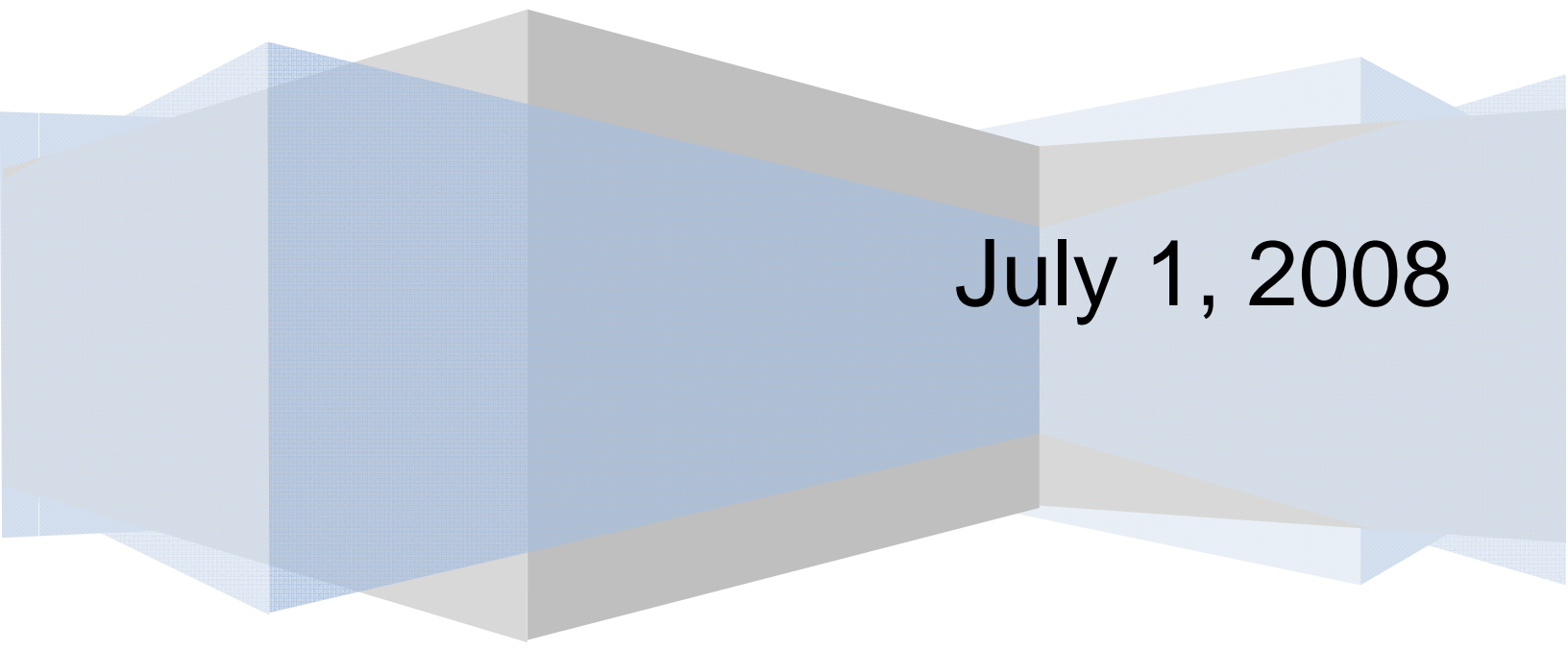


Florida Department of Transportation

2008/09 Quality Assurance Plan

Central Environmental Management Office



July 1, 2008

1. Introduction

As part of its regular business practices, the Florida Department of Transportation (Department) has adopted an integrated performance management system that combines Quality Assurance (QA) and Quality Control (QC) to monitor work processes which implement state and federal laws, rules, procedures, policies and standards. This monitoring is necessary to ensure compliance and quality performance by the Central Office and District units responsible for the delivery of transportation products, services and information.

On July 19, 2007 a *Quality Assurance and Quality Control Policy* (Topic No. 001-260-001-b) became effective for the Department. This Policy requires that appropriate functional area units submit Annual QA Monitoring Plans by July 1 of each year. In accordance with this Policy, the Central Office Environmental Management (CEMO) has developed its QA Plan through a collaborative process with District Environmental Management Offices (Districts). In turn the, District Offices will prepare QC plans to ensure compliance with the CEMO QA Plan. These Plans will also be updated annually to maintain consistency with annual updates to the QA Plan.

This CEMO 2008/09 Quality Assurance Plan has been developed to comply with the above referenced QA/QC Policy and has been fully coordinated with each District so that the QC Plans of each District are also contained in the Appendix C.

1.1 What is Quality Assurance?

Consistent with Departmental policy and guidance, the CEMO QA Plan is based on critical core processes, process control system (PCS) maps and monitoring plans developed in conjunction with the Districts. Quality, for the purposes of Department performance management, is defined as meeting valid customer requirements. A Quality Assurance Plan is the tool used to identify an agency's primary functions or processes; detail those processes; and establish a program for measuring and monitoring those processes.

As identified in FDOT's *Managing for Quality* guidebook, the basic steps involved in developing a QA Plan are:

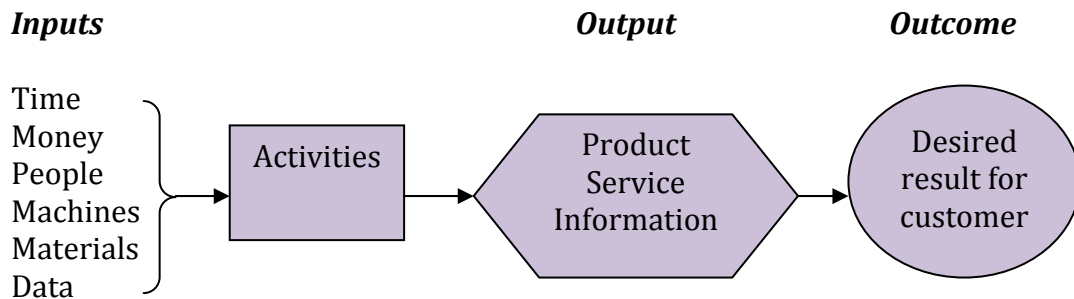
- Identify Processes and Responsible Party for the Processes
- Develop the Process Control Systems
- Build the Measurement System
- Manage the Process and Improve Results

The following text details the core processes, PCS maps, monitoring plans and review schedules defined by CEMO and the Districts to ensure that it complies with customer requirements and continuously delivers quality products, services and information.

2. Core Processes

The key to effective QA is process management. A process is defined as a series of tasks or activities that convert input resources into outputs and outcomes for the customer. This concept is illustrated in Figure 1.

Figure 1



Source: Managing for Quality, 2007 Florida Department of Transportation Performance Management Office

Through the identification and mapping of its core processes, an agency can readily define and detail its primary functions and work towards streamlining and monitoring those processes to ensure the delivery of quality products and services.

2.1 CEMO Core Processes

To begin the QA process, CEMO identified its core or primary processes consistent with Department defined core processes, which have been identified as:

1. Plan
2. Produce
3. Deliver
4. Maintain and Operate

Four core processes and seven sub-processes were identified for CEMO. These core processes were determined based on federal and state regulations and programs, and are consistent with existing CEMO functional program areas. These processes include:

1. Plan
 - Efficient Transportation Decision Making (ETDM) Screening
 - Scenic Highways
2. Produce
 - Project Development and Environmental (PD&E) Studies
 - Public Involvement
 - Alternatives Evaluation
 - Biological Assessments and Studies
 - Historical and Archaeological Resources

- Socio-cultural Assessment
- Noise Assessment
- Permitting
- Contamination

Because of the numerous processes identified, it was determined that performing annual QA reviews on all of these CEMO processes would be cumbersome for the CEMO and Districts. Therefore, CEMO devised a ten-year plan to focus on one or two process reviews each year. The ETDM process is an on-going, web-based project review program with 45 to 60 day deadlines to obtain early input from resource agencies. Because of these short-term deadlines, it is recommended that this process be evaluated every three years. Its sub-process, Dispute Resolution, would follow a year later.

Conversely, completion of PD&E studies can range anywhere from 2 to 6 years and involve a variety of complex environmental, community evaluation and engineering components. Because they extend over a longer period of time, it was determined that the QA review of this process would occur every ten years and each of the sub-processes would be evaluated during the years in between the overall PD&E process reviews. This ten year plan minimizes the QA workload for all Environmental Management Offices, yet still provides for timely process management and monitoring to ensure quality services. Table 1 illustrates the CEMO process QA review schedule.

Each year, the CEMO QA Plan and District QC Plans will be updated to reflect the appropriate core process being evaluated during that QA review cycle.

2.2 Process Control System (PCS) Mapping

The Process Control System (PCS) is a standardized tool which maps out the core process components. It contains a graphic flow chart of the process activities and includes other important process related information such as:

- customers
- customer requirements
- process regulators
- regulator requirements
- resources/inputs/suppliers
- outputs/deliverables/services
- process measurements
- measurement targets
- measured items
- measuring frequency

This tool is used as the basis for the development of the QA Plan and District QC Plans. The 2008 CEMO QA Plan will be used to monitor the ETDM Screening Process. A copy of the ETDM Screening PCS map is included in Appendix A of this document.

Table 1
CEMO Core Process Review Table

| CEMO Core Processes | Year 1 2008/09 | Year 2 2009/10 | Year 3 2010/11 | Year 4 2011/12 | Year 5 2012/13 | Year 6 2013/14 | Year 7 2014/15 | Year 8 2015/16 | Year 9 2016/17 | Year 10 2017/18 |
|---|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|-------------------|--------------------|
| 1.5 ETDM Screening Process | X | | | X | | | X | | | X |
| 1.6 Scenic Highways | | | | | | | | | | X |
| 2.4.4 Project Development and Environment Studies | | X | | | | | | | | |
| 2.4.4.1 Public Involvement | | | X | | | | | | | |
| 2.4.4.2 Alternatives Evaluation | | | | X | | | | | | |
| 2.4.4.3 Biological Assessments and Studies | | | | | X | | | | | |
| 2.4.4.4 Historical and Archaeological Resources | | | | | | X | | | | |
| 2.4.4.5 Socio-cultural Assessment | | | | | | X | | | | |
| 2.4.4.6 Noise Assessment | | | | | | | X | | | |
| 2.4.4.7 Permitting | | | | | | | | X | | |
| 2.4.4.8 Contamination | | | | | | | | | X | |

2.3 Quality Measures

After the processes have been identified and mapped, quality measures are developed to provide a bench mark in determining how well the process is achieving the desired results. The CEMO quality measures were selected based on the availability of information or data to quantify the measure, and a determination that the data can be recorded in a way to provide useful results in addressing customer requirements. Input regarding these measures was provided by the Districts to ensure their ability to comply with the measures. Also, a historical analysis of the data was conducted to determine current progress in meeting the measures. New targets were then established based on these historical trends. The CEMO measures and targets are identified in the PCS Map and Monitoring Plans contained in Appendices A and B, respectively.

3. QA Monitoring Plans

Monitoring plans are developed for each process. The purpose of process monitoring is to:

- Continually improve processes
- Continually improve results

These plans should concisely identify the activities to be monitored, the quality measures, targets and frequency of measuring. The monitoring plans are based on the information contained in the PCS map and should serve as the basis for the development of the District QC Plans. The ETDM Screening Monitoring Plan is contained in Appendix B of this report.

Monitoring may also include a review of District files to verify the accuracy of QC data through sampling. If this option is selected, Districts must be notified of the sampling prior to the site visit.

4. District EMO Quality Control Plans

Upon completion of the QA Plan, the Districts are responsible for creating QC plans. Quality Control Plans serve as a means to monitor and measure operational functions at the District level so that a desired output is obtained. The QC Plans should reflect the processes, PCS Maps and Monitoring Plans contained within the QA Plan. The District QC Plans are a depiction of how, and by whom, data necessary to address the QA measures will be collected, interpreted, stored and reported at the District level. It is important that the QC Plan be developed and agreed to by everyone involved in doing the job and signed off by the District Unit Manager prior to transmittal to the CEMO.

The QC Plans are then incorporated into the QA Plan and submitted to the Performance Management Office by July 30 of each year. Copies of the District Plans are included in Appendix C of this report.

5. QA Review Team and Schedule

After the Plans have been developed and approved, the process of evaluating and monitoring the identified core processes begins with the Quality Assurance Reviews (QAR). A QAR team, comprised of CEMO senior management, coordinates annually with the Districts to review and evaluate the core processes identified in the QA and QC Plans. At least 30 days prior to the actual review, the QAR team reviews the QC plans and contacts the appropriate District personnel to schedule a meeting and/or discuss the type and format of data and analysis necessary to properly evaluate the core process being evaluated that cycle. The proposed 2008 schedule for the CEMO QAR is:

- a. District 2 - September 17, 2008
- b. District 3 - September 18, 2008
- c. District 4 - October 1, 2008
- d. District 6 - October 2, 2008
- e. District 1 - October 15, 2008
- f. District 7 - October 16, 2008
- g. District 5 - October 29, 2008
- h. Turnpike - October 30, 2008

At the initiation of the QA process, the QARs will likely involve a site visit at the individual Districts. As the QAR team and the Districts become more familiar with the QAR process and the data requirements, the QARs may be conducted through electronic transmittal of data reports.

After meeting with the District staff and reviewing the data and analysis, the QAR team forms preliminary findings and conclusions and conducts a closeout meeting with the manager of the functional unit. Additionally, the QAR team conducts an exit interview with the District Secretary or Assistant Secretary and/or Director to present the preliminary results.

If a site visit is not required, the same process of reviewing, analyzing and evaluating District QC data is followed. Preliminary conclusions are developed and shared with the Districts. Within 10 days of the QC Review, the QAR team prepares the final QAR report and follows the process outlined in Section 6 below.

6. QA Reporting and Issue Resolution

Within 10 days of the site visit, the QAR team prepares a final QAR report for review and approval by the CEMO manager and submittal to the District Secretary, Assistant Secretary and/or Director, with copies to the unit manager. Upon receipt of the QAR report, the Districts have 20 days to respond to the report. The final QAR report is then posted on the CEMO Infonet and incorporated into the next update of the QA Plan.

Each QAR report should include the following:

- Identification of QAR team members
- Process or activities reviewed
- Findings of the QAR team
- Recommended corrective actions, where appropriate
- Identification of “Best Practices”, where appropriate

Additional guidance for conducting a QAR is included in FDOT’s *Managing for Quality* guidebook.

The reviewed processes may receive a rating of compliance, noncompliance or best practice depending on whether the District is meeting, not meeting or exceeding the established targets. For those processes or activities that receive a rating of noncompliance, a follow-up Action Plan must be developed by the District and submitted to the CEMO Manager within 20 days from publication of the final report. The CEMO Manager will notify the District within ten (10) days whether the Action Plan is acceptable. Should the Action Plan be deemed unacceptable, the QAR team will coordinate with the District to draft an Action Plan that is acceptable to all parties.

The Action Plan must identify the process changes which will be implemented to resolve the noted issue, a time frame for implementing the changes, and the feedback mechanism to be employed to measure the effectiveness of the solution. CEMO will monitor the implementation of an action plan until all non-compliance activities, tasks or processes have been improved.

All QAR disputes between CEMO and the Districts, including all QAR documentation, will be submitted to executive management for review, discussion and subsequent decision-making to resolve the dispute.

7. References

1. Quality Assurance and Quality Control Policy, 001-260-001-b, Performance Management Office, Effective date: July 19, 2007
2. *Managing For Quality Handbook*, Florida Department of Transportation, Performance Management Office, 2007

Appendix A
ETDM Screening Process Control System Map

| Process Control System | | | | | | | | | | | | | | | | |
|--|-------------------|----------------|--|---------------|---|---------------|------|--|--------------------------------------|-----|--|-------------------------------|-----------------------|--|---------------------------------|---|
| Process Number/Name: 1.5 Efficient Transportation Decision Making (ETDM) | | | Product/Service: Early coordination for transportation projects, final programming summary reports and COA | | Primary Customers: Project Development & Environmental (PD&E) Managers, Environmental Technical Advisory Team (ETAT), federally recognized tribes and public Primary Regulators: Lead Agencies (FHWA and FTA) and State of Florida Clearinghouse | | | Customers Valid Requirements: timely project reports, early and continuous participation of ETAT, accurate resource data and complete project information, clear and concise documentation of project issues, access to information and ability to provide comment | | | Regulator's Valid Requirements: compliance with the Safe, Accountable, Flexible, Efficient, Transportation Equity Act - A Legacy for Users (SAFETEA-LU), Title 23, Sections 6002 | | | | | |
| Input(s): MPO, SIS and bridge reports, technical support, project information, maps, and stakeholder feedback Supplier(s): MPOs, FDOT, ETAT Agencies, Lead Agencies, Public and federally recognized tribes | | Flow Chart | | | | | | | Process and Quality Measures (QC/QA) | | Checking / Measurement Monitoring | | | Miscellaneous Information | | |
| Step/Time | Stakeholders/FDOT | Planning / MPO | EMO | ETAT Agencies | Public | Clearinghouse | FDOT | Lead Agency | Process Measures | And | Control Limits | Checking Item | Timeframe (Frequency) | Responsibility | Contingency Plans | - Abbreviations - Procedure Reference - Notes, etc. |
| | | | | | | | | | Quality Measures | | Specs / Targets | What is to be checked? | When to check? | Who will check? | Actions required for exceptions | |
| | | | | | | | | | P1- P11 | 85% | Project Screening Checklist | End of 1.5.2, 1.5.5 and 1.5.7 | Districts | P1- Resource data & metadata available P2- Project Information uploaded into Environmental Screening Tool (EST) P3- Plans and projects identified P4- Purpose & Need statement consistent with FHWA guidance P5- ETAT reviewers identified with the project jurisdiction P6- Comments received within review period P7 - Summary degrees of effect generated P8- Consistency determination obtained P9- Approved purpose and need P10- Commitments and recommendations identified P11- Approved Class of Action (COA) Stakeholders - Resource Agencies, Federal Highway Administration (FHWA), general public, non-governmental organizations, planners, local and state officials and federally recognized tribes Quality data - is accurate and complete Accurate means there is accompanying metadata describing the resource data Complete means best available data provided from all sources | | |
| Prepare 30 days | | | | | | | | | Q1 | 85% | Summary Report Compliance Report | Every 36 months | CEMO | | | |
| Conduct 45 to 60 days | | | | | | | | | Q2 | 85% | Summary Report Compliance Report | Every 36 months | CEMO | | | |
| Prepare 60 days | | | | | | | | | Q3 | 85% | Data Quality Assessments and ETAT Agency Survey Summaries | Every 36 months | CEMO | | | |
| | | | | | | | | | Q4 | 80% | Summary of Public Comments Report | Every 36 months | CEMO | | | |
| Prepare 30 days | | | | | | | | | Q5 | 90% | Summary Report Compliance Report | Every 36 months | CEMO | | | |
| Conduct 45 to 60 days | | | | | | | | | Q6 | 90% | Summary Report Compliance Report | Every 36 months | CEMO | | | |
| | | | | | | | | | Q7 | 90% | Notification logs | Every 36 months | CEMO | | | |
| Prepare 60 days | | | | | | | | | Q8 | 90% | Notification logs | Every 36 months | CEMO | | | |
| | | | | | | | | | Q9 | 90% | Class of Action Report | Every 36 months | CEMO | | | |

Appendix B
ETDM Screening Monitoring Plan

Monitoring Plan

Date: 11/6/07 DRAFT

Process Owner: Environmental Management

| Process Name: 1.5 ETDM Project Screening | QAR Schedule: D1 _____ D2 _____ D3 _____ D4 _____ D5 _____ D6 _____ D7 _____ TPK _____ CO _____ | | |
|--|--|--------|-----------------|
| Activity(s) for Review | Measures | Target | Frequency |
| 1.5.3 Prepare Planning Summary Report | Q1 - % Planning Screen Summary Reports published within 60 days of comment deadline | 85% | Every 36 months |
| 1.5.6 Prepare Preliminary Programming Summary Report | Q2 - % Preliminary Programming Screen Summary Reports published within 60 days of comment deadline | 85% | Every 36 months |
| 1.5.1 and 1.5.4 Prepare, Verify or Update Project Information and Support Data | Q3 - % Accurate and complete ETDM project information for decision making | 80% | Every 36 months |
| 1.5.3. and 1.5.7 Prepare and publish Summaries on Website | Q4 - % Projects with completed summary of public comments | 90% | Every 36 months |
| 1.5.2 and 1.5.5 Conduct planning and programming screens, Advanced Notification, Consistency Determination | Q5 - % of Project stakeholders notified for project review | 90% | Every 36 months |
| 1.5.3 and 1.5.6 Prepare Planning Summary Report and Prepare Preliminary Programming Summary Report | Q6- % of Project stakeholders notified when summary reports are published | 90% | Every 36 months |
| 1.5.7 Prepare Final Programming Summary and Proposed Class of Action | Q7 - % Projects with Class of Action obtained from Lead Agency consistent with summary report | 90% | Every 36 months |
| | | | |
| | | | |
| | | | |
| | | | |
| Review Team Leader: Carolyn Ismart | | | |
| Review Team Members: Larry Barfield, Buddy Cunill, George Ballo and Bob Crim | | | |
| | | | |
| | | | |

Functional Office: Environmental Mgmt. Manager's Approval: _____ Date: _____

Note: Please attach manager approved (signed) Process Control System referenced for QA functions.

Appendix C
District Quality Control Plans

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| District 1 | | | | | | |
|--|--|--|----------------|---|-------------|-----------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| 1.5 ETDM Project Screening | 1.5.3 Prepare Planning Screen Summary Report | Q1 - % Planning Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Compliance Report * Unpublished Summary Report | Every April | ETDM Coordinator |
| | 1.5.6 Prepare Preliminary Programming Summary Report | Q2 - % Preliminary Programming Screen Summary Reports published within 60 days of comment deadline Q4 - % Projects with completed | 85% | Summary Report Compliance Report * Unpublished Summary Report | Every April | ETDM Coordinator |
| | 1.5.1 and 1.5.4 Prepare, Verify or Update Project Information and Support Data | Q3 - % Accurate and complete ETDM project information for decision making | 80% | *Data Quality Assessment * ETAT Agency Surveys | Every April | ETDM Coordinator / EA |
| | 1.5.3 and 1.5.7 Prepare and publish Summaries on Website | Q4 - % Projects with completed summary of public comments | 90% | Summary of Public Comments Report | Every April | ETDM Coordinator |

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| District 1 | | | | | | |
|--|---|---|----------------|--|-------------|-----------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| | 1.5.2 and 1.5.5 Conduct planning and programming screens, Advance Notification, Consistency Determination | Q5 - % of Project stakeholders notified for project review | 90% | * Notification Logs * Additional request for project information from resource agencies | Every April | ETDM Coordinator |
| | 1.5.3 and 1.5.6 Prepare Planning Summary Report and Prepare Preliminary Programming Summary Report | Q6 - % of Project notified when summary reports are published | 90% | * Notification Logs | Every April | ETDM Coordinator |
| | 1.5.7 Prepare Final Programming Summary and Proposed Class of Action | Q7 - % Projects with Class of Action obtained from Lead Agency consistent with summary Report | 90% | * Class of Action Report | Every April | ETDM Coordinator / EA |
| | | | | | | |

Approved: _____

Director of Transportation Development

FINAL

| District 2 | | | | | | |
|--|---|--|----------------|----------------------------------|--------------|-----------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| 1.5 ETDM Project Screening | 1.5.3 Prepare Planning Screen Summary Report | Q1 - % Planning Screen Summary Reports published within 60 days of comment deadline | 85% | Summary Report Compliance Report | End of 1.5.2 | ETDM Coordinator /MPO |
| | 1.5.6 Prepare Preliminary Programming Summary Report | Q2 - % Preliminary Programming Screen Summary Reports published within 60 days of comment deadline | 85% | Summary Report Compliance Report | End of 1.5.5 | ETDM Coordinator |
| | 1.5.1 and 1.5.4 Prepare, Verify or Update Project Information and Support Data | Q3 - % Accurate and complete ETDM project information for decision making | 80% | Project File | End of 1.5.5 | ETDM Coordinator / EA |
| | 1.5.3 and 1.5.7 Prepare and publish Summaries on Website | Q4 - % Projects with completed summary of public comments | 90% | Summary of Public Comment | 1.5.4 | ETDM Coordinator |
| | 1.5.2 and 1.5.5 Conduct planning and programming screens, Advance Notification, Consistency Determination | Q5 - % of Project stakeholders notified for project review | 90% | Project Status / Phase Log | 1.5.4 | ETDM Coordinator |
| | 1.5.3 and 1.5.6 Prepare Planning Summary Report and Prepare Preliminary Programming Summary Report | Q6 - % of Project notified when summary reports are published | 90% | Summary Report Compliance Report | End of 1.5.5 | ETDM Coordinator |
| | 1.5.7 Prepare Final Programming Summary and Proposed Class of Action | Q7 - % Projects with Class of Action obtained from Lead Agency consistent with summary Report | 90% | Project File | End of 1.5.7 | ETDM Coordinator / EA |
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Approved: _____

District Unit Manager

FINAL

| District 3 | | | | | | |
|--|---|--|----------------|---|------------------|-------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| 1.5 ETDM Project Screening | 1.5.3 Prepare Planning Screen Summary Report | Q1 - % Planning Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Status Report *UnPublished Summary Report | 12 months - July | ETDM Coordinator |
| | 1.5.6 Prepare Preliminary Programming Summary Report | Q2 - % Preliminary Programming Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Status Report *UnPublished Summary Report | 12 months - July | ETDM Coordinator |
| | 1.5.1 and 1.5.4 Prepare, Verify or Update Project Information and Support Data | Q3 - % Accurate and complete ETDM project information for decision making | 80% | *Data Quality Assessments *ETAT Agency Surveys | 12 months - July | ETDM Coordinator |
| | 1.5.3 and 1.5.7 Prepare and publish Summaries on Website | Q4 - % Projects with completed summary of public comments | 90% | *Summary of Public Comments Report | 12 months - July | ETDM Coordinator |
| | 1.5.2 and 1.5.5 Conduct planning and programming screens, Advance Notification, Consistency Determination | Q5 - % of Project stakeholders notified for project review | 90% | *Notification logs *Agency Review Matrix *Additional request for project information from resource agencies | 12 months - July | ETDM Coordinator |
| | 1.5.3 and 1.5.6 Prepare Planning Summary Report and Prepare Preliminary Programming Summary Report | Q6 - % of Project stakeholders notified when summary reports are published | 90% | *Notification logs | 12 months - July | ETDM Coordinator |

FINAL

| District 3 | | | | | | |
|--|--|---|----------------|-------------------------|------------------|-------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| | 1.5.7 Prepare Final Programming Summary and Proposed Class of Action | Q7 - % Projects with Class of Action obtained from Lead Agency consistent with summary report | 90% | *Class of Action Report | 12 months - July | ETDM Coordinator |
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Approved: _____

District Unit Manager

FINAL

| District 4 | | | | | | |
|--|---|--|----------------|---|------------------|-------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| 1.5 ETDM Project Screening | 1.5.3 Prepare Planning Screen Summary Report | Q1 - % Planning Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Status Report *UnPublished Summary Report *Project Tracking Report | 12 months - July | ETDM Coordinator |
| | 1.5.6 Prepare Preliminary Programming Summary Report | Q2 - % Preliminary Programming Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Status Report *UnPublished Summary Report *Project Tracking Report | 12 months - July | ETDM Coordinator |
| | 1.5.1 and 1.5.4 Prepare, Verify or Update Project Information and Support Data | Q3 - % Accurate and complete ETDM project information for decision making | 80% | *Data Quality Assesments *ETAT Agency Surveys | 12 months - July | ETDM Coordinator |
| | 1.5.3 and 1.5.7 Prepare and publish Summaries on Website | Q4 - % Projects with completed summary of public comments | 90% | *Summary of Public Comments Report | 12 months - July | ETDM Coordinator |
| | 1.5.2 and 1.5.5 Conduct planning and programming screens, Advance Notification, Consistency Determination | Q5 - % of Project stakeholders notified for project review | 90% | *Notification logs *Agency Review Matrix *Additional request for project information from resource agencies | 12 months - July | ETDM Coordinator |

FINAL

| District 4 | | | | | | |
|--|--|---|----------------|-------------------------|------------------|-------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| | 1.5.3 and 1.5.6 Prepare Planning Summary Report and Prepare Preliminary Programming Summary Report | Q6 - % of Project stakeholders notified when summary reports are published | 90% | *Notification logs | 12 months - July | ETDM Coordinator |
| | 1.5.7 Prepare Final Programming Summary and Proposed Class of Action | Q7 - % Projects with Class of Action obtained from Lead Agency consistent with summary report | 90% | *Class of Action Report | 12 months - July | ETDM Coordinator |
| | | | | | | |

Approved: _____

District Unit Manager

FINAL

| District 5 | | | | | | |
|--|---|--|----------------|--|--------------------|------------------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| 1.5 ETDM Project Screening | 1.5.3 Prepare Planning Screen Summary Report | Q1 - % Planning Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Compliance Report *UnPublished Summary Report | 12 months - August | ETDM Coordinator |
| | 1.5.6 Prepare Preliminary Programming Summary Report | Q2 - % Preliminary Programming Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Compliance Report *UnPublished Summary Report | 12 months - August | ETDM Coordinator |
| | 1.5.1 and 1.5.4 Prepare, Verify or Update Project Information and Support Data | Q3 - % Accurate and complete ETDM project information for decision making | 80% | *Data Quality Assesments *ETAT Agency Surveys | 12 months - August | ETDM Coordinator |
| | 1.5.3 and 1.5.7 Prepare and publish Summaries on Website | Q4 - % Projects with completed summary of public comments | 90% | *Summary of Public Comments Report | 12 months - August | Community Liason Coordinator |
| | 1.5.2 and 1.5.5 Conduct planning and programming screens, Advance Notification, Consistency Determination | Q5 - % of Project stakeholders notified for project review | 90% | *Notification logs *Additional request for project information from resource agencies | 12 months - August | Community Liason Coordinator |
| | 1.5.3 and 1.5.6 Prepare Planning Summary Report and Prepare Preliminary Programming Summary Report | Q6 - % of Project stakeholders notified when summary reports are published | 90% | *Notification logs | 12 months - August | Community Liason Coordinator |

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| | | | | | | |
|--|---|---|-----|-------------------------|--------------------|------------------|
| | 1.5.7 Prepare Final Programming Summary and Proposed Clas of Action | Q7 - % Projects with Class of Action obtained from Lead Agency consistent with summary report | 90% | *Class of Action Report | 12 months - August | ETDM Coordinator |
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Approved: _____

District Unit Manager

FINAL

| District 6 | | | | | | |
|--|---|--|----------------|---|--|---|
| Planning and Environmental Management Office ETDM Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| 1.5 ETDM Project Screening | 1.5.3 Prepare Planning Screen Summary Report | Q1 - % Planning Screen Summary Reports published within 60 days of comment deadline | 85% | * District Summary Report Status Log * Un-Published Summary Report * Project Schedule | * Program = 12 months (July) * Quarterly * Per project based on scheduled targets (continuous) | * PLEMO Mgr. * ETDM Coordinator/CLC * PM(s) |
| | 1.5.6 Prepare Preliminary Programming Summary Report | Q2 - % Preliminary Programming Screen Summary Reports published within 60 days of comment deadline | 85% | * District Summary Report Status Log * Un-Published Summary Report * Project Schedule | * Program = 12 months (July) * Quarterly * Per project based on scheduled targets (continuous) | * PLEMO Mgr. * ETDM Coordinator/CLC * PM(s) |
| | 1.5.1 and 1.5.4 Prepare, Verify or Update Project Information and Support Data | Q3 - % Accurate and complete ETDM project information for decision making | 80% | * ETAT Agency Surveys * Data quality assessments (ground truthing) | * 12 months (July) * Quarterly * Per project | * PLEMO Mgr. * ETDM Coordinator/CLC * PM(s) |
| | 1.5.3 and 1.5.7 Prepare and publish Summaries on Website | Q4 - % Projects with completed summary of public comments | 90% | * Summary of Public Comments Report | * 12 months (July) * Quarterly * Per project | * PLEMO Mgr. * ETDM Coordinator/CLC * PM(s) |
| | 1.5.2 and 1.5.5 Conduct planning and programming screens, Advance Notification, Consistency Determination | Q5 - % of Project stakeholders notified for project review | 90% | * Track ETAT Notifications Report * Stakeholder Requests for Information Log | * 12 months (July) * Quarterly * Per project based on project log | * PLEMO Mgr. * ETDM Coordinator/CLC * PM(s) |
| | 1.5.3 and 1.5.6 Prepare Planning Summary Report and Prepare Preliminary Programming Summary Report | Q6 - % of Project notified when summary reports are published | 90% | * Track ETAT Notifications Report * Verification of Public Website | * 12 months (July) * Quarterly * Per project | * PLEMO Mgr. * ETDM Coordinator/CLC * PM(s) |

FINAL

| District 6 | | | | | | |
|---|--|---|-----|--|--|---|
| Planning and Environmental Management Office ETDM Quality Control Plan | | | | | | |
| | 1.5.7 Prepare Final Programming Summary and Proposed Class of Action | Q7 - % Projects with Class of Action obtained from Lead Agency consistent with summary Report | 90% | * Class of Action Report * District Summary Report Status Log * Un-Published Summary Report (Reports, Reminders) * Project Schedule | * Program = 12 months (July) * Quarterly * Per project based on scheduled targets (continuous) | * PLEMO Mgr. * ETDM Coordinator/CLC * PM(s) |
| NOTE: The ETDM Coordinator and CLC review all project materials before they are entered into the EST. | | | | | | |

Approved: _____

District Unit Manager

FINAL

| District 7 | | | | | | |
|--|---|--|----------------|--|--------------------|------------------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| 1.5 ETDM Project Screening | 1.5.3 Prepare Planning Screen Summary Report | Q1 - % Planning Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Compliance Report *UnPublished Summary Report *Internal D7 Tracking Spreadsheet | 12 months - August | ETDM Coordinator |
| | 1.5.6 Prepare Preliminary Programming Summary Report | Q2 - % Preliminary Programming Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Compliance Report *UnPublished Summary Report *Internal D7 Tracking Spreadsheet | 12 months - August | ETDM Coordinator |
| | 1.5.1 and 1.5.4 Prepare, Verify or Update Project Information and Support Data | Q3 - % Accurate and complete ETDM project information for decision making | 80% | *Data Quality Assesments *ETAT Agency Surveys | 12 months - August | ETDM Coordinator |
| | 1.5.3 and 1.5.7 Prepare and publish Summaries on Website | Q4 - % Projects with completed summary of public comments | 90% | *Summary of Public Comments Report | 12 months - August | Community Liason Coordinator |
| | 1.5.2 and 1.5.5 Conduct planning and programming screens, Advance Notification, Consistency Determination | Q5 - % of Project stakeholders notified for project review | 90% | *Notification logs *Additional request for project information from resource agencies | 12 months - August | Community Liason Coordinator |

FINAL

| District 7 | | | | | | |
|--|--|---|-----|-------------------------|--------------------|------------------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| | 1.5.3 and 1.5.6 Prepare Planning Summary Report and Prepare Preliminary Programming Summary Report | Q6 - % of Project stakeholders notified when summary reports are published | 90% | *Notification logs | 12 months - August | Community Liason Coordinator |
| | 1.5.7 Prepare Final Programming Summary and Proposed Clas of Action | Q7 - % Projects with Class of Action obtained from Lead Agency consistent with summary report | 90% | *Class of Action Report | 12 months - August | ETDM Coordinator |
| | | | | | | |

Approved: _____

District Unit Manager

FINAL

| Florida Turnpike Enterprise | | | | | | |
|--|--|---|--|---|-----------|-------------------|
| Environmental Management Office Quality Control Plan | | | | | | |
| Process # | Activity # | Process Measure | Control Limits | Checking Item | Frequency | Responsible Party |
| 1.5 ETDM Project Screening | 1.5.3 Prepare Planning Screen Summary Report | Q1 - % Planning Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Status Report *Un-Published Summary Report *Project Tracking Report | 12 months | ETDM Coordinator |
| | 1.5.6 Prepare Preliminary Programming Summary Report | Q2 - % Preliminary Programming Screen Summary Reports published within 60 days of comment deadline | 85% | *Summary Report Status Report *Un-Published Summary Report *Project Tracking Report | 12 months | ETDM Coordinator |
| | 1.5.1 and 1.5.4 Prepare, Verify or Update Project Information and Support Data | Q3 - * % Projects with Completed Purpose and Need and Project Description * % Projects with completed concept report | 90% of Turnpike Projects (does not include Developer Projects) | *Data Quality Assessments *ETAT Agency Surveys *Requests from agencies for additional information | 12 months | ETDM Coordinator |
| | 1.5.3 and 1.5.7 Prepare and publish Summaries on Website | Q4 - % Projects with completed summary of public comments | 90% | *Summary of Public Comments Report | 12 months | ETDM Coordinator |

FINAL

| | | | | | | |
|--|---|---|-----|---|-----------|------------------|
| | 1.5.2 and 1.5.5 Conduct planning and programming screens, Advance Notification, Consistency Determination | Q5 - % of Project stakeholders notified for project review | 90% | *Notification logs *Agency Review Matrix *Additional request for project information from resource agencies | 12 months | ETDM Coordinator |
| | 1.5.3 and 1.5.6 Prepare Planning Summary Report and Prepare Preliminary Programming Summary Report | Q6 - % of Project stakeholders notified when summary reports are published | 90% | *Notification logs | 12 months | ETDM Coordinator |
| | 1.5.7 Prepare Final Programming Summary and Proposed Class of Action | Q7 - % Projects with Class of Action obtained from Lead Agency consistent with summary report | 90% | *Class of Action Report | 12 months | ETDM Coordinator |

Approved: _____

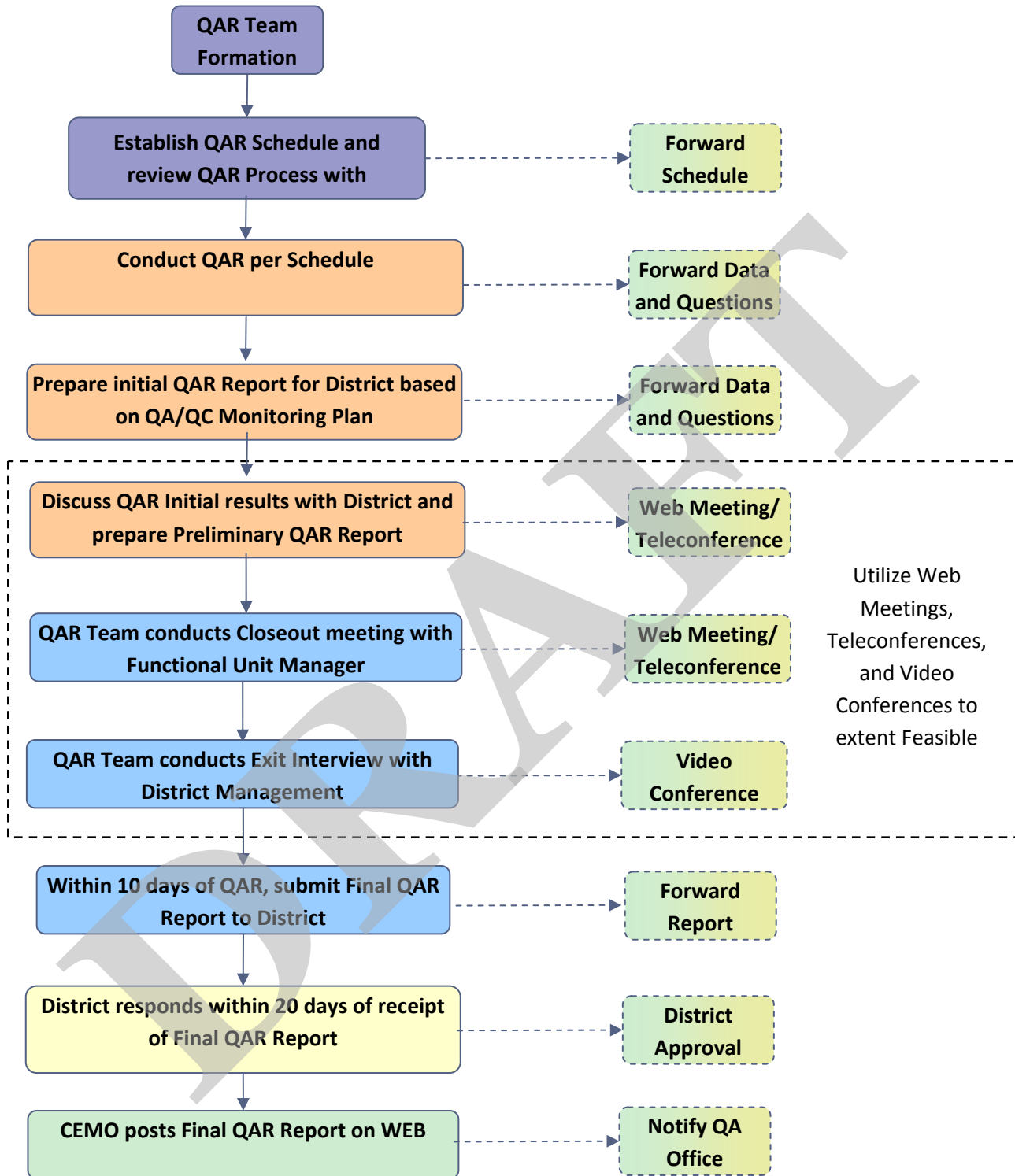
District Unit Manager

Addendum

The following package of information was developed for discussion between Central Environmental Management Office personnel and District personnel prior to beginning the Quality Assurance Reviews. It includes the following:

- Quality Assurance Review Process Chart
- Schedule for 2008 Quality Assurance Reviews
- Agenda of Quality Assurance Review Kick-off Meeting

ETDM QUALITY ASSURANCE REVIEW PROCESS



Quality Assurance Plan Schedule

2008/2009

| District | QAR Team Meeting | State Wide Web conference | Generate District QAR Report with Questions | CEMO/District Web Conference | Preliminary Findings, Action Plan and Functional Unit Meeting | District Management Close Out | District Response to Draft FINAL | Final QAR | Posting of QAR |
|------------|---------------------------|-----------------------------|---|------------------------------|---|-----------------------------------|----------------------------------|------------------------|--------------------------|
| | 1 month from District QAR | 2 weeks before District QAR | 1 week before District QAR | | 14 days after District QAR web conference | 1 Week after Preliminary Findings | 21 days after receipt of QAR | 10 days after response | 1 day after final report |
| District 2 | 04-Aug-08 | 21-Aug-08 | 10-Sep-08 | 17-Sep-08 | 1-Oct-08 | 8-Oct-08 | 22-Oct-08 | 3-Nov-08 | 4-Nov-08 |
| District 3 | | | 17-Sep-08 | 24-Sep-08 | 8-Oct-08 | 15-Oct-08 | 29-Oct-08 | 10-Nov-08 | 11-Nov-08 |
| District 4 | | | 24-Sep-08 | 1-Oct-08 | 15-Oct-08 | 22-Oct-08 | 5-Nov-08 | 17-Nov-08 | 18-Nov-08 |
| District 6 | | | 1-Oct-08 | 8-Oct-08 | 22-Oct-08 | 29-Oct-08 | 12-Nov-08 | 24-Nov-08 | 25-Nov-08 |
| District 1 | | | 8-Oct-08 | 15-Oct-08 | 29-Oct-08 | 5-Nov-08 | 19-Nov-08 | 1-Dec-08 | 2-Dec-08 |
| District 7 | | | 15-Oct-08 | 22-Oct-08 | 5-Nov-08 | 12-Nov-08 | 26-Nov-08 | 8-Dec-08 | 9-Dec-08 |
| District 5 | | | 22-Oct-08 | 29-Oct-08 | 12-Nov-08 | 19-Nov-08 | 3-Dec-08 | 15-Dec-08 | 16-Dec-08 |
| Turnpike | | | 29-Oct-08 | 5-Nov-08 | 19-Nov-08 | 26-Nov-08 | 10-Dec-08 | 22-Dec-08 | 23-Dec-08 |



MEETING AGENDA

Date: August 21st, 2008

Time: 9:00 – 10:30

Location: on-line and teleconference

Meeting called by: CEMO

Type of meeting:

QAR Kick-Off Meeting **Quality Assurance Team Review of ETDM Process**

Attendees: Buddy Cunill, Larry Barfield, Pete McGilvray, Vicki Sharpe, Josh Boan, Thu-Huong Clark, Don Dankert, Richard Fowler, Imran Ghani, Steve Love, Blair Martin, Richard Young, Xavier Pagan, Mark Schulz, Wendy Lasher, Carin Watkins, Lawrence Taylor, Roberto Gonzalez, Kirk Bogen, Fred Gaines, Peggy Kelley, and Kathaleen Linger

AGENDA ITEMS

| Topic | Presenter | Time allotted |
|---|-----------|---------------|
| Welcome and Introduction of QAR Team (Buddy, Thu, Larry, Peter) | Buddy | 10 min |
| Overview of QA Review Process (Chart) | Buddy | 10 min |
| Overview of QA Monitoring Plan (Form) | Pete | 10 min |
| Reporting of Data thru EST | Pete | 10 min |
| Overview of QC Monitoring Plans (Form) | Buddy | 5 min |
| Reporting of Data (Other) | | |
| Discussion of QAR Schedule for each District (Schedule) | Larry | 10 min |
| Questions and Discussion | Open | 30 min |
| Close | Buddy | 5 min |

OTHER INFORMATION

Observers:

Resources:

Special notes:

Follow-up Actions:

Person Responsible: