

Performance and Production Metrics Review Workgroup Meeting

June 11, 2020, 9:00 AM

Meeting Minutes

- Florida Transportation Commission (FTC) Executive Director Ralph Yoder opened the meeting by asking if any workgroup members had any changes or objections to the meeting minutes from the May 27th meeting. With no changes, the minutes were approved by unanimous consent.
- Executive Director Yoder reminded the group of Governor Ron DeSantis's Transportation Priorities: Improve Safety, Embrace Innovation and Technology, and Reduce Congestion.
- Executive Director Yoder also reminded the group of the Florida Department of Transportation (FDOT) Mission, Vision, and Vital Few as they begin the brainstorming session.
- Metrics should be congruent and supportive of FDOT's mission and the governor's transportation priorities.
- Executive Director Yoder explained that today's focus is to go over other areas that should be covered, that is not statutorily required.

Generate Goals and Measures- Other Key Performance Areas

- Ananth Prasad, President, Florida Transportation Builders Association
 - o Mobility and reliability aspect
 - o Travel time reliability
 - o Customer satisfaction
 - Does FDOT still do a survey?
 - There used to be a business survey and legislative survey
- David Genson, Commissioner, District One, Florida Transportation Commission
 - o There was a survey done in 2018
 - o The survey is very technical and uses good background demographics
 - Are paved shoulder widths wide enough?
 - Can you see the road signs clearly?
 - Need to look at customer service relating to accessibility, reliability, safety, transparency, etc.
 - Many times, people were not sure if they were driving on a state or local road
 - Who is our customer?
- Vice-Chairman Jay Trumbull, District Three, Florida Transportation Commission
 - o The survey needs to address:
 - Transparency
 - Responsiveness
 - Customer service
 - o When is a survey appropriate? What triggers a survey?
- Stacy Miller, Assistant Secretary of Finance and Administration, Florida Department of Transportation
 - o FDOT conducts a construction survey following construction projects
 - o FDOT conducts a general survey conducted every two years
 - o FDOT also surveys local partners, elected officials and MPOs as well

- Courtney Drummond, Assistant Secretary of Engineering Operations, Florida Department of Transportation
 - o The planning office does a two-year survey
- Dr. Robert Bertini, Executive Director, Center for Urban Transportation Research
 - o Resilience- emergency response
 - o Human capital- recruiting, retaining, and training professionals
 - Could fit under finance and administration
- Edward “Eddy” Gonzalez, Vice President, RS&H
 - o Innovation and the use of technology
 - Could be intertwined in mobility and reliability
- Ananth Prasad, President, Florida Transportation Builders Association
 - o Are we efficient in the delivery of our product?
 - o Are we delivering the best product at the best cost?
 - o Value engineering
 - Can we deliver the same product in a different way?
 - o Paperless
- Edward “Eddy” Gonzalez, Vice President, RS&H
 - o Are we keeping up with what the industry is doing?
 - Partnering with manufacturers
 - o Technology
 - Autonomous vehicles
 - Public transportation
- Stacy Miller, Assistant Secretary of Finance and Administration, Florida Department of Transportation
 - o Manufacturers and companies do not always want the department involved
 - More clearing the way vs. being deeply involved
 - Many of them are proprietary
- Edward “Eddy” Gonzalez, Vice President, RS&H
 - o Environmental measure
 - Was brought up in the last meeting
 - Water quality
 - Staying within the environmental footprint
 - o Should that be an independent measure, or under the umbrella of another performance measure?
- David Genson, Commissioner, District One, Florida Transportation Commission
 - o Agrees that there should be an environmental measure
 - Could be a secondary measure
 - o Storm water quality and run-off
 - o Number of animal strikes in the road
 - o Wildlife underpass
 - o Other state DOT offices measure their carbon footprint
 - o Look at some of the national goals established by the federal government, such as environmental sustainability
- Ralph Yoder, Executive Director, Florida Transportation Commission

- Permitting
 - Is there any way to improve or enhance the permitting process?
- David Genson, Commissioner, District One, Florida Transportation Commission
 - Service regarding permitting
 - Time frame for how long it takes to process
 - Commissioners get calls regarding this; however, it is not always the department causing the delay
- Courtney Drummond, Assistant Secretary of Engineering Operations, Florida Department of Transportation
 - Permitting is an internal measure that FDOT tracks
 - It is a performance metric for the district secretaries
 - There have been processes put into place to help
- Stacy Miller, Assistant Secretary of Finance and Administration, Florida Department of Transportation
 - Speaks to the customer service experience
 - One Stop permitting application
 - Provides a better user experience
- Ananth Prasad, President, Florida Transportation Builders Association
 - Would resist putting it as a performance measure
 - Maybe have a discussion on how that process works and how it can be improved
- Jason Montgomery, Director of Business Intelligence, Jacksonville Transportation Authority
 - Putting together projects and goals using technology will be included in other performance measures
 - It is hard to come up with a measure regarding technology
- Teresa Sarnoff, Commissioner, District Six, Florida Transportation Commission
 - Look at technology savings
 - Look at cost and how much time is being saved
 - Time is money

Public Comment

- Executive Director Yoder asked for any public comment
- No comments were made