



Identify, Communicate and Collaborate with Partners

Partners Satisfied

Purpose:

This measure tracks NHDOT's progress toward the goal of increasing the level of partner satisfaction with NHDOT performance in delivering transportation services. The NHDOT partners cover a range of interests in transportation including federal, state, and local agencies, private consulting and contracting firms, special interest groups. The NHDOT recognizes that its partners are an essential ingredient to tackling the challenges of how the transportation system in New Hampshire is planned, managed and funded. The NH Long Range Transportation Plan (NHLRTP) also noted that the Department must communicate more frequently and clearly with the public and its many partners. This measure is a way to gauge how partners rate NHDOT's performance.

Data:

The New Hampshire Department of Transportation developed and administered its first annual survey of the NHDOT's partner groups in 2011. The partner survey was intended to investigate the overall satisfaction of its partners in the way NHDOT delivers services.

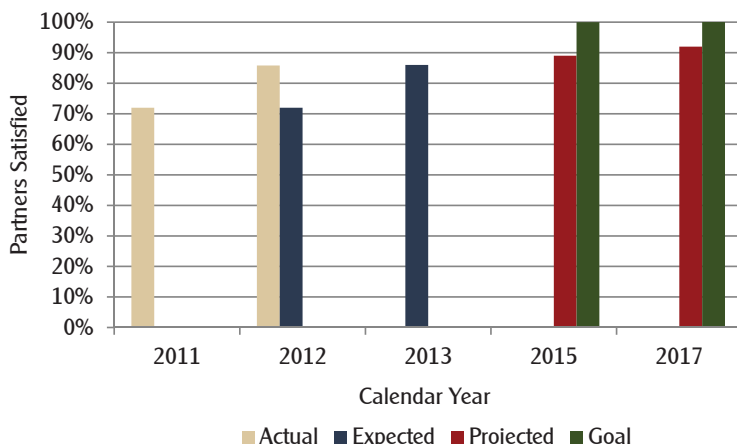
2011 was the first year NHDOT surveyed partners to identify a baseline satisfaction rating. This first survey was sent out through partner groups to a large base including towns and cities, consulting industry, contractors, Federal Agencies, State/Regional Agencies. The survey included a series of questions rated on a 5 part scale, with 5 being the most positive

Improvement Status

Based on previous partner survey results, the NHDOT undertook two projects in response to the areas that were identified as needing improvement: 1) Completion of LEAN process improvement initiative to review the Storm Water Protection Plan permit process, 2) LEAN process improvement of the Ten Year Planning Process. In the first project, NHDOT and the Department of Environmental Services partnered with others with a goal of clearly defining the Wetlands permitting process and improving the efficiency and effectiveness of the process so that approvals could be issued in a timely manner without re-submittals. The results of the LEAN Process improvement, resulted in a decrease in the time requirements from an average of 120 day to 30 days to become approvals. The LEAN process improvement for the Ten Year Planning Process was designed late in fiscal year 2011, with a goal of more clearly communicating New Hampshire's transportation needs between regional planning organizations and the Department of Transportation in the early phases of the Ten Year Planning Process. That project is underway and nearing completion.

It is the plan of the NHDOT to continue to use the feedback from the partner surveys to improve communications and collaboration with these partners.

Partner Satisfaction

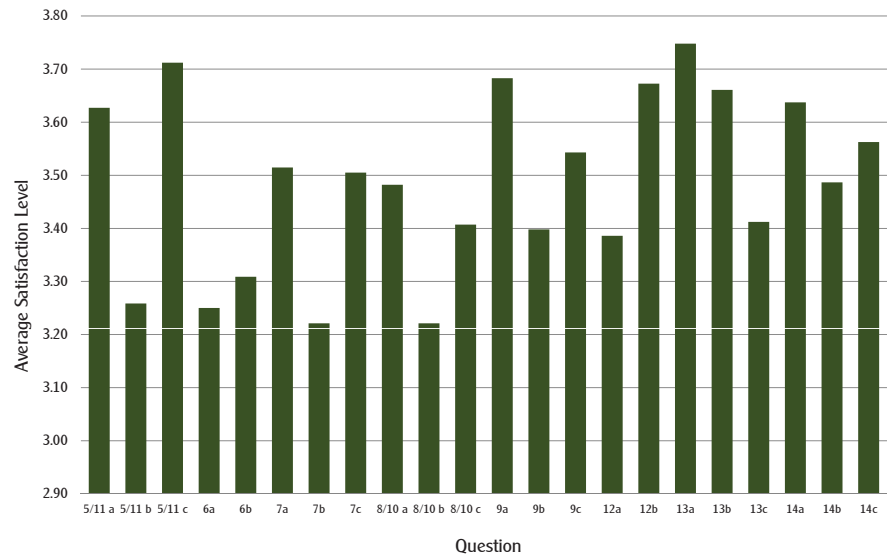


possible answer. The overall rating for the 2011 survey was 3.74. The Department's highest scores were in the effectiveness of construction projects, and the quality of transportation operational improvements. Areas identified with a need to improve included timeliness of resolution of environmental issues, and timeliness of planning issues.

The original plan for the partner survey was to conduct a large scale survey, like the one completed in 2011 every two years, with a smaller survey conducted during the off year. The Department invited the partner groups to participate in an "on-the-spot", survey using technology tools to provide the interim partner responses.

Despite extensive outreach, attendance at the partner group meeting was low. The input received was valuable but limited. We will continue to work with the partner groups to improve this process.

Partner Satisfaction Comparison



5/11 a - Effectiveness of transportation operations

5/11 b - Timeliness of transportation operational improvements

5/11 c - Quality of transportation operational improvements

6a - Helpfulness in pursuing innovative financing initiatives

6b - Consistency of interpreting policies/regulations

7a - NHDOT's effectiveness in coordinating with other agencies regarding planning

7b - Timeliness of resolutions of planning issues

7c - Quality of resolution of planning issues

8/10 a - NHDOT's effectiveness in coordinating the approval process during environmental clearance

8/10 b - Timeliness of resolution of environmental issues

8/10 c - Quality of resolution of environmental issues

9a - Effectiveness of design

9b - Timeliness of resolution of design related issues

9c - Quality of resolution of design related issues

12a - Timeliness of financial transactions

12b - Accuracy of financial transactions

13a - Effectiveness of construction

13b - Quality of resolution of construction related issues

13c - Timeliness of resolution of construction related issues

14a - Effectiveness of communication

14b - Timeliness of communication

14c - Quality of communication