

Performance Management

Introductions

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Performance Management

Why do we manage performance?

- Attain goals
- Maintain accountability
- Improve



Performance Management

What does this mean?

- To Jurisdictions
- To Transportation Companies
- To Service Providers



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Where do these Expectations fit in?

- Compliance
- Accuracy
- Efficiency



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What are the keys to meeting our expectations?

- SMART goals
- Integrity
- Communication
- Feedback
- Understanding
- Common Ground
- Innovation



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SMART Goal Setting

- Specific
- Material
- Attainable
- Relevant
- Time Bound



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As a community how do we improve our performance?

- We take our pulse and determine our baseline.
- Then we set our goals
- Then we plan to achieve our goals



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Jurisdiction Questions

- How do you rate your area's performance?
- Is it all about Quota?
- Do you measure compliance?
- Is it revenue based?



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Jurisdiction Questions

- How many hours does an audit take?
- How many days from beginning to end of an audit?
- How many years do you audit?



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Jurisdiction Questions

- How many audits do you expect your auditors to complete in a year?
- What is your auditor to supervisor ratio?
- On what do you evaluate your auditors?



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Jurisdiction Questions

- How much do you spend to remain compliant with IFTA and IRP?
- What is your cost per auditor?
- How do you compare in regard to your Peers?



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Industry Questions

- How much does compliance cost per Qualified Motor Vehicle or Apportionable Vehicle?
- What are your audit expectations?
- What expectations do you have as a service provider?



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Jurisdictional Case Studies

A discussion of historical audit data and auditor goals.



Performance Management

Indiana

[Indiana Audit Data](#)



Performance Management

Discussion?

Thank You!

