

etdm

**Efficient
Transportation
Decision
Making**

...While Protecting Florida's Environment

performance management program



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Summary

The goal of the Performance Management Program is to maintain an efficient and inclusive program that actively seeks to improve communication, coordination, and process and program problem solving among all parties participating in the ETDM Process. Performance Monitoring is built on a strong partnering concept and ensures that issues are identified early, discussed, resolved and documented.

The PMP uses an on-line system that provides the tools necessary to upload information and provide reports for monitoring purposes for use in discussions with ETAT agencies and FDOT Districts on program performance elements and measures. In the future, this PMP will expand to include many of the environmental program areas of interest to FDOT and the FHWA. Examples of program areas for future inclusion are noise mitigation, wetland mitigation, endangered species mitigation, and historic and archaeological resource mitigation.

In addition, the Quality Assurance Program for the Environmental Management Office is currently being linked and integrated with the ETDM Performance Management Program so that program and process information can be fully utilized in identifying and addressing program needs, successes, best practices and benefits.

Keys to Success:
communication
coordination
documentation
efficiency
inclusiveness
monitoring
partnership



performance management program

The Performance Management Program (PMP) consists of three major elements: Measuring, Monitoring and Steering. The first element is "Measuring" through a series of Periodic Performance Reviews conducted throughout the year. One review mechanism is the Biennial Survey of the Districts and ETAT agencies, which provides a detailed assessment of the ETDM Process. The second element is "Monitoring" through quarterly ETAT Participation, Summary Report Status, and Semi-Annual Feedback reports, which provide feedback to participants and FDOT. The third element is "Steering," which consists of problem identification and rapid problem solving through good communication between all parties to ultimately meet mutually defined goals of the ETDM Process. The PMP uses a cyclical process leading to improved performance, goal attainment, and improved project delivery.

Biennial Survey

The District ETDM Coordinators and agency ETAT members complete a survey on a biennial basis to assess the performance of the ETDM Program. Upon completion of the surveys, the results are analyzed and a meeting is held, as appropriate, and results are reported in the Agency and District Survey Results reports.

Invoicing Reports

FDOT uses an On-line Invoicing System for ETDM. The objectives of the ETDM On-line Agency Invoicing System are to reduce paperwork, expedite the invoicing process, and reduce errors. Each agency provides an Activity Report in support of their invoice, which addresses performance measures, ongoing issues, and EST and ETDM Program problems requiring immediate attention.

Participation & Status Reports

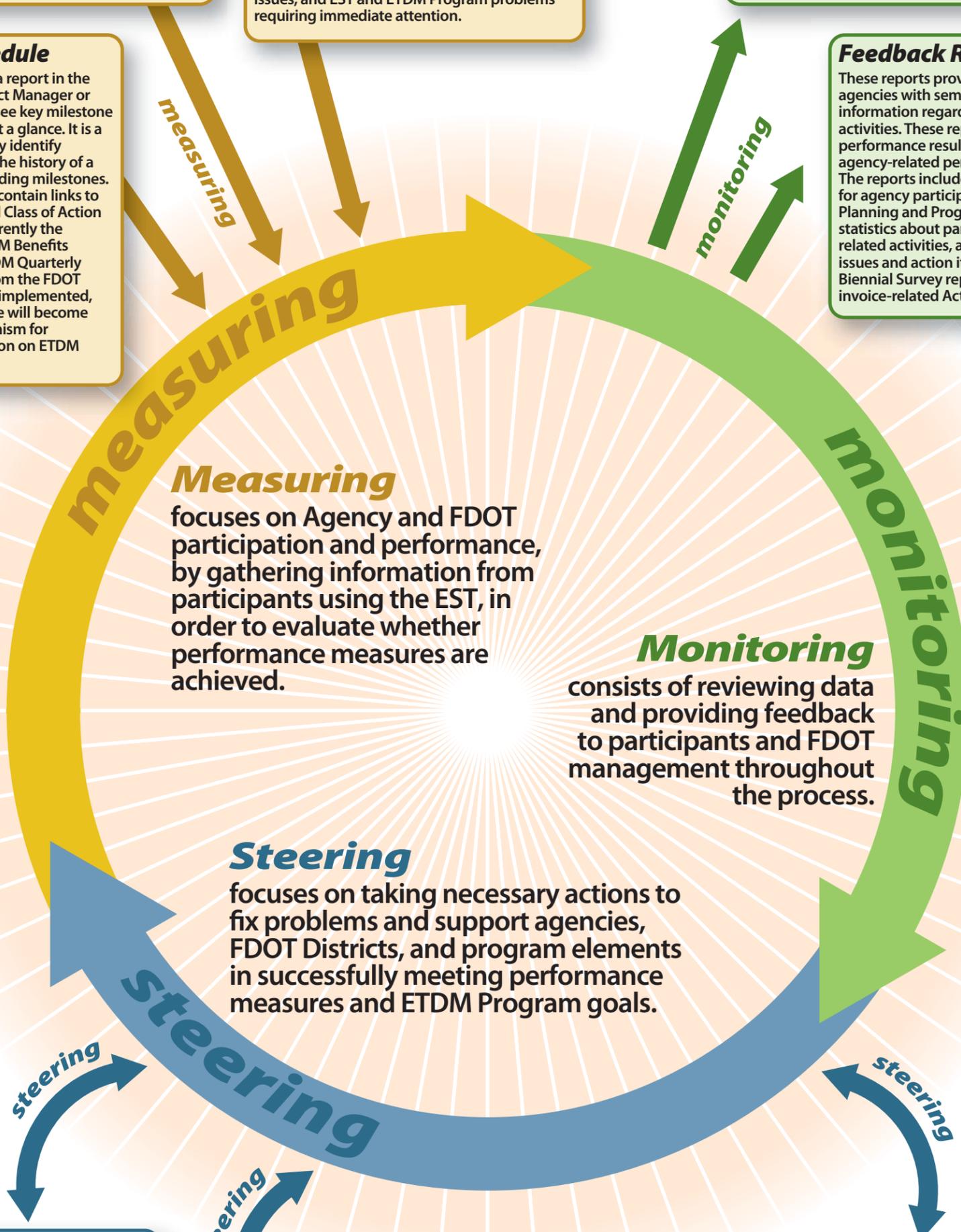
Each quarter, ETAT Participation and Summary Report Status reports are generated and emailed directly to ETDM personnel within FDOT and the ETAT agencies to provide updates on their performance in the ETDM Planning and Programming Screens conducted during the quarter. This allows for corrective action if performance issues are indicated.

Project Schedule

Project Schedule is a report in the EST that lets a Project Manager or ETDM Coordinator see key milestone dates for a project at a glance. It is a useful way to quickly identify important dates in the history of a project and outstanding milestones. The report can also contain links to the AN Package and Class of Action Determination. Currently the information on ETDM Benefits comes from the ETDM Quarterly Reports received from the FDOT Districts. Once fully implemented, the Project Schedule will become the primary mechanism for capturing information on ETDM Benefits.

Feedback Reports

These reports provide individual agencies with semi-annual performance information regarding their ETDM activities. These reports summarize performance results associated with agency-related performance measures. The reports include performance results for agency participation in ETDM Planning and Programming Screens and statistics about participation in other related activities, as well as the status of issues and action items identified in the Biennial Survey reports and invoice-related Activity Reports.



measuring

Measuring

focuses on Agency and FDOT participation and performance, by gathering information from participants using the EST, in order to evaluate whether performance measures are achieved.

monitoring

Monitoring

consists of reviewing data and providing feedback to participants and FDOT management throughout the process.

steering

Steering

focuses on taking necessary actions to fix problems and support agencies, FDOT Districts, and program elements in successfully meeting performance measures and ETDM Program goals.

Issue Tracking (ongoing)

An on-line database used when an issue relating to ETDM cannot be resolved quickly. The issue is recorded and assigned to appropriate personnel for action. ETDM Program support personnel record and update the status of the action items in the database. The status of action items is included in the Semi-Annual Agency Feedback Report for the agency that reported the problem.

Focused Review

After the survey period, focused performance review meetings are scheduled with agencies and FDOT Districts to discuss the results and address any issues. During the early years of ETDM Process implementation, these meetings were held annually. Currently, meetings are planned, as required, according to survey results and discussions with individual agencies and FDOT Districts.

ETDM Quality Assurance

The Environmental Management Office (EMO) submits an Annual Quality Assurance Monitoring Plan that identifies key processes, customer and regulatory requirements, review teams, measures, performance targets and review schedules. Every three years, this plan addresses the ETDM Program, incorporating elements from the ETDM Performance Management Program.