

Fort Smith Rotary Club

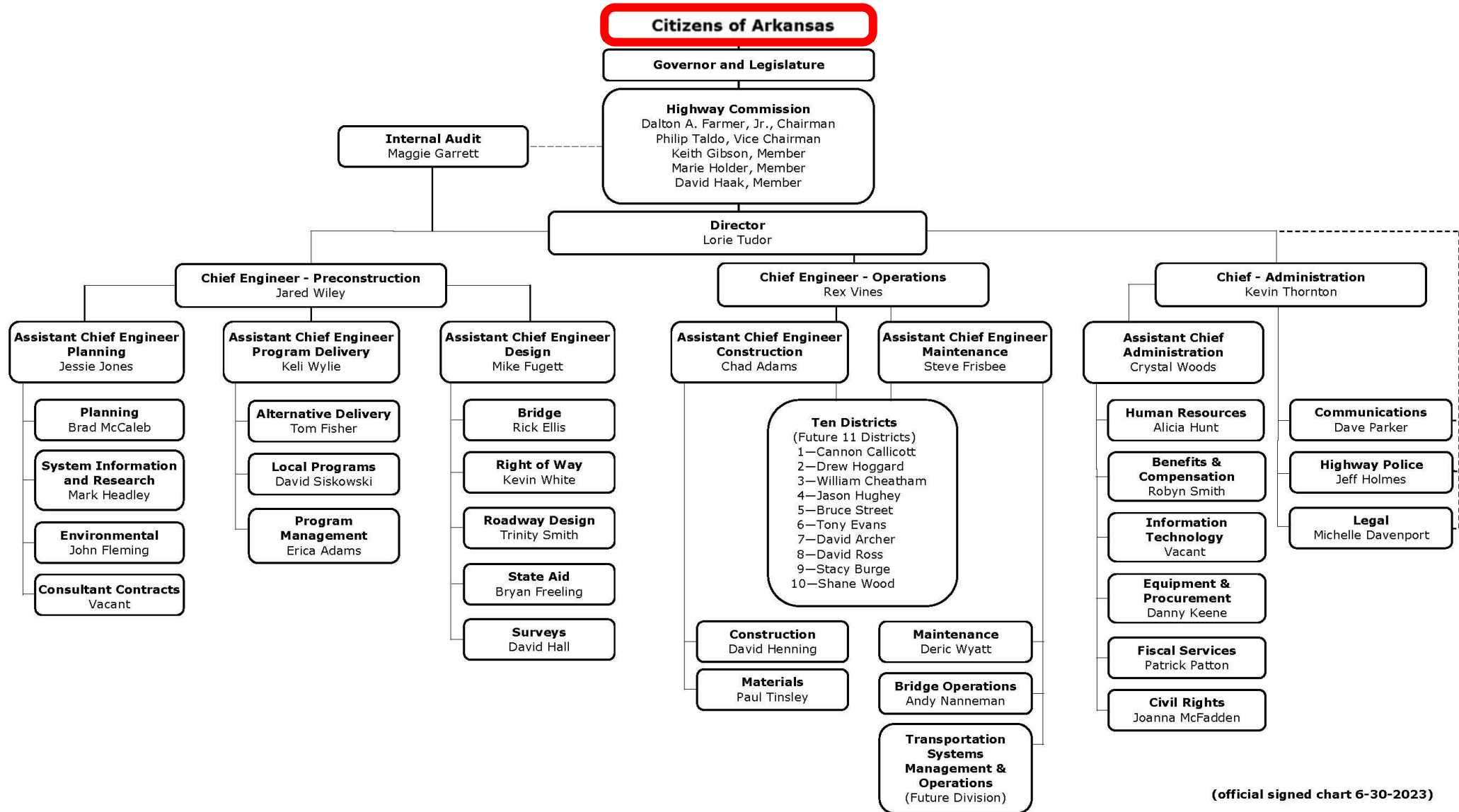
May 15, 2024

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ARKANSAS DEPARTMENT OF TRANSPORTATION ORGANIZATION CHART



(official signed chart 6-30-2023)

Arkansas Department of Transportation
Arkansas Legislative Council
Efficiency Study Recommendations
Rules for Implementation

Monthly Update

April 1, 2024



Organizational Structure

Recommendation #1

Finalize KPIs and implement performance management

The Subcommittee recommends ARDOT adopt leading performance management practices to formulate and track a variety of operational effectiveness key performance indicators within a larger performance management framework and finalize those key performance indicators currently in use.

Portfolio Planning

Recommendation #4

Implement a platform that tracks all stakeholder inquiries to resolution

The Subcommittee recommends ARDOT implement a process to track all stakeholder inquiries from receipt to resolution. ARDOT primarily manages customer service by providing the public direct access to staff with no uniform process for documentation of the inquiry or response. Leading customer services practices suggest that ARDOT can improve its customer service, while simultaneously reducing the cost to the Department and finding new Department-wide operational efficiencies.

Transportation Performance At-a-Glance

[Dashboard](#) |
 [ARDOT Fact Sheet](#) |
 [ARDOT Transportation Asset Management Plan](#)

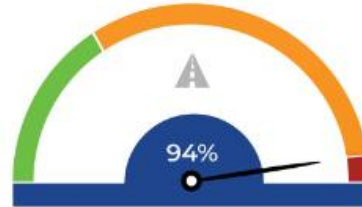
Bridge Condition



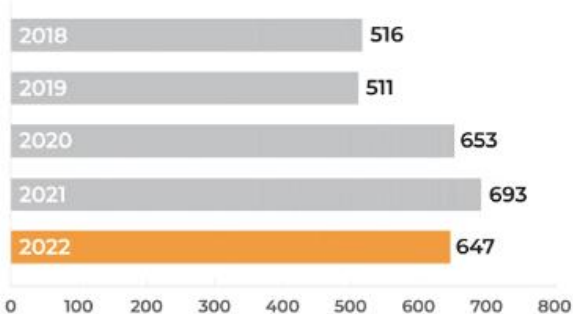
Interstate Condition



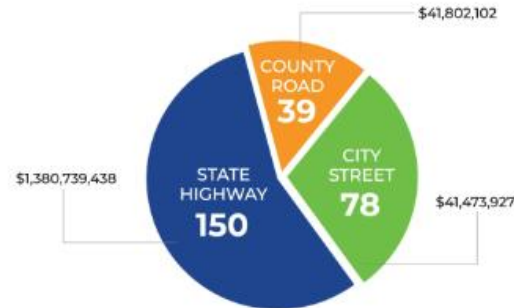
Non-Interstate National Highway Condition



All Public Roadway Fatalities



Construction Projects and Funding



ARDOT TRANSPORTATION PERFORMANCE DASHBOARD:

- Improves transparency
- Establishes baseline performance targets
- Long-term initiative designed to evolve

ARDOT Job Status App

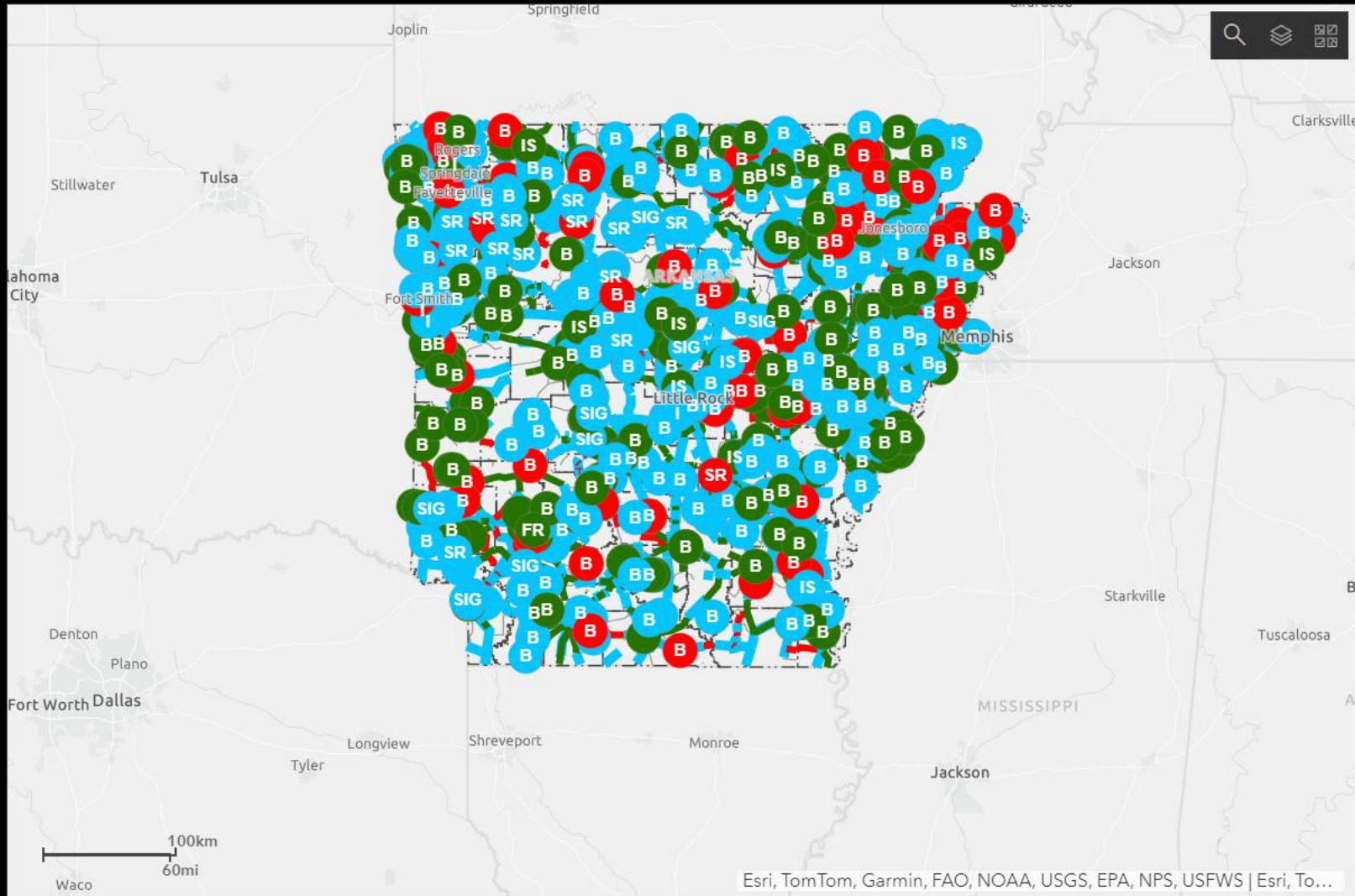
ARDOT Arkansas Department of Transportation

ALL DISTRICTS County: STATEWIDE Job Number: ANY JOB Route: ALL ROUTES Status: ANY STATUS Job Type: ALL TYPES

Additional Filters

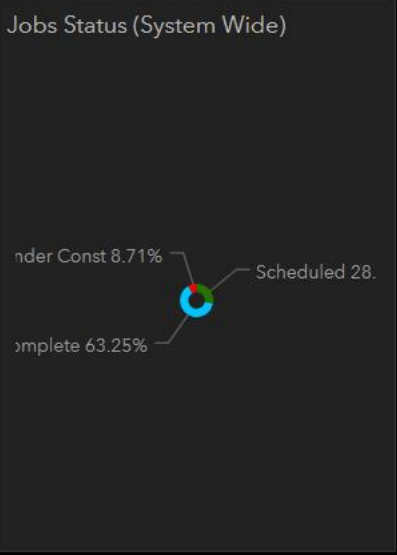
Job Name: ALL NAMES

Let Year: ALL YEARS



Legend:

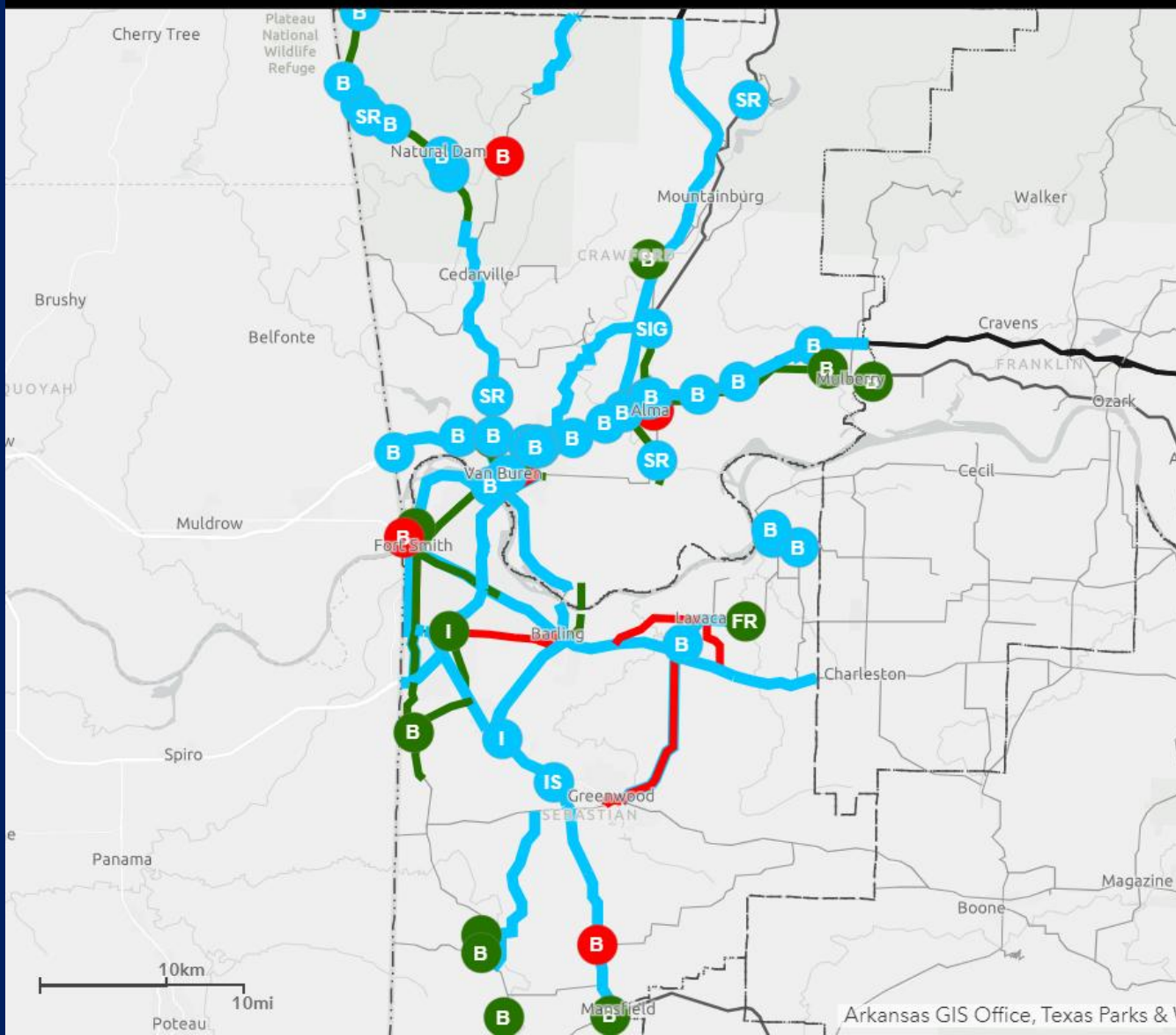
- Scheduled (Green)
- Under Const. (Red)
- Completed (Blue)
- New Location (Grey)
- Bridge (B)
- Interchange (I)
- Inters. Impvts. (IS)
- Signal (SIG)
- Slide Repair (SR)
- Flood Repair (FR)



Version 1.2 : Published September 7, 2023

Highway Project data is sourced semi-live from Program Management Divisions "Job Status Mapping Table". Statewide projects are sourced from the...

County: Sebastian Crawford ▾ Job Number: ANY JOB ▾ Route: ALL ROUTES ▾



	Scheduled		Bridge
	Under Const.		Interchange
	Completed		Inters. Impvts.
	New Location		Signal
			Slide Repair
			Flood Repair

How to access the Job Status App:
 Transportation Performance Dashboard →
 Construction Projects and Funding →
 Other →
Job Status App



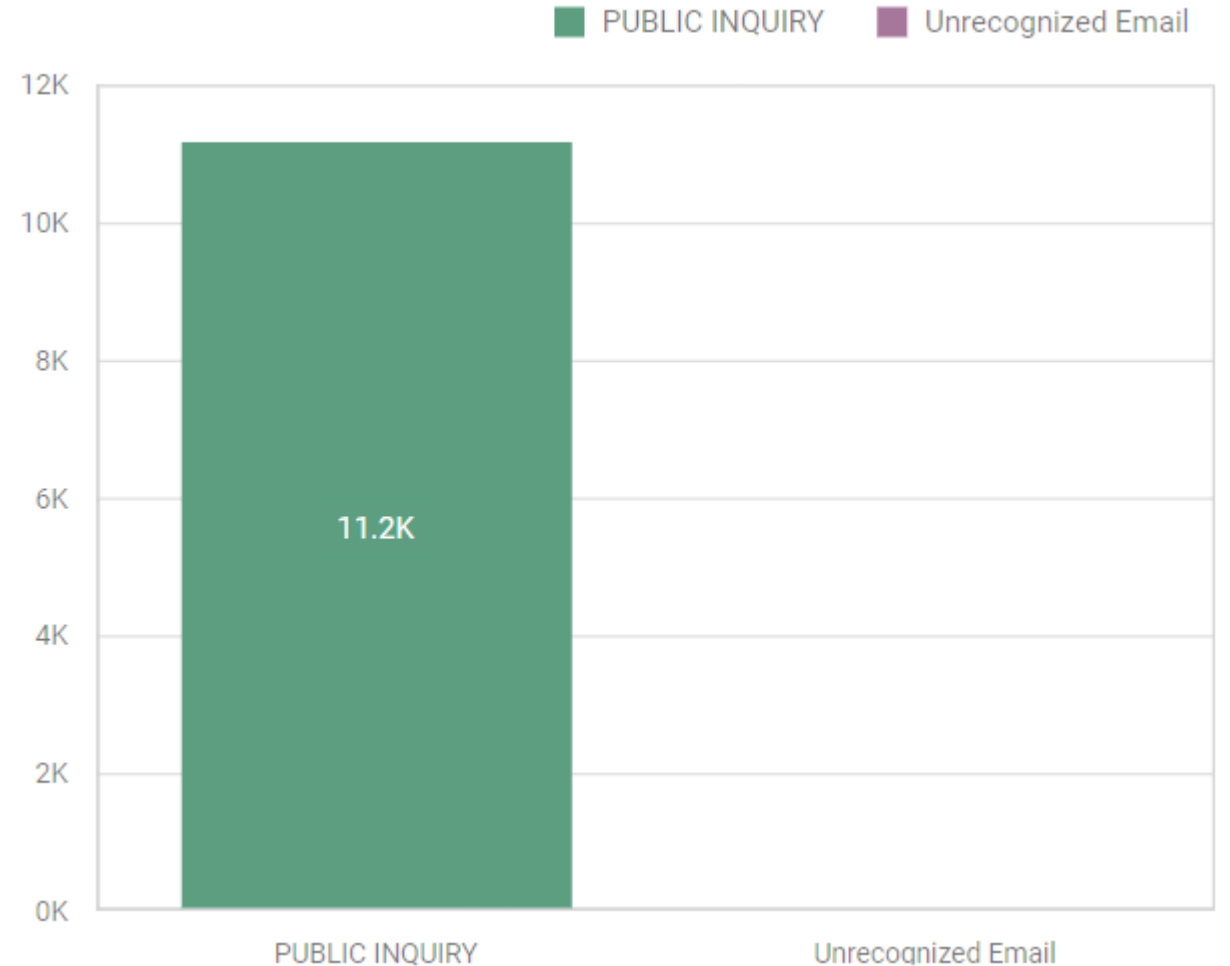
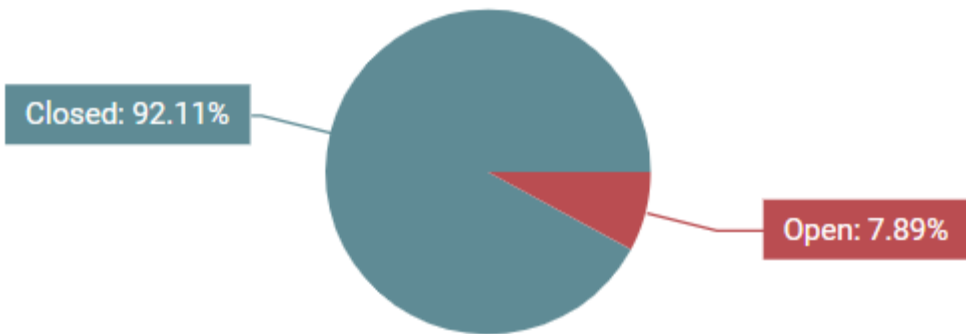
ASK



DOT

Ask ARDOT Data

- Currently **11,265** Inquiries
- **8,790** Submitted by ARDOT Staff
- **2,475** Submitted by the Public



Ask ARDOT Public Portal

Main Menu

- 🏠 Home
- 📄 Submit an Inquiry
- 🔍 FAQs
- 👤 My Inquiry Center
- 🏠 ARDOT Web Site
- ➔ Login

FAQs

See All FAQs 🔍

- What County am I in?
- How do I obtain land surveys or survey worksheets?
- How do I report a malfunctioning traffic light?
- How do I join Adopt-A-Highway?
- I have a DOT Number question.

🏠 Home



Submit an Inquiry



My Inquiry Center



Trending Topics

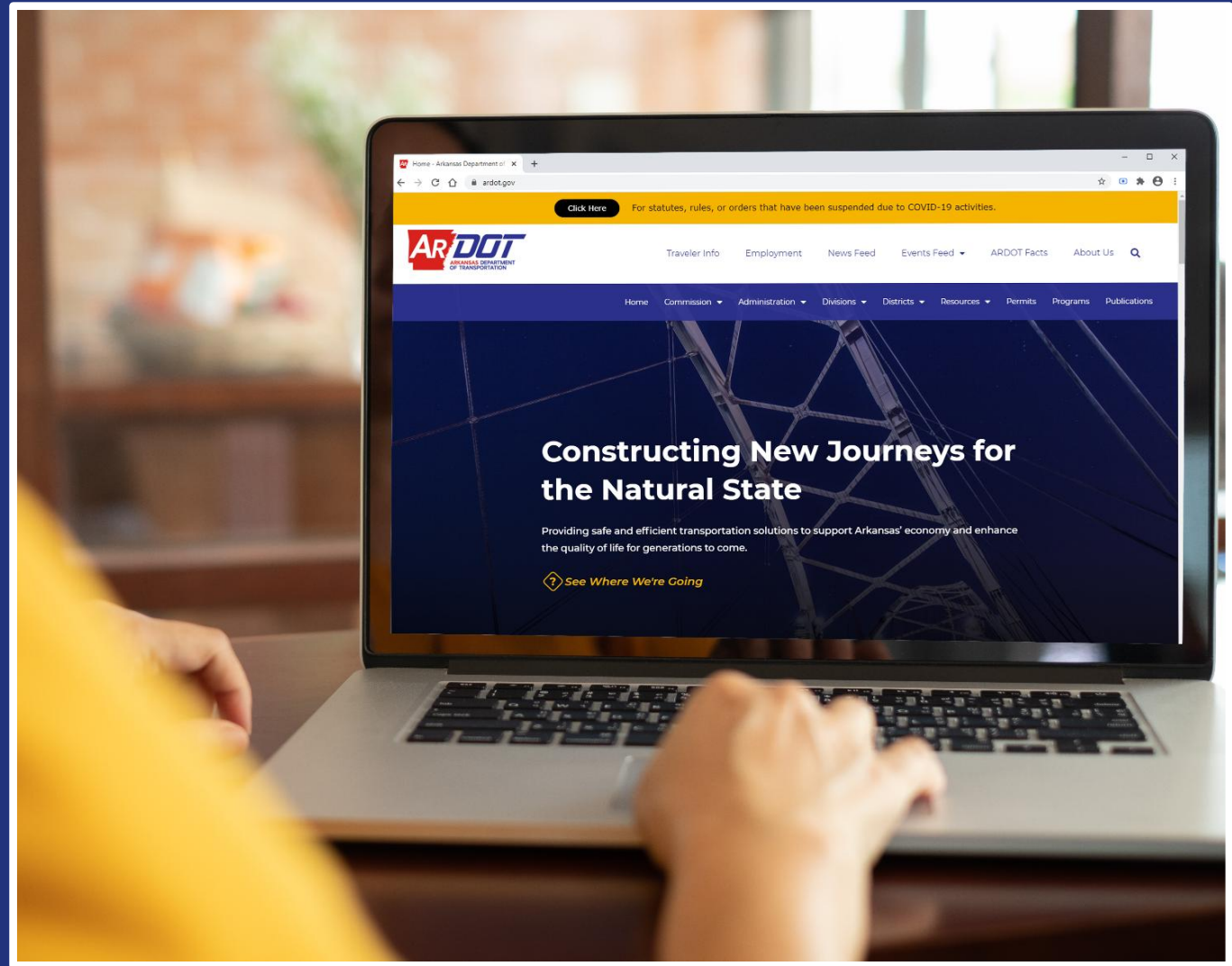


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Scan the QR code to see our [linktr.ee](#)!



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