

City of Olathe Performance Management

Transportation Performance Analytics

May 2017



Olathe Today

Citizen Satisfaction is 93% for Overall Quality of City Services, ranking #1 nationally¹

Named 11th on America's 50 Best Cities to Live In list 2016 in 24/7 Wall St.

2016 Healthiest Employer Award in Kansas City²

Street Maintenance Sales Tax = 50% funding source (Approx. \$9.5 Million)

¹2016 ETC. Institute - National Benchmark DirectionFinder Survey

² KC Business Journal

Transportation Performance Analytics Journey

2006

- Mobility Index established

2011

- Index weights updated based on citizens' identified areas of focus

2013

- Citizens approved a 10-year, 3/8 cent Street Maintenance Sales Tax

2015

- Cross-departmental Mobility Index Review Team established to provide a more granular view of City Council transportation priorities

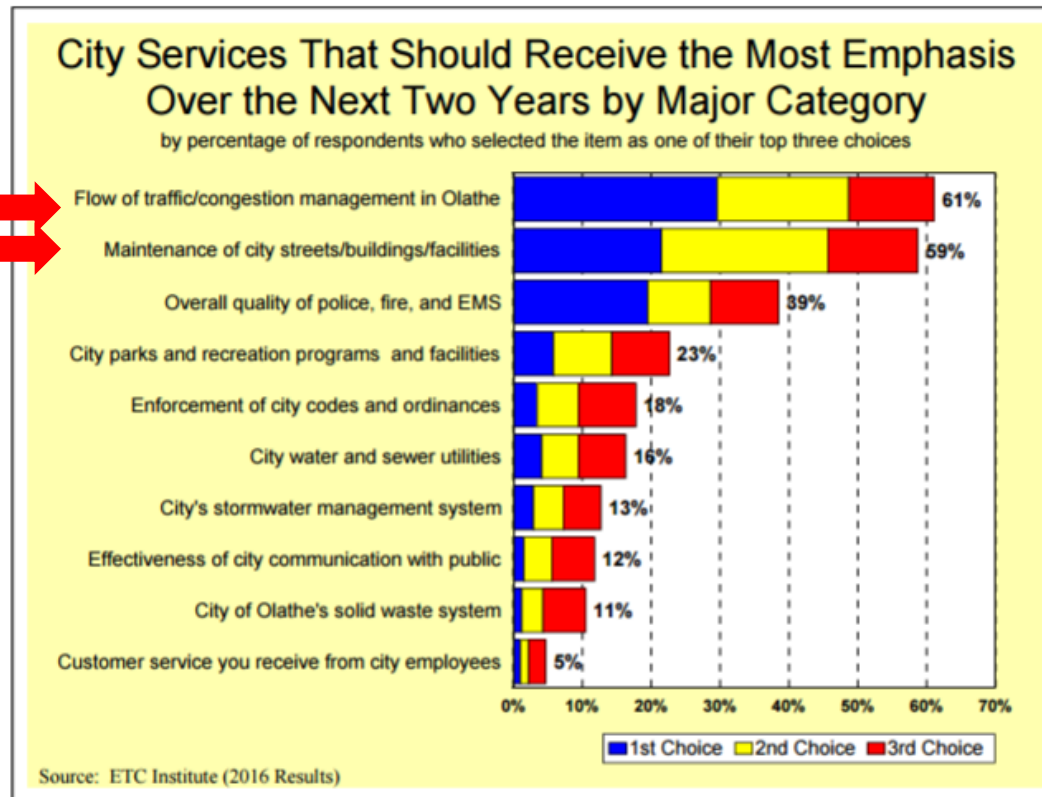
2016

- Using the 2016 Transportation Master Plan, Olathe established three separate indexes to measure progress in Mobility, Transportation Preservation & Renewal, and Customer Satisfaction

2017

- WWC support and newly proposed indexes for City Council as part of the 2016 Annual Performance Report

Transportation – High Citizen Priority



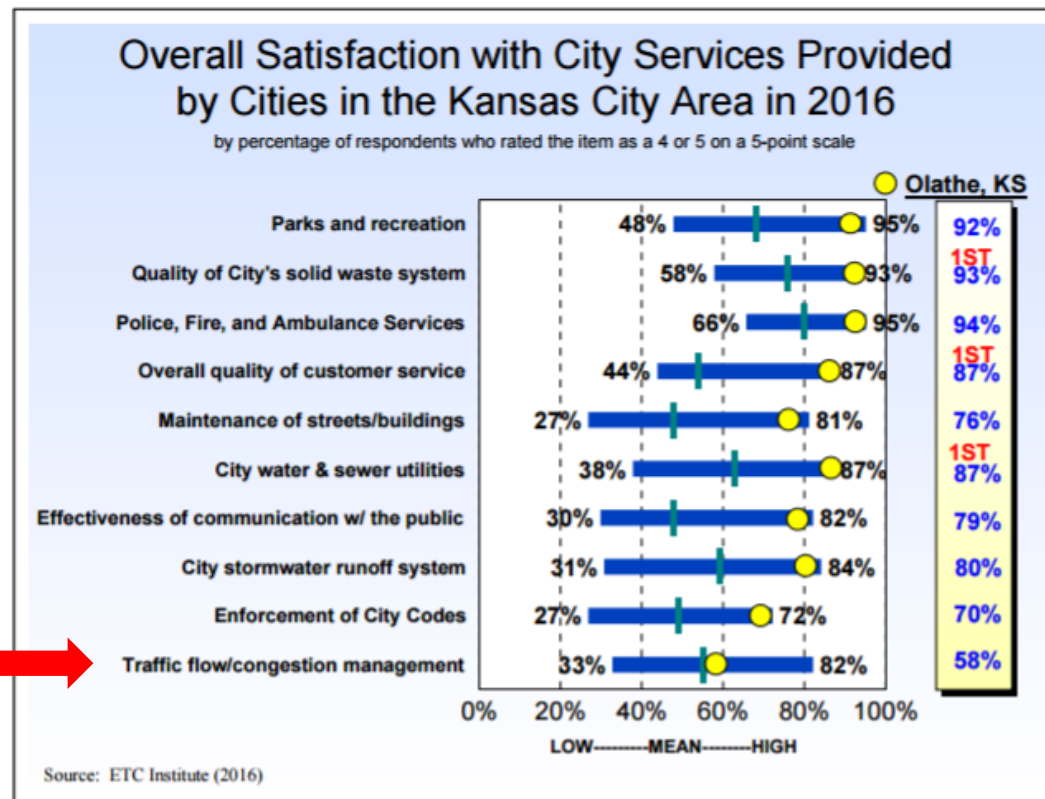
Flow of traffic and maintenance of City streets have been identified as services needed the most emphasis since 2001

High Citizen Priority, And Low Satisfaction

2016 Importance-Satisfaction Rating City of Olathe Major Categories of City Services

Category of Service	Most Important %	Most Important Rank	Satisfaction %	Satisfaction Rank	Importance-Satisfaction Rating	I-S Rating Rank
<u>Very High Priority (IS > .20)</u>						
Flow of traffic/congestion management in Olathe	61%	1	57%	10	0.2621	1
<u>High Priority (IS .10-.20)</u>						
Maintenance of city streets/buildings/facilities	59%	2	76%	8	0.1426	2

Failing to Keep Up with the Jones'



Mobility Index Review Team

-Street Maintenance/Preservation-



-Transportation Management-

-Knowledge Management-

-Performance Management-

Team Objectives:

- Develop goals and priorities
- Identify performance measures
- Determine data sources
- Develop visualization tool

Mobility Index

- **Emphasizes “a balanced multi-modal transportation system that provides effective, efficient, and safe mobility for residents.”**
- **Acknowledges environmental constraints**
- **Supports purposeful integration of transportation and land-use**

Mobility Index

Initiative 1: Provide a transportation system that supports mobility, safety, and access for future development.	Transportation, Public Safety, Active Lifestyles, Economic Viability
Initiative 2: Provide street designs that meet the needs of people walking, driving, cycling, and taking transit.	
Initiative 3: Support PlanOlathe with appropriate transportation investments and infrastructure.	
Initiative 4: Support active transportation, and improved connectivity for all modes. Eliminate gaps in connectivity.	

Active Transportation

% of Planned sidewalk links to schools in place	
% of Planned Trails/Multi-Use Paths in Place	
% of Planned Sidepaths in Place	
% of Planned Bike Lanes in Place	

Public Transportation

% of accessible bus stops	
Average daily ridership - KC Ride program	
Average daily ridership - taxi coupon program	

Roadway

% of time at desired speed-Major N/S corridor	
% of time at desired speed-Major E/W corridor	
Traffic accidents per 1,000 Citizens (Non-injury)	
Traffic accidents per 1,000 Citizens (Injury)	
Traffic accidents per 1,000 Citizens (Fatality)	

Transportation Preservation and Renewal Index

- **Emphasizes current performance of the system vital to support existing and future assets by incorporating asset management life cycle costing best practices.**



Transportation Preservation and Renewal Index

Transportation,
Public Safety

Initiative 1: Maintain the existing transportation system.

Active Transportation

% of bike lanes swept 1x per week

% of Sidewalk with an Overall Condition Index of >TBD

% of Trails/Multi-Use Paths with an Overall Condition Index >TBD

% of Sidepaths with an Overall Condition Index >TBD

Roadway

% of Arterial Street Network with an Overall Condition Index of >80

% of Collector Street Network with an Overall Condition Index of >75

% of Local Street Network with an Overall Condition Index of >70

% of Long Lines with an Overall Condition Index of >5

% of Intersections Markings with an Overall Condition Index of >5

% of Railroad Crossings Markings with an Overall Condition Index =100

% of Traffic Signals with an Overall Condition Index >TBD

% of Signs with an Overall Condition Index of >TBD

% of Streetlights with an Overall Condition Index >TBD

Transportation Satisfaction Index

- **Emphasizes customer perception to improve decision making, justification of resources, and addressing the broader goals to meet transportation needs of residents and businesses.**



Transportation Satisfaction Index

Initiative 1: Maximize cost-effectiveness in development and maintenance of the transportation system.	Economic Viability
Initiative 2: Develop High Quality Customer Service	Transportation
Active Transportation	
Citizen Satisfaction with Ease of Pedestrian Travel	
Citizen Satisfaction with Ease of Travel by Bicycle	
Roadway	
% of CIP Projects Completed within CIP Dollar Value	
% of CIP Projects Completed within Contract Schedule	
Citizen satisfaction with Overall Maintenance of City Streets	
Citizen satisfaction with Snow Removal of Major Streets	
Citizen satisfaction Ease of East/West Travel	
Citizen satisfaction with Ease of North/South Travel	

What Works Cities Support

- Identified as a priority focus area with WWC
- ½ day workshop to develop internal PerformMax
- Working on enhanced visualization of metrics



Key Lessons Learned

Cross functional team development of metrics

Needed better ways to communicate our progress and visualize it

Avoid one size fits all metrics