

Problem Statement

State DOT's have undergone unprecedented change over the last decade. Characterized by a disparate set of climate, terrain and population variables, each DOT has developed a unique and often innovative approach to asset management. In the past, strategic plans were commonly focused on process management, with each DOT prioritizing individual goals and objectives. Regional projects and common asset management issues were not measured or managed with a common metrics leading to inconsistent implementation. Today there are an increasing large number of stakeholders in the process, communication is more complex and customer orientation is essential in the most successful models. In an initial review of the DOT strategic planning processes, it is not uncommon to find a wide variety of goals and objectives. It is also noted that there is no standard score card, or common definition of asset management variables or expense categories. In order to maximize performance and customer satisfaction a common measurement system is necessary.