



## COURSE NUMBER

FHWA-NHI-138013



## COURSE TITLE

### Effective Target Setting for Transportation Performance Management

'Effective Target Setting for Transportation Performance Management' is a 6.5-hour Web-based Training (WBT) 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.

The course supports the larger objective of helping State DOTs and MPOs understand how to implement performance management principles by teaching how to develop and set performance targets that will support progress toward an agency's strategic goals. This course answers the question, "How do I set targets?" by providing an in-depth review of the steps necessary.

The course strikes a careful balance with providing information on setting targets that can be applied to a range of performance areas without getting into the details of specific methodologies that are required by MAP-21. It contains short, focused lessons that reinforce content so that it can be directly applied by the learner.

The course includes an assessment. The course was launched in summer of 2018.

To enroll in this Web-based Training course, click 'Add To Cart.'

## OUTCOMES

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

- Describe the existing practices and systems at an agency or organization that are essential to target setting
- List the basic steps involved in setting a target
- Explain how a target's purpose and parameters can be defined
- Describe the information needed to set a target
- Identify the factors that influence target setting
- Explain how a target is actually established
- Describe the process for tracking a target's progress
- List methods for reporting and communicating target information to internal and external stakeholders
- Describe how target setting fits into the performance-based planning and programming process and influences project selection and prioritization
- Identify requirements that impact target setting practices and processes

## TARGET AUDIENCE

The target audience for this Web-based Training course includes the following: + Technical roles responsible for setting targets + Planning/programming staff who develop the Statewide Transportation Improvement Program (STIP) and regional Transportation Improvement Programs (TIPs) + 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 + Higher-level decision makers who will ultimately decide on which targets to use

**TRAINING LEVEL:** Intermediate

**FEE:** 2020: \$0 Per Person; 2021: N/A

**LENGTH:** 6.5 HOURS (CEU: .7 UNITS)

**CLASS SIZE:** MINIMUM: 0; MAXIMUM: 0

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