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Performance Based Planning/Scenario Planning

MAKING PERFORMANCE MANAGEMENT REAL AND RELEVANT TO JOHN AND JANE Q PUBLIC

Evan Enarson  
Cambridge Systematics 999 18th Street, Denver CO 80202  
303 357 4663  
eenarson@camsys.com

With the performance management requirements of MAP-21, many transportation agencies are beginning to develop performance-based approaches to programming, resource allocation, and planning. Traditionally, these processes are often developed from the top-down with relatively little direct public involvement in decision-making. Public and stakeholder input is often limited to broad themes, such as regional goals and priorities, while decisions on investment levels, performance, and project selection criteria are made by technical and policy committees. Sometimes internal decision processes can appear to be black boxes, though they have a direct impact on what investments are made in a region.

Spokane Regional Transportation Council (SRTC) recently developed a performance management approach for the Spokane region. A core outcome of this effort was comprehensive outreach and engagement with stakeholders to make performance management real and relevant. SRTC used a variety of techniques to communicate and educate to help stakeholders understand how regional and local decisions would be impacted and to involve stakeholders directly in creating performance processes, measures, and decision tools.

Spokane's stakeholder group included local governments, transit, health, economic development, bicycle and pedestrian, state DOT, and other interests. Through interactive workshops, surveys, meetings, interactive performance webtools and iPads, and learning exercises, SRTC enabled stakeholders to make first round decisions on what performance measures should be tracked, how performance programming should be approached, and what investment levels and regional performance targets should be adopted by the region.

This session provides an overview of SRTC's major activities and approaches as well as lessons learned. The highlights SRTC's of approach to engaging stakeholders and the public in establishing measures, setting targets, and communicating financial needs and constraints in a performance-based world can be applied to other regions.