

WHAT are performance measures?

Performance measures are usually indicators of progress toward attaining a goal, objective, or target (a desired level of future performance). The Florida Department of Transportation's (FDOT) [Performance Management/Measurement Policy](#) provides the basis and foundation for that which follows.

HOW does FDOT use performance measures?

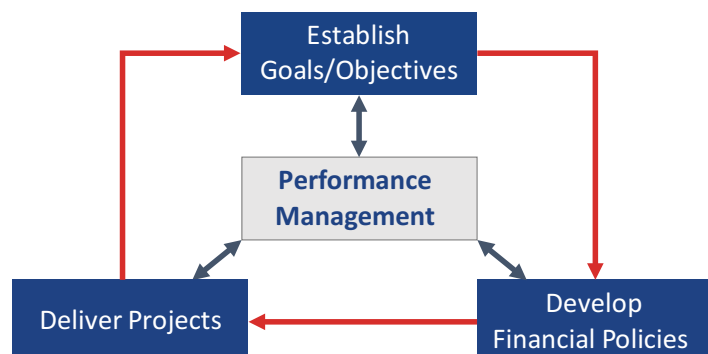
Because Florida's transportation system improvement needs exceed available funding, resources must be invested in the most strategic, effective and efficient ways possible. Performance measures provide useful "feedback" and are integrated into FDOT's business practices on three levels:

At the strategic level – Performance measures help to *establish and inform goals and strategic objectives*, and to monitor progress in carrying out FDOT's Mission. Performance measures also communicate progress toward achieving goals in various programs and plans such as the [Florida Transportation Plan](#), the [Strategic Highway Safety Plan](#), and the [Freight Mobility and Trade Plan](#).

At the decision-making level – Performance measures are used to *inform and assess the financial policies* for allocating funds across programs such as highway preservation, system expansion, and public transportation. These programs are defined in the [Program and Resource Plan](#).

At the project delivery level – After projects are selected, performance measures help to *monitor the efficiency and effectiveness* of projects and services in the [Five Year Work Program](#). The measures also support organizational and operational improvements.

As shown in the **Performance-Based Planning and Programming Process** graphic below, performance management is at the heart of FDOT's planning and programming process.



WHY do we use them?

FDOT uses performance measures to:

- Assess how well Florida's multimodal transportation system is functioning
- Provide information to support and inform decision-making
- Assess how effectively and efficiently transportation programs, projects and services are being delivered
- Determine customer satisfaction levels
- Demonstrate transparency and accountability to Florida's citizens and to foster collaboration with FDOT's transportation system stakeholders

WHAT does FDOT measure?

Performance reports help to evaluate results in relation to our mission execution and other priorities, plans and programs. Each performance report is listed below along with some of the associated performance measures:

Safety – Fatal and serious injuries related to impaired driving, aggressive driving, distracted driving, at-risk drivers, vulnerable road users

Preservation – Percent of pavement and bridges meeting condition standards, percent of maintenance activities (such as roadway striping, guardrail repair and mowing) that meet department standards

Mobility – Vehicle miles travelled, transit ridership, freight tonnage, freight and port access, hours of delay, travel time reliability, commute times, miles severely congested

Economy – Return On Investment of FDOT programs, capacity funds for the SIS, Florida share of U.S. trade, Florida value of freight, construction projects completed on-time and within budget

Environment – Air quality, water quality, impacts to the physical, natural and cultural environment, vibrant and healthy communities, customer satisfaction

For more information

In addition to this report, the Florida Transportation Commission annually issues a [Performance and Production Review](#). For more details on FDOT's performance reporting, including a MAP-21 Florida Performance Report, go to FDOTPerforms.org.