7 Steps to Success: Outcomes-Based Planning for Breakthrough Results

Greg Stuart, Broward MPO, Executive Director
Lyndsey Scofield, TransPro, Senior Consultant

#AMPO2017
Elected Officials
Federal Requirements
Local Governments
Transit Agencies
General Public
7 Steps to SUCCESS!

- Define Success Moment
- Plan Development
- Results Management
- Courage in Leadership
- Performance Scorecard
- Culture of Ownership
- SUCCESS!
Define Your Success Moment

Success Moment = A clear definition of what must happen in the short term to accomplish a broader vision
Make a Plan

"Planning is not an event."
– Peter Drucker
# Performance Scorecard

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Financial Stability</td>
<td>30</td>
</tr>
<tr>
<td>Customer Satisfaction</td>
<td>20</td>
</tr>
<tr>
<td>Mobility</td>
<td>25</td>
</tr>
<tr>
<td>Safety &amp; Security</td>
<td>15</td>
</tr>
<tr>
<td>Employee Success</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

Points are earned based on the degree to which performance surpasses or falls short of the target score. Points are scored based on the absolute percent deviation from the target score.

These are the Goal Points JTA should strive to hit each quarter of the year.

The 5 key Organizational Goals JTA has prioritized as focus areas for overall agency success. Metric totals are assigned for each area with 100 as the total score.

Metrics are prioritized measurements that most effectively gauge how well JTA is doing to meet its goals for success for the year.

Baseline is the starting point for each metric and the Annual Performance Goal is the goals we will work to achieve on our march toward service excellence.

Fiscal Year Earned Points measures JTA’s cumulative success as the year progresses. If the final score is 100, JTA will have had a successful year.
Culture of Ownership

From box-checking to **empowered** to own results
Results Management

FOCUS Results Reporting

- LOW IMPORTANCE
  - HIGH PROBABILITY OF SUCCESS
- HIGH IMPORTANCE
  - HIGH PROBABILITY OF SUCCESS
- LOW IMPORTANCE
  - LOW PROBABILITY OF SUCCESS
- HIGH IMPORTANCE
  - LOW PROBABILITY OF SUCCESS
Courage in Leadership

Courage puts one's personal survival at risk in order to deliver organizational success.
Putting Theory into Practice at Broward MPO…

MISSION STATEMENT
Why we exist

To collaboratively plan, prioritize and fund the delivery of diverse transportation options.

VISION STATEMENT
What we strive for

Our work will have measurable positive impact by ensuring transportation projects are well selected, funded and delivered.
VALUES
How we conduct business

We provide responsibility and the authority to deliver.

We deliver what we commit to.

We are aware of our own limitations and support each other in our path of continuous improvement.

We champion the organization and our colleagues over self.
SUCCESS FOR BROWARD MPO

Two-Year Success Markers

1. We will have aligned the Board around a prioritized list of transportation projects that will reward performance and deliver measurable value.

2. We will have identified the cost of that plan and secured consensus to fund it and a mechanism to deliver it.
STRATEGIC BUSINESS PLAN

TRANSPORTATION PLANNING 101

Transportation planning is the process of envisioning and planning for how to meet a need over time through construction. There are key components to effective project implementation.

Project Delivery Process

1. **Project Development**
   - What problem is being faced and what is the best way to solve it?

2. **Project Evaluation**
   - Is the newly proposed project viable and feasible?

3. **Project Assessment**
   - Did the development project arrive at its financial conclusion?

4. **Project Delivery**
   - What projects will be implemented? Is the transportation objectives as well as financially viable?
SKILLS AUDIT

3 Core Questions To Answer...

1. What are the current skills on the MPO team?
2. What is the most effective structure of the organization to deliver the MPO’s mission, vision and work program/products in an efficient and effective fashion?
3. Is there staff capacity to do all the work?
ALIGNED TO DELIVER SUCCESS

PERFORMANCE GOALS ~85%
- 2-Year Success Markers
- Core Products
- Area of Responsibility

VALUES REFLECTION ~15%
- Self-Evaluation (Informational)
- Coworkers (Informational)
- Supervisor (Official)

Overall Performance Score

Legend:
- Outourced
- Departments

MPO Board
- Chief of Staff
- Executive Director

Outsourced
- Executive Assistant

Internal Staff
- Administrative Services
- Planning & Programming
- Communication & Outreach
- Strategic Initiatives

- Finance & Accounting
- Purchasing & Procurement
- Board Coordination
- Data Services
- Systems Planning
- Project Programming
- Public Outreach
- Governmental Affairs
- Communications
- Livability/Mobility Program
- Complete Streets and other Localized Initiatives Program
- Local Governmental Services

Human Resources

Information Technology

Broward MPO
BrowardMPO.org
# Performance Evaluation Scorecard

To be completed by Supervisor

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th>Supervisor Initials:</th>
<th>Employee:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hire Date:</td>
<td>First Informal Review Date:</td>
<td></td>
</tr>
<tr>
<td>Supervisor Name:</td>
<td>Second Informal Review Date:</td>
<td></td>
</tr>
<tr>
<td>Title:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Review:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Performance in Alignment with Success Markers, Core Products, and Individual Goals

<table>
<thead>
<tr>
<th>Goals</th>
<th>Comments to Support Rating</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individual Goal relating to Two Year Success Marker</td>
<td>Insert Comments</td>
<td></td>
</tr>
<tr>
<td>Individual Goal relating to Two Year Success Marker</td>
<td>Insert Comments</td>
<td></td>
</tr>
<tr>
<td>Individual Goal relating to Core Product</td>
<td>Insert Comments</td>
<td></td>
</tr>
<tr>
<td>Individual Goal relating to Area of Responsibility OR Core Product</td>
<td>Insert Comments</td>
<td></td>
</tr>
<tr>
<td>Individual Goal relating to Area of Responsibility OR Core Product</td>
<td>Insert Comments</td>
<td></td>
</tr>
</tbody>
</table>

**Total Results-Based Rating Score**

## Embodiment of Organizational Values

<table>
<thead>
<tr>
<th>Broward MPO’s Values</th>
<th>Comments to Support Rating</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>We provide responsibility and the authority to deliver.</td>
<td>Insert Comments</td>
<td></td>
</tr>
<tr>
<td>We deliver what we commit to.</td>
<td>Insert Comments</td>
<td></td>
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<td>We are aware of our own limitations and support each other in our path of continuous improvement.</td>
<td>Insert Comments</td>
<td></td>
</tr>
<tr>
<td>We champion the organization and our colleagues over self.</td>
<td>Insert Comments</td>
<td></td>
</tr>
</tbody>
</table>

**Total Values Rating Score**

**Average Values Rating Score**
Contact Us

Greg Stuart
Executive Director, Broward MPO
(954) 876-0034
stuartg@browardmpo.org
@MPOGreg

Lyndsey Scofield
Senior Consultant, TransPro
(203) 536-8096
lyndsey@transproconsulting.com
@scofe