

**Excellence in Transportation
Right of Way Balanced Scorecard**

To provide professional right-of-way and real estate services while balancing public and private interests

GOAL	OUTCOME MEASURE <i>(Impact - difference made by outputs)</i>	TARGET	PREVIOUS YEAR	STRATEGY <i>(action plan)</i>	OUTPUT MEASURE <i>(a measure of activity, such as completion date, # of occurrences, etc.)</i>	OUTPUT TARGET
Serve our customers						
	Rating on landowner surveys	>2.7	>2.69			
	% of researches completed within 3 business days	>90%	90%			
	% of STIP projects complete by Right of Way due date	100%	NA			
				Ensure that all ROW activities are completed within the durations – provide quality products in a timely manner.		
				Meet with other programs to understand and communicate what's needed to provide a better product.	# of information gathering/sharing meetings with other Programs (for the purposes of product/process improvement) per year	6
				Provide training to other programs about durations and how they're derived, to foster understanding about some being driven by external forces such as the rights and time allowances of external customers.	# of trainings per year on how ROW durations are developed	2
				Actively engage landowners at public meeting – meet with PIs to get landowner notices for public meetings.		
				Enhance ROW website, to include services and points of contact information.	completion date for adding services and contact information to ROW website	9/30/2017 annually
				Increase sphere of influence in the districts (district tour).		
				Continue to conduct landowner survey.		

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Improve Program efficiency and effectiveness						
	# days per parcel	< 42	42			
				Develop tracking system to identify and track changes to Plans, to include ROW caused changes, as well as other causes of changes.	completion date for developing tracking system	12/30/2017
				Incorporate technical training sessions (in addition to and separate from monthly Right of Way (ROW) meetings).	# of technical training sessions (title, acquisition, appraisal, engineering) per year	4
				Study GIS programs in other state agencies to see how effective it would be in ROW, and develop a funding proposal and implementation plan.	completion date for: - researching GIS and obtain cost estimates - developing a proposal for funding and implementation	9/30/2018 9/30/2019
				Implement development plan for transferring knowledge to and training new and rising employees, to facilitate consistency and technical expertise in an aging and retiring workforce.		

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Develop and care for our people						
	% of employees feeling prepared for next level advancement (ESS)	50%	44% (2017)			
	Employee Satisfaction Survey (ESS) rating (overall)	68%	66% (2017) 68% (2015) 69% (2013)			
	% of training budget expended	90%	84%			
				Implement Development Plan and encourage employees to take advantage of training and mentoring opportunities.	# of employees participating in mentoring opportunities	5
				Cross train and develop employees.	# of employees obtaining certification per year # of employees receiving cross training per year	3 4
				Identify key roles in the Program and ensure Desk Manuals are completed for each of them.	completion date for desk manuals	9/30/2019
				Explore and formalize various succession options for critical positions.	completion date for developing succession options	9/30/2018
				Research what other programs/agencies are doing for employee recognition and adopt (where feasible).	completion date for implementing 2 employee recognition ideas	9/30/2017
				Establish a culture and practice of accountability, in which issues and possible solutions can be explored safely, openly, and proactively.		
				Utilize WYDOT U and other resources to develop IDPs.		

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Exercise good stewardship of our resources						
	Budget Variance (overhead)	at or under budget	under budget			
	% of parcels at fair market value (FMV) vs settlements	95%	93.7%			
				Minimize percentage of administrative settlements.	completion date for reporting administrative settlements	12/30/2017 annually
				Monitor and report dollar over authorized amount.	# of times per year dollar over authorized amount is reported to and discussed within the Program	annually
				Consolidate leased properties to existing shop sites wherever possible.	completion date for developing consolidation plan	9/30/2019
				Leverage income generating leases/minerals.		
				Ensure that all appraised values are properly supported with comparable land sales.		