Public Involvement Performance Measures: User Guide

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*Note: The contents are not to be interpreted as actual text and are for demonstration purposes only.*
1 Introduction

1.1 About the Performance Measurement Framework

In 2006, the Center for Urban Transportation Research (CUTR) at the University of South Florida completed a comprehensive assessment of public involvement in Florida for the Florida Department of Transportation (FDOT). The assessment considered public involvement practices in all phases of transportation decision making, including practices of the FDOT Central Office, FDOT District Offices, and Florida metropolitan planning organizations (MPOs). A key finding was that, with few exceptions, FDOT and Florida MPOs have no formal methods to measure the effectiveness of their public involvement activities. Many of those interviewed felt that their public involvement efforts could be enhanced through the creation of formal evaluation methods.

FDOT subsequently engaged CUTR in developing a performance measurement framework for evaluating the effectiveness of public involvement activities for transportation. The results of this study are documented in *Performance Measures to Evaluate the Effectiveness of Public Involvement Activities in Florida* (2008). The recommended framework includes several performance measures (indicators) and sample targets that indicate whether public involvement activities are achieving certain key objectives. Indicators focus on assessing outcomes of public involvement activities, such as participant satisfaction with agency methods and responsiveness to input, rather than just outputs, such as number of people at meetings.

The stated goal of the system is to ensure that all interested parties have an opportunity to participate fully in the transportation decision-making process and that public input is carefully considered. The performance measures (indicators) are grouped under the following key objectives:

1. Provide equitable access to transportation decision-making.
2. Inform the public early, clearly, and continuously.
3. Use a variety of methods to involve and engage the public.
4. Carefully consider public input in transportation decisions.

In 2009, another phase of this research was initiated involving the development by CUTR of a data collection and analysis tool for the performance measurement framework and a guidance document on use of the tool for project managers and senior management. The resulting software tool enables FDOT project managers and senior management to document, track, and evaluate the agency’s public involvement efforts. The tool is a graphic user interface built on a Microsoft Access database, and this guide provides detailed instructions for the user. Although designed specifically for use by FDOT, the tool and framework will be of value to any transportation professional looking to improve their public involvement evaluation methods.
2 Getting Started

2.1 System and Hardware Requirements

**Minimum Requirements:**

- Processor: 1 gigahertz (Ghz) processor
- Memory: 1 gigabyte (GB) RAM
- Hard Drive: 5 gigabytes (GB) available space
- Display: 1024x768
- Operating System: Microsoft Windows XP with Service Pack 3
- Installed Programs: Microsoft Office 2010 (including Access) Adobe Reader

**Recommended Requirements:**

- Processor: Dual Core 2.4 gigahertz (Ghz) processor
- Memory: 2 gigabytes (GB)
- Hard Drive: 5 gigabytes (GB) available space
- Display: 1280x1024
- Operating System: Microsoft Windows XP with Service Pack 3
- Installed Programs: Microsoft Office 2010 (including Access) Adobe Acrobat
2.2 Launching the Tool

The PIPM Tool is a graphic user interface built on a Microsoft Access database. It can be launched from your desktop or on a shared network. Consult your Information Officer for where to best store The Tool. Take care to ensure that all PIPM Tool files are stored in the same folder (see image at right). The application can be launched by double-clicking the file titled “The PIPM Tool.”

2.3 Security

Microsoft’s Access, the foundation upon which the PIPM Tool was built, is a very secure system. When first using the application, you may experience security warnings. These warnings are intended as a failsafe for applications that have not been developed in direct partnership with Microsoft, and the purpose of the warnings is to allow you as the user to determine which developers to trust. Read through the prompts and enable/trust the content. Don’t worry, the PIPM Tool was developed at a research center that you can trust and will not harm your machine.
2.4 Welcome Screen
The welcome screen provides the user with a main menu of shortcuts to common functions of the Tool, however, full options of the database are provided in the Navigation Ribbon along the top of the screen. This screen may be particularly useful to new users. First-time users should consider clicking the “View Introductory Tutorial” button to become acquainted with the basic functionality of the software. Experienced users can simply close the Welcome Screen by clicking either the “Close” button at the bottom of the screen or the “X” button in the upper right of the screen, and navigate directly via the Navigation Ribbon.
2.5 The Navigation Ribbon

The navigation ribbon at the top of the screen allows you to easily navigate the database. If you have used current versions of Microsoft Office (2007 and beyond), you may already be familiar with the ribbon. The ribbon replaces the traditional drop-down file menus and is instead organized into a series of tabbed groups and buttons.

All of the Tool’s features can be accessed through this navigation ribbon.

Home Tab

The example below illustrates the various items that can be accessed under the Home tab. Project Data forms, Technique forms, Setting Targets form, and Reports are all grouped under the Home tab.

Surveys Tab

The Survey tab houses all of the surveys that can be developed using the PIPM Tool.

Drop-down selection menus are provided for each survey so that the user may select the most appropriate mode to open a survey in, being the “Build Sample Survey” Mode or the “Enter Survey Results” Mode. The Build Sample Survey Mode allows the user to build a survey for print and distribute it to appropriate parties. While in the Build Survey Mode, the response fields are set as read-only, so no responses can be entered in this mode. The Enter Survey Results Mode allows the user to add and save survey responses to the PIPM Tool database. If surveys were printed and distributed, the user would select “Enter Survey Results” for data entry of completed surveys.
External Data

The External Data tab opens advanced features that allow you to import or export data. These options are useful if, for example, you are importing data from a remote copy of the PIPM Tool (i.e. if Central Office wants to merge District data for a statewide perspective). Data can also be imported from an Excel workbook. Clicking on either of the appropriately labeled buttons will prompt the user on a series of options. “Saved imports” and “Saved exports” are useful if the user is consistently importing or exporting data to or from the same sources on a regular basis.

Resources

Resources related to the PIPM Tool can be accessed under the Resources tab.

Supplemental resources offered to the user include a PDF version of this User Guide, video tutorials, as well as other relevant materials, including the FDOT Public Involvement Toolkit and the PD&E Manual.

2.6 The Footer Toolbar

A Footer Toolbar is provided at the bottom of each form and survey, allowing the user to select from key functions available while on a particular screen. Key functions include the ability to scan through records, undo changes, save the form, print the form, or return to the main menu.

Not all of the buttons above will appear on the toolbar at once. The footer toolbar is customized to present the user with only the applicable key functions for any given screen. If the user elects to build and print a survey, for example, the footer toolbar on the screen will display only the print and main menu buttons, as shown.

A Button Quick Reference is provided in the Appendix of this Guide. This quick reference for buttons describes the function of all buttons that may appear in the PIPM Tool, and relates where in the Tool each button may be encountered.
Data entry within the Tool incorporates both project data and survey data. Project data should be readily available from the project manager, while survey data must be collected from the public and entered into the system.

### 3.1 Project Data

This section contains project details that must be entered into the Tool.

**Project Details Form**

![Project Details Form](image)
3 Data Entry

1. Enter the first seven digits of the project’s Financial Management (FM) number that is assigned to your project in the Project Number field. The FM number is unique to each project. Below is a diagram of a fictional FM Number to illustrate its components.

242340-2-58-02

<table>
<thead>
<tr>
<th>6</th>
<th>1</th>
<th>2</th>
<th>2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unique, sequentially-generated number</td>
<td>Segment number</td>
<td>Phase of work</td>
<td>Sequence number (PM discretion)</td>
</tr>
</tbody>
</table>

2. Enter a name for the project in the Project Name field.

3. Enter a one or two sentence description of the project in the Project Description field. Be clear, as this description will be used in selected surveys that are generated by this tool to help remind respondents of the project that is the subject of the survey.

4. Type the name of the project manager in the Project Manager field.

5. Enter the 4-digit begin and end years for the project in their respective fields. (Note that the begin year field will default as the current year when a new blank Project Details Form is opened, but can be modified as appropriate.)

6. Use the drop-down menu to select the NEPA class of action for the project being entered (e.g. Categorical Exclusion, etc.).

7. Number of SubAreas reserves a space to input the number of subareas that the affected area has been divided into (See Indicator E-3 Guidance). A field is also provided to denote the number of subareas where a public involvement activity has taken place (Number of SubAreas Reached). As you host public involvement events for this project, update the Number of SubAreas Reached. The icon beside the Number of SubAreas Reached field opens the SubArea Notes Form which can be used to keep track of SubAreas impacted by the project or study (See Indicator E-3 Guidance).

8. Check this box if the project’s study area includes significantly large non-English speaking populations. (See Indicator E-6 Guidance)

9. Check this box if project information is provided in multiple languages to the public. (See Indicator E-6 Guidance)
This is the Zip Code Finder. First select a city or county affected by the project. A running list of all zip codes within the selected region will automatically populate in the Available Zip Codes box. Click to select any zip code that is within the project’s study area and then click the Add button [Add > ]. (Note: To select multiple zip codes, press and hold the CTRL key as each zip code is selected from the Available Zip Codes box). To remove a zip code from a project, select the zip code from the Project Zip Codes box and click the Remove button [Remove].

SubArea Notes Form

Type the name of each subarea considered to be part of the project’s study area. This area can also be used to save any helpful notes. (See Indicator E-3 Guidance)
### Project Information Form

1. Enter a title that describes the source of the Project Information. Project Information sources include any document (i.e. flyers, maps, booklets, notifications, etc.) or digital file made available to the public. The title should reflect the purpose and type of information source (e.g. “Volusia County 2010 Corridor Improvement Projects Public Information Booklet”).

2. Check this box if the Project Information Source meets Section 508 Compliance Standards.

3. Use the drop-down menu to select the associated Project for the information source being entered.

4. This box is read-only. It will display a description of the project selected from the drop-down menu above. This will help the user know that the selected project is correct. Refer to the Project Details form for instructions on how to edit the Project Description.

### Technique Details Form

In the PIPM Tool, a technique describes an activity that the agency uses to engage the public, whether passively (like a newsletter or website) or actively (like a public meeting or charrette).
1. Use the drop-down menu to select the type of technique for which you are entering details. (See Indicator M-1 Guidance)

2. If the technique used does not appear in the drop-down menu, click the Add button. This will open the Technique Types form for you to add your own Technique Type to the master list.

3. Enter the date this technique was executed. If the technique is an ongoing activity, like a newsletter or website, try and select a date that best represents the first day of exposure (i.e., first day of newsletter distribution, day the website went live).

   Note: The PIPM Tool will accept most standard date formats. Numeric dates (e.g. 04/17/2014) and Alphanumeric dates (e.g. April 17, 2014) are both accepted. Be sure to note the month first followed by the day and year. A date selector can also be used by clicking on the calendar icon that appears once your cursor is in the date field. Simply click on your desired date from the pop-up calendar that appears.

4. Assign a title for the technique you are entering. Try to be specific and make the title reflect the purpose and type of technique (i.e. “Bakers Neighborhood Public Meeting 1” is better than “Meeting”)

5. Use the drop-down menu to select the associated Project for the technique being entered.
### Agency Event Form

**If the technique is an agency-led event, please complete the following information:**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Event Time: ____________________</td>
</tr>
<tr>
<td>2</td>
<td>Event Location: ____________________</td>
</tr>
</tbody>
</table>

- [ ] Transit stops exist within walking distance of event location
- [ ] Paratransit services are available to this event
- [ ] Event is located within an area where 1000 people or 5% of the population have limited English proficiency, a perceived need for translation services was noted by the project manager for this area, or a request was made for a translator at this event.
- [ ] This event employs the services of one or more translators.
- [ ] Event location meets ADA Standards.

**Notes:** ____________________

**Enter the time the event started.**

**Enter the name of the location of the event. Although the entire street address is not necessary, it may prove helpful to be as specific as possible. You may consider including a street name and city if the location’s name is not unique enough (i.e. “First Baptist Church on Kennedy Ave, Tampa” is better than “First Baptist Church”).**

**Check this box if a transit stop exists within walking distance of the event location. (See Indicator E-2 Guidance)**

**Check this box if paratransit services are available for this event. (See Indicator E-2 Guidance)**

**Check this box if the area meets the specified criteria of having a Limited English Speaking population. (See Indicator E-6 Guidance)**
6. Check this box if a translator was present for the event. (See Indicator E-6 Guidance)

7. Check this box if the event location meets ADA Standards. (See Indicator E-1 Guidance)

8. Notes can be entered here for this event.
If this contact has not been previously entered into the PIPM Tool, complete all contact information available for the person requesting accommodations or information.

If you suspect that the contact is already in the system, find the appropriate record by using either the navigation bar in the lower right hand corner of the page or the search feature in the Home tab of the Navigation Ribbon.
3 Data Entry

2 Use this box to browse and add additional requests made by the above contact. If you’d like to enter a new request but the Request data fields are not empty, click the “New Request” button. If you’d like to see other requests made by this contact, use the left and right arrows. Note: the number of requests made by the above contact is shown in the upper right corner of this box.

3 Select the appropriate type of request from the drop-down menu:
   - **Disability Accommodation** should be selected if the request is related to accommodations for persons with disabilities. This may include special wheelchair access at meetings or services for the deaf or blind. Such a request should be followed by a “Persons with Disabilities” survey.
   - **Translator Service** should be selected if the request is regarding translation services. This may include translation of public information or recruitment of a translator at the next public meeting.
   - **Media Inquiry** should be selected if the request is from the media community regarding information, submission of comments, or requests for appropriate contacts.
   - **Public Inquiry** should be selected if the request is from an individual regarding information, submission of comments, or requests for appropriate contacts.

4 Enter the date the request was received, followed by the date a response was made to the request. (See Indicator I-2 Guidance).
   
   Note: The PIPM Tool will accept most standard date formats. Numeric dates (e.g. 04/17/2014) and Alphanumeric dates (e.g. April 17, 2014) are both accepted. Be sure to note the month first followed by the day and year. A date selector can also be used by clicking on the calendar icon that appears once your cursor is in the date field. Simply click on your desired date from the pop-up calendar that appears.

5 If a survey must be sent to this contact regarding this request, leave this check box open. You can return to check this box once the survey has been sent.

6 Use the drop-down menu to select the associated Project for the request being entered.

7 This space is reserved for any details you might like to include about this particular request.
A master list of all public involvement technique types is shown on this form. To add a new technique type, go to the bottom of the list and add the new technique type name in the empty box provided.

Check this box if the technique is an event that is hosted by the agency. This is important because only agency-hosted events will be included in calculations that involve site-related variables like availability of transit and ADA compliance. (See Indicator E-1 Guidance or Indicator E-2 Guidance)

Click this button to navigate to the Technique Details Form to enter details for one of the activities listed.
3 Data Entry

3.2 Survey Data
This section provides guidance on managing the survey data that are part of the PIPM Tool. The surveys included are often comprised of various techniques, combining multiple indicators. Most of the surveys will require the printing and distribution of surveys, followed by data entry of the completed surveys.

Persons with Disabilities Survey

Our records indicate that you recently asked the Florida Department of Transportation for a special accommodation. To improve our service to the public, we are interested in knowing how satisfied you were with our efforts to accommodate your request.

The questions below are related to:

1. 
2. Please select a project.

3. Please indicate your level of satisfaction with the accommodations made based on your request.
   - Satisfied
   - Somewhat Satisfied
   - Dissatisfied

4. Comments:
3 Data Entry

1. A member of the project team must select the project to be surveyed from the drop-down menu.

2. This box is read-only. It will automatically display a description of the project selected from the drop-down menu above. This helps the project team member know that the selected project is correct. More importantly, it supplies the survey respondent with an adequate description of the respective project. Complete steps 1 and 2 before distributing the survey to the public. Steps 3 and 4 involve entering data once the surveys have been returned.

3. A respondent will select a response that best matches their level of satisfaction with accommodations made based on their request.

4. This field is available for a respondent to enter any comments they may have related to their level of satisfaction with special accommodations made for them.
3 Data Entry

Public Input Survey

1. A project team member must select the project to be surveyed from the drop-down menu.

2. This box is read-only. It will automatically display a description of the project selected from the drop-down menu above. This is useful for the project team member to ensure that the selected project is correct. More importantly, it supplies the survey respondent with an adequate description of the respective project. Complete steps 1 and 2 before distributing the survey to the public. Subsequent steps involve entering data once the surveys have been returned.
3 Data Entry

3 The respondent will mark the description that best defines their participation role. (See Indicator R-1 Guidance)

4 A respondent will select a response that best matches their level of agreement with the statement “I was given the opportunity to participate in the decision-making process.”

5 A respondent will select a response that best matches their level of agreement with the statement “My ideas were considered in the decision-making process.”

6 This field is available for a respondent to enter any comments they may have related to their level of satisfaction with their opportunity to participate in the decision-making process.
A member of the project team must select a zip code to be surveyed from the drop-down menu. Once a zip code is selected, click the Step 1 button. This will allow the PIPM Tool to search the database for all projects containing the selected zip code in the project study area.
3 Data Entry

2. This box is read-only. It will automatically display a unique survey Identifier.

3. These boxes are read-only. The selected zip code will automatically display along with the date the survey was generated.

4. Once a zip code is selected and applied in Step 1, click the Step 2 button. This will generate a full survey based on the selected zip code. The generated survey will include options for the respondent to provide a response on each project affecting their zip code.

5. Depending on the mode of the survey opened (See Surveys Tab for guidance on survey modes), one of two button options will be provided to the user: an Undo/Delete button (Enter Survey Results mode) or a Print and Close button (Build Survey mode). If you open a survey form in the Enter Results mode, and then decide not to fill out the survey, simply click the Undo/Delete Button. A survey opened in Build Survey mode gives the user the option to print a survey for distribution using the Print and Close button.

6. All projects containing the selected zip code in their respective project study areas will automatically populate in a survey format. This list populates in accordance with the zip codes entered for each project in the Project Details Form. The respondent will mark whether or not they were aware of each project listed as affecting their zip code.
Meetings Survey

1. A member of the project team must select the project to be surveyed from the drop-down menu.

2. Select the meeting to be surveyed from the drop-down menu. Only meetings held for the project selected in Step 1 above will be shown. Once a meeting is selected, details of the meeting will automatically appear, including date, time and location of the event. This supplies the survey respondent with an adequate description of the respective project. Complete steps 1 and 2 before distributing the survey to the public. Subsequent steps involve entering data once the surveys have been returned.
3 Data Entry

A respondent will select a response that best matches their level of agreement with the statement “The meeting time was convenient for me.”

This field is available for a respondent to enter any comments they have related to the convenience of the meeting time for the specified project meeting.

A respondent will select a response that best matches their level of agreement with the statement “The meeting location was convenient for me.”

This field is available for a respondent to enter any comments they have related to the convenience of the meeting location for the specified project meeting.
3 Data Entry

7. A respondent will select a response that best matches their level of agreement with the statement “Enough notification was provided for this meeting.”

8. This field is available for a respondent to enter any comments they have related to the extent of notification that was provided for the specified project meeting.
A member of the project team must select a project from the drop-down menu.
Once a project is selected, click the **New Survey** button. This will generate a survey based on the selected project. The generated survey will include options for the respondent to opine on each technique used by the project.

Depending on the mode of the survey opened (See **Surveys Tab** for guidance on survey modes), one of two button options will be provided to the user: a Cancel Survey button (in Enter Survey Results mode) or a Print and Close button (in Build Survey mode). If you open a survey form in the Enter Results mode, and then decide not to fill out the survey, simply click the **Cancel Survey** button. A survey opened in Build Survey mode gives the user the option to print a survey for distribution using the **Print and Close** button.

This box is read-only. It will automatically display a description of the project selected from the drop-down menu above. Complete steps 1 and 2 before distributing the survey to the public. Subsequent steps involve entering data once the surveys have been returned.

This area will populate all techniques used by the selected project. The respondent will mark whether they felt each technique allowed them to share their ideas about the project.

This field is available for a respondent to enter any comments related to public input.

---

**Do you feel that the following techniques were a good way to provide you with project information? If there is a technique you did not see, mark Don't Know.**

<table>
<thead>
<tr>
<th>Technique</th>
<th>Yes</th>
<th>No</th>
<th>Don't Know</th>
</tr>
</thead>
</table>

**Comments:**
3 Data Entry

7. This area will automatically populate all techniques used by the selected project. A respondent will mark the check box that specifies whether they felt each technique was effective in providing information about the project.

8. This field is available for a respondent to enter any comments related to project information.

Project Manager Opinion on Value of Techniques Survey

Select a project:

1. 

2. New Survey

3. A project has not been specified.

The department uses a variety of techniques to involve interested individuals in the transportation decision-making process. The following questions ask for your opinion on the effectiveness of these techniques used in the project mentioned above.

Do you feel that the following techniques allowed the public to share ideas about the project?

<table>
<thead>
<tr>
<th>Technique</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
</table>

4. 

5. Comments:
3 Data Entry

1. The project manager must select the project to be evaluated from the drop-down menu.

2. Once a project is selected, click the New Survey button to generate a survey based on the selected project. The generated survey will include options for the respondent to provide responses on each technique used by the project. If you decide not to fill out the survey, simply click the Cancel button.

3. This box is read-only. It will automatically display a description of the project selected from the drop-down menu above. Complete steps 1 and 2 before distributing the survey to the public. Subsequent steps involve entering data once the surveys have been returned.

4. This area populates all techniques used by the selected project. The project manager will mark the check box that specifies whether each technique allowed the agency to capture public input.

5. This field is available for the project manager to enter any comments related to public input.

6. This area fills with all techniques used by the selected project. The project manager will mark whether each technique allowed the agency to provide the public with information.
This field is available for the project manager to enter any comments related to public information.

Information Quality Survey

1. A member of the project team must select the project to be surveyed from the drop-down menu.
3 Data Entry

2. This box is read-only. It will automatically display a description of the project selected from the drop-down menu above. Complete step 1 before distributing the survey to the public. Subsequent steps involve entering data once the surveys have been returned.

3. A respondent will select whether or not they felt that the information provided on the project was adequate.

4. A respondent will select whether or not they felt that the information provided on the project was clear.

5. This field is available for a respondent to enter any comments they have related to the clarity and adequacy of information provided on a project.

3.3 Entering Targets
The Targets form allows users to set specific target values for each year. Actual performance will be compared to these target values which will be displayed in Reports. Target values corresponding to the year that a project begins will be applied to the project for the entire life of the project (i.e. if a project manager enters a project into the Tool and specifies that the project begins in 2010, then target values specified for the year 2010 will always apply to it, even in reports generated in later years of the project period).

The Targets form can be accessed from the Targets button in the Results section of the Home Navigation Ribbon.

For your convenience, the “Copy and Set New Targets” Button will copy all values from the selected year into a new year. This provides an efficient way to allow the user to tweak only certain targets as needed.

Something to consider

Target values should be specified once (at the beginning of the year) and never changed. Preserving the original target values ensures that the continuity of the performance measurement process is maintained.
### 3 Data Entry

**Targets**

<table>
<thead>
<tr>
<th>1</th>
<th>Copy and Set New Targets</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Year: 2011</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Target</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-1A</td>
<td>50% of disabled persons that requested accommodations were satisfied with efforts made to accommodate their needs</td>
</tr>
<tr>
<td>E-1B</td>
<td>50% of meetings, events and project-related information sources are accessible to persons with disabilities</td>
</tr>
<tr>
<td>E-2A</td>
<td>50% of public involvement events are within 1/4 mile of a transit stop</td>
</tr>
<tr>
<td>E-2B</td>
<td>50% of public involvement events are within para-transit service areas</td>
</tr>
<tr>
<td>E-3</td>
<td>Fulfilled At least one meeting or opportunity is located in each affected subarea within the study area</td>
</tr>
<tr>
<td>E-4</td>
<td>At least 75% of participants and invitees felt the meeting or event was held at a convenient time</td>
</tr>
<tr>
<td>E-5</td>
<td>At least 100% of participants and invitees felt the meeting or event was held at a convenient location</td>
</tr>
<tr>
<td>E-5A</td>
<td>Fulfilled Information is provided in languages other than English where the affected population comprises a high proportion of non-English speakers</td>
</tr>
<tr>
<td>E-6B</td>
<td>Fulfilled Translators are available at public meetings in areas where a high proportion of the affected population comprises non-English speakers</td>
</tr>
<tr>
<td>E-1A</td>
<td>At least 50% agree that the information provided by the Department was clear</td>
</tr>
</tbody>
</table>

1. A member of the project team may choose to copy all targets from the previous year and adjust them as needed for the current year.

2. Enter the year for which the new targets are being applied.

3. Enter or modify targets for the year defined in Step 2.
4 Results and Reports

4.1 Reports
Reports allow the user to view performance data in an organized manner. The PIPM tool includes two reporting mechanisms: The Project Snapshot and the Indicator Charts. Reports can be selected from the Reports Button in the Home Navigation Ribbon.

Project Snapshot
One of the most useful features of the PIPM Tool is the Project Snapshot. The Project Snapshot is a report that compiles all the data for a particular project. This report is useful for project managers to understand how well their projects currently stand against their respective targets.

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Actual</th>
<th>Target (Set by administrator, 2006)</th>
</tr>
</thead>
<tbody>
<tr>
<td>E1_A</td>
<td>25%</td>
<td>75%</td>
</tr>
<tr>
<td>Participant satisfaction with efforts to accommodate persons with disabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E1_B</td>
<td>75%</td>
<td>75%</td>
</tr>
<tr>
<td>Accessibility of meetings, events, and information to persons with disabilities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E2_A</td>
<td>100%</td>
<td>75%</td>
</tr>
<tr>
<td>Public involvement events within walking distance of fixed route transit service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E2_B</td>
<td>100%</td>
<td>50%</td>
</tr>
<tr>
<td>Public involvement events are accessible paratransit service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E3</td>
<td>Unfulfilled</td>
<td>Fulfilled</td>
</tr>
<tr>
<td>Geographic dispersion of involvement opportunities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E4</td>
<td>100%</td>
<td>75%</td>
</tr>
<tr>
<td>Participants and invitees felt meetings were held at a convenient time</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E5</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>Participants and invitees felt meetings were held at a convenient location</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E6_A</td>
<td>Fulfilled</td>
<td>Fulfilled</td>
</tr>
<tr>
<td>Information provided in languages other than English</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E6_B</td>
<td>Fulfilled</td>
<td>Fulfilled</td>
</tr>
<tr>
<td>Translators made available at public meetings</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E7_A</td>
<td>73%</td>
<td>70%</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4 Results and Reports

The header of the Project Snapshot Report includes the Project FM Number, the Project Name, and the date and time the report was generated. The report is composed of a running list of all the indicators. The actual performance achieved for each indicator is shown with the respective target performance goal for that indicator.

**M3 Supplemental Report**

Due to the variable nature of the M3 Indicator, a supplemental report can be generated by clicking on the M3 Supplemental Report button from the Project Snapshot. The M3 Supplemental Report will show all Technique Types that were used in the selected project and their respective values.

<table>
<thead>
<tr>
<th>Technique Type</th>
<th>Actual</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Meeting</td>
<td>100%</td>
<td>50%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technique Type</th>
<th>Actual</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Meeting</td>
<td>100%</td>
<td>100%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Technique Type</th>
<th>Actual</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Meeting</td>
<td>100%</td>
<td>50%</td>
</tr>
</tbody>
</table>

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<thead>
<tr>
<th>Technique Type</th>
<th>Actual</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Meeting</td>
<td>100%</td>
<td>50%</td>
</tr>
</tbody>
</table>
**Indicator Chart**

The Indicator Chart is useful in tracking the progress of a particular indicator over time. When selected, a Data Selector dialog will appear.

First, select your desired indicator by selecting from the drop down menu. Note: Due to the nature of the data, indicators E3, E6A, and E6B are only available in the Project Snapshot report.

The Indicator Chart can then be customized using two filters: Project Manager and Class of Action. The user can filter the data as desired, but must make a selection for each drop-down menu shown. To include projects by all Project Managers and Classes of Action, select “All” in both drop-down menus. Doing so will include all projects in the Tool. Keep in mind that too many filters may limit the data to an undesirable level. If you would like to filter by both Project Manager and Class of Action, be sure that the selected project manager has indeed worked on projects of the selected class. Otherwise, there will be no data to display. Once you have made your selections, click the OK button to generate the Indicator Chart Report.
The resulting screen will present a line graph (above) that charts both the actual achieved values (in blue) and the targets (in red) for the indicator selected over a default period of the ten most recent years passed. A description of the indicator and its respective method of being tracked will populate beneath the graph (as shown below).

The purpose of this indicator is to ensure that persons with disabilities have an opportunity to participate fully in the transportation decision-making process.

The above graph compares performance levels with predefined targets. It involves data from two aspects of public involvement efforts: project-related information sources and agency-led event facilities. The PIPM tool calculates the total number of Section 508 compliant project-related information as well as ADA (Americans with Disabilities) Compliant Facilities and render a percent of all public involvement efforts that were accessible to persons with disabilities.
Equity

This set of indicators seeks to ensure that all interested parties have the opportunity to participate fully in the transportation decision-making process.

Indicator E-1  Access to information and participation opportunities by persons with disabilities

Purpose: To ensure that persons with disabilities have an opportunity to participate fully in the transportation decision-making process. The indicator tracks the level of satisfaction among persons with disabilities who requested special accommodations. Such efforts may include providing transportation information, presentations, surveys, and comment forms in a format that is accessible to those with visual and/or hearing impairments. It also tracks efforts made to ensure that public meeting and event locations, as well as project-related information sources, are fully accessible to persons with disabilities.

Target A: \( [X]\% \) of disabled persons that requested accommodations were satisfied with efforts made to accommodate their needs

Setting the target:

For this target, the PIPM Tool will measure responses to the Persons with Disabilities survey, finding the percent of persons satisfied with accommodations made for them. This percent will be determined by dividing all responses rated either “Satisfied” or “Somewhat Satisfied” by the total number of responses. Therefore, the target needs to be set for the desired percentage of “respondents that felt satisfied with efforts made to accommodate their request.”

Collecting data:

Data is obtained through a survey sent to persons that have filed a request for special accommodations with the agency. Each request that is directed to the agency must be logged on the Requests and Inquiries Form. The mode of the request (i.e. e-mail, phone, mailing) must be noted so that the survey can be administered in a way that meets the respondent’s needs. Although surveys can be administered periodically to all respondents, it is best they
are administered immediately following the fulfillment of each request. If applicable, surveys can also be distributed at project events and public meetings.

**Target B: [X]% of meetings, events and project-related information sources are accessible to persons with disabilities**

Setting the target:

The PIPM tool will calculate the total number of Section 508 compliant project-related information as well as ADA (Americans with Disabilities Act) Compliant Facilities and render a percent of all public involvement efforts that were accessible to persons with disabilities. Because accessibility to events and information by persons with disabilities is required under state and federal law, a 100% target is appropriate.

Collecting data:

This target involves data from two aspects of public involvement efforts: project-related information sources and agency-led event facilities.

Something to consider

Keep in mind that the reason for distinguishing between agency-led events and other events is so that the agency is not held responsible for noncompliant facilities if they are attending an event hosted by another group (e.g. Rotary Club meeting, Homeowners Association meeting, public festival).

Section 508 compliance applies to all project-related information sources that are made available to the public. This includes newsletters, flyers, pamphlets, fact sheets, and websites. Section 508 (29 U.S.C. 794d) requires that *individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.* Whether or not the project information source meets Section 508 compliance standards must be marked on the [Project Information Form](#).
Americans with Disabilities Act (ADA) compliance applies to agency-led public involvement events, which are events organized and hosted by FDOT. This can include public meetings, charrettes, or informational sessions that are organized by FDOT and open to the public. When organizing an event, be sure to take the steps necessary to ensure ADA compliance. Consider consulting the facilities manager to ensure that the location is accommodating to persons with disabilities. Whether or not the event location meets ADA Standards must be marked on the Agency Event Form.

**Indicator E-2  Convenience of meetings and events to public transportation, where available**

**Purpose:** To ensure accessibility of public involvement activities to those without a personal automobile. This indicator tracks whether persons who rely on public transportation or paratransit have access to public meetings and transportation events that are organized and hosted by FDOT. It is also an indicator as to whether the general public could use public transportation to attend FDOT public involvement events.

**Target A:** [X%] of agency-led public involvement events are within [Y] mile of a transit stop and occur when transit service is available.

**Setting the target:**

The PIPM tool measures the percent of events that are within walking distance of scheduled, fixed-route transit service. One way to determine an appropriate target is to estimate what percentage of public involvement events were accessible to a transit stop in the past year and either use the same percentage or increase it slightly.

**Something to consider**

Be sure to stay consistent in specifying the acceptable walking distance to transit. The PIPM Tool does not specify a fixed distance and the agency must therefore decide. Generally, a quarter mile is an acceptable maximum walking distance to a transit stop. A shorter distance can be used, depending on the goals of the agency. Shorter distances will accommodate those who can’t walk long distances, such as the elderly and disabled. In more dense, urban areas, shorter distances are also more desirable and should be more attainable. The target must be set district-wide, so it should be appropriate for the general context of the district.
Collecting data:

The method for data collection depends on the transit agency. First it is necessary to collect transit schedules and hours of operation for the affected areas. This information can typically be downloaded directly from the transit agency’s website. In most cases, the distance from an event location to a transit stop can be determined by using one of various available web applications. Google is a leading pioneer of such web-based applications. One of Google’s most useful tools is Google Transit, a web-based application that maps public transit and other transportation systems as part of Google Maps. It can be reached at http://www.google.com/transit

The following screen shows how this service can be used to find walking distances to nearby transit stops.
Companies like Google are constantly reworking and updating their systems, so it might require some research to obtain a map like the one above. In some cases, Google may not have a particular transit agency’s information incorporated into its system yet. The next step is to check with the transit provider for maps, GIS layers, or any other data that can be analyzed.

**Something to consider**

Keep in mind the frequency and timing of transit service varies widely. Try to coordinate events to coincide with the transit schedule, so that transit riders can arrive to events on time. Remember that people need to return home after an event, and transit service may terminate early on certain days. If transit stops are in walking distance to the event, but transit service does not run during the time of the event, then do not count the event as being accessible to transit.

**Target B: [X%] of public involvement events are within paratransit service areas**

**Setting the target:**

Each event either will or will not have paratransit service available. The PIPM tool measures the percent of events that are within paratransit service. One way to determine an appropriate target is to estimate what percentage of public involvement events were within paratransit service areas in the past year and either use the same percentage or increase it slightly.

**Collecting data:**

Determining whether or not an area has available paratransit service might begin right at FDOT. Consult your staff, asking who provides paratransit services to the area in question. Paratransit might be operated by the local government, the transit agency, or even an independent third party. In some cases, there may be several paratransit service providers. Some service providers might provide alternative paratransit services for specific circumstances (e.g. disabled persons).

After consulting FDOT staff, a web-based search might also prove useful. Visiting a local government or transit agency’s website can also be fruitful. Once paratransit services are
identified, simply calling that provider may be the only next step necessary in determining paratransit availability. Providers will likely be able to readily determine whether or not a location is within their service area.

For example, SCAT Plus is a paratransit service that is provided by Sarasota County Government through the county’s transit provider, SCAT (Sarasota County Area Transit). Here, information is available on www.scgov.net, the Sarasota County Government website.

**Indicator E-3  Geographic dispersion of involvement opportunities**

**Purpose:** To ensure that public involvement opportunities have been reasonably distributed across the affected area. For example, are meetings always held in a central location or is the location alternated to capture higher rates of localized neighborhood participation?

**Target A:** At least one meeting or opportunity is located in each affected subarea within the study area.
5 Indicator Reference

Setting the target:

This target is either fulfilled or unfulfilled and therefore does not involve setting a target value. Each project must have at least one meeting or opportunity in each identified subarea. For example, if a project only reaches four out of five subareas, then the target has not been fulfilled. Such a case would indicate that a subarea has been excluded from public involvement activities, and Reports generated for this project will denote this indicator as “unfulfilled.”

For the purposes of PIPM, the affected project area must be divided into one or more subareas. How the affected area is divided into subareas will vary according to the type and nature of the transportation action. For roadway improvement projects, the affected area can be divided along the corridor. For transportation plans, the affected area is much larger and may involve several subareas. Ideally, the project manager would take advantage of pre-existing boundaries to generate project subareas (e.g. locally-defined neighborhoods, municipalities, etc.). Subareas may vary in size, depending on the size of the project (e.g. municipalities, cities, districts). The total number of subareas in the affected project area must be noted on the Project Details Form. These subareas can be defined in the SubArea Notes Form, which is accessed through the Project Details Form.

Collecting data:

When an event takes place in a subarea for the first time, it must added to the Number of SubAreas Reached on the Project Details Form. From the Project Details Form, the SubArea Notes form can be accessed. The SubArea Notes Form allows open notes for listing subareas and/or tallying meetings that occur in each subarea. The tool does not intuitively calculate the number of meetings in each subarea, and this indicator therefore requires manual tracking by the user.

Indicator E-4  Convenience of meeting or event time

<table>
<thead>
<tr>
<th>Purpose:</th>
<th>To achieve a better understanding of participant needs regarding timing of public meetings. This indicator tracks whether those participating or invited but not participating feel that the public involvement opportunities of the agency were offered at a convenient time.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target A:</td>
<td>At least [X%] of participants and invitees felt the meeting or event was held at a convenient time</td>
</tr>
</tbody>
</table>
Setting the target:

For this target, the Tool will calculate the percent of respondents that felt the meeting or event was held at a convenient time, finding the share of total responses per project that were marked “Strongly Agree” or “Somewhat Agree.” Because not everyone will find the same time to be convenient, it is reasonable to set a target around 75%. The target can be increased per year, based on performance.

Collecting data:

Indicators E-4 and E-5 both seek to improve understanding of whether meetings and events are planned in a way that is most convenient for the majority of the general public. Therefore, their data collection methods can be combined into a single survey, the Meetings Survey. This survey is intended for all invitees and attendees. Distributing surveys at the meeting or event that it corresponds to will be useful, but will not capture opinions of those who were not able to attend. The agency should, therefore, make an effort to administer surveys to all who were invited whether or not they actually attended. It may also be fruitful to have surveys available at subsequent meetings; participants of a later meeting might like to comment on the timing of a previous meeting that they were not able to attend.

**Indicator E-5  Convenience of meeting or event location**

**Purpose:** To achieve a better understanding of whether the locations selected were perceived as convenient by the invited and participating public. This indicator tracks whether stakeholders feel that public involvement opportunities have been held at a convenient location.

**Target A:** At least [x%] of participants and invitees felt the meeting or event was held at a convenient location

Setting the target:

For this target, the Tool will calculate the percent of respondents that felt the meeting or event was held at a convenient location, finding the share of total responses per project that were marked “Strongly Agree” or “Somewhat Agree.” Because not everyone will find the same location to be convenient, it is reasonable to set a target around 75%. The target can be increased per year, based on performance.

Collecting data:
Since Indicators E-4 and E-5 both seek to improve understanding of whether meetings and events are planned in a way that is most convenient for the general public, their data collection methods can be combined into a single survey, the Meetings Survey. This survey is intended for all invitees and attendees. Distributing surveys at the meeting or event that it corresponds to will be useful but will not capture opinions of those who were not able to attend. The agency should make an effort to administer surveys to all who were invited whether or not they actually attended. It may also be fruitful to have surveys available at subsequent meetings; participants of a later meeting might like to comment on the location of a previous meeting that they were not able to attend.

### Indicator E-6 Availability of information in languages other than English

**Purpose:** To provide information in languages other than English to affected areas that contain large immigrant populations who speak English as a second language or a high proportion of non-English speakers. In these populations, some persons, such as the elderly or women who do not work outside the home, may have limited or no English proficiency. In Florida, the most typical need is for Spanish translation; however, in some areas, there may be a need for translation into other languages.

**Target A:** Information is provided in languages other than English where the affected population comprises a high proportion of non-English speakers

**Setting the target:**

This target is either fulfilled or unfulfilled and therefore does not involve setting a target value. Each project will either have information in languages other than English where appropriate (Fulfilled) or not (Unfulfilled). Keep in mind that this requirement will be Fulfilled if there is no significant non-English speaking population, whether or not there is information available in other languages.

**Collecting data:**

FDOT project managers are responsible for determining whether or not a significant non-English population exists in the project study area. The Florida Department of Transportation’s Limited English Proficiency guidance indicates that a need for translation of vital information should be met when 1000 people or 5% of the affected population

**Something to consider**

Project managers are encouraged to use reasonable judgment when determining whether a project study area includes a significant non-English speaking population. Project management should also note and accommodate any requests for translated information.

Consider reviewing the U.S. Department of Transportation’s Limited English Proficiency Guidance Handbook, which can be accessed from the Resource Menu.
(whichever is less) have limited English proficiency. This is an appropriate gauge for determining the need in a project area for translated information. U.S. Census Data contains relevant demographic data for use in this determination; samples of this data can be accessed through [http://factfinder.census.gov/home/saff/main.html?lang=en](http://factfinder.census.gov/home/saff/main.html?lang=en) as well as through the Department’s online ETDM tool.

When vital project information is translated into the languages that are most appropriate for the project study area, it should be noted on the Project Details screen. All project documents do not need to be translated to fulfill this requirement.

**Target B: Translators are available at public meetings in areas where a high proportion of the affected population comprises non-English speakers**

**Setting the target:**

This target is either fulfilled or unfulfilled and therefore does not involve setting a target value. Each project will either have translators at meetings where appropriate (Fulfilled) or not (Unfulfilled). Keep in mind that this requirement will be Fulfilled if there is no need for a translator, whether or not there is information available in other languages. As noted for Target A above, the need for a translator is up to project manager discretion.

**Collecting data:**

Each time an event is entered into The Tool, the project manager must determine if the area that the event serves includes a significant non-English speaking population. Project managers should use reasonable judgment and perhaps consult community leaders in making the decision. The U.S. Census Fact Finder can produce a Fact Sheet on a community, which will show the percent of individuals for that area that speak a language other than English. [http://factfinder.census.gov/home/saff/main.html?lang=en](http://factfinder.census.gov/home/saff/main.html?lang=en) The Florida Department of Transportation’s Limited English Proficiency guidance indicates that a need for translation of vital information should be met when 1000 people or 5% (whichever is less) of the affected population have limited English proficiency. This is an appropriate gauge for determining the need in a project area for translated information.

**Something to consider**

Project management is encouraged to use reasonable judgment when determining whether an event has a need for a translator. Any requests for translators should immediately warrant identification of that event as having a need for translators.

Consider reviewing the U.S. Department of Transportation’s Limited English Proficiency Guidance Handbook, which can be accessed from the Resource Menu.
This set of indicators aims to ensure that the public is adequately notified about a potential transportation action and all those interested in participating in the decision-making process are kept informed.

**Indicator I-1  Clarity and adequacy of project information**

**Purpose:** Informs the agency as to the clarity and adequacy of public information. This indicator supports the Governor’s Plain Language Initiative by helping to track whether most people understand the information they have been provided. It also addresses whether the information was sufficiently informative and that the appropriate level of detail was provided.

**Target A:** At least [x%] agree that the information provided by the Department was clear

**Setting the target:**

For this target, the PIPM Tool will measure responses to the Information Quality survey, finding the percent of persons that agree that the information provided by the Department was clear. This percent will be determined by dividing all “Yes” responses by the total number of responses (excluding “Don’t Know” responses). The target therefore needs to be set for the desired percentage of affirmative responses that the agency would like to receive. Clearly, it is desirable to achieve a high percentage of agreement and therefore it is best to set a target between 75% and 100%. The target could initially be set lower until the agency finds the appropriate baseline. The target value can be increased per year, based on performance.

**Collecting data:**

Data is obtained through the Information Quality Survey that is sent to all persons exposed to project-related information. The survey can be generated and distributed through a variety of channels. The simplest channel is to distribute copies of the surveys at agency meetings,
events, and functions where project information is being shared. Another option is to send the survey to all individuals that have requested and been sent project information; consider referring to address lists and e-mail lists that the agency has previously generated. The agency can also consider posting a copy of the survey on the internet at an appropriate location, such as on a project-specific website. To achieve the best results, the agency should make efforts to take advantage of all available distribution channels.

**Target B: At least [x%] agree that the information provided by the Department was adequate**

**Setting the target:**

For this target, the PIPM Tool will measure responses to the Information Quality survey, finding the percent of persons that agree that the information provided by the Department was adequate. This percent will be determined by dividing all “Yes” responses by the total number of responses (excluding “Don’t Know” responses). The target therefore needs to be set for the desired percent of respondents that felt that the information provided by the agency was adequate. Clearly, it is desirable to achieve a high percentage of agreement and therefore it is best to set a target between 75% and 100%. The target could initially be set low, finding a baseline. The target value can be increased per year, based on performance.

**Collecting data:**

Data is obtained through the Information Quality Survey that is sent to all persons exposed to project-related information. The survey can be generated and then distributed through a variety of channels. The simplest channels include distributing copies of the surveys at agency meetings, events, and functions where project information is being shared. Another option is to send the survey to all individuals that have requested and been sent project information; consider referring to address lists and e-mail lists that the agency has previously generated. The agency can also consider posting a copy of the survey on the internet at an appropriate location, such as on a project-specific website. To achieve the best results, the agency should make efforts to take advantage of all available distribution channels.

**Indicator I-2 Response time to inquiries from the public**

**Purpose:** Response time to public inquiries is one indicator of agency responsiveness. This indicator tracks whether the agency is responding to public requests for information in a timely fashion.
Target A: Responses to public inquiries are made within [x working days] of the date of receipt

Setting the target:

The target, which is measured in days, would need to be consistent with any existing standards or guidelines of the public information office. For example, the Florida Department of Transportation Customer Service Review (March 6, 2007) suggests varying response times depending upon the nature of the correspondence. The targets should be set for a first response to public inquiries, as opposed to a resolution of those inquiries. A response may include requests for information, submission of comments, or requests for appropriate accommodations. A separate target can be established for responses to media inquiries as these responses are generally expected in a shorter timeframe, due to the media’s short deadlines. Two working days is an appropriate target for public inquiries, but one working day may be better for media inquiries.

Collecting data:

When an individual approaches the agency for information or special accommodations, the agency must log details of the correspondence in the Requests and Inquiries Form. The PIPM tool will calculate response times based on this information. If the request involves accommodations for persons with disabilities, a survey for Indicator E-1 can be sent to that individual immediately following resolution of the request. When a survey is sent, simply mark the “Survey sent” box on the Requests and Inquiries Form.

Target B: Responses to media inquiries are made within [x working days] of the date of receipt

Setting the target:

The target, which is measured in days, would need to be consistent with any existing standards or guidelines of the public information office. For example, the Florida Department of Transportation Customer Service Review (March 6, 2007) suggests varying response times depending upon the nature of the correspondence. A separate target can be established for responses to media inquiries as these responses are generally expected in a shorter timeframe,
due to the media’s short deadlines. Two working days is an appropriate target for public inquiries, but one working day may be better for media inquiries.

**Collecting data:**

When a member of the media community approaches the agency for information, the agency must log details of the correspondence in the [Requests and Inquiries Form](#). The PIPM tool will calculate response times based on this information.

**Indicator I-3  Affected parties are aware of the proposed transportation action**

**Purpose:** Encourages efforts to ensure advance public awareness of agency actions, ranging from planning initiatives and major projects to small localized actions and construction or resurfacing activities. This indicator tracks the outcome of the agency’s public information efforts.

**Target A:** At least [x%] of those directly affected by the transportation action are aware of the action

**Setting the target:**

The tool will calculate the percentage of survey respondents who noted that they were aware of the action. It is important that the department makes a substantial effort to inform the public of actions. Therefore, it is reasonable to set a baseline target at or near 75%. This target can be increased based on performance.

**Collecting data:**

A Public Awareness Survey can be generated by zip code. All projects that directly affect that zip code will be included in the survey. Keep in mind that affected zip codes must be entered on the [Project Details screen](#) in order for this feature to function properly.

The Public Awareness Survey can be distributed through random geographic sampling. The method for random generation may vary from district to district. Note that some zip codes may not be affected by any active projects. To assist in selecting a zip code that is affected by one or more projects, the Public Awareness Survey screen includes a project selection menu that lists all affected zip codes and the respective number of active projects.
Indicator I-4  Affected parties feel that ample notice was provided of public meetings

**Purpose:** Identifies whether affected parties feel that they had adequate notice of a public meeting.

**Target A:** [x%] of affected parties feel ample notice was provided of public meetings

**Setting the target:**

For this target, The Tool will calculate the percent of respondents that felt ample notice was provided for public meetings, finding the share of total responses per project that were marked “Strongly Agree” or “Somewhat Agree.” While it is best to aim high, it is reasonable to set a target around 75% recognizing that opinions of what may constitute ample notice can vary widely.

**Collecting data:**

This indicator seeks to improve the planning of public meetings and therefore data collection can be combined with Indicators E-4 and E-5. The PIPM tool includes all three of these indicators in the Meetings Survey. This survey is intended for all invitees and attendees. The agency should administer surveys to all who were invited whether or not they actually attended. It may also be fruitful to have surveys available at subsequent meetings; participants of a later meeting might like to comment on the timing of a previous meeting that they were not able to attend.

**Methods**

This set of indicators seeks to assess the diversity and relative effectiveness of methods used to involve the public.

Indicator M-1  Participants are involved using multiple techniques

**Purpose:** This indicator seeks to track whether the agency is using multiple techniques to involve or engage the public, as well as the relative percentage of affected individuals involved or at least
(as in the case of newsletters) passively engaged via various involvement techniques. Providing a variety of participation opportunities both acknowledges these different levels of desired involvement and is more likely to engage a broader public in a meaningful way.

**Target A:** At least \[x\] separate techniques are used to involve/engage the public in decision making

**Setting the target:**

The target is measured as a set number of techniques. An appropriate target must be determined by the agency based upon agency objectives and a baseline analysis of current practice. A reasonable initial target might be 3 to 4 techniques.

**Collecting data:**

As techniques are employed throughout a project or action, project personnel should enter details for each technique in the *Technique Details Form* of The Tool. It is important to assign an appropriate technique type for each technique entered, using the drop down list provided in the form. Ensure that the correct associated project is selected for the technique being entered. The data entered in this form will later be used by The Tool to determine the total number of unique technique types that were used per project.

**Target B:** At least \[x\%\] of those directly affected by the transportation action are involved/engaged using more than one technique

**Setting the target:**

The PIPM tool measures the percent of persons directly affected by the transportation action that were engaged using more than one technique. A reasonable target might be 25%. Over time, this target can be raised based on performance (e.g. to 30% the following year). An appropriate target may be determined by the agency based upon agency objectives and a baseline analysis of current practice.

**Collecting data:**

The primary source of data for this target would be responses collected by affected parties through *Value of Technique Surveys* created in the PIPM tool. Affected parties would include those previously notified by the agency of a transportation action, invited to meetings, or who
otherwise requested information during that calendar year. The survey should be distributed to the project mailing lists, but may also be administered at meetings, via the web, or by mail.

For each completed public opinion on the Value of Techniques Survey received, the PIPM Tool will assess the percent of surveys where respondents indicated they were exposed to more than one technique listed on the survey for a given project. Due to the nature of the survey question, which directly addresses Target A, this target (B) is being indirectly measured by first assessing a count of all techniques per survey that did not receive a “Don’t Know” response from the participant. The Tool will then calculate and report the percent of surveys that were entered into the system for a specific project that had a count of two or more techniques that did not receive a response of “Don’t Know.”

Indicator M-2 Affected parties feel they had an adequate opportunity to participate

**Purpose:** Measures the relative reach and general public awareness of the public involvement process. This indicator identifies the relative percentage of affected parties within the project or study area who feel that the agency provided adequate opportunities for their participation in the decision-making process.

**Target A:** [x%] of affected parties feel they had an adequate opportunity to participate

**Setting the target:**

For this target, The Tool will calculate the percent of respondents that felt they had an adequate opportunity to participate, finding the share of total responses per project that were marked “Strongly Agree” or “Agree.” It is reasonable to set a high target of at or near 90%.

**Collecting data:**

The primary source of data for this target would be responses collected by affected parties through surveys created in the PIPM tool (See Public Input Survey). Affected parties would include those previously notified by the agency of a transportation action, invited to meetings, or who otherwise requested information during that calendar year. The survey should be distributed to the project mailing lists, but may also be administered at meetings, via the web, or by mail.

Indicator M-3 Perception of the value of methods used

**Purpose:** Provides a relative indicator as to which of the methods used were perceived by the public as the most versus the least valuable. This indicator tracks how those who participated felt about
the various methods used by the agency to obtain their input. Recording the opinions of project managers will help uncover any differing perceptions between the public and FDOT on the value of methods used to capture public input.

**Target A:** [x%] of participants agree [insert technique] was of value in capturing their input

**Setting the target:**

For this target, the PIPM tool will calculate the percent of respondents that felt the various techniques used were of value in capturing their input about the project. Progress toward accomplishing this target will be separately computed for each technique type employed during the project. The actual performance percentages achieved will be determined by taking the total number of “Yes” responses for a given technique type and dividing it by the total number of “Yes” and “No” responses for the same technique type. Consequently, responses of “Don’t Know” will have no impact on the performance calculation. This calculation method will be repeated by the PIPM tool for each technique type entered for a project.

A single target must be set to encompass all technique types used in a project. An appropriate target may be determined by the agency based upon agency objectives and a baseline analysis of current practice.

**Collecting data:**

The primary source of data for this target would be obtained through survey responses collected from persons who have participated in public involvement activities relative to the project. Targets A and B of Indicator M-3 both seek participant input on two ways of valuing the same project techniques. Because of this commonality, their data collection methods are efficiently combined into a single survey, called the Public Opinion on the Value of Techniques Survey.

Project managers should regularly prepare Value of Technique Surveys in the PIPM tool for distribution at project meetings. The survey can also be distributed to participants via the web or by mail. The project manager should ensure that the correct associated project is selected, to ensure that the survey is populated with the technique types associated with the selected project. The data obtained through this survey will later be used by The Tool to determine and report the percent of respondents that felt various techniques allowed them to share their ideas about the project.
Target B: \([x\%]\) of participants agree [insert technique] was of value in conveying project information

Setting the target:

For this target, the percent of respondents that felt various techniques were a good way to provide project information will be calculated by The Tool. This target will be separately computed for each technique type employed during the project. The actual performance percentages achieved will be determined by taking the total number of “Yes” responses for a given technique type and dividing it by the total number of “Yes” and “No” responses for the same given technique type. Consequently, responses of “Don’t Know” will have no impact on the performance calculation. This calculation method will be repeated by the PIPM tool for each technique type entered for a project.

A single target must be set to encompass all technique types used in a project. A reasonable target might be around 60%. The target can be increased per year, based on performance.

Collecting data:

The primary source of data for this target would be obtained through survey responses collected from persons who have participated in the project. Targets A and B of Indicator M-3 both seek participant input on two ways of valuing the same project techniques. Because of this commonality, their data collection methods are efficiently combined into a single survey, called the Value of Techniques survey.

Project managers should regularly prepare Value of Technique Surveys in the PIPM tool for distribution at project meetings. The survey can also be distributed to participants via the web or by mail. The project manager should ensure that the correct associated project is selected, as only associated technique types with the selected project will show on the survey. The data obtained through this survey will later be used by the Tool to determine and report the percent of respondents that felt various techniques were a good way to provide project information.

Target C: \([x\%]\) of FDOT project managers agree [insert technique] was of value in capturing public input

Setting the target:
5 Indicator Reference

For this target, the Tool will calculate the percent of FDOT project managers that felt various techniques were of value in capturing the input of participants. This target will be separately computed for each technique type employed during the project. The actual performance percentages achieved will be determined by taking the total number of “Yes” responses for a given technique type and dividing it by the total number of responses for the same given technique type. This calculation method will be repeated by the PIPM tool for each technique type entered for a project.

A single target must be set to encompass all technique types used in a project. An appropriate target may be determined by the agency based upon agency objectives and a baseline analysis of current practice.

Collecting data:

Targets C and D of Indicator M-3 both seek FDOT project manager input on two ways of valuing the same project techniques. Because of this commonality, their data collection methods are efficiently combined into a single form, called the Project Manager Opinion on the Value of Techniques Form in the PIPM tool. Project managers must mark in this form whether or not they felt that each technique used on their project adequately captured the input of the participants. The project manager should ensure that the correct associated project is selected, as only associated technique types with the selected project will show on the form. The data entered in this form will ultimately be used by the Tool to determine and report the percent of FDOT project managers that felt various techniques were of value in capturing the input of participants.

Target D: [x%] of FDOT project managers agree [insert technique] was of value in conveying project information

Setting the target:

For this target, the percent of FDOT project managers that felt various techniques were of value in conveying project information will be calculated by the Tool. This target will be separately computed for each technique type employed during the project. The actual performance percentages achieved will be determined by taking the total number of “Yes” responses for a given technique type and dividing it by the total number of responses for the same technique type. This calculation method will be repeated by the PIPM tool for each technique type entered for a project.
A single target must be set to encompass all technique types used in a project. An appropriate target may be determined by the agency based upon agency objectives and a baseline analysis of current practice.

Collecting data:

Targets C and D of Indicator M-3 both seek FDOT project manager input on two distinct ways of valuing the same project techniques. Because of this commonality, their data collection methods are efficiently combined into a single form, called the Project Manager Opinion on the Value of Techniques Form in the PIPM tool. Project managers must mark in this form whether or not they felt that each technique used on their project was of value in conveying project information. The project manager should ensure that the correct associated project is selected, as only technique types associated with the selected project will show on the form. The data entered in this form will ultimately be used by the Tool to determine and report the percent of FDOT project managers that felt various techniques were of value in conveying project information.

Responsiveness

This indicator aims to track the extent to which those individuals participating in the transportation decision-making process feel their comments were adequately considered and addressed.

Indicator R-1  Agency partners feel that their input was considered

Purpose: Helps determine generally whether certain groups of participants felt that they were “heard” by the agency and that their input was considered. Responses are a reflection of the degree of participant satisfaction with the comment process, such as ease of submission or nature of the acknowledgement. Results are also a measure of how well the agency has communicated with the public regarding its response to public comments and suggestions received.

This indicator is measured separately for participants categorized as government units (e.g., local governments, water management districts, metropolitan planning organizations, regional...
planning council), organizations (e.g., neighborhood associations, Chamber of Commerce, environmental groups,), user groups (e.g., freight movers, bicycle/pedestrian interest groups, commuters) and individuals (a person expressing his/her opinion separate from any organization).

<table>
<thead>
<tr>
<th>Target A:</th>
<th>[x%] of government units feel that their input was considered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Target B:</td>
<td>[x%] of organizations feel that their input was considered</td>
</tr>
<tr>
<td>Target C:</td>
<td>[x%] of user groups feel that their input was considered</td>
</tr>
<tr>
<td>Target D:</td>
<td>[x%] of individuals feel that their input was considered</td>
</tr>
</tbody>
</table>

Setting the target:

For this target, the PIPM tool will separately calculate the percentage of each group of participants (government unit, organization, user group, or individual) that felt their input was considered. The performance percentage will be determined by taking the total number of “Strongly Agree” and “Agree” responses and dividing it by the total number of responses for only those participants who indicated on the survey that they were in that specific group. An appropriate target may be determined by the agency based upon agency objectives and a baseline analysis of current practice. A reasonable target might be around 75%.

Collecting data:

This indicator measures, as individual targets, how four distinct groups of participants felt their input was considered during public involvement activities for a given project. Since all four targets are related, they have been effectively combined into a single survey within the PIPM Tool, called the Public Input Survey. The primary data source would be responses to the Public Input Survey that are distributed when a transportation action or project reaches the public hearing milestone. Participants surveyed would be obtained from the agency’s mailing list of participating partners, organizations, user groups and individuals.
# Appendix: Button Quick Reference

<table>
<thead>
<tr>
<th>Button</th>
<th>Action</th>
<th>Likely found in</th>
</tr>
</thead>
<tbody>
<tr>
<td>GoTo</td>
<td>Acts as a shortcut to a specified Form</td>
<td>Welcome/Main Screen</td>
</tr>
<tr>
<td>View Project Snapshot</td>
<td>Will display a project snapshot of a project that you can specify</td>
<td>Welcome/Main Screen</td>
</tr>
<tr>
<td>Close</td>
<td>Closes the current window</td>
<td>Welcome/Main Screen, reports</td>
</tr>
<tr>
<td>Memo</td>
<td>Opens a memo form for the user to enter notes</td>
<td>Project Details</td>
</tr>
<tr>
<td>Help</td>
<td>Opens an index of help topics</td>
<td>All screens</td>
</tr>
<tr>
<td>OK</td>
<td>Confirms your selection and proceeds to the next screen</td>
<td>Pop-up dialog boxes</td>
</tr>
<tr>
<td>Cancel</td>
<td>Cancels the current function</td>
<td>Pop-up dialog boxes</td>
</tr>
<tr>
<td>Save</td>
<td>Saves your work</td>
<td>All data entry forms</td>
</tr>
<tr>
<td>Main</td>
<td>Returns you to the Welcome Screen</td>
<td>Most forms</td>
</tr>
<tr>
<td>Print</td>
<td>Prints the current record</td>
<td>Most forms</td>
</tr>
<tr>
<td>Projects</td>
<td>Opens the Project Selector window</td>
<td>Project Details (Edit Mode), Project Snapshot</td>
</tr>
<tr>
<td>New</td>
<td>Starts a new record</td>
<td>Some data entry forms</td>
</tr>
<tr>
<td>Previous</td>
<td>Scans to the previous record in the data set</td>
<td>Some data entry forms</td>
</tr>
<tr>
<td>Next/New</td>
<td>Goes to the next record in the data set. If there are no more records to show, a new record will be created</td>
<td>Some data entry forms</td>
</tr>
<tr>
<td>Add</td>
<td>Allows you to add specified details</td>
<td>Technique Types form</td>
</tr>
<tr>
<td>Print and Close</td>
<td>Prints a survey for distribution and then closes the survey window</td>
<td>Some survey forms (Print Mode)</td>
</tr>
<tr>
<td>Process Zip Codes</td>
<td>Filters project data so that only projects for a specified zip code are used</td>
<td>Project Awareness form</td>
</tr>
<tr>
<td>Create Survey</td>
<td>Prepares a new survey that incorporates current projects that affect a zip code, as specified in Step 1</td>
<td>Project Awareness form</td>
</tr>
<tr>
<td>Copy and Set New Targets</td>
<td>Copies all current data to a new record. In the Targets form, this can be used to easily adjust and set targets for a new year</td>
<td>Targets form</td>
</tr>
</tbody>
</table>