PERFORMANCE MEASURES FOR PUBLIC INVOLVEMENT
FLORIDA DEPARTMENT OF TRANSPORTATION
CENTER FOR URBAN TRANSPORTATION RESEARCH

DOMENICO PONTORIERO
JEFF KRAMER, PI
RUSTY ENNEMOSER, PM

Background

- “Assessing the Practice of Public Involvement in Florida” (2006)
  - Evaluation of FDOT and MPO practices
  - Recommended formal evaluation methods focusing on desired outcomes
- “Performance Measures to Evaluate the Effectiveness of Public Involvement Activities in Florida” (2008)
  - Project to develop systematic methodology to evaluate public involvement practices
Public Involvement Framework

- **Goal (overarching agency purpose for activity)**
  - Ensure that all interested parties have an opportunity to participate fully in the transportation decision-making process and that public input is carefully considered

- **Objectives (subcomponents of agency goal)**
  - Equity - Provide equitable access to transportation-decision making
  - Information - Inform the public early, clearly and continuously
  - Methods - Use a variety of methods to involve and engage the public
  - Responsiveness - Carefully consider public input in transportation decisions
Public Involvement Framework

- Indicators
  - Equity, Information, Methods, Responsiveness
  - variables used to measure progress toward an objective
  - the underlying performance measurement framework of the tool

- Targets
  - specified, measurable criteria for evaluating the performance indicator
Equity – Provide Equitable Access to Transportation Decision-Making

- Indicator E-1 – Access to information and participation opportunities by persons with disabilities
  - Target: [100%] of disabled persons who requested accommodations were satisfied with efforts made to accommodate their needs
  - Target: [100%] of meetings, events and project-related information sources are accessible to people with disabilities

Data and Measurement: Number of requests, number of accommodations, survey or comment forms by requestor, report by PM

Developing A Data Collection and Analysis Tool

- A comprehensive tool for FDOT
  - Facilitates data collection and analysis during environmental assessment public involvement
- Low security risks
- Not web-based
- Easy to install and use
- Robust and versatile
- Microsoft Access
  - VBA, XML, SQL
Developing A Data Collection and Analysis Tool

- Research, Planning, and Data Architecture

- PIPM Tool Functions
  - collect and store data (surveys)
  - store and organize data collected outside the tool
  - quantify public involvement activities and compare results to predetermined targets in an easy to use report format
  - technical support through an interactive user and reference guide
Testing and Review

- Beta Testing
  - Two FDOT districts used the PIPM Tool in a true setting, using data from real projects
  - 9 months
  - Detailed debriefings with the users to understand their experiences and issues
- Practitioner Review
  - Review by professionals familiar with public involvement
- Recommendations
  - Found possible improvements, made recommendations for revisions before full release

Revisions and Release

- Revisions to the PIPM Tool
  - Considering recommendations from testing and review, incorporating changes
  - Tailor the application for easy installation, provide guidance to end users
- Full v1.0 Release
  - Voluntary statewide implementation
  - Computer-based tutorials
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http://www.dot.state.fl.us/emo/pubinvolvement.shtm

RUSTY ENNEMOSER  RUSTY.ENNEMOSER@DOT.STATE.FL.US
JEFF KRAMER  KRAMER@CUTR.USF.EDU
DOMENICO PONTORIERO  DPONTORI@CUTR.USF.EDU

END OF PRESENTATION
Indicators

- **Equity**
  - Access by disabled persons
  - Convenience of meetings to transit
  - Geographic Dispersion of involvement opportunities
  - Convenience of meeting time
  - Convenience of meeting location
  - Information in languages other than English

- **Information**
  - Clarity and adequacy of project info
  - Response time to inquiries
  - Affected parties are aware of proposed action
  - Affected parties feel ample notice was provided for meetings
Indicators

- **Methods**
  - Participants are involved using multiple techniques
  - Affected parties had adequate opportunity to participate
  - Perception of the value of methods used
    - Project Manager, Public

- **Responsiveness**
  - Agency partners feel their ideas were considered
    - Individuals, Government Units, Organizations, User Groups