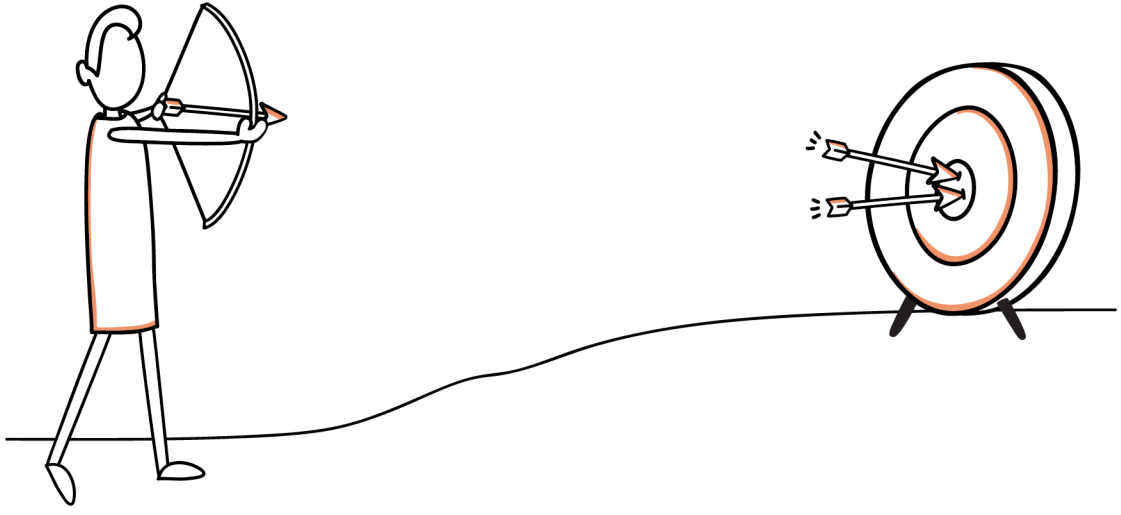
Making Targets Matter

Managing Performance to Enhance Decision-Making

NCHRP Project 02 -27
Report 993



Peer Exchange Participant Survey Results

10/14/2022 - 12/10/2022

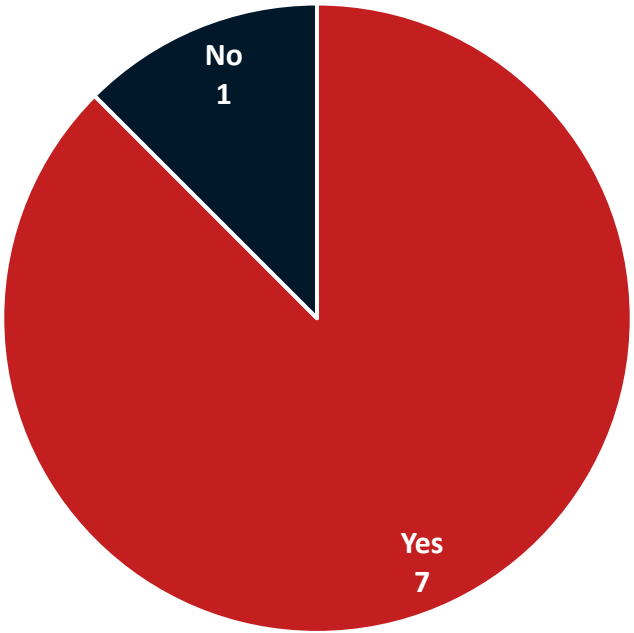
HIGH STREET

Survey Overview

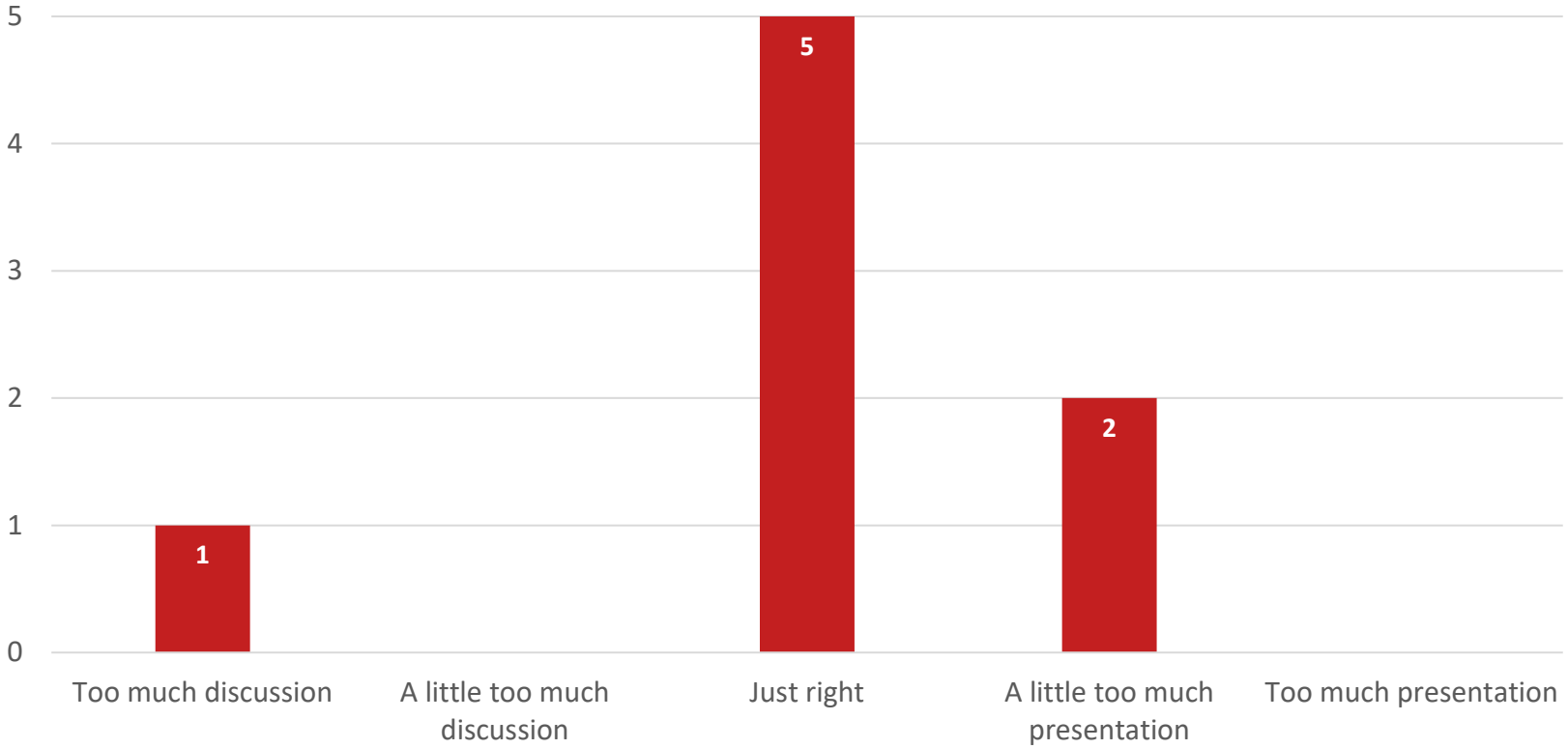
After each of the first three peer exchanges, the team sent a post-event survey to all participants. This report aggregates and analyzes their responses.

Peer Exchange	Number of Participants	Number of Survey Responses
Phoenix	8	3
Baltimore	8	2
Webinar	32	3

Have you downloaded a copy of the Making Targets Matter guide?

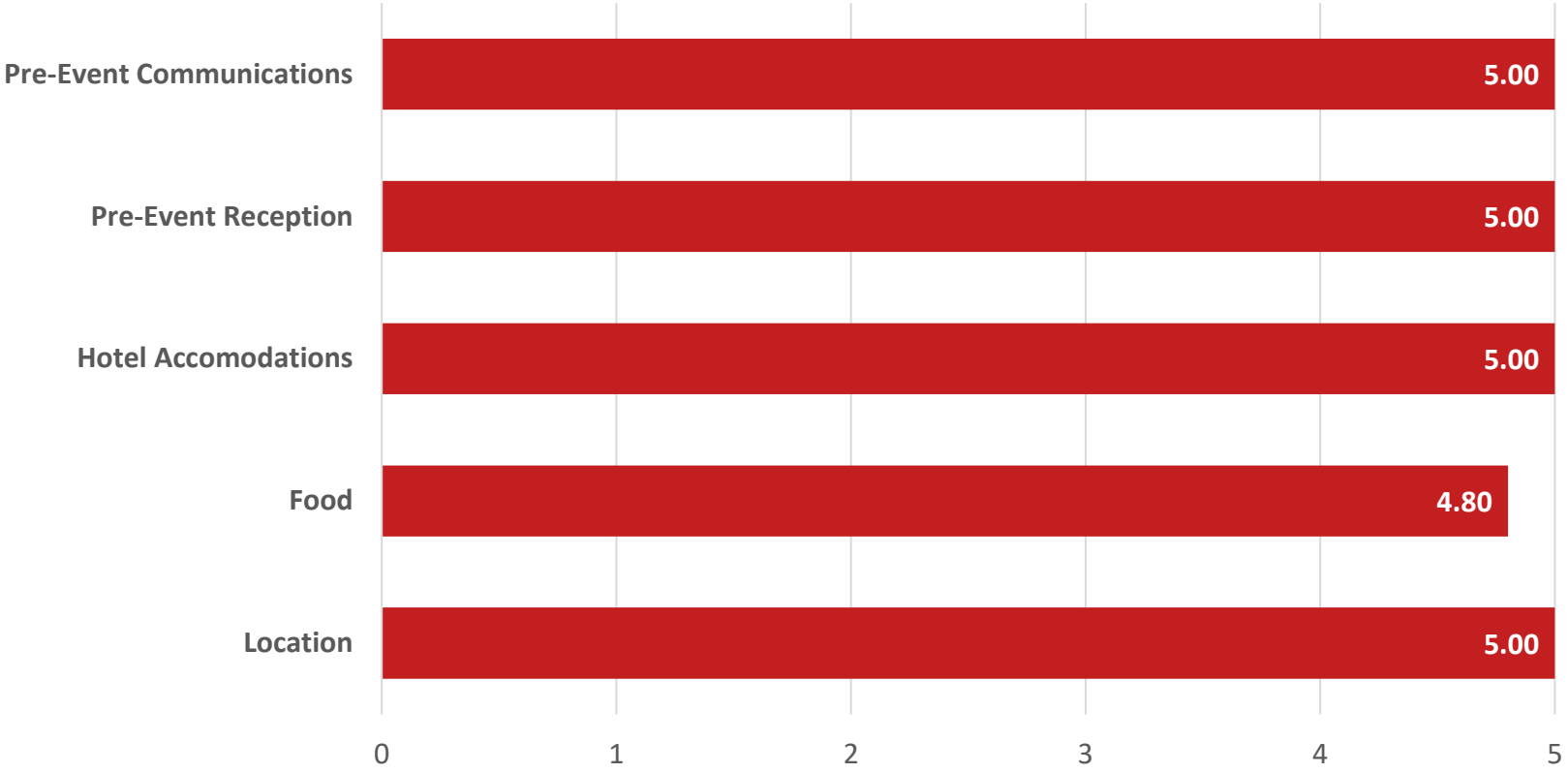


How was the balance between presentations and discussion?



Event Ratings – Logistics

5 is Best



Comments on Logistics

“Perhaps share the slides and discussion questions in advance so people feel ready to respond.”

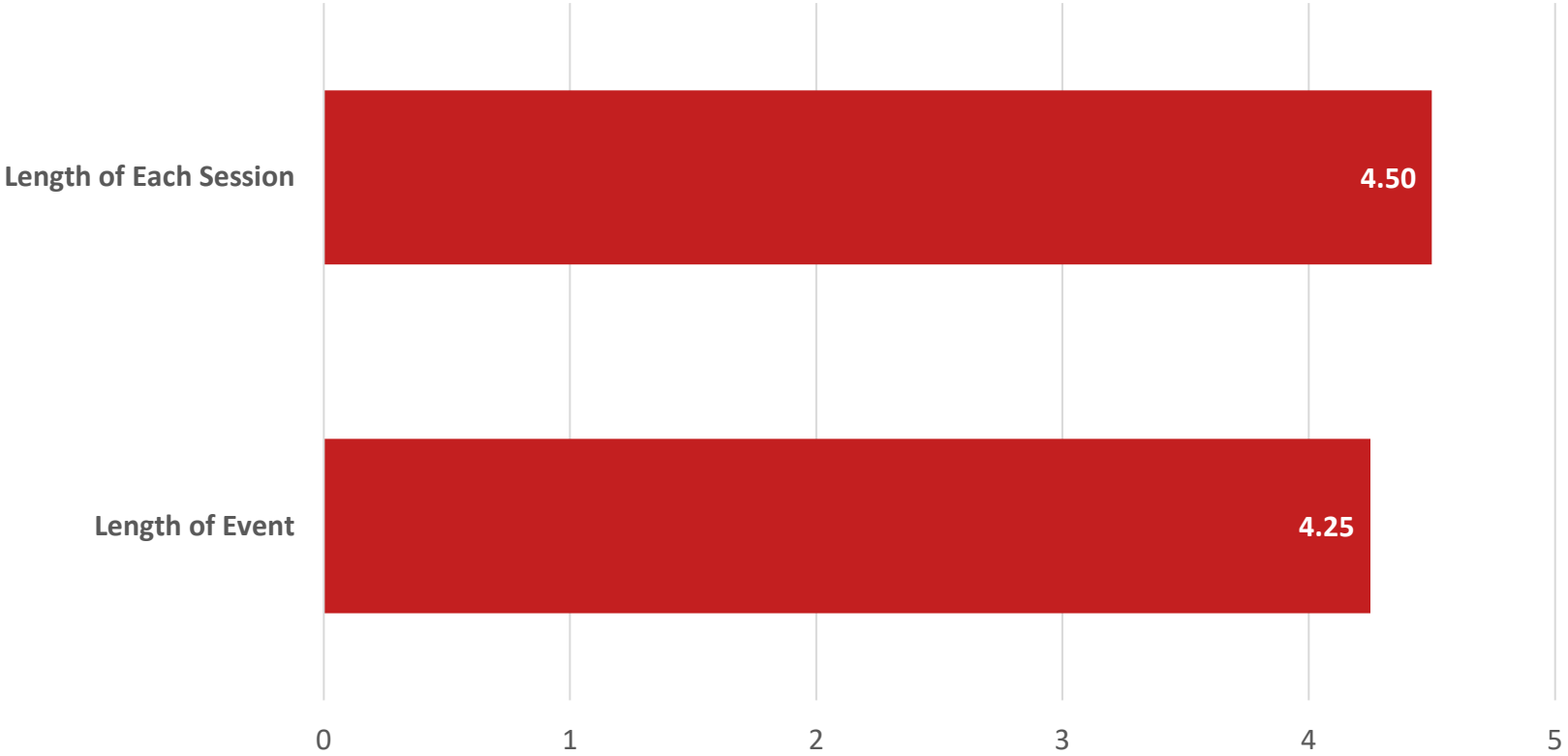
“I found many of the participant presentation slides hard to read. Please review the peer presentations beforehand or provide minimum font size guidelines.”

“Sometimes virtual events can be a bit challenging anticipating who will speak. Using the "raise hand" function can help identify a queue.”

“It would be great to have a compendium of performance measures (e.g., resiliency, equity, safety, infrastructure condition).”

Event Ratings – Length

5 is Best



Comments on Event Length

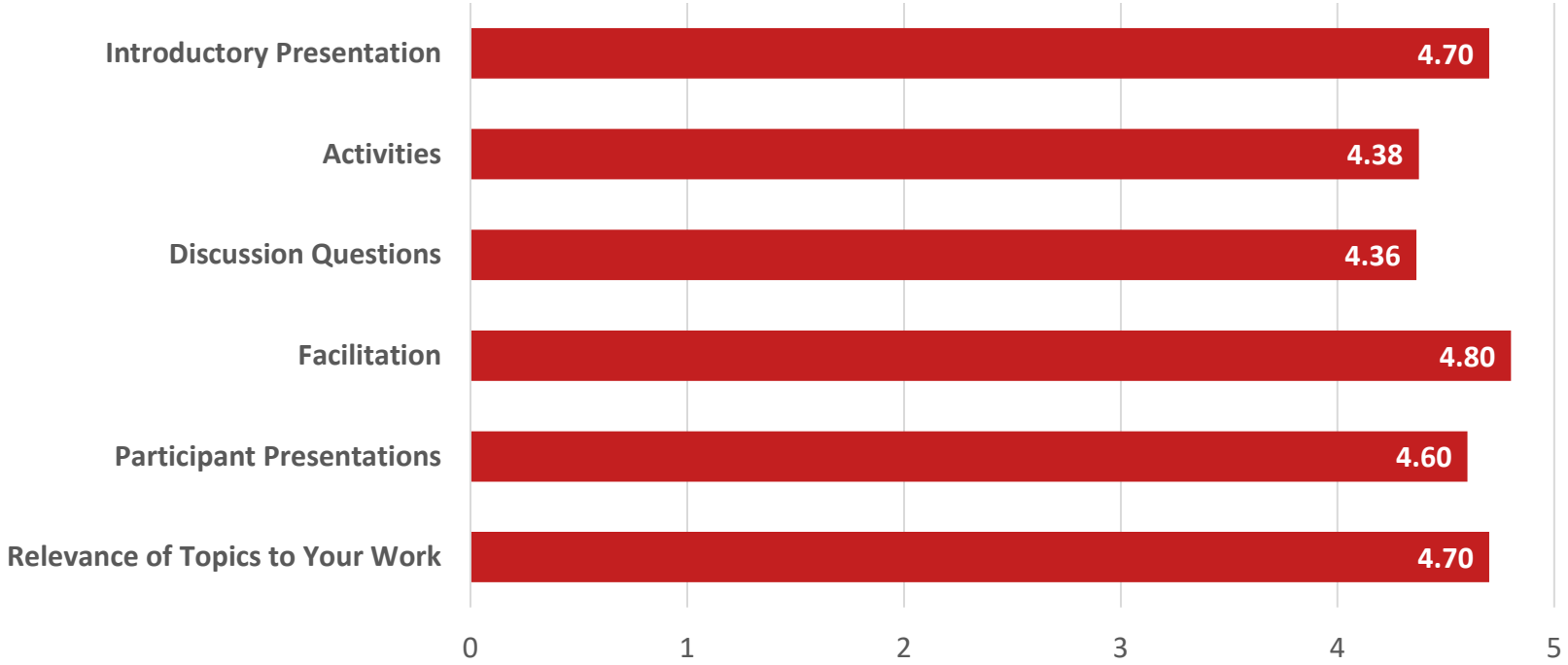
“It seems like it should have been a longer event. We sped through the material very quickly and I didn't really have time to process the material.”

“I honestly think it could have benefited from a little more time. We could have dug into some of the information a little deeper.”

“We didn't really spend any time talking about performance assessment. The presentation in that section was all about data modeling, and we didn't have any time afterwards to talk about the performance assessment piece.”

Event Ratings – Content

5 is best



Which presentation or discussion topics were particularly relevant or informative?

"All presentations were relevant but different enough to show the spectrum of the topic and agency maturity levels."

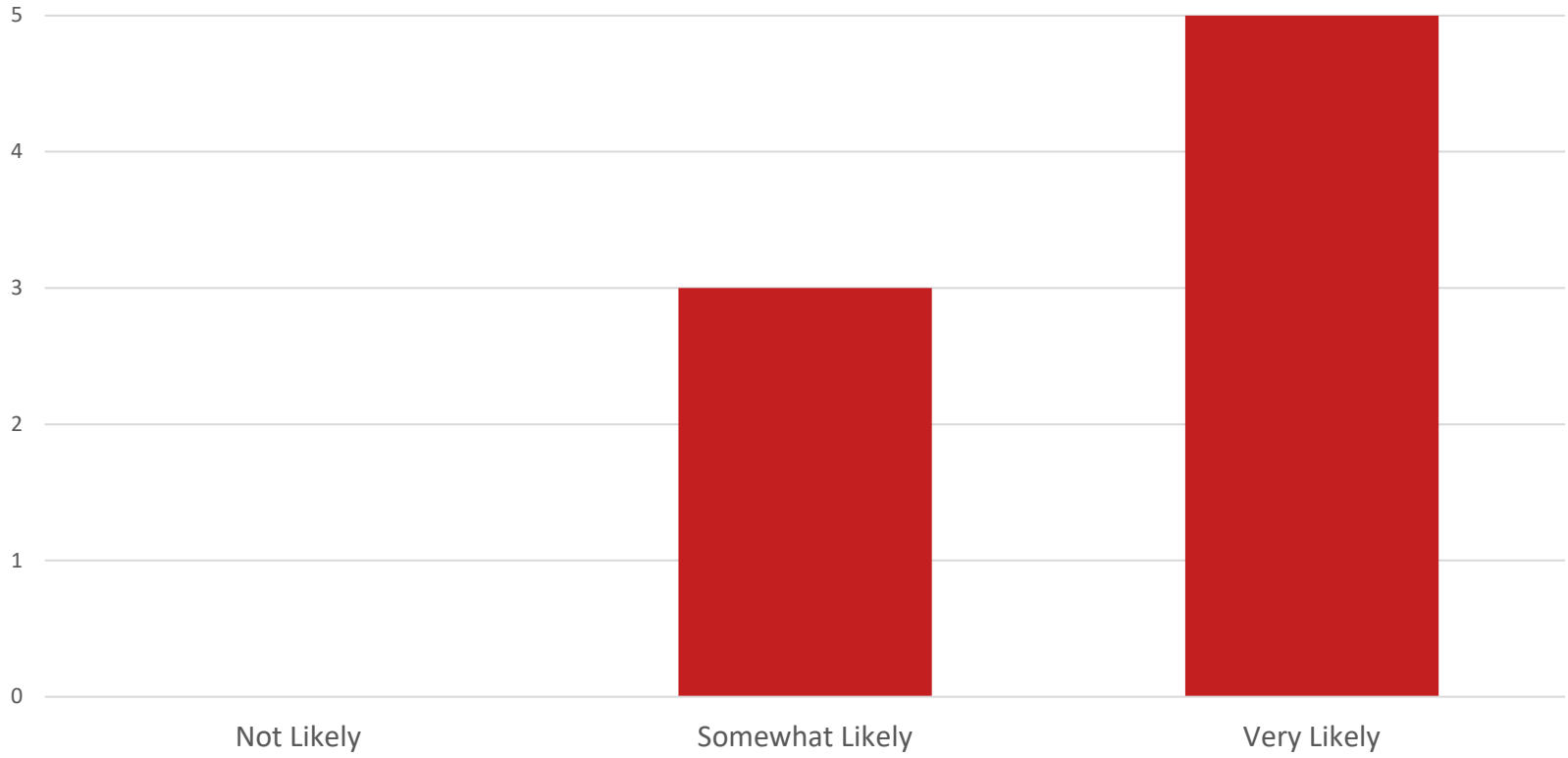
"One MPO did a great job presenting the measures they used as part of transportation project evaluation."

"I really liked the videos. They are going to be extremely useful."

"I found the opening presentation the most helpful. Most of the peer presentations didn't seem particularly targeted toward this audience (i.e., too dense, in the weeds)."

"I liked when we talked about how states are connecting their measures to the workers and how they are sharing the message."

How likely are you to apply the concepts from Making Targets Matter into your work?



Was there a topic you wished had been featured or discussed?

“Perhaps more discussions on the data behind the performance measures (i.e., what they are and are not measuring).”

“Maybe have an expert in how to speak truth to power?”

“I would have liked to learn from State DOTs with advanced measures that are linked to federal measures.”

"I wish we had a few states talk about what they do well and come with a few slides to present on them."

“Perhaps another event could take a deeper dive into some of the performance measure data challenges in setting the targets and and discuss forces outside DOT or MPO control (e.g., COVID-19 that affects travel patterns and the resulting impacts on targets).”

“It might have been interesting if we could have done a non-attributional presentation of some of our individual experiences.”

Closing Thoughts

"Hearing the [participant] presentations was awesome. Knowing that others are making discoveries inspires me to do the same."

"Great content and discussions"

"Thanks for the opportunity to join! I have already connected with attendees from other MPOs."

"Just the right number of participants to encourage participation by all. Good work managing conversation to keep it relevant to all attendees."

"Excellent job facilitating, always bringing in new people or referencing the chat."