



COURSE NUMBER

FHWA-NHI-138012

COURSE TITLE

Effective Target Setting for Transportation Performance Management

YOU CAN PREVIEW A SUMMARY OF THIS COURSE BY COPYING AND PASTING THE FOLLOWING URL: <https://connectdot.connectsolutions.com/nhi138012executivesummary/>

'Effective Target Setting for Transportation Performance Management' is a 2-day Instructor-led Training (ILT) course offered by NHI, the authoritative source in transportation training.

Transportation agencies have been moving toward a performance-based management approach for over a decade. The passage of the Moving Ahead for Progress in the 21st Century Act (MAP-21) Act further emphasized the importance of target setting within a performance management context. MAP-21 requires State Departments of Transportation (State DOTs), Metropolitan Planning Organizations (MPOs), and public transit providers to set performance targets for the United States Department of Transportation's (USDOT's) established national performance measures.

It is anticipated that performance management principles will carry forward in subsequent legislation as it has been shown to be good business practice and has been supported by the United States Government Accountability Office (GAO). While FHWA and most State DOTs and MPOs have experience with developing performance measures and reporting on condition/performance, experience is much more limited in setting performance targets and reporting on the achievement (or not) of those targets. Understanding and applying targets within a Transportation Performance Management (TPM) program is a critical component of TPM.

This course will provide the information needed on how to establish and use performance targets. The course will answer these broad questions: What is a target?, Why should I set targets?, How do I set targets?, How do I use targets? The focus of this training will be at the State/MPO level. Federal employees will learn about their role in the context of States/MPOs going through the target setting steps.

This course includes a written assessment. The course content was last updated in October 2017.

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To enroll in this Instructor-led Training course, click the 'View Sessions' button and click 'Add To Cart' next to your session choice. If there are no upcoming sessions, click 'Sign Up for Session Alerts.'

Any organization can host this course. To host this course and bring training to your organization, click the 'Host this Course' button.

OUTCOMES

Upon completion of the course, participants will be able to:

- Explain the value of setting appropriate and effective targets as part of performance management and within the context of current legislation
- Describe what a target is and the importance of establishing a baseline
- Explain the importance of collaboration in the target setting process and in the context of current legislation
- Explain the key steps to set an effective target
- Explain the factors involved in setting targets
- Explain how trade-offs should be considered in determining targets between system performance areas
- Set a target
- Identify coordination needs in target setting
- Identify key stakeholder roles
- Identify key components of effective condition/performance tracking and progress assessment
- Identify strategies to communicate target data and information effectively
- Identify mitigation strategies for challenges related to target setting

TARGET AUDIENCE

The target audience for this Instructor-led Training course includes the following: + Technical roles responsible for setting targets + Planning/programming staff who develop the Statewide Transportation Improvement Plan (STIP) and Regional Transportation Improvement Plans (RTIPs) + Staff dedicated to performance management + Individuals who will be involved in coordination/collaboration of target setting + Federal Highway Administration/Division Office employees and FTA employees who provide oversight for and assistance with target setting, including Performance and Management Analysts (PMAs) and subject area specialists who will assist their state and local partners A secondary target audience for this training includes higher-level decision makers who will ultimately decide on which targets to use.

TRAINING LEVEL: Basic

FEE: 2021: \$250 Per Person; 2022: N/A

LENGTH: 2 DAYS (CEU: 1.2 UNITS)

CLASS SIZE: MINIMUM: 20; MAXIMUM: 30

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