

Performance and Production Review Kick-off Meeting

May 7, 2020 at 1:00 PM

Meeting Minutes

- Executive Director Ralph Yoder opened the webinar and briefly went over the agenda. The purpose of the webinar was to review the performance measures the commission currently uses to evaluate the department.
- Ron Howse, Chairman, Florida Transportation Commission:
 - o How can we be a better FDOT and serve our customers better?
 - o What can we do to fix/help things?
 - o Moving people and goods from place to place
 - o Need to be forward thinking
 - o Need to look at transportation priorities
 - o Dashboard for submitting data
- Kevin Thibault, Secretary, Florida Department of Transportation
 - o What measures should we be looking at?
 - o FDOT has been meeting and exceeding measures for years.
 - o How do we recruit and retain the best talent for this agency? How are we measuring success?
 - o Are we on the right track? Are we doing what we are supposed to be doing? What are the items of importance? How does this affect what we will be doing in the future?
 - o Measure to reflect safety, mobility, and innovation
 - o Safety- how do we transition from ten people a day dying to zero?
 - o The task team is currently reviewing the department's internal performance measures
- Ralph Yoder, Executive Director, Florida Transportation Commission:
 - o Introduced the workgroup members
 - o Leadership Members:
 - Ron Howse, Chairman, Florida Transportation Commission
 - Kevin Thibault, Secretary, Florida Department of Transportation
 - Torey Alston, Chief of Staff, Florida Department of Transportation
 - o Members:
 - David Genson, Commissioner, Florida Transportation Commission
 - Stacy Miller, Assistant Secretary of Finance and Administration, Florida Department of Transportation
 - Courtney Drummond, Assistant Secretary of Engineering Operations, Florida Department of Transportation
 - Ananth Prasad, President, Florida Transportation Builders Association
 - Edward "Eddy" Gonzalez, Vice President, RS&H
 - Dr. Robert Bertini, Executive Director, Center for Urban Transportation Research
 - Jason Montgomery, Director of Business Intelligence, Jacksonville Transportation Authority
 - Ralph Yoder, Executive Director, Florida Transportation Commission
 - Sonya Morris, Assistant Executive Director, Florida Transportation Commission
 - Bill Cobb, Special Projects Coordinator, Florida Transportation Commission

- Provided an overview of the FTC
- 334.045, F.S., states that the FTC shall develop and adopt measures for evaluating the performance and productivity of the department. The six areas for performance evaluation listed in statute are:
 - Safety of the current state system
 - Production
 - Capacity Improvements
 - Preservation of current state highway system
 - Finance and Administration
 - Minority and disadvantaged business programs
- “How” to evaluate on the above six areas for performance evaluation is not specified
- FTC is not limited to these six areas (334.045 F.S.)
- Ron Howse, Chairman, Florida Transportation Commission:
 - Look at goals that are overlaying 100,000 level FDOT goals
 - Philosophical goals
 - Changing public perspective
- Kevin Thibault, Secretary, Florida Department of Transportation:
 - Make sure each measure falls under FDOT jurisdiction and within FDOT control
- David Genson, Commissioner, Florida Transportation Commission:
 - Many of the current metrics are not meaningful
 - Relook at the all the metrics and adjust appropriately or get rid of them
 - Customer service
 - Performance metric for public transportation- not meaningful because in an up economy, it is unlikely that the metric will be met. Ridership is dependent on economic conditions
- Ralph Yoder, Executive Director, Florida Transportation Commission:
 - What would it look like to hit the reset button?
- Stacy Miller, Assistant Secretary of Finance and Administration, Florida Department of Transportation:
 - Currently reevaluating the Departments monthly performance metrics
 - Recommendations will be rolled out at the next FDOT Executive meeting
 - More efficient and effective ways of providing that information
 - Would like to look at this with a clean slate
- Courtney Drummond, Assistant Secretary of Engineering Operations, Florida Department of Transportation:
 - How can we improve mobility?
 - How can we use technology to improve transportation?
 - Need to review, revise, or change if they are not relevant (especially involving transit)
- Ananth Prasad, President, Florida Transportation Builders Association
 - Go back to the FDOT vision: Safety, preservation, mobility, and economic prosperity
 - Incorporate that and innovation
 - Are we doing the right thing and are we doing things right?
 - Are we making investments to improve travel?
 - Are you finishing jobs on time?

- Commute times- are they getting any better?
- Edward “Eddy” Gonzalez, Vice President, RS&H:
 - Production and operations
 - Is where we are putting our investment making an impact?
 - How do we measure technology? Are we taking full advantage of available technology?
 - What is the measured effectiveness of what were implementing?
 - Measures need to be easy to understand
- Dr. Robert Bertini, Executive Director, Center for Urban Transportation Research:
 - Actionable
 - Relevant and relatable to travelers and customers, visitors, etc.
 - Including metrics that improve current operation
 - MAP-21 performance metrics (US DOT)
- Jason Montgomery, Director of Business Intelligence, Jacksonville Transportation Authority:
 - Been in transportation for over 20 years
 - Built performance measurement systems and designed dashboards
- Ralph Yoder, Executive Director, Florida Transportation Commission:
 - The first meeting is just an introduction/kickoff
 - Conversations individually between now and the next meeting
 - Begin diving in at the next meeting
 - Measures should be in place by the start of the new fiscal year (only 2020), or soon thereafter
 - Discussions every week or every two weeks
- David Genson, Commissioner, Florida Transportation Commission
 - Appreciated Stacy’s comments regarding the measures
 - Hear from Stacy and Courtney on why some of the measures are no longer relevant
- Next meeting will be a brainstorming session
- Food for thought questions to think about between now and the next meeting
- The lines were opened for the public, however no public comments were made