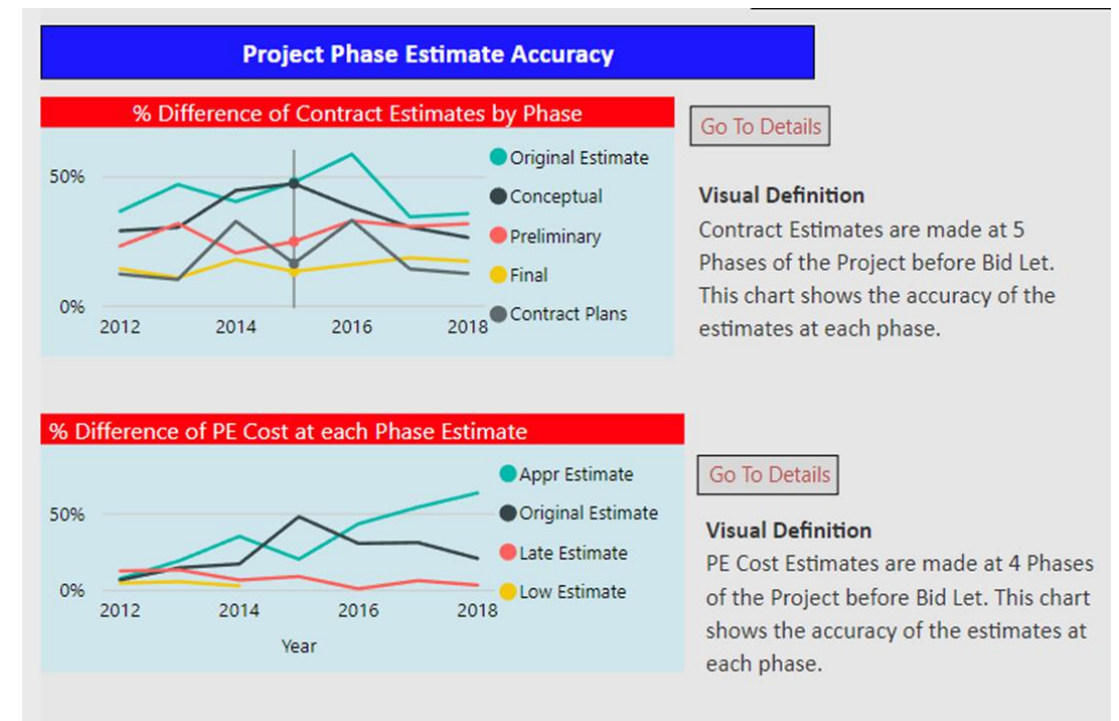
- Development of Agency Performance System
- Management of Public Information Portal
- Data driven factbook
- Performance Measure and Operational Dashboards developed for 4 Bureau
- Development of a Performance Data Portal

# Internal Performance

## Internal Performance Measures



## Operational Data Visualization



# Performance System

## VTrans Performance Report

Measure \*

Select an Option

Which measure are you reporting? (choose from the list)

Date \*

09/27/2017

What is the date the value you're reporting? (use the calendar or a date like 12/31/1999)

Value \*

enter the value

What is the value of this KPI for the report date? (numbers only)

Target \*

enter the target

What is the target for this KPI for the report date? (numbers only)

Story \*

This measure is currently above the target because our mitigation strategies are working effectively, and we had a lower number of new incidents than expected.

Why is this measure currently at this value?

Submit

If you have questions, need help with this form, or need to make a correction, please contact the [performance section](#).

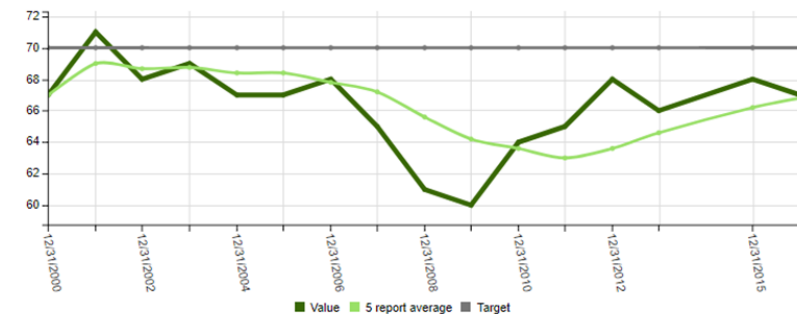
9/27/2017, 11:46:39 AM

Section  
AMP  
Reported  
Annually  
Last Report  
12/31/2016



## Performance Measure Factsheet

Pavement condition index experienced by the traveling public (weighted by traffic volume).



The average pavement condition index experienced by the traveling public (weighted by traffic volume) is a measure of actual experienced pavement condition.

**What** VTrans is responsible for maintaining more than 3,200 miles of pavement across the state. Pavement Condition is a measure of driver's experience while travelling down the road and is rated on a scale of 0 to 100 based on rutting, cracking, and roughness. The scale is called the composite pavement condition index.

### Pavement Condition Descriptions

- Good: Like new pavement with few defects perceived by drivers. Composite pavement condition index 80-100
- Fair: slight rutting and/or cracking and/or roughness become noticeable to drivers. Composite pavement condition index 65-79.
- Poor: Multiple cracks are apparent and or rutting may pull at the wheel and/or roughness causes drivers to make minor corrections. Composite pavement condition index 40-64.
- Very Poor: Significant cracks may cause potholes and/or rutting pulls at vehicle and/or roughness is uncomfortable to occupants. Composite Pavement Condition Index 0-39.

**Why** Pavement condition directly impacts driver experience, safety and efficiency.

**How** Automated surveys are conducted annually to determine pavement conditions across the state. We use this data to track two metrics, one based on travel volumes and one based on mileage. For Travel Weighted Annual Pavement Condition (TWAC) we take the composite index and weight each road segment based on traffic counts. This metric gives us a good overview of



# VTransparency

VERMONT OFFICIAL STATE WEBSITE



STATE OF VERMONT

## Agency of Transportation

SEARCH

CONTACT

Home

A-Z Browse

About

Maintenance &  
Operations

Policy, Planning &  
Research

Finance & Administration

Highway

Aviation

Rail

Public Transit

DMV

Publications and Maps

Working with VTrans



### Public Information Portal

[About](#) | [Help](#) | [Contact](#) | [Text Version](#)

search

Within: [All Types](#)

BRIDGES

PAVEMENT

SAFETY

PROJECTS

MAINTENANCE

WINTER

CLEAR SEARCH

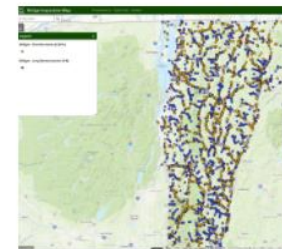
### Crash Query Tool App



### Pavement Condition Map



### Bridge Inspections Map



VERMONT AGENCY OF TRANSPORTATION

## 2017 FACT BOOK and Annual Report

Published January 15, 2017



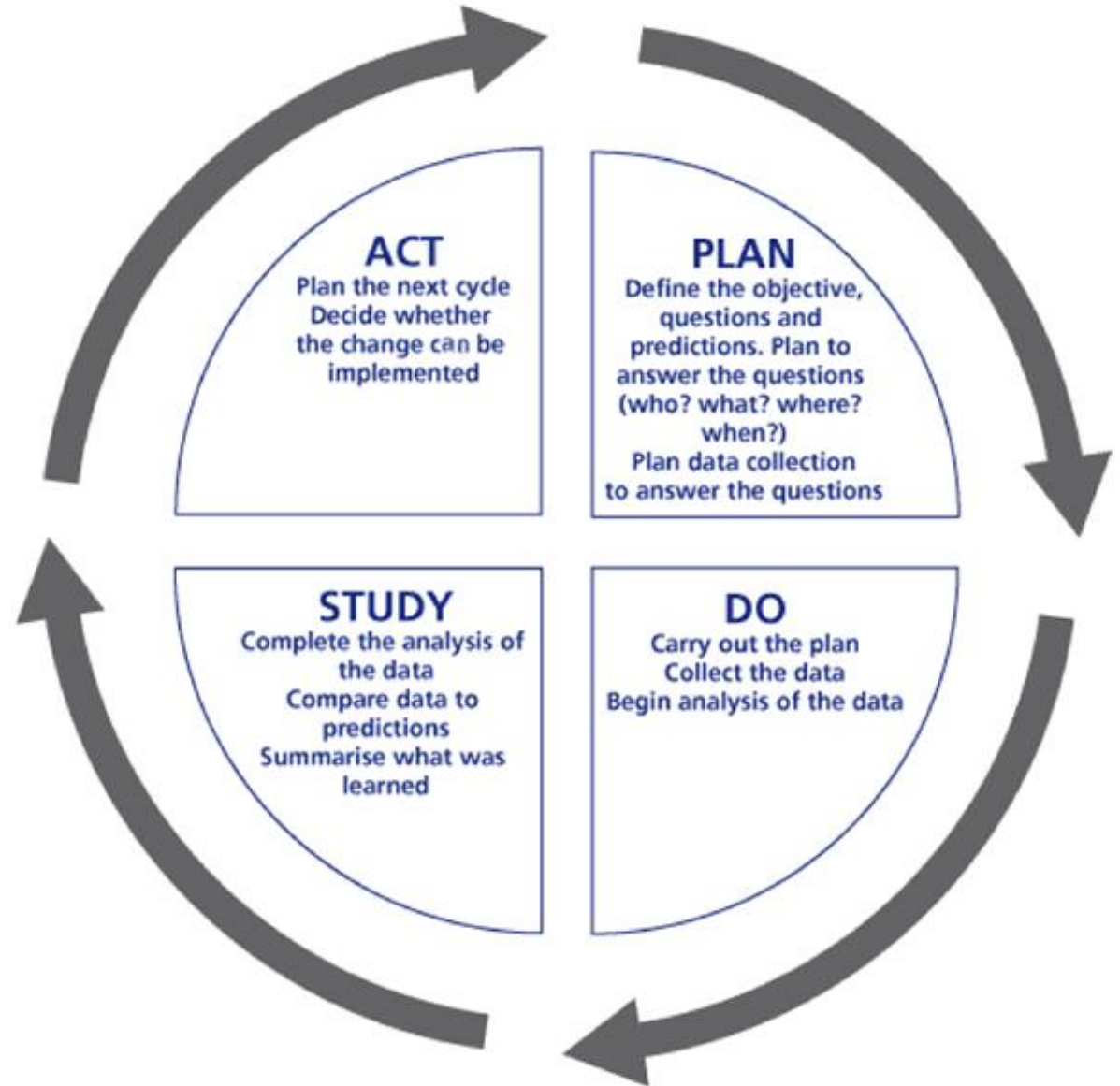
# 2019 Strategic Projects

- Integrate Performance Monitoring with updated strategic plan
- Complete PM engagements with Highway Division
- Federal Performance Measures website
- VTransparency development sprint

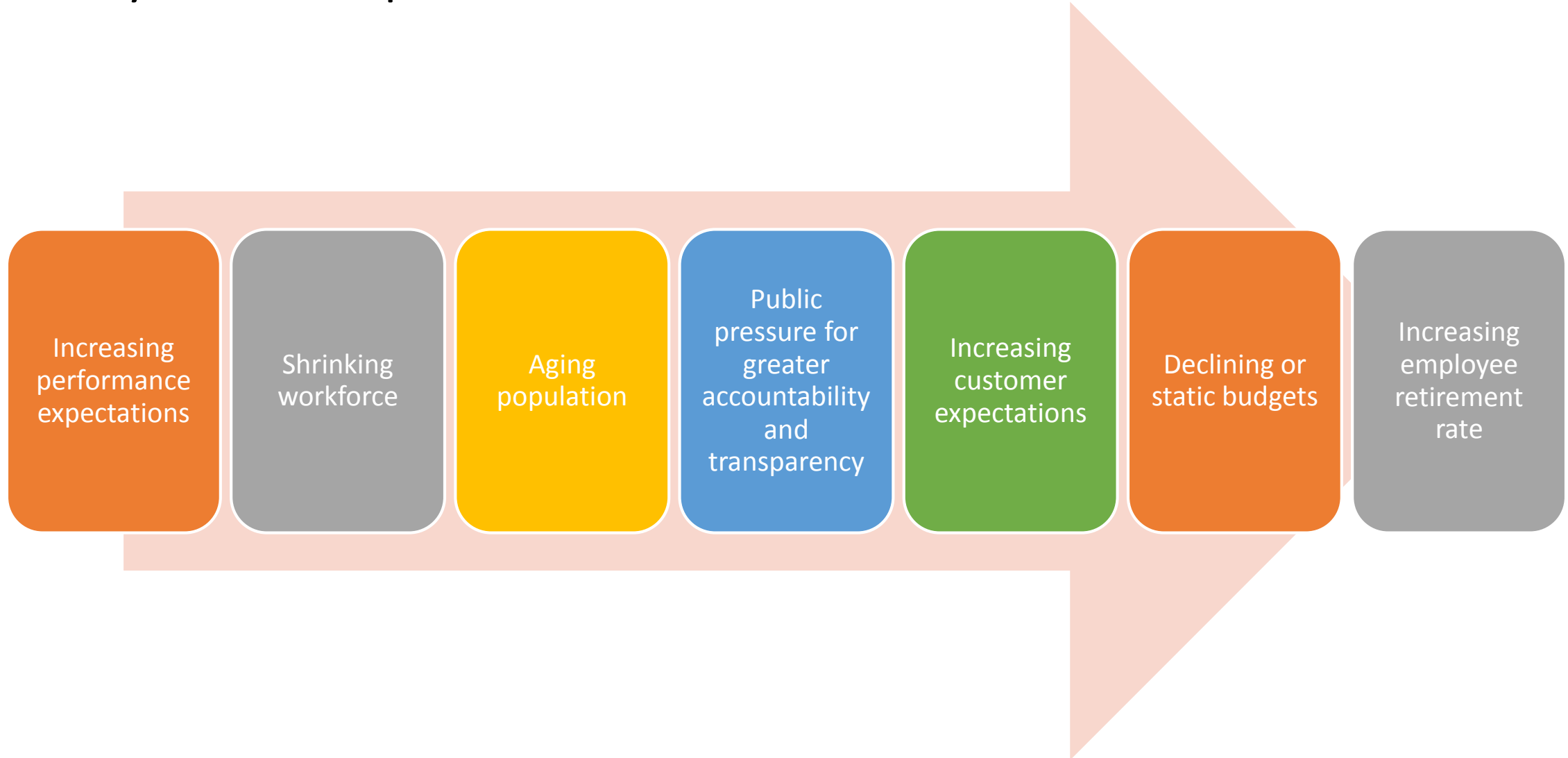


# What is Continuous Improvement?

Continuous improvement (CI) is an ongoing effort to improve products, services and processes



# Why is CI important to AOT?





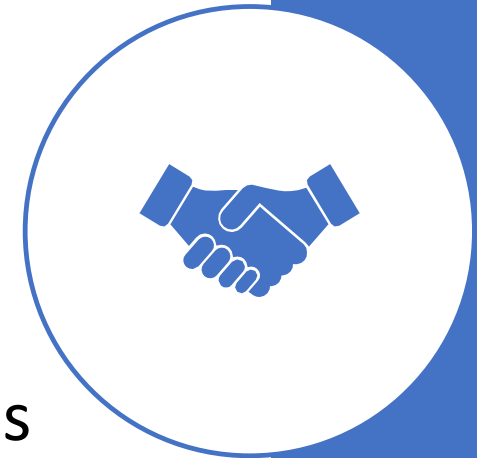
# CI Beliefs and Values

## What is Continuous Improvement?

- Customer focus
- Data driven decisions
- Focus on results
- Respect
- Performance Excellence

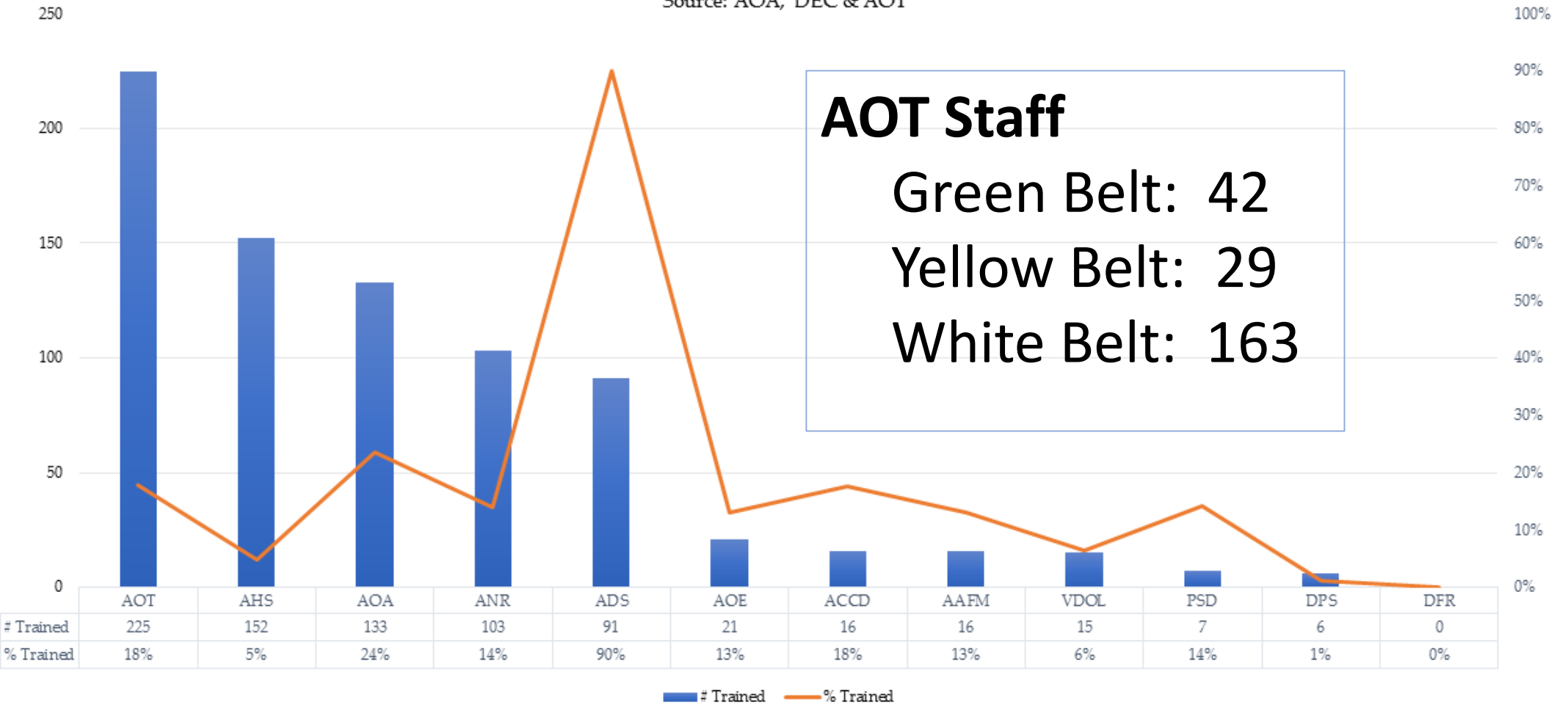
# 2018 Program Highlights

- Improved our alignment with PIVOT team
- Support community of CI facilitators
- Increased focus on planning and environment for success
- Increased focus on implementation support



Number and Percent of Staff Belted by Agency

Source: AOA, DEC & AOT



# 2018 Project Highlights

- Section 1111 Permits – streamlining internal process and improving customer experience
- Post Disaster Data Collection – establishing roles and clarifying process
- Stormwater Permitting – clarifying roles and responsibilities, improving internal coordination
- Oversize Overweight Permitting – customer focus group, establishing internal communication
- DMV Forms– improved logistics and operational savings





# 2019 CI Projects

- Expenditure Account Setup Process
- Financial Closure Process
- Project aligning to the AOT Strategic Plan
- On-going solicitation of projects from AOT staff and Leadership team
- Professional development opportunities for all AOT staff-continuous improvement
- Evaluation and monitoring of 2018-2019 projects

# Process Automation

## **Electronic Signature**

- Major Processes with system workflows
- Estimated Annual Savings  
\$36,742
- Estimated Annual Time Savings  
1263/hours

## **Business Process Management**

- Construction Finals Process
- Right of Way Application

# Contact

- Kevin Viani, Chief of Performance
- Vermont Agency of Transportation
- [kevin.viani@vermont.gov](mailto:kevin.viani@vermont.gov) | [vtrans.vermont.gov](http://vtrans.vermont.gov)