

Telecommunication Program's BSC

Provide reliable telecommunications for public safety and transportation efficiency

GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Strengthen Relationships Outside Telecommunication Program						
	Rating from WyoLink Radio Customer Satisfaction Survey		90%	TBD		74% (12)
	Rating from Cellular Broadband System Customer Satisfaction Survey		TBD	TBD		71% (13)
		<i>Focus efforts on desired outcomes</i>			Pay attention to what matters most	
		<i>Improve internal communications and collaboration</i>			Send same message	
		<i>Survey customer satisfaction</i>				
		<i>Improve communication with other Programs</i>			Formal and informal	
		<i>Treat others with respect</i>				

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GOAL	MEASURE	STRATEGY	TARGET	ACTUAL	COMMENTS	LAST YR
Develop and Care for Our Employees						
	% of required employees certified to tower climbing standards		95%	TBD		96% (13) 100% (12) 80% (11)
		<i>Provide Opportunities for Personal and Professional Development</i>				
		<i>Empower and Involve Employees with More Opportunity and Responsibility</i>				
		<i>Improve Hiring Practices to Develop Best in Business Employees</i>				
		<i>Maintain a Safe Work Environment</i>				
		<i>Reduce use of contractors, when cost effective</i>				
		<i>Improve interview process; questions and "hands on" tests</i>				
		<i>Provide employees the training to advance</i>				
		<i>Provide additional technical training to keep up with technology</i>				
		<i>Provide leadership training</i>				
		<i>Talk with employees to help meet their needs</i>			Use formal and informal interviews	

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Improve Overall Cost Effectiveness						
	Budget Variance		(+ or minus 5%)	TBD	New measure. Changed account and parent-project categories	
		<i>Improve Administrative Efficiency</i>				
		<i>Preserve Telecommunication Assets</i>				
		<i>Continue to work with Financial Services and Budget to achieve best practices</i>				
		<i>Be on the information highway - keep up to date on changing practices</i>			(Inventory, HR, Fin Svc, Budget)	
		<i>Reduce paperwork, where possible</i>				
		<i>Quicker outage resolution, where applicable (use field involvement, when available)</i>				
		<i>Reduce use of contractors, when cost effective</i>				

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GOAL	MEASURE	STRATEGY	TAR-GET	ACT-UAL	COMMENTS	LAST YR
Maximize System Availability						
	% of communications availability		99.90%	TBD		WYOLINK: 99.97% (13); 99.9%(12); 99.89% (11) Critical Roadside Systems: 99.8% (13); 99.85% (12); 98.69 (11) Critical Radio Console Systems: 99.97% (13); 99.7% (12); 98.4% (11) Critical Telephony and Landlines: 99.9% (13); 99.9% (12); 99.9% (11) Microwave Infrastructure 99.99%(13); 99.99% (12); 99.98% (11)
	% of WyoLink coverage		95%	TBD	For 2014, WyoLink Support Manager will collect coverage measurements based on drive testing.	88% (CY 2013)
		<i>Continue to Improve Radio Coverage</i>				
		<i>Keep it (telecomm assets) working</i>				
		<i>Keep up with technology for remote monitoring and fixes</i>				
		<i>Streamline outage response procedures</i>				
		<i>Do PMs, document and take care of problems in a timely manner</i>				
		<i>Continue to expand new MPLS/Ring topology</i>				