

What is the Performance Framework?

WSDOT's de facto performance management approach has resulted from years of incremental decisions driven by funding programs and isolated within different business processes. WSDOT's current approach:

- **Is not always aligned with our partners.** When there is not agreement on the criteria and pathway for proposed investments on the state transportation system, cities and counties bypass WSDOT and seek project funding directly from the legislature.
- **Is not flexible.** When our policy goals and performance measures do not adequately balance community values and state interests, it creates conflict and places a strain on our relationships with partners.
- **Not used to understand the risks and tradeoffs between different policy goals.** In the absence of a framework to define, weight, or prioritize policy goals, the risks and tradeoffs between competing policies are often left out of analysis or addressed inconsistently.
- **Does not demonstrate transparency.** The process for reaching decisions is not clearly communicated, impeding the ability of our staff and partners to solve problems together.
- **Does not demonstrate consistency.** When divisions use different measures and metrics to evaluate issues, decisions made early in project development may be discounted or reconsidered at later stages.
- **Does not help us think systemically.** When our performance measures are siloed in individual policy goals and don't connect local or regional performance with overall agency performance, we risk decisions that appear to perform well in isolation, but actually do harm when viewed systemically.

A performance-driven decision making framework will help WSDOT address what Washington residents really care about by making the right transportation investment at the right time in the right place.