
















July 2023

# Wisconsin Department of Transportation MAPSS Performance Scorecard

 Goal has been met
  Performance is trending in a favorable direction
  Trend is holding
  Performance is trending in an unfavorable direction

Performance measure	How we measure it	Current report period	Goal	Goal met	Trend	Comments	Date Last Reported
<b>Mobility:</b> Delivering transportation choices that result in efficient trips and no unexpected delays.							
<b>Delay (Hours of Vehicle Delay) 2022 (Dec 2021–Nov 2022)</b>	Extra time spent driving as compared to free-flowing traffic. Delay is reported on 13 of Wisconsin's Metropolitan Planning Areas.	<b>10,251,146 hrs</b>	Reduce from previous year			Traffic numbers continue to rebound from the reductions observed in 2020. Still, the delay hours remain lower than those recorded in 2019 (a lower number is better). The department continues to focus on projects and strategies to help drivers reach destinations in a safe and timely fashion.	4/2023
<b>Reliability (Planning Time Index) 2022 (Dec 2021–Nov 2022)</b>	PTI is an index based on extreme (95th percentile) travel time and travel time at free flow speed. Reliability is reported on interstates in 32 counties.	<b>1.19</b>	Improve on reliability from previous year			Even with increased activity on roadways, travel times remained relatively consistent. The goal is for drivers to reach destination in as safe and timely fashion as possible. (A lower number is better).	4/2023
<b>Transit Availability Calendar year 2022</b>	Percent of population served by transit	<b>53.0</b>	55.0			Approximately 53% of the state's population has access to public transit. This represents no change from 2021 to 2022.	1/2023
<b>Bicycling Conditions on Rural Highways Calendar year 2022</b>	Percent of rural highway miles with favorable bicycling conditions	<b>State hwy: 67.4; County roads: 92.6</b>	100% on roads where bicycles are not prohibited			The number of miles rated favorably increased on both state and county highways.	4/2023
<b>Incident Response Calendar year 2022</b>	Percent of incidents cleared within a specific timeframe	<b>Intermediate incidents: 90.0; Major incidents: 87.5</b>	Intermediate incidents: 90.0; Major incidents: 80.0			Continued coordination, planning and review with agencies statewide aids response operations.	1/2023
<b>Winter Response State fiscal year 2023</b>	Percent to bare-wet within a specific time period after a storm	<b>82 for 24-hr roads</b>	70.0 within specified time			Every winter, mild or severe, can create unique challenges to highway safety. Crews statewide continually review methods and strategies to provide the most effective service possible within resources.	7/2023
<b>Accountability:</b> The continuous effort to use public dollars in the most efficient and cost-effective way.							
<b>Transportation Facilities Economic Assistance and Development (TEA) Grants Calendar year 2023</b>	Capital investment dollars achieved per grant dollar awarded	<b>\$17.28</b>	\$50.00			So far this year, the department has awarded one grant totaling \$232,360 to one Wisconsin community. The business involved in this one project expects to make a total capital investment of \$4 million resulting in each grant dollar leveraging an average of \$17.28 in capital investment. Another community is currently under review which could result in an additional \$631,235 in TEA funding for public transportation infrastructure improvements.	7/2023
<b>Timely Scheduling of Contracts State fiscal year 2022</b>	Percent of highway program funding scheduled during the first six months of each fiscal year	<b>37.7%</b>	54.0			Efforts fell off pace in the second half of the fiscal year, as staff managed shifting scheduling needs and welcomed additional program funding	10/2022
<b>On-time Performance Calendar year 2021</b>	Percent of highway projects completed on-time	<b>92.6%</b>	100.0			The department remains committed to working with contractors through any challenges in order to deliver projects on time.	10/2022
<b>On-budget Performance State fiscal year 2022</b>	Final highway project cost as percent of original contract amount	<b>100.3</b>	103.0			The department met its goal by holding change orders to well within the desired range of 3% (a lower number is better).	1/2023
<b>Surplus Property Management State fiscal year-to-date 2023</b>	Dollar value of surplus land sold	<b>\$3.42 mil.</b>	\$2.75 mil.			Despite initial challenges during the first half of the fiscal year, when only 35% of the target was achieved, the region property management remained determined and ultimately surpassed the end-of-year-target.	7/2023

The Wisconsin Department of Transportation MAPSS Performance Scorecard reviews five key goals and over-arching performance measures that guide us in achieving our mission "to provide leadership in the development and operation of a safe and efficient transportation system." Establishing goals and measuring results is essential to running a successful organization and meeting public expectations.

For more information on MAPSS, visit [mapss.wi.gov](http://mapss.wi.gov)



Goal has been met



Performance is trending in a favorable direction



Trend is holding



Performance is trending in an unfavorable direction

Performance measure	How we measure it	Current report period	Goal	Goal met	Trend	Comments	Date Last Reported
<b>Preservation:</b> Protecting, maintaining and operating Wisconsin's transportation system efficiently by making sound investments that preserve and extend the life of our infrastructure, while protecting our natural environment.							
<b>Program Effectiveness</b> Calendar year 2022	Scheduled improvement projects compared to modeled roadway needs (as a percent)	<b>Location: 91; Scope: 94; Time: 76</b>	Location: 80; Scope: 65; Time: 65	✓	↑	The department has completed the program-wide evaluation of its asset management program and has moved into the implementation phase. Scores have increased both at the statewide and regional levels. The statewide analysis shows all metrics meeting their targets, with project locations at a 91% match rate, scoping at a 94% match rate, and timing increasing to a 76% match rate.	1/2023
<b>State Highway Pavement Condition (PCI), Backbone</b> Calendar year 2022	Percent of state highway pavement rated fair or above	<b>99.1</b>	90 rated fair or above	✓	↑	The 2023 reporting data shows 86.2% of the total system and 99.1% of the Backbone system in fair or better condition. The Backbone system has consistently maintained high levels of fair or better condition miles as it is Wisconsin's premier network for freight and tourism.	7/2023
<b>State Highway Pavement Condition (PCI), Non-Backbone</b> Calendar year 2022	Percent of state highway pavement rated fair or above	<b>82.7</b>	80 rated fair or above	✓	↑	The 2023 reporting data shows 86.2% of the total system and 82.7% of the Non-Backbone system in fair or better condition. The Non-Backbone system represents the majority of the system and has seen recent trends of stabilization or slight improvements with the system in fair or better condition.	7/2023
<b>State Bridge Condition</b> Calendar year 2022	Percent of state bridges rated fair or above	<b>98.1</b>	95.0	✓	↑	The department continues to meet its goal. This is testament to the department's continued focus on safe infrastructure and system quality.	7/2023
<b>State-owned Rail Line Condition</b> Calendar year 2022	Percent of state-owned rail line meeting FRA Class 2 Standard (>10 mph)	<b>77.5</b>	95.0		↑	A total of 544.7 of the 702.5 miles of track (77.5%) met the department goal. This is a 7.0-mile increase from 2021 to 2022 in the number of miles that meet the standard.	1/2023
<b>Airport Pavement Condition</b> Calendar year 2022	Percent of core airport pavement area rated fair or above for each functional type	<b>RWY 90.0; TXWY 80.0; Apron 78.0</b>	90.0 85.0 80.0		↔	Primary runways, aprons and taxiways all held steady in 2022 data.	4/2023
<b>Material Recycling</b> State fiscal year 2022	Percent of newly produced materials replaced with recycled materials	<b>19.74</b>	10.0	✓	↑	Recycled materials provide time and cost saving, performance and efficiency benefits on nearly all WisDOT project.	1/2023
<b>Safety:</b> Moving toward minimizing the number of deaths, injuries and crashes on our roadways.							
<b>Traffic Fatalities</b> Calendar year 2023 (Preliminary)	Number of traffic fatalities	<b>258</b>	Second Quarter five-year average is 249 Annual target is 570		↑	As of June 30, there have been 258 fatalities in 2023. Our long-term goal is to reduce preventable deaths (a lower number is better). Total fatalities for 2022: 595.	7/2023
<b>Serious Traffic Injuries</b> Calendar year 2023 (Preliminary)	Number of serious traffic injuries	<b>1,443</b>	Second Quarter five-year average is 1,433 Annual target is 3,179		↓	As of June 30, 1,443 persons received serious injuries in 2023. In 2017, the crash report was updated to reflect national standards. Total serious traffic injuries for 2022: 3,213.	7/2023
<b>Traffic Crashes</b> Calendar year 2023 (Preliminary)	Number of traffic crashes	<b>59,863</b>	Second Quarter five-year average is 62,827 Annual target is 129,619	✓	↑	As of June 30, there were 59,863 traffic crashes in 2023. Our long-term goal is to reduce preventable deaths (a lower number is better). Total traffic crashes for 2022: 128,830.	7/2023
<b>Safety Belt Use</b> Calendar year 2022	Percent of vehicle occupants wearing a seat belt	<b>87.5</b>	91.0 for 2022		↓	While Wisconsin's safety belt usage rate reached the seventh highest in 2022, we still lag neighboring states that have use rates of more than 90%. We were below the five-year average of 89.2.	10/2022
<b>Service:</b> High quality and accurate products and services delivered in a timely fashion by a professional and proactive workforce.							
<b>DMV Wait Times</b> Calendar year 2023	Percent of DMV service center customers served within 20 minutes	<b>91.53</b>	80.0	✓	↔	While customer traffic continues to remain slightly lower overall as a result of the COVID-19 pandemic, quarter two had a decrease of approximately 2%. The road test waiver and online driver license renewal pilots are also reducing demand for in-person service. With these lower in-person customer volumes, we have served over 80% of our customers within 20 minutes for each quarter this year.	7/2023
<b>DMV Electronic Services</b> Calendar year 2022	Number of self-serve electronic transactions	<b>1,101,173</b>	1,076,000	✓	↑	2022 usage was 12.4% higher than 2021, which in turn was 38.6% higher than 2020.	4/2023
<b>DMV Driver License Road Test Scheduling</b> Calendar year 2023	Available tests as a percent of estimated demand	<b>100</b>	90.0	✓	↔	The DMV has maintained the annual trend of achieving 90% or higher service levels. This is largely due to using improved projection models to better estimate our customers' needs.	7/2023
<b>DMV Phone Service</b> Calendar year 2023	Average wait time of DMV phone calls	<b>1:55</b>	3:30	✓	↔	DMV implemented a new phone system in 2021, which allows a more accurate measurement of wait time. DMV efforts have continued the overall reduction in wait times that began in quarter three of 2021, resulting in an average wait time of 1:55 for quarter two of 2023.	7/2023
<b>DMV Email Service</b> Calendar year 2023	Percent of DMV emails answered within 24 hours	<b>91.4</b>	80.0	✓	↔	Continuing the trend of increased email contacts in 2022, quarter two of 2023 stayed at a high volume, resulting in an 91.4% score for this measure for this quarter.	7/2023