



FLORIDA DEPARTMENT OF TRANSPORTATION
EXECUTIVE WORKSHOP MINUTES

March 18, 2015

The Workshop began at 1:00 p.m., EDT and was held in Central Office.

1. Opening Remarks

Assistant Secretary Brian Blanchard opened the meeting and welcomed attendees.

2. Review and Approval of Workshop Minutes

The February 2015 Workshop minutes were approved as submitted.

3. Policies and Procedures

Sara Cattau, Procedure and Forms Administrator

Ms. Cattau reviewed the 2015 Administrative Policies report.

The following policies/procedures were approved.

350-020-301 – Financial Provisions for JPA (Non-FLP)

Owner: Linda Brookshire, Comptroller

450-010-010 – Responding to Audit Report Recommendations and Audit Follow-up

Owner: DeGreta Corbin, Inspector General

250-045-003 – Employee Performance Improvement Plan

Owner: Jan Russo, Human Resources

4. Strategic Plan Implementation Reporting

Jim Wood and the Department of Economic Opportunity

Jim Wood introduced Noel Munson, Strategic Business Planner with the Florida Department of Economic Opportunity. Mr. Munson presented a brief overview of the Florida Strategic Plan for Economic Development and its relationship to the Florida Transportation Plan and examples of economic strategies that depend on transportation decisions. Specifically, he discussed the economic plan's transportation tactics which include supporting Florida's development as a major international trade hub, developing the Freight Mobility and Trade Plan, transforming transportation corridors, and implementing Future Corridors planning. Jim Wood concluded by sharing that Florida is unique among states to have such a strong and effective linkage between its state economic and transportation plans.

5. My FTI (FDOT Mobile Application)

Gibu Geevarghese, District One

Approximately 61 percent of the US population currently uses Smart phones or some form of mobile device. In Florida alone, there are over 10 million people using mobile devices. Mobile devices are now becoming an integral component in daily business operations.

Unlike other states, FDOT currently has one of the more user friendly websites. It contains lots of relevant and useful data. When viewed on a computer (desk top/laptop), the data is well formatted and easily comprehended. However, when the site is accessed from a mobile device, often times the information is distorted and somewhat difficult to comprehend.

The MyFTI app is a unique application that was developed to allow its users to navigate the FDOT website and view documents in a well thought-out structured format. This application will be useful to anyone doing business with the FDOT (engineers, contractors, inspectors and FDOT personnel).

Some features of the application include:

- Contact information to offices and key personnel.
- Searchable employee database.
- Field review snap tools.
- Integrated with dynamic maps to search each District/Region.
- E-Newsletter.
- People First (FDOT Jobs).
- Twitter / Facebook / YouTube.
- Numerous other functions

A future version of this application (which is currently being developed), will allow the user to add links and format data based on his/her preferences.

This application is currently available for both Apple and Android mobile devices and will be frequently updated to suit the needs of its users.

6. Employee Survey Results *Larry Ferguson, Performance Management*

Larry Ferguson presented the results of the 2015 Employee Survey. This year's survey is a revised version with 65 items in the scoring section and the addition of the nine Employee Engagement Survey items in the non-scoring section.

The theme for this year's survey "New Beginnings...Solid Foundations" reflect the new survey and the new FDOT administration under Secretary Boxold. Both are new beginnings and both are building on solid foundations.

Participation statewide was 74% this year with both District 2 and Turnpike reporting over 83% participation. The overall statewide average score for this year is 156.34 which represents an 80.2% satisfaction rating: the highest in the 16 years of the survey and an excellent foundation on which to build over the next few years.

District 6 and District 4 both had statistically significantly higher average scores than the statewide average and were statistically tied for the highest scoring district with only .01 difference: D6 160.76 and D4 160.75.

Two items scored below 2.00 on the statewide average: Item #17 "The pay I receive is reasonable for the work I do" was the lowest scoring item with a score of 1.59 and 42% dissatisfaction and Item #20 "The awards program is effective" with a score of 1.84 and 26% dissatisfaction. One item, Item #19 "The training I need to be prepared to advance my career is offered" had a score of 2.16 but with 15% dissatisfaction.

There were 3,714 comments this year from 1,265 respondents (29%). There continues to be a significant number of positive comments with many giving specific examples of things they see as working well or giving thanks to specific people. The clear majority of comments were concerns about issues related to pay.

The Employee Engagement Survey items show good foundation of engagement across the department and suggest areas to focus upon for continued improvement. The statewide satisfaction increases for each of the nine items of the Engagement Survey are a positive movement from the 2014 Pilot though comparisons do need to be tempered with the fact of the computation process between the Pilot and this survey being different. It is very positive to see six of the nine items showing strength. This is a solid foundation on which Secretary Boxold can build his vision for the agency.

Recommendations:

- a. While recognizing their limited ability to directly address cost of living increases and across-the-board raises, the Executive Team should consider determining how to address employee questions and concerns about the “Step” process for promotions, merit pay, HRCPR, and other pay related issues. Well defined definitions/explanations of these issues, as well as better communication about them to all levels of the department are an important first step.
- b. The Executive Team should consider addressing concerns about the awards program as a statewide innovation project. Data from high scoring districts (District 6, District 2 and District 4) as well as from High Quartile cost centers should be used as a beginning point for the project.
- c. The Executive Team should consider re-emphasizing Central Office’s mandate to provide and fund training for the agency. Training related Smart Goals should be reviewed to be sure the standards are not having unintended consequences. The Cross Training procedure should be clearly communicated to all levels so this tool can be effectively and consistently used in training statewide.
- d. The Executive Team should consider continuing to promote the Five Drivers of Engagement as a means of achieving full employee engagement in the agency. Added focus should be given to the concepts of “Inspire Me” and “Recognize Me”. Consideration should be given to adding a new objective to the Statewide Business Plan that addresses full engagement with a focus on innovation and continuous improvement. It is recommended that in future years, scores for the Engagement Survey be reported to the cost center level rather than only at the district level. It is also recommended that scores be recorded as actual number of respondents and percentage.
- e. The Executive Team is encouraged to include the employee survey as a topic in their regular communications with employees at all levels. Thank employees for participating and sharing their opinions, give updates on progress towards implementation of statewide and district specific action plans related to the survey, and ask for input about the effectiveness of those action plans in resolving issues and concerns.

This is Larry’s last Executive Team Meeting as he is retiring March 31. He thanked the members of the Executive Team for their support, their professionalism and their friendship over the last 31 years and told them “he would not change one minute of it.”

At the end of the presentation, Assistant Secretary Blanchard presented Larry with an award recognition for Champion and Survey Administrator 1999 – 2015.

7. Provision of Bus Shelters
Ed Coven, Transit

Mr. Coven described the issue as one that is implemented differently in each District and his office has been asked to make it more consistent, predictable and repeatable (CPR). He described the current practice among districts, the department’s role, and guidance for provision of transit infrastructure on state roadways. The recommendations which were presented were for the department to coordinate with local transit agencies to identify the locations where bus shelter concrete pads should be located during a highway construction project; to include the concrete pads and ADA accessible paths in the construction project at the request of the locals, and upon concurrence by the department. Procurement, ownership, installation and maintenance of the transit infrastructure will be the responsibility of the local transit agency. However, a district may provide discretionary funds to the locals for the equipment, or may contract directly for the purchase and installation of transit amenities on state and local roads. The Transit Office will work with the Environmental Management Office and Roadway Design to ensure this guidance is clear in the department’s process documents.

8. FDOT Customer Survey
Jim Wood, State Transportation Development

Jim Wood summarized the results of the 2014 Customer Satisfaction Surveys. In general, they are comparable to prior survey results. The results for maintenance-related items are similar across the districts, but differ in other areas such as congestion. Statewide, half of the six improvement area targets have been achieved: input on statewide plans (85% vs. 80%), input on roadway priorities (80% vs. 75%) and feedback on local input on roadway priorities (72% vs. 70%). The other three improvement areas haven't met the targets: access to business during construction (59% vs. 65%), timely completion of construction projects (43% vs. 50%) and input on roadway design (75% vs. 78%). Mr. Wood recommended that the targets remain as they are and the Executive Team consented to the recommendation.

He also summarized the Visitor Survey results. Visitors view Florida's roadway system more favorably than Florida residents. They also have very favorable opinions toward other aspects of Florida's transportation system, such as safety, rest areas and airports. Jim concluded the presentation with a few action items for the Districts and a proposal to do another round of the government official's survey later this year.

9. Work Program Integration Initiative
Lisa Saliba, Work Program

Lisa Saliba provided an update and status report of the Work Program Integration Initiative (WPPI) project. The original project scope and schedule were adjusted to incorporate the business functions integral to the life cycle of a transportation project. Included in the interview process were business units which span Planning, Construction, Specifications & Estimates, Intermodal, Maintenance, Budget, Work Program, Comptroller and Districts. Business unit interviews are culminating in documentation of the "As Is" processes, with supporting process maps, activity descriptions and improvement opportunities. The project is on schedule to complete by June 30 and will include recommendations for moving forward.

10. Florida Polytechnic Transportation Innovation Center Update
Paul Satchfield, Turnpike

Mr. Satchfield discussed the need for the Turnpike to have a dedicated toll testing facility and the potential partnership with Florida Polytechnic University. This partnership will benefit the University by allowing it to offer an expanded curriculum and will benefit the DOT by creating a pool of graduating students who possess the necessary skills to be successful in the field of transportation.

11. FDOT Innovation Incubators
Brian Blanchard, Assistant Secretary for Engineering and Operations

Assistant Secretary Blanchard gave a brief overview on the Innovation Incubator's methods. This method encourages managers to utilize the Innovators! training tools and processes. The end results produces energized employee engagement and innovation which increases performance at all levels.

The meeting adjourned at 4:45 pm.