IOWA DEPARTMENT OF TRANSPORTATION

PERFORMANCE REPORT

Performance Results Achieved for Fiscal Year 2023

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INTRODUCTION

Purpose: I am pleased to present the Iowa Department of Transportation's Performance Report for Fiscal Year 2023. This report summarizes the Iowa DOT's performance in carrying out its responsibilities of providing and preserving an adequate, safe, and efficient multimodal transportation system.

Scope: This report presents an overview of the department and a summary of progress on the FY 2023 Performance Plan results.

Summary

Core function and key agency services, products, and activities

The Iowa DOT monitors the performance of five core functions, which include seven services, products, and activities (SPA). In all, 48 measures are used to monitor the core functions and SPAs in the Iowa DOT's performance plan. (See Iowa DOT Performance Report – FY 2023, pages 1A-8A.) This report summarizes Iowa DOT performance based on 47 measures due to the unavailability of data for one of the 48 measures in the department's FY 2023 Performance Plan.

Overall, Iowa DOT's performance was good in FY 2023. Of the 47 measures being reported on in the Iowa DOT's performance plan, 29 measures (62 percent) met or exceeded their targets.

Of the 18 measures falling short, nine were within 5 percent of their target. This means 81 percent of Iowa DOT measures met or exceeded 95 percent of their preset target.

Performance measures monitoring the core functions of physical asset management and resource management showed the Iowa DOT did a good job managing resources. A total of 8 of the 11 measures (73 percent) met or exceeded their target. None of the three measures falling short were within 5 percent of their target. This means 73 percent of the measures within the physical asset management and resource management core functions met or exceeded 95 percent of their preset target.

Iowa DOT Performance Plan – targets met

Core function *SPA*	No. of measures	Targets met
Enforcement and investigation	1	1
Motor vehicle enforcement	5	3
Physical asset management	-	-
Vertical/Fixed-asset management	3	2
Regulation and compliance	-	-
Driver services	4	4
Resource management	4	3
Information technology	3	2
Financial/Human resource management	1	1
Transportation systems	1	1
Highway management	11	7
Modal/Planning functions management	14	5
Totals	**47**	**29**

The core function and SPA measures within the transportation systems' core function indicated fair

performance. A total of 13 of the 26 (50 percent) core function and SPA measures met or exceeded their predetermined target. Overall, nine of the 13 measures falling short were within 5 percent of their target. This means 85 percent of the measures within the transportation systems' core function met or exceeded 95 percent of their preset target.

Of the nine measures more than 5 percent below target, two measures tracked utilization of various modes of transportation (air, rail, and waterway) and were influenced by economic conditions.

Performance measures monitoring the core functions of enforcement and investigation, and regulation and compliance showed good performance. A total of eight of the ten (80 percent) core function and SPA measures met or exceeded their predetermined targets. Of the two measures falling short, both were more than 5 percent from their targets.

This means 80 percent of the measures within the enforcement and investigation, and regulation and compliance core functions met or exceeded 95 percent of their preset target.

The Iowa DOT oversees one of the state's largest assets, Iowa's multimodal transportation system. This system provides the mobility needed to deliver goods, provide services, supply health care, support and grow the economy, and connect with family and friends.

It is through the work of our dedicated staff that the Iowa DOT fulfills its mission of making "*Making lives better through transportation.*" I am pleased to report on our performance.

Sincerely,

Scott Marler, Director
Iowa Department of Transportation

AGENCY OVERVIEW

The Iowa DOT's purpose is to deliver transportation services to Iowans. We achieve this by effectively implementing our vision, mission, and values, as well as using well-designed strategic and performance plans.

Vision: "Safest, Smartest, Made to Last."

Mission: "Making lives better through transportation."

Core Values: Iowa DOT employees will demonstrate:

- **Safety First** – The safety, security, and well-being of staff, travelers, and customers is of utmost importance.

- **People Matter** – We are committed to diversity, respect, listening well, and engaging all in meaningful ways.

- **Customer Focused** – We are committed to consistently providing high-quality service for our external and internal customers.

- **Servant Leadership** – To always follow through with serving the public and each other.

- **Integrity Without Exception** – We foster a culture of respect, honesty, and commitment.

Business Plan: The DOT's 2021-2025 Business Plan is the vehicle through which the Executive Leadership Team identifies annual objectives and efforts to focus attention on the department's Five-year Priority Goals:
- Improve Transportation System Safety & Performance
- Improve Customer Service
- Advance Workforce for Future Challenges and Opportunities

- Secure Stable & Sustainable Funding
- Grow Innovation

The Iowa DOT continued its employee engagement efforts in FY 2023, with a fifth-round survey and team conversations. The program, which includes "champions" to support managers and supervisors, is in the midst of planning a sixth round, scheduled for October 2023.

Core functions

In FY 2023, the Iowa DOT's Performance Plan consisted of the following core functions.
- Transportation systems
- Enforcement and investigation
- Regulation and compliance
- Physical asset management
- Resource management

Key services, products, and/or activities

The Iowa DOT has eight key services, products, and activities aligned under two categories: line of business and support.

Line of business key services, products, and activities include:

- *Motor vehicle enforcement.* Enforce commercial vehicle laws and investigate motor vehicle law violations.

- *Driver and identification services.* License, register, and permit all users of the highway system, and maintain a state system of identity.

- *Highway management.* Develop, design, construct, and maintain state

roadways and bridges, and oversee system operation.

- *Modal/Planning functions management.* Administer modal (air, rail, transit, water, bicycle, and pedestrian) transportation programs.

Support key services, products, and activities include:

- *Vertical/Fixed-asset management.* Provide management of department facilities.
- *Information technology.* Provide automation support, application development, and radio/data/ telephone infrastructures in support of transportation activities.
- *Financial/Human resource management:* Provide financial and human resource services.
- *Organizational Improvement:* Provide support in the improvement of data utilization and organizational performance.

Agency customers and stakeholders

The Iowa DOT's key customer groups and stakeholders are the residents of Iowa, business owners, local governments, other jurisdictions, commercial carriers, and the traveling public. All customer groups desire a safe, reliable, accessible, and economical transportation system, and easy and speedy transportation service delivery.

The Iowa DOT is responsible for providing and preserving an adequate, safe, and efficient multimodal transportation system.
The Iowa DOT's main services include:

- Oversight of highway, aviation, rail, water, bicycle, pedestrian, and public transit services and programs.
- Motor vehicle driver licensing, and personal identification.

- Enforcement of commercial vehicle laws and rules.
- Interstate credentialing for commercial carriers.
- Providing transportation expertise to other jurisdictions.

While the state's highway transportation system – consisting of U.S., state and interstate roadways, bridges, and interchanges – is considered the Iowa DOT's primary product, the Iowa DOT also provides administrative services for products such as grants, permits, and licenses.

Delivery mechanisms used to provide services, products, and information to customers

The main products and services are developed, designed, and managed by in-house and external resources. Contracting for services and multijurisdictional partnering play an important role in the provision of Iowa DOT products and services to customers. Delivery mechanisms used by the Iowa DOT include direct staff interaction; contractors and consultants; and partnerships with others, including trade organizations, local jurisdictions, and other state and federal agencies.

The Iowa DOT uses several avenues to deliver services and products to customers and stakeholders.

The Transportation Development Division combined what was previously the Project Development and the Planning, Programming and Modal divisions, along with the Research and Analytics Bureau from the former Strategic Performance Division.

The Project Delivery portion of the Transportation Development Division, under the division's deputy director, consists of the bureaus of Location &

Environment, Right of Way, Design, Bridges & Structures, Contracts, Local Systems, and Project Management. The responsibilities of these areas include all aspects connected to the development and design of transportation projects.

The remaining bureaus of Modal Transportation, Systems Planning, Program Management, and Research and Analytics report to the Transportation Development Division Director. These bureaus have responsibilities which include overseeing modal programs and grants, creation of short- and long-range transportation plans, development of the department's program of projects, data integration/analytics, and transportation-related research.

The Iowa DOT also has employees across the state, organized into six districts. The Field Operations Division consists of these six districts, headed by the Iowa DOT's Chief Engineer. Each district office is staffed to communicate with and provide products and services directly to local customers and stakeholders.

A system of garages, with smaller garages grouped into "circles" for supervision, in each of the districts is responsible for the day-to-day maintenance of the system. In addition, these garages are responsible for winter operations (plowing, anti-icing treatment, etc.) on the state-owned system.

The Systems Operations Division consists of the Bureaus of Traffic & Safety, Traffic Operations, Construction and Materials, Maintenance, Motor Vehicle Enforcement, and the TraCS business unit. This division's primary focus is the safe operation of the state's transportation systems.

The Traffic & Safety Bureau's focus is keeping Iowa's transportation systems safe. Utilizing data, best practices, and partnerships, the bureau oversees the research, design and implementation of safety engineering policies and practices identified in Iowa's Strategic Highway Safety Plan.

The Traffic Operations Bureau's focus is the enhancement of flow and traveler safety on the state's transportation system utilizing continued innovation and adoption of best practice. Work includes management of the statewide Traffic Management Center and Highway Helper program.

The Construction & Materials Bureau's primary responsibility is support in verifying the quality of work done to maintain and enhance the state's transportation system. Work includes verification of material quality and specifications and providing support for construction inspectors monitoring projects.

The Maintenance Bureau supports and provides statewide direction for maintenance activities completed by Iowa DOT and contract forces. Services provided include snow and ice control, maintenance information management systems, rest area administration, and road weather information systems.

The Motor Vehicle Enforcement Bureau is the Iowa DOT's law enforcement unit dedicated to highway safety. The bureau's focus on commercial motor vehicles is to serve and protect the public by patrolling Iowa's highways, conducting vehicle and driver safety inspections, and operating the state's system of weigh station facilities.

The Motor Vehicle Division consists of the Bureau of Investigation & Identity Protection, Customer Services, Central

Programs, Systems & Administration, and Compliance & Policy.

The Customer Services Bureau provides services for approximately 3.2 million active customers and is responsible for persons with disability parking products, authorizing specialty and official license plate applications, bonded title applications, and providing driver licensing and identification services at 18 locations throughout the state. The bureau is also responsible to serve independent and corporate carrier companies with required state and federal titling and registration requirements, route over-dimension vehicles on Iowa's primary and interstate highways, and administer fuel tax and unified carrier registration for Iowa-based carriers. The Customer Service Bureau also supports 82 county treasurers that provide driver license and identification services as agents of the department.

The Central Programs Bureau has responsibility for supporting and insuring compliance with state and federal programs, working closely with counties on driver- and vehicle-related functions and programs.

The Systems and Administration Bureau provides support for Motor Vehicle Division back-office operations, including business systems support, driver & vehicle records, motor carrier audits, and support services. The bureau supports the registration and titling of approximately 4.6 million vehicles.

The Investigations and Identification Protection Bureau focuses on identity and vehicle theft and fraud.

Public relations and responding to citizen and stakeholder questions and concerns are important services provided by the Iowa DOT to the citizens of Iowa. Many Iowa DOT staff are fully engaged in meeting and working with the public. Some of the key ways this is accomplished are:

- Participating in metropolitan planning organizations, regional planning affiliations, and city and county government associations.
- Participating in numerous advisory councils.
- Holding project public information meetings.
- Conducting Iowa Transportation Commission tours and public input meetings held throughout the state each year.

The Iowa DOT continues to automate its services by including more online access to forms, applications, and information. Customers and stakeholders can access these forms, applications, and information via the department's website www.iowadot.gov.

The Iowa DOT continues to enhance online efforts to provide information of interest to the public. Examples include web pages focused on winter driving (which provides information about road conditions, snowplow locations, actual weather and traffic conditions via traffic cameras and winter driving tips) and department performance.

The Iowa DOT's state-wide Traffic Management Center (TMC) is a 24/7 center located in the Motor Vehicle Division building in Ankeny. Operators in the TMC proactively monitor the transportation system for disruptions in traffic flow and coordinate with partners to address any situations. The TMC operators collect and input data into tools that the public can use to make safer travel decisions. Some of these tools include the 511 system, social

media, and dynamic message signs to provide timely and accurate information to the public.

Delivery mechanisms used to provide support services, products, and information

The Administrative Services Division consists of the bureaus of Employee Services, Finance, Support Services, and Budget & Business Systems. The division's responsibilities include providing human resources, finance, facility and infrastructure, and budget services.

The Information Technology Division consists of the bureaus of Communication Technology, Customer Support, Systems Support, Network & Cybersecurity, and Project & Vendor Management. In addition, direct support of divisions is handled through support bureaus for the various division.

The IT Division's responsibilities include providing department and unit-level technology-related support and services. This includes the monitoring and evaluation of hardware, software, and technology-related services.

Under both centralized and district management, Iowa DOT functions associated with highway planning, development, construction, and maintenance are organized into districts across the state. This structure allows for more immediate and tailored responses to operational issues and customer needs at a regional level while maintaining a departmental focus. Functions associated with driver's license and identification services and motor carrier regulation enforcement are also administered and supervised centrally, but staff are located in the field for service delivery.

Organizational structure

The Iowa DOT director reports directly to the governor. The Iowa DOT lines of authority and reporting flow from the governor to the Iowa DOT director, to the DOT chief operating officer, to the Iowa DOT division directors, to managers/supervisors, and to Iowa DOT employees.

A seven-member Iowa Transportation Commission, appointed by the Governor, approves the Iowa Five-Year Transportation Improvement Program and makes general transportation investment decisions for the Iowa DOT, but has no oversight or authority on day-to-day operations.

The DOT's Director oversees those working on government and community relations as well as strategic communications. The staff in these work units are responsible for policy development/review and internal/external communication, including the Iowa DOT's website.

The reorganization in FY 2021 saw the addition of a chief operating officer who reports directly to the Iowa DOT's director. The department's six division directors all report to the chief operating officer.

The chief operating officer is responsible for overseeing the day-to-day operational issues of the department. In addition, the Civil Rights Bureau and a unit focused on organizational improvement also report to the chief operating officer. These staff are responsible for civil rights education, training, and reporting, as well as organizational planning, process improvement, and Accountable Government Act reporting.

Also included in the organizational structure, with a nonsupervisory

reporting relationship to the Iowa DOT director, is the Office of General Counsel whose staff are employees of the Office of the Attorney General's Office.

Number of staff
At the end of FY2023, there were 2,520 permanent employees at the Iowa DOT. This is 60 lower than the 2,580 reported at the end of FY2022. Of the 2,520 number, 206 were supervisory, 254 were non-supervisory/non-contract positions, and 2,060 were contract positions.

Locations
Iowa DOT maintains more than 300 locations in 85 counties, including driver license and identification service centers, construction offices, and other facilities such as highway maintenance facilities, district offices, fixed-site scale stations, and rest areas.

Budget
The Iowa DOT's budget dollars are provided through legislative appropriations by two funding streams: the Road Use Tax Fund (13 percent of budget) and the Primary Road Fund (87 percent of budget).

PERFORMANCE PLAN RESULTS

CORE FUNCTION

Name: Enforcement and investigation

Description: Enhance the safety and well-being of the public through the enforcement of state and federal laws

Why we are doing this: The goal is to reduce the number and severity of commercial vehicle crashes.

What we're doing to achieve results: Concentrate commercial motor vehicle enforcement efforts on vehicle safety and driver deficiencies to remove unsafe commercial vehicles and unqualified or impaired drivers from operating on our roadways.

Results

Performance measure:
The number of commercial vehicle safety inspections.

Performance target:
The current performance target is 42,970.

Number of Commercial Vehicle Safety Inspections

FFY 2020: 38,204 (Actual) / 52,620 (Target)
FFY 2021: 42,903 (Actual) / 42,070 (Target)
FFY 2022: 42,793 (Actual) / 39,970 (Target)
FFY 2023: 40,330 (Actual) / 42,970 (Target)
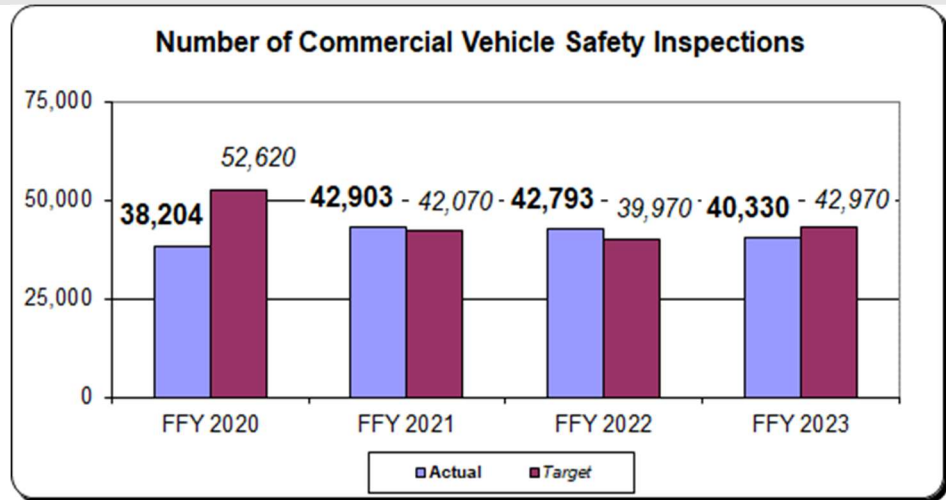
What was achieved: The Iowa DOT fell short of its performance target. A total of 40,330 commercial vehicles and drivers were inspected by enforcement officers at fixed-site weigh stations and while on roving patrol. Performance was 93.9 percent of the target.

Data sources: Iowa DOT TraCS and SafetyNet, and Motor Vehicle Enforcement records

Resources: MCSAP Grant

CORE FUNCTION

Name: Resource management

Description: Support the regular and comprehensive evaluation of the department's workforce.

Why we are doing this: The Iowa DOT is committed to maintaining this important connection between supervisors and employees.

What we're doing to achieve results: The Iowa DOT is working with its supervisors and managers to ensure they have the training and resources to be successful in this effort.

Results

Performance measure:
The percent of Individual Performance Plan Evaluations that were current as of June 30, 2022.

Performance target:
The current performance target is 98 percent.

Percent of Employee Evaluations (IPPEs)
Current as of End of Fiscal Year

	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Actual	95.0%	72.6%	92.4%	90.6%	94.1%
Target	98.0%	98.0%	98.0%	98.0%	98.0%
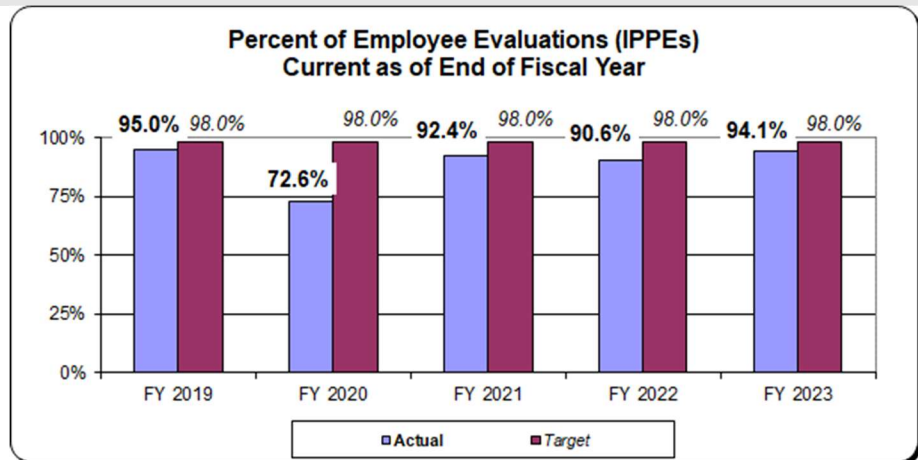
What was achieved: The Iowa DOT fell short of its performance target. A total of 94.1 percent of Individual Performance Plan Evaluations (IPPEs) were completed. Performance was 96.0 percent of the target.

Data Sources: Iowa DOT's Administrative Services Division records

Resources: Funding sources are Road Use Tax Fund and Primary Road Fund

CORE FUNCTION

Name: Transportation systems

Description: Build and maintain the state highway system to ensure public safety and to meet the various needs of Iowans. This includes the following key activities highway maintenance, construction, planning, design, and research. The Iowa DOT also has administrative oversight and/or provides support for rail, water, transit, and air transportation systems.

Why we are doing this: Transportation systems are the key element of the Iowa DOT's mission: "Making lives better through transportation."

What we're doing to achieve results: The Iowa DOT continually monitors multiple performance measures to ensure that Iowans are provided with a safe and efficient multimodal transportation system. By monitoring these measures, the Iowa DOT can shift emphasis as needed to meet goals and objectives.
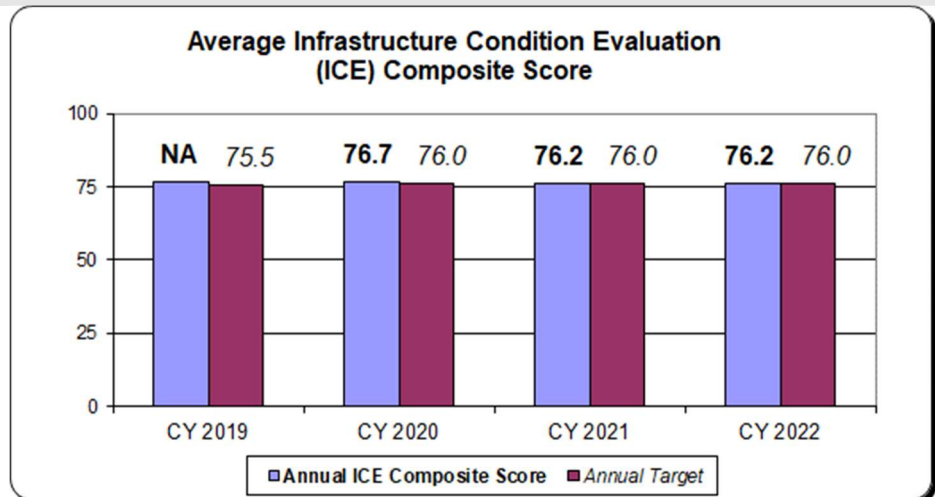
Results

Performance Measure:
Average Infrastructure Condition Evaluation (ICE) Composite Score

Performance target:
The current performance target is 76.0.

Average Infrastructure Condition Evaluation (ICE) Composite Score

	CY 2019	CY 2020	CY 2021	CY 2022
Annual ICE Composite Score	NA	76.7	76.2	76.2
Annual Target	75.5	76.0	76.0	76.0

What was achieved: The Iowa DOT met its performance target. The average Infrastructure Condition Evaluation (ICE) composite score is a measure started in 2016. ICE composite score incorporates seven criteria and is a measure of a highway's structural and service condition.

Criteria include annual average daily traffic (passenger vehicle count, single-unit truck count, combination semi-truck count), congestion index value; international roughness index (IRI), pavement condition index (PCI) rating; and bridge condition index (BCI) rating.

Data sources: Iowa DOT records of traffic, pavement condition, pavement geometrics, and bridge condition

Resources: Funding sources are Road Use Tax Fund and Primary Road Fund

SERVICES/PRODUCTS/ACTIVITIES

Name: Highway management

Description: Develop, design, construct, and maintain state roadways and bridges

Why we are doing this: These measures ensure the Iowa DOT and Iowans of the care and effective response Iowa DOT gives to the highway system.

What we're doing to achieve results: In addition to establishing effective schedules and maintaining a very qualified staff, the Iowa DOT uses several reporting mechanisms to measure performance.
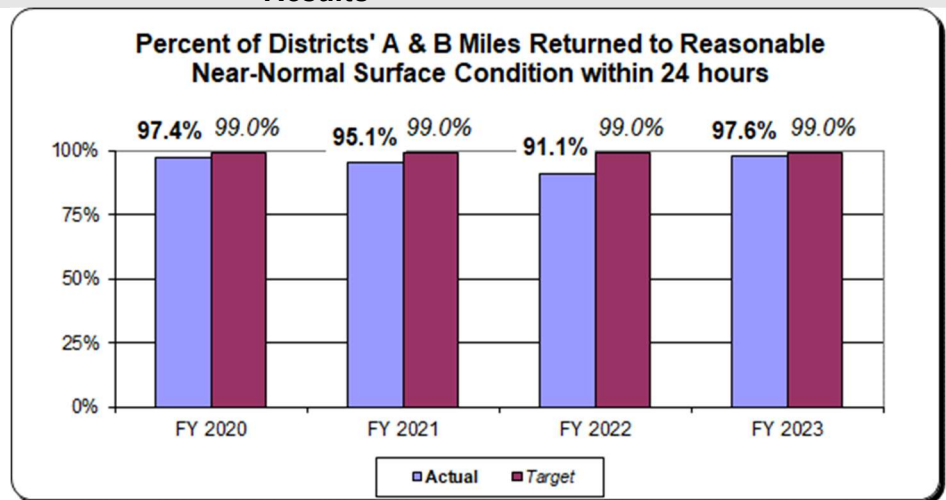
Performance measure:
The overall annual percent of all districts' A and B highway miles returned to a reasonable, near-normal surface condition within 24 hours from the end of a winter storm.

Performance target:
The current performance target is 99 percent.

Results

Percent of Districts' A & B Miles Returned to Reasonable Near-Normal Surface Condition within 24 hours

	Actual	Target
FY 2020	97.4%	99.0%
FY 2021	95.1%	99.0%
FY 2022	91.1%	99.0%
FY 2023	97.6%	99.0%

What was achieved: The Iowa DOT did not meet its performance target. A total of 97.6 percent of A- and B-level roads were returned to reasonable condition within 24 hours. Performance was 98.6 percent of the target. The target applies to performance of returning approximately 15,000 lane miles of A- and B-level roadways to a reasonable, near-normal condition within 24 hours of the end of the storm for all storms during the winter reporting period.

Data sources: Iowa DOT's Maintenance Bureau records collected from each state maintenance garage through an online daily report and analyzed centrally for compilation of statewide status

Resources: Funding source is Primary Road Fund

SERVICES/PRODUCTS/ACTIVITIES

Name: Highway management

Description: Develop, design, construct, and maintain state roadways and bridges

Why we are doing this: These measures ensure the Iowa DOT and Iowans of the care and effective response Iowa DOT gives to the highway system.

The Iowa DOT is investing in paved shoulders to address safety needs regarding lane departure crashes (i.e., run off the road crashes), reduce maintenance (edge rut), and provide travel areas for non-motorized means of transportation.

What we're doing to achieve results: The Iowa DOT is investing in paved shoulders when we resurface or reconstruct a roadway and through separate projects. This investment is going into roadways with traffic volumes of more than 3,000 annual average daily traffic or where there is a known safety need.

Results

Performance measure:
The shoulder miles of new paved shoulders awarded for construction on the Primary Highway System.

Performance target:
The current performance target is 200 miles.

Miles of New Paved Shoulders Awarded for Construction on the Primary Highway System
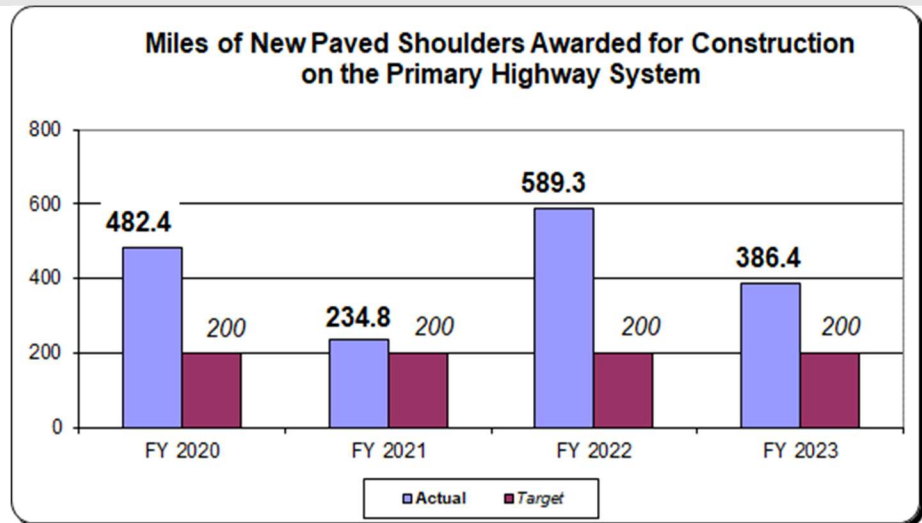
What was achieved: The Iowa DOT met its performance target. Performance was 193.2 percent of target.

Data sources: Iowa DOT's Transportation Development Division data

Resources: Funding source is Primary Road Fund

SERVICES/PRODUCTS/ACTIVITIES

Name: Highway management

Description: Develop, design, construct, and maintain state roadways and bridges

Why we are doing this: These measures assure the Iowa DOT and all Iowans of the care and effective response Iowa DOT gives to the highway system.

What we're doing to achieve results: In addition to establishing effective schedules and maintaining a very qualified staff, the Iowa DOT uses several reporting mechanisms to measure its performance.

	Results

Performance measure:
Percent of Interstate lane miles below the Pavement Condition Index (PCI) cutoff.

Performance target:
The current performance target is 5 percent.

Percent of Interstate Lane Miles Below PCI cutoff.

	CY 2018	CY 2019	CY 2020	CY 2021	CY 2022
Value	1.0%	0.4%	1.6%	1.5%	1.5%
Target	5.0%	5.0%	5.0%	5.0%	5.0%

What was achieved: The Iowa DOT met its performance target.

Data sources: Iowa DOT's Transportation Development Division records

Resources: Funding source is Primary Road Fund

SERVICES/PRODUCTS/ACTIVITIES

Name: Highway management

Description: Develop, design, construct, and maintain state roadways and bridges

Why we are doing this: These measures assure the Iowa DOT and all Iowans of the care and effective response Iowa DOT gives to the highway system.

What we're doing to achieve results: In addition to establishing effective schedules and maintaining a very qualified staff, the Iowa DOT uses several reporting mechanisms to measure its performance.
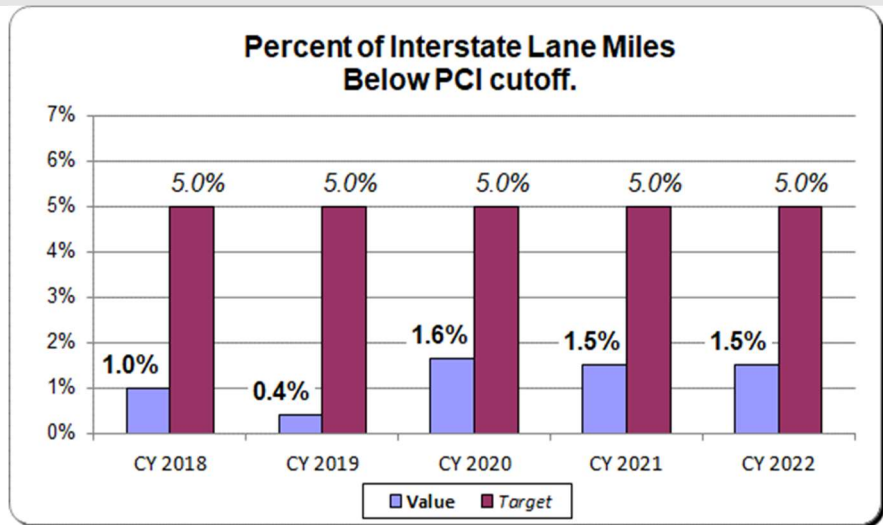
Results

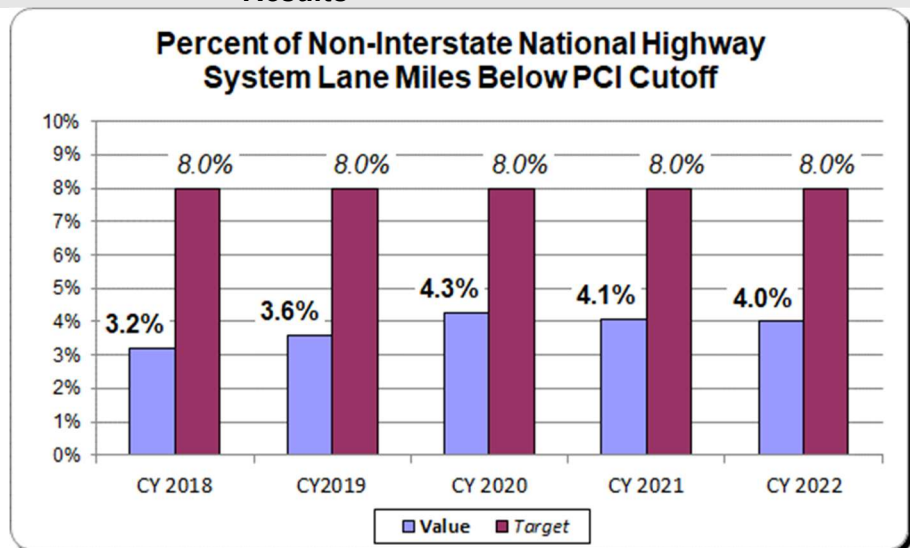*Performance measure:*
Percent of non-Interstate National Highway System lane miles below the Pavement Condition Index (PCI) cutoff.

Performance target:
The current performance target is 8 percent.

What was achieved: The Iowa DOT met its performance target.

Data sources: Iowa DOT's Transportation Development Division records

Resources: Funding source is Primary Road Fund

SERVICES/PRODUCTS/ACTIVITIES

Name: Modal/Planning functions management

Description: Manage transportation grant programs and develop long-range plans and five-year transportation improvement programs.

Why we are doing this: The purpose of this SPA is to assure the citizens of Iowa have adequate access to a high-quality multimodal transportation system.

What we're doing to achieve results: The Iowa DOT continually monitors the performance of the multimodal transportation system and the level of access Iowans have to these systems. Part of the monitoring system is a feedback process to identify areas that require additional emphasis.

Results	
Performance measure: The percent of airports that meet at least 75 percent of the facility and service objectives for their functional role.	**Percent of Airports that Meet at Least 75 Percent of the Facility and Service Objectives for Their Functional Roles**

Performance measure:
The percent of airports that meet at least 75 percent of the facility and service objectives for their functional role.

Performance target:
The current performance target is 75 percent.
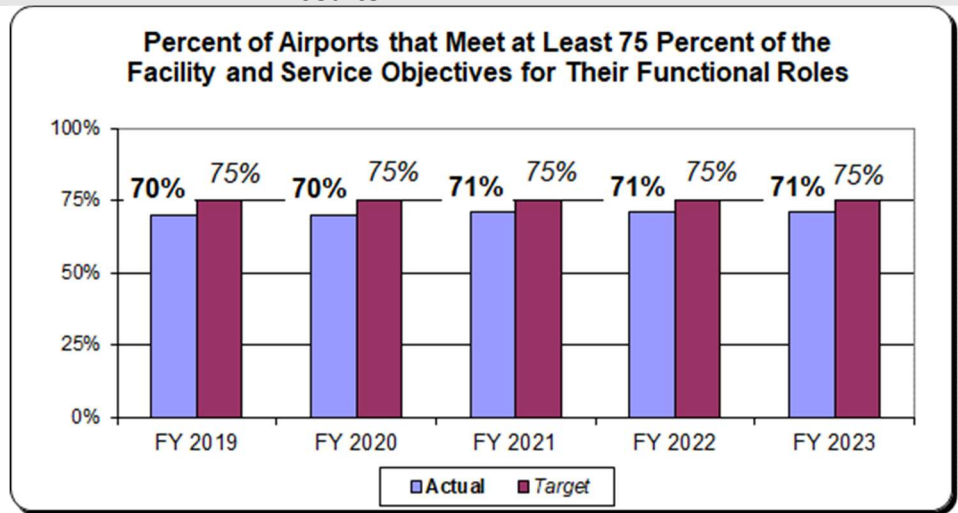
What was achieved: The percentage of airports meeting their performance target did not change from the previous year. Performance was 94.7 percent of the target. Facility and service objectives have been in effect since FY2011 and are used as a guide when funding decisions are made by airports, the Iowa DOT, and the Federal Aviation Administration (FAA). Based on planned programming and current availability of funds, this measure is expected to remain steady or slowly improve over time.

Data sources: Iowa DOT records and airport surveys.

Resources: Funding sources are FAA Airport Improvement Program, the Iowa DOT's State Aviation Program, and local investment. State funding comes from the State Aviation Fund and annual appropriations to the general aviation and commercial service vertical infrastructure programs.

SERVICES/PRODUCTS/ACTIVITIES

Name: Modal/Planning functions management

Description: Manage transportation grant programs and develop long-range plans and five-year transportation improvement programs.

Why we are doing this: The purpose of this SPA is to assure the citizens of Iowa have adequate access to a high-quality multimodal transportation system.

What we're doing to achieve results: The Iowa DOT continually monitors the performance of the multimodal transportation system and the level of access Iowans have to these systems. Part of that monitoring system is a feedback process to identify areas that require additional emphasis.
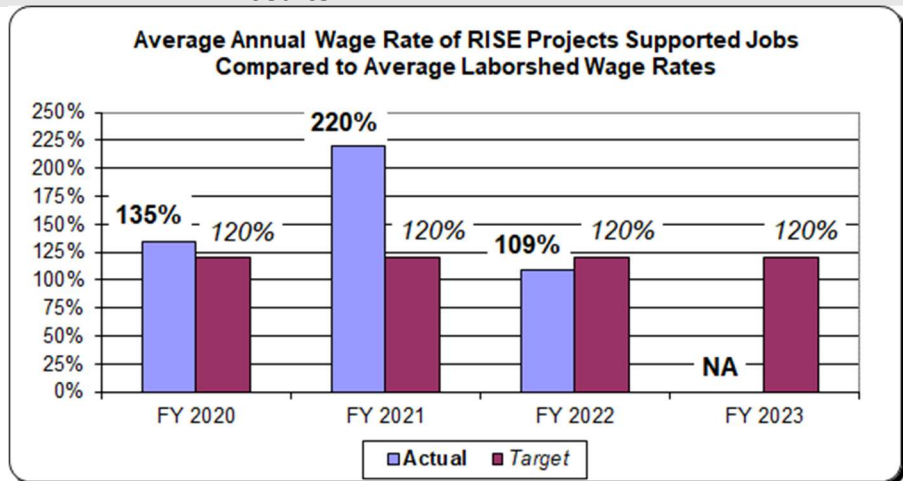
Results

Performance measure:
The average annual combined wage rate of Revitalize Iowa's Sound Economy (RISE) supported jobs as compared to average labor shed wage rates.

Performance target:
The current performance target is 1.2:1 or 120 percent.

Average Annual Wage Rate of RISE Projects Supported Jobs Compared to Average Laborshed Wage Rates

What was achieved: The Iowa DOT did not receive any applications for RISE grants that ended up being awarded based on job creation/retention in FY 2023. Therefore, there were no projects awarded that were tied to jobs and associated wage rates. This measure is part of the Iowa DOT's FY 2024 Performance Plan. This measure is driven by applications submitted by local jurisdictions that are based on wages committed to by associated businesses.

Note: This measure is listed here and in the table at the end of the report. As no value is available, it was not included in the count and calculations of FY 2023 performance.

Data sources: Iowa DOT records, applicant information, and average county wage rates from the Iowa Economic Development Authority

Resources: Funding sources are Road Use Tax Fund (city and county RISE Fund) and local revenue.

RESOURCE REALLOCATIONS

No resource reallocations occurred within the Iowa DOT Operations budget in the state FY 2023.

AGENCY CONTACTS

Copies of Iowa Department of Transportation's FY 2022 Performance Report and previous AGA reports are available on the data.iowa.gov website at:

https://data.iowa.gov/

Copies of the report can also be obtained by contacting Troy Jerman at 515-239-1601 or by mail at the address listed below.

Attn: Troy Jerman, P.E.
Performance and Technology Division
Iowa Department of Transportation
800 Lincoln Way
Ames, IA 50010

Name of Agency: Iowa Department of Transportation

Agency mission: "Making lives better through transportation."

Core function: Enforcement and investigation

Performance measure (outcome)	Performance target	Performance actual	Performance comments and analysis
1. Number of commercial vehicle safety inspections	42,970	40,330	**What occurred:** We did not meet our performance target. Performance was 93.9 percent of target. **Data source:** Iowa DOT TraCS and SafetyNet

Service, product, or activity: Motor vehicle enforcement			
Performance measure	Performance target	Performance actual	Performance comments and analysis
1. Number of motor carrier safety and hazardous materials (HM) regulation training sessions provided	77	196	**What occurred:** We exceeded our performance target. **Data source:** Motor Vehicle Enforcement training given reports
2. Number of new entrant carrier safety audits (reviews) performed.	596	618	**What occurred:** We met our performance target. **Data source:** FMCSA-Gotham monthly reports
3. Number of commercial vehicles inspected transporting hazardous materials	2,538	2,425	**What occurred:** We did not meet our performance target. Performance was 95.5 percent of target. **Data source:** Iowa DOT TraCS and SafetyNet
4. Number of vehicle title and registration complaints investigated and closed.	315	330	**What occurred:** We met our performance target. Performance was 92.4 percent of target. **Data source:** Investigators' weekly reports
5. Number of identity fraud complaints investigated and closed.	300	225	**What occurred:** We did not meet our performance target. Performance was 75.0 percent of target. **Data source:** Investigators' weekly reports

Name of agency: Iowa Department of Transportation			
Agency mission: "Making lives better through transportation."			
Core function: Physical assets management			
Performance measure (outcome)	**Performance target**	**Performance actual**	**Performance comments and analysis**
Service, product, or activity: Vertical fixed asset management			
Performance measure	**Performance target**	**Performance actual**	**Performance comments and analysis**
1. Percent completion of annual maintenance plan	95%	95%	**What occurred:** We met our performance target. **Data source:** Administrative Services Division records
2. Percent completion of capital and special projects	95%	85%	**What occurred:** We fell short of our performance target. Performance was 89.5 percent of the target. **Data source:** Administrative Services Division records
3. Percent of light fleet into service within time standard	50%	54%	**What occurred:** We met our performance target. **Data source:** Administrative Services Division records

Name of agency: Iowa Department of Transportation			
Agency mission: "Making lives better through transportation."			
Core function: Regulation and compliance			
Performance measure (outcome)	**Performance target**	**Performance actual**	**Performance comments and analysis**
Service, product, or activity: Driver Services			
Performance measure	**Performance target**	**Performance actual**	**Performance comments and analysis**
1. Annual percentage of officers' crash reports submitted electronically	99%	99.9%	**What occurred:** We met our performance target. **Data source:** TraCs records
2. Percent of IRP supplements filed electronically	80%	86.2%	**What occurred:** We met our performance target. **Data source:** IRP data base

3. Percent of IFTA quarterly reports filed electronically	80%	93.4%	**What occurred:** We exceeded our performance target. **Data source:** IFTA data base
4. Percent of requests filed electronically for oversize/overweight loads, radioactive materials, registration and fuel trip permits, commercial repair permits, or unladen weight permits.	97%	98.5%	**What occurred:** We met our performance target. **Data source:** Permit data base

Name of agency: Iowa Department of Transportation			
Agency mission: "Making lives better through transportation."			
Core function: Resource management			
Performance measure (outcome)	**Performance target**	**Performance actual**	**Performance comments and analysis**
1. Percent of customers satisfied with IT acquired workstations and laptops	90%	97.7%	**What occurred:** We met our performance target. **Data source:** An email survey was sent to all DOT employees receiving a new workstation. Percentage was based on responses received from the survey.
2. Percent of time customers are able to access enterprise IT resources during business hours	98%	99.9%	**What occurred:** We met our performance target. **Data source:** Network monitoring software
3. Percent of Road Use Tax Fund revenue to the Primary Road Fund that is spent for DOT operations	≤ 46% *Less is better*	40.6%	**What occurred:** We exceeded our performance target. **Data source:** Administrative Services Division records
4. Percent of IPPEs current as of June 30, 2011	98%	94.1%	**What occurred:** We did not meet our performance target. Performance was 96.0 percent of target. **Data source:** Administrative Services Division records

Service, product, or activity: Information technology			
Performance measure	**Performance target**	**Performance actual**	**Performance comments and analysis**
1. Percent of purchases deployed within 45 days of receipt	85%	78.6%	**What occurred:** We fell short of our performance target. Performance was 92.5 percent of target. **Data source:** Equipment management and purchasing systems
2. Percent of approved mainframe and network system access documents completed within three work days from entry approval	95%	99.6%	**What occurred:** We met our performance target. **Data source:** System access application
3. Percent of time the network is available	99.0%	99.9%	**What occurred:** We met our performance target. **Data source:** Network monitoring software

Service, product, or activity: Financial/Human resource management			
Performance measure	**Performance target**	**Performance actual**	**Performance comments and analysis**
1. Percent of cash flow resources borrowed from internal funds	≤ 10% *Less is better*	0%	**What occurred:** We met our performance target. **Data source:** Administrative Services Division records

Name of agency: Iowa Department of Transportation

Agency mission: "Making lives better through transportation."

Core Function: Transportation systems

Performance measure (outcome)	Performance target	Performance actual	Performance comments and analysis
1. Average Infrastructure Condition Evaluation (ICE) composite score	76.0	76.2	**What occurred:** We met our performance target. **Data source:** Department records of traffic, crashes, pavement condition, and pavement geometrics

Service, product, or activity: Highway management

Performance measure	Performance target	Performance actual	Performance comments and analysis
1. The overall annual percent of all districts' A and B highway miles returned to a reasonable, near-normal surface condition within 24 hours from the end of a winter storm	99%	97.6%	**What occurred:** We failed to meet our performance target. Performance was 98.6 percent of target. **Data source:** Field Operations Division records collected from each state maintenance garage through an online daily report and analyzed centrally for compilation of statewide status.
2. The overall annual percent of all districts' C and D highway miles returned to a reasonable, near-normal surface condition within three work days from the end of a winter storm	98%	97.2%	**What occurred:** We fell just short of our performance target. Performance was 99.2 percent of the target. **Data source:** Field Operations records collected from each state maintenance garage through an online daily report and analyzed centrally for compilation of statewide status
3. Ratio of annual program cost versus annual program cost estimate.	0.95:1 to 1.05:1 or 1:1 *Less is better*	1.186:1	**What occurred:** We failed to meet our performance target. The ratio fell outside the target range. Performance was 13.6 percent over upper limit. **Data source:** Transportation Development Division records comparing the project planning estimates developed by the department against project costs for all projects within the annual highway program

4. Shoulder miles of new paved shoulders awarded for construction on the Primary Highway System	200	386.4	**What occurred:** We exceeded our performance target. **Data source:** Transportation Development Division records
5. The percent of total dollars paid to the total awarded amount for all contracts	102% *Less is better*	105.3%	**What occurred:** We did not meet our performance target. Performance was 3.2 percent higher than the target. **Data source:** Transportation Development Division records
6. Percent of Interstate lane miles below the PCI cutoff	5% *Less is better*	1.52%	**What occurred:** We exceeded our performance target. SFY23 based on CY21. **Data source:** Transportation Development Division records
7. Percent of non-Interstate National Highway System lane miles below the PCI cutoff	8% *Less is better*	4.02%	**What occurred:** We exceeded our performance target. SFY23 based on CY21. **Data source:** Transportation Development Division records
8. Percent of state maintained non-National Highway System lane miles below the PCI cutoff	10% *Less is better*	2.75%	**What occurred:** We exceeded our performance target. SFY23 based on CY22. **Data Source:** Transportation Development Division records
9. Number of new transportation research dollars secured	$1,741,000	$2,452,500	**What occurred:** We exceeded our performance target. **Data source:** Transportation Development Division records
10. Dollar value of non-committed right of way parcels returned to private, commercial, or public uses	$1,000,000	$6,391,371	**What occurred:** We exceeded our performance target. Performance was 68.5 percent of target. **Data source:** Transportation Development Division records
11. Average number of days taken to issue access permits (from receipt to date of issuance)	7 calendar days *Less is better*	4.07 calendar days	**What occurred:** We exceeded our performance target. **Data source:** Transportation Development Division records

Service, product, or activity: Modal /Planning functions management			
Performance measure	**Performance target**	**Performance actual**	**Performance comments & analysis**
1. Percent of track-miles able to operate at 40 mph or higher.	94%	94%	**What occurred:** We met our performance target. **Data source:** Department records based on survey of railroads
2. Percent of airports that meet at least 75 percent of the facility and service objectives for their functional roles	75%	71%	**What occurred:** We did not meet our performance target. Performance was 94.7 percent of target. **Data source:** Department records and airport surveys
3. Percent of transit fleet exceeding Federal useful life standards	50% *Less is better*	53%	**What occurred:** We did not meet our performance target. **Data source:** Department records and transit agency surveys
4. Average annual combined wage rate of RISE supported jobs as compared to average laborshed wage rates	1.2:1 or 120%	NA	**What occurred:** No applications to the program were made in FY23. **Data source:** Department records, applicant information and average county wage rates from the Iowa Department of Economic Development
5. Percent of airports with overall pavement condition index of 70 or higher.	80%	71%	**What occurred:** We did not meet our performance target. Performance was 88.8 percent of target. **Data source:** Department records and airport surveys
Note: The following measures pertain to a desire to know the percentage of customers that are satisfied with accessibility to the state's transportation system. This information is addressed by mode through level of utilization as determined by the measures below.			
6. Large truck (semi-truck) vehicle miles of travel	3.29 billion	3.15 billion	**What occurred:** Usage fell short of the predicted target. **Data source:** Systems Planning Bureau records. *SFY23 based on CY22.*
7. Automobile vehicle miles of travel.	28.33 billion	27.99 billion	**What occurred:** Usage fell short of the predicted target. **Data source:** Systems Planning Bureau records. *SFY23 based on CY22.*
8. Number of miles of trails for public use	2,980	2,912	**What occurred:** Usage fell short of the predicted target. **Data source:** Systems Planning Bureau records. *SFY23 actual.*
9. Number of aviation cargo tons originated and terminated in Iowa	78,000	73,000	**What occurred:** Usage fell short of the predicted target. **Data source:** Aviation Bureau records. *SFY23 based on CY22.*
10. Number of tons of rail freight originated and terminated in Iowa	91.0 million	92.3 million	**What occurred:** Usage met the predicted target. **Data source:** Systems **Planning Bureau** records. *SFY23 based on CY22.*
11. Number of tons of waterway freight originated and terminated in Iowa	6.5 million	7.5 million	**What occurred:** Usage met the predicted target. **Data source:** U.S. Corps of Engineers. *SFY23 based on CY22.*

12. Number of enplanements	2.0 million	2.1 million	**What occurred:** Usage met the predicted target. **Data source:** Aviation Bureau records. *SFY23 based on CY22.*
13. Number of AMTRAK passengers	30,000	33,725	**What occurred:** Usage met the predicted target. **Data source:** AMTRAK. *SFY23 based on CY22.*
14. Number of transit passengers (ridership)	15.7 million	15.1 million	**What occurred:** Usage fell short of the predicted target. **Data source:** Public Transit Bureau records. *SFY23 based on CY22.*
15. Total transit revenue mileage	25.5 million	25.0 million	**What occurred:** Usage fell short of the predicted target. **Data source:** Public Transit Bureau records. *SFY23 based on CY22.*