

**Agency:** SHA (MDOT)

**Date of Meeting:** February 19, 2010

Following is a summary of issues discussed at the SHA Stat on February 19, 2010. Analysis is provided by StateStat and the Governor’s Delivery Unit (GDU).

**General Discussion**

- February Winter Storm Clean-up:** SHA discussed its performance during the February winter storms. SHA effectively pre-treated roadways prior to the storms with salt brine and sugar beet molasses, and the CHART camera system provided real-time road condition updates to 10.3 million viewers. The agency believes its performance could have been improved by pre-positioning its heavy equipment, and by making quicker decisions on roadway closings. The agency also discussed its data gathering efforts to ensure that the state maximizes potential federal reimbursements for costs associated with the February storms.
- Customer Care Management System (CCMS) Online Service.** SHA provided a demonstration of its new CCMS online service. The online service allows drivers to report roadway issues over the computer, and to track the progress of repairs through completion. Upon submitting a service request, an SHA customer will receive a response e-mail with a case tracking number. The customer can use the case tracking number to follow the status of repairs, be it pending (issue is undergoing a traffic study), in progress (work has commenced) or closed (repairs completed). During the month prior to the most recent SHA StateStat meeting, the agency reported that they had received approximately 900 CCMS submissions.
- Environmental Compliance.** SHA discussed the progress made toward ensuring that its facilities are environmentally compliant. Over the last quarter of calendar year 2009, the number of non-compliance findings at SHA facilities decreased from 212 to 149, and the percentage of non-compliance findings addressed increased from 54% to 74%.

