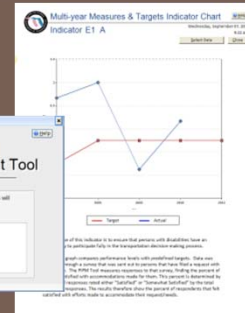


PERFORMANCE MEASURES FOR PUBLIC INVOLVEMENT

FLORIDA DEPARTMENT OF TRANSPORTATION
CENTER FOR URBAN TRANSPORTATION RESEARCH

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CUTR WEBCAST

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 → Objectives → Indicators → Targets

- 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

Public Involvement Framework

Goal → Objectives → Indicators → Targets

- 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

Goal > Objectives > Indicators > Targets

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

Public Involvement Framework

Goal > Objectives > Indicators > Targets

- 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

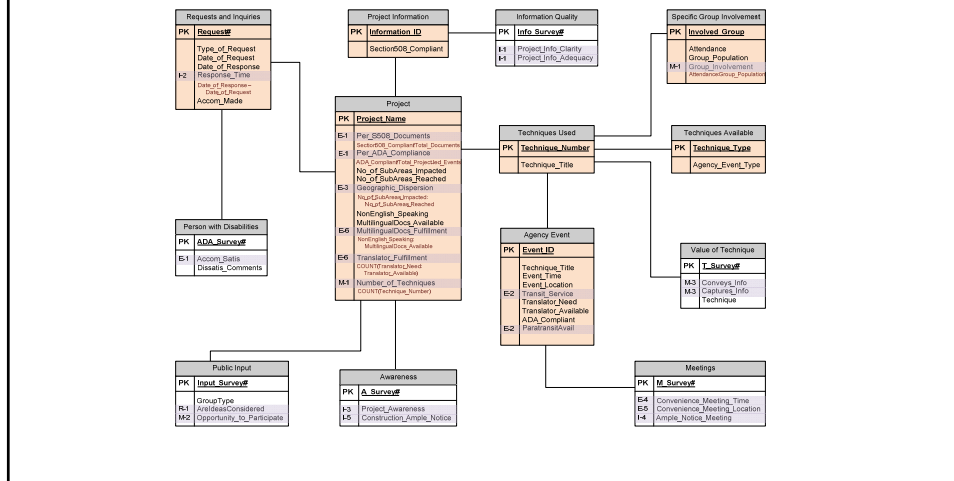
Data and Measurement: Number of requests, number of accommodations, survey or comment forms by requestor, report by PM

Developing A Data Collection and Analysis Tool

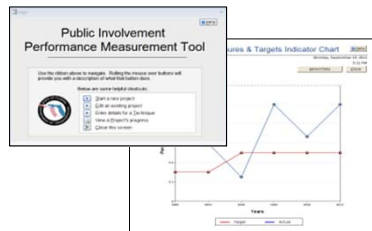
- A comprehensive tool for FDOT
 - Facilitates data collection and analysis during environmental assessment public involvement
- Low security risks
- Not web-based
- Easy to install and use
- Robust and versatile
- Microsoft Access
 - VBA, XML, SQL

Developing A Data Collection and Analysis Tool

Research, Planning, and Data Architecture

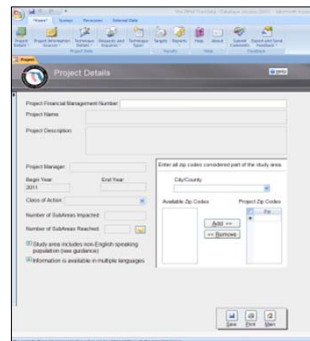


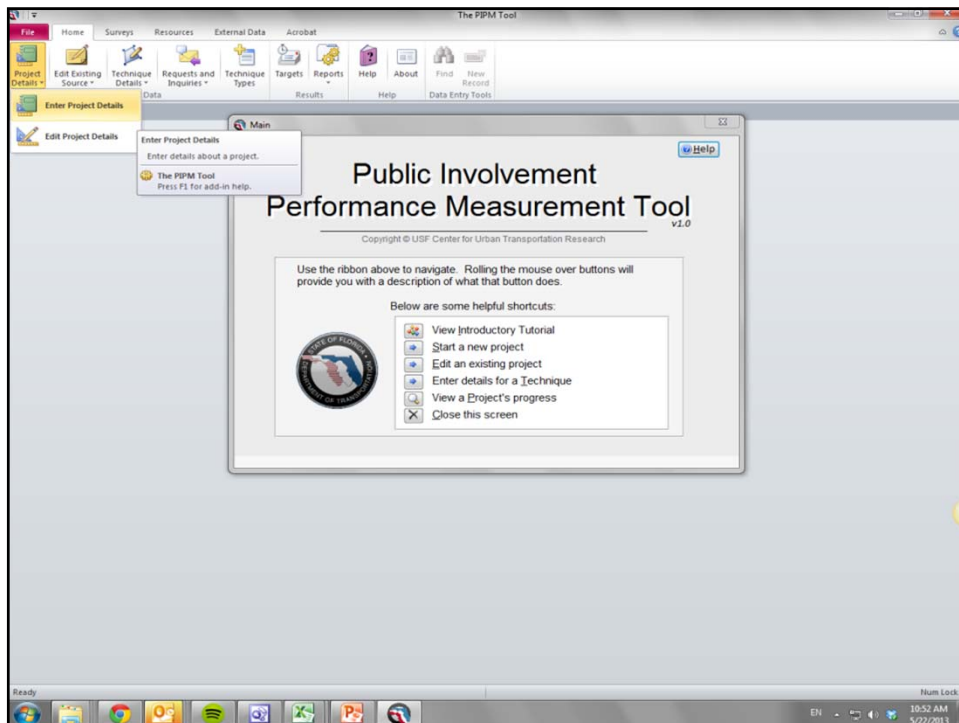
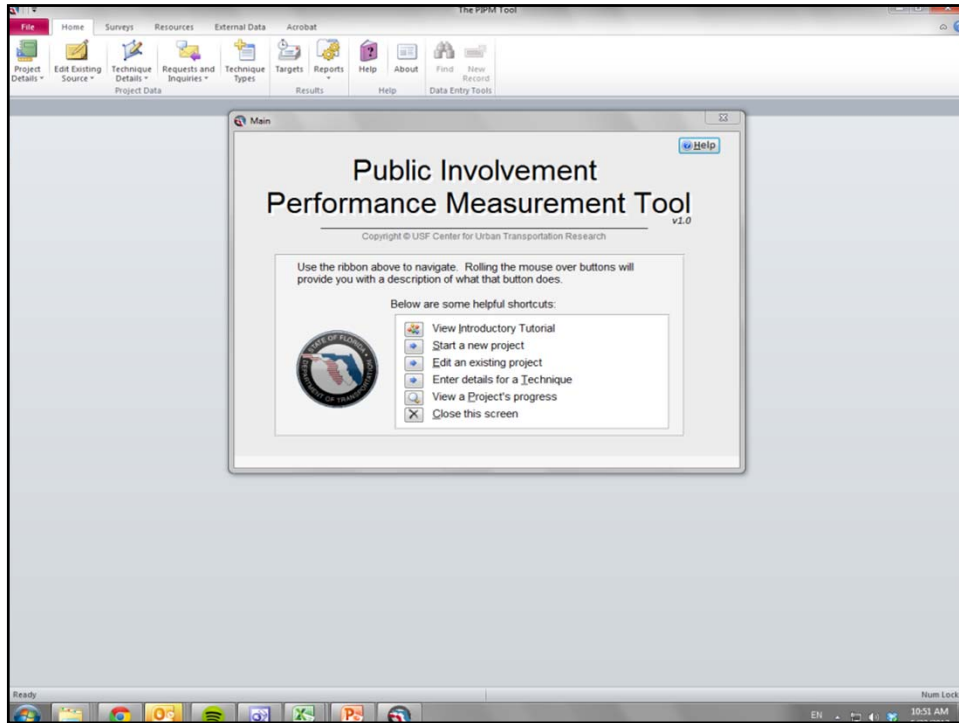
PIPM Tool Functions

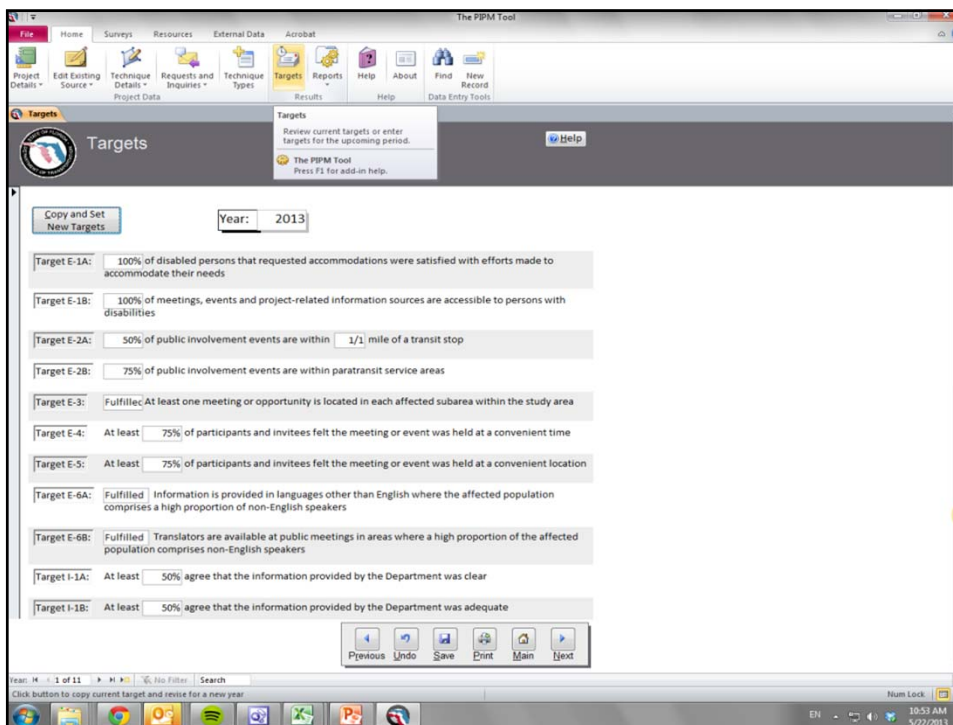
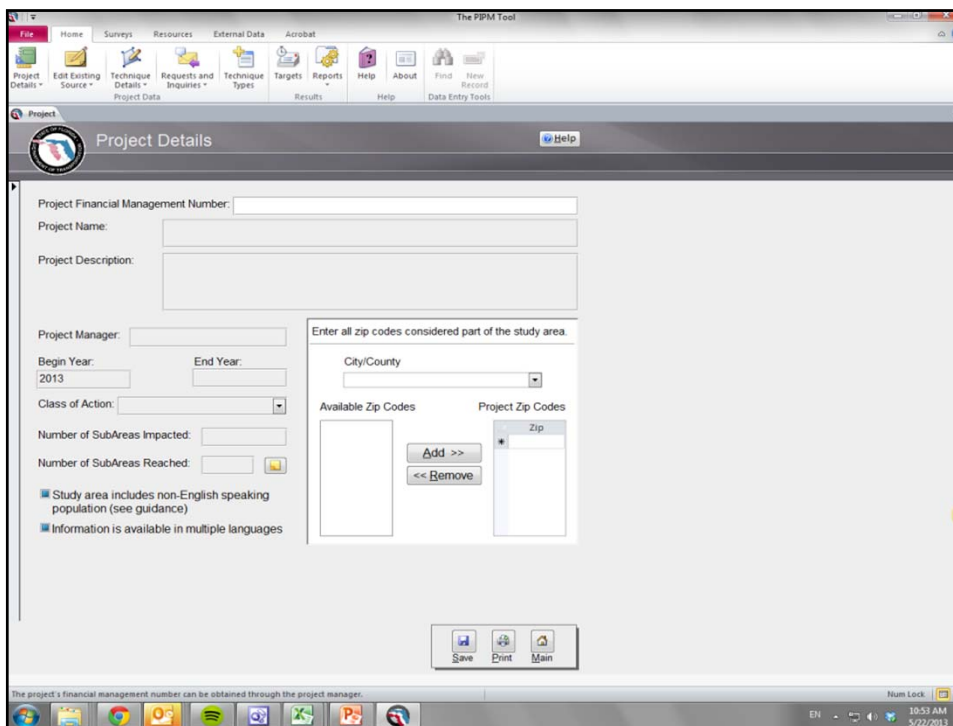


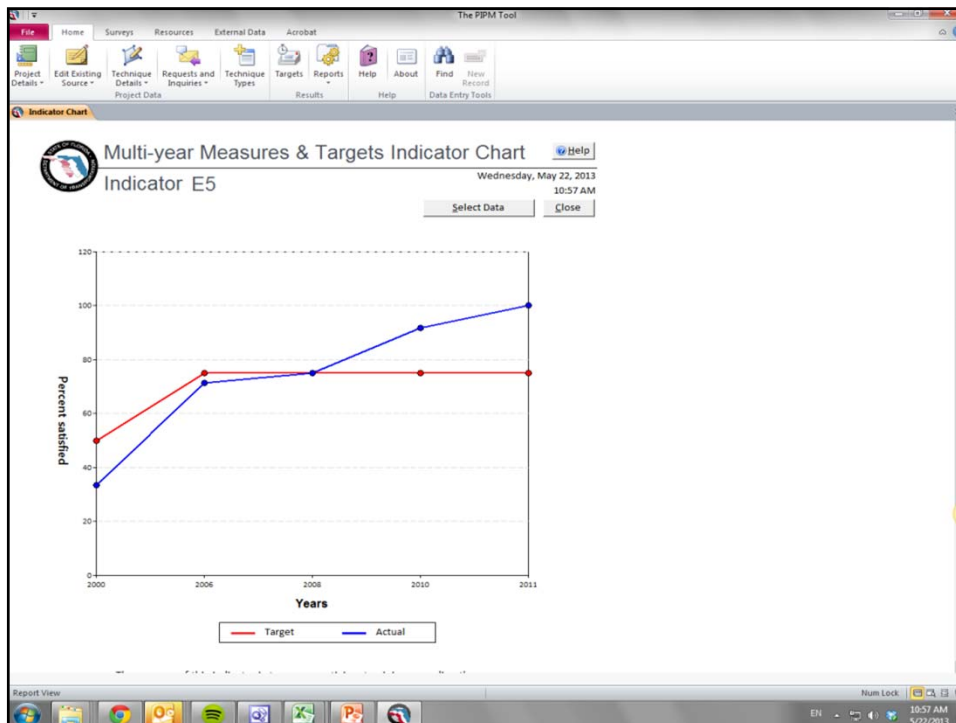
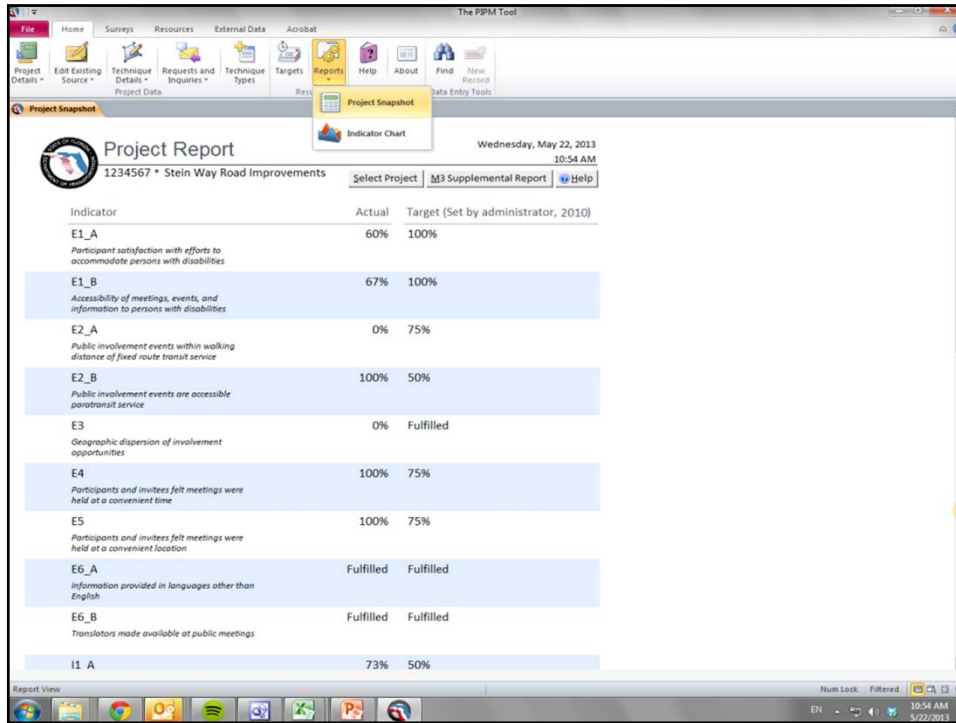
- collect and store data (surveys)
- store and organize data collected outside the tool

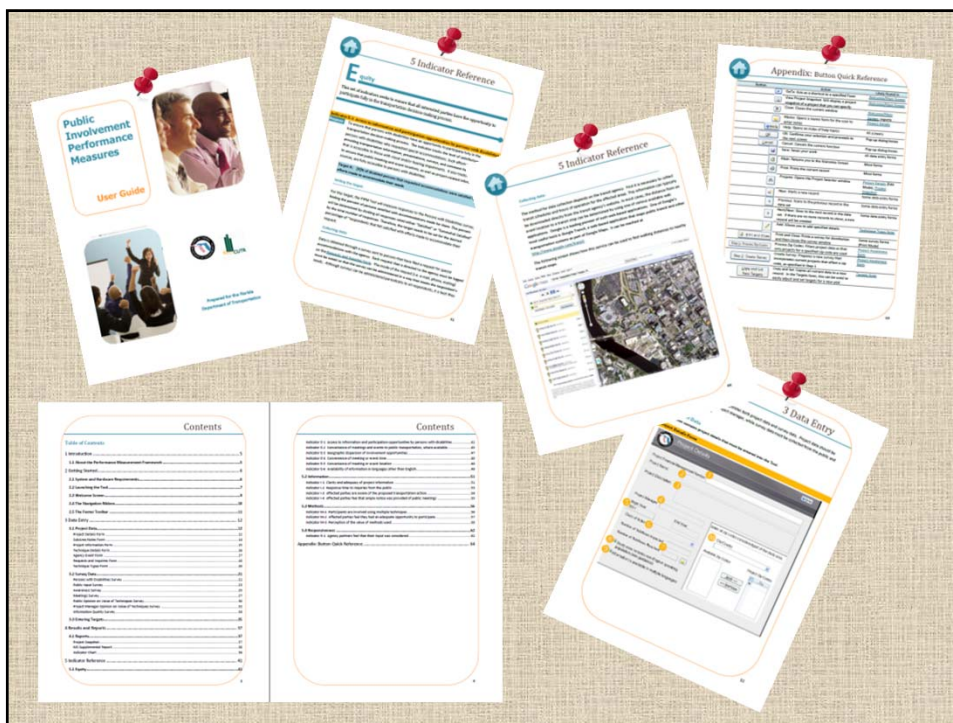
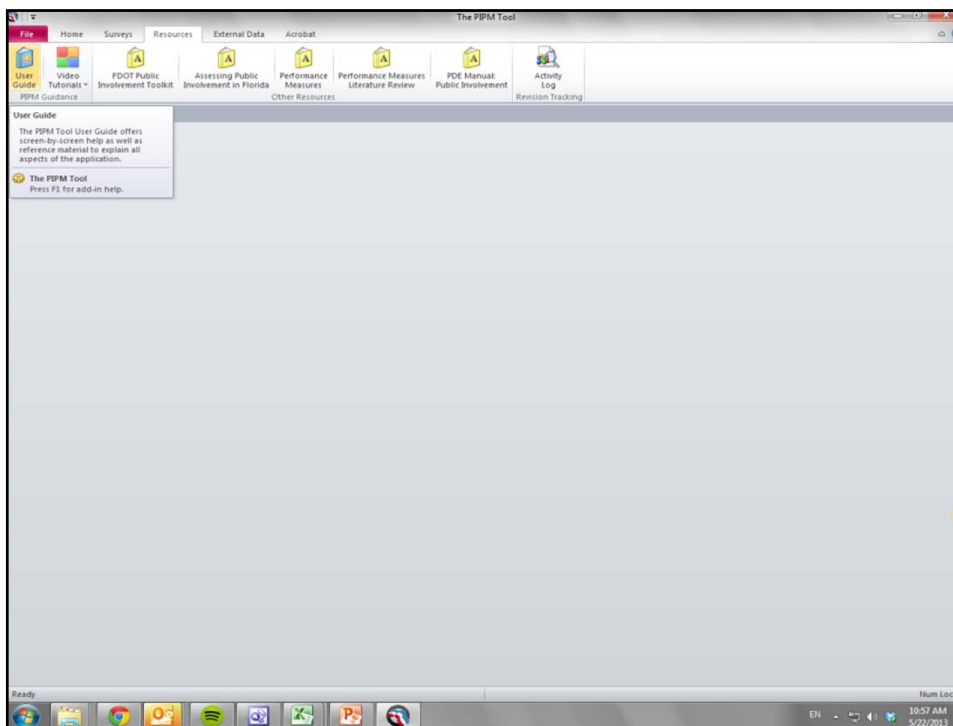
- quantify public involvement activities and compare results to predetermined targets in an easy to use report format
- technical support through an interactive user and reference guide











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>

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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

Indicators

- 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