Research Timeliness and Quality: Feedback from the Field

Enid White—Wyoming Department of Transportation

Jen Harper—Missouri Department of Transportation

Research Advisory Committee
PM&Q Task Force
2019

- ▶ Seeing more requests for time extensions
- ▶ Seeing more mistakes in deliverables

Temporary Working Group Formed & Evolved

- ▶ Enid White-Wyoming DOT
- ▶ Jen Harper-Missouri DOT
- ▶ Bin Bui –previously with Georgia DOT
- ▶ Jason Bitner-ARA
- ▶ Jason Tuck-Florida DOT
- ▶ Ta'rika Green-Florida DOT
- ▶ Kyle Cresswell-Wyoming DOT

Question 1: How do you measure timeliness of deliverables?

Most states track timeliness in some manner	Most measure against delivery of items set out in the scope of work
Several states have performance measures regarding timeliness	Some states pay invoices based on deliverables

Question 2: How do you handle time extensions?

Most states allow no-cost extensions but require justification

Some states limit the number or length of time extensions

Who approves varies widely from project manager to the governor. At least one state has increasing tiers of approval

Question 3: What quality measures do you have in place?

Only a few states mentioned set guidelines for final reports

Some states are beginning to require a professional editor

Better involvement of the TAC seems to correlate with better project quality

Many states rely on the subject matter expert to ensure technical quality

Question 4: How do you determine if a project is meeting project milestones?

▶ Most states require milestones with dates to be set out in the scope of work

▶ Most states use quarterly reports or project update meetings to determine if a project is meeting milestones

▶ Some states require quarterly reports indicate % complete either at the project or task level

▶ Many states require a Gantt chart updated in each quarterly report

Question 5: Do you implement corrective action plans?

- ▶ Few states have a formal plan
- ▶ Some states withhold funding
- ▶ In extreme cases projects may be cancelled
- ▶ Many states have some form of final project evaluation

Question 6: Do you have any quality guidelines or checklists?

▶ Approx. 80% of states have some sort of quality guidelines or checklists

▶ Some states have a final report template

▶ Missouri

  ▶ Publication Guidelines

  ▶ Checklist for Guideline Adherence

Question 7: Do you review gaps in performance measure when evaluating your research projects?

Whether a program reviews gaps in performance measures is split.

➢ 50% of the programs have policies to review the gaps

➢ 50% do not have anything set up yet.

It is noted if this survey is distributed again this question should be rewritten, 5 states where not sure what the question was asking – too vague.

Question 8: When determining the overall quality of your research project, list the measures you use.

➢ Look at whether deliverables can be implemented.

➢ Strategic intent.

➢ Outcome measures.

➢ Efficiency measures.

➢ Customer satisfaction.

➢ Use of funds.

➢ Quality of deliverables.

➢ Within time and budget.

➢ Looks at benefits from project.

➢ Set everything out in evaluation forms.

➢ Review performance at multiple points during project.

Question 9: Do you have quality guidelines or checklist for final reports?

- ➢ 71% of the respondents have guidelines or checklists that they use.

- ➢ 23% do not have any guidelines at this time.

- ➢ 6% are looking at implementing guidelines.

Question 10: Did the timeliness and quality decrease during and immediately after COVID shutdowns?

▶ 83% of the respondents had a decrease in timeliness and quality.

▶ Most had issues being able to meet with team members and access labs.

▶ Most programs are back to normal.

Questions?

Enid.White1@wyo.gov
Jennifer.Harper@modot.mo.gov