

**PERFORMANCE REVIEW STANDARDS
INTERAGENCY FUNDING AGREEMENTS**

Note: Any standard not applicable to an individual agency will not be rated.

I. DOCUMENT REVIEW

A. Substance of Comments. Comments provided on documents should provide as much technical assistance, expertise and guidance as possible and should be in keeping with the highest of environmental standards. Comments should be justifiable and consistent with issues. Grammatical changes should not be a reason to delay a document.

B. Timeliness. Review of documents should be as timely as possible. A maximum turn around time of 20 working days upon receipt of complete documentation will be considered acceptable (or longer if specified in the document cover letter or in the Agency's Agreement, Attachment B). It is recognized that there will be cases of multiple or overlapping requirements; in those situations agencies will determine priority of review in coordination with all concerned parties. Extensions to review time will be granted on a case by case basis. For major public documents such as DEIS/FEIS, review and comment must be completed prior to deadline date.

Standards:

A. Rating of substance of comments will be based upon review of a random selection of projects and comments provided by customer service surveys.

B. Rating of timeliness will be as follows: Outstanding 95% to 100% on time; Commendable 85%-94%; Satisfactory 84%-75%; and, Needs Improvement 75% or less.

II. TECHNICAL ASSISTANCE

A. Meetings. Reviewing agencies should attend and actively participate and/or facilitate in meetings requiring their input or expertise (examples include, but are not limited to: ACM, ALCAB, Public Hearings, and coordination meetings). In the event that a meeting must be missed, the agency should coordinate with the host to determine if assistance can be provided by other means.

B. Field Views. Maximum use and initiation of field views is encouraged. Agencies should make every effort to participate in field views with the permit applicant. Additional field views or site visits should be scheduled as required for their own agency's needs. Coordination of field views outside of ACM presentations will be a joint responsibility of the District Office and the agency.

C. Planning, Design & Construction Avoidance, Minimization and Mitigation Plans/Recommendations. Agencies should actively make avoidance, minimization and mitigation suggestions and recommendations early on and throughout the Planning, Design and Construction phases of transportation project development. Agencies should identify potential problems and provide specific recommendations for resolution. The goal is to work towards and create a cooperative win-win solution that best accommodates all customers.

Standards:

A&B. Participation in Meetings and Field Views will be considered Outstanding if 90% of meetings/field views invited to are attended and minutes accurately reflect active participation. It is Commendable if the above standard is met 80% of the time and Satisfactory if met 75% of the time. Anything less for attendance and participation is considered Needs Improvement.

C. This objective will be considered Outstanding if agency consistently (80% of the time or better) identifies and provides viable recommendations for problem resolution in a timely manner. It is considered Commendable if agency usually (50-79% of the time) identifies and provides viable recommendations for problem resolution. It is considered Needs Improvement if the agency rarely (less than 50% of the time) identifies and/or provides recommendations to problems.

III. POLICY DEVELOPMENT AND PARTICIPATION

A. Involvement in Department Task Forces. As the Environmental Quality Assurance Division (EQAD) develops statewide environmental policy and procedures, various agencies will be called upon to participate in different task forces. While serving on a task force it is expected that the majority of meetings will be attended, that the agency representative will actively provide comments and input to the task force objective(s), and any items requested from the agency will be disseminated. Any requested work, review and/or comments relating to a task force project should be provided in a timely

manner.

B. Review of Strike Off Letters and Handbooks. As the Department develops policy documents (Strike Off Letters or Handbooks), the various agencies will be asked to comment via Clearance Transmittal or memorandum. Review comments should be provided by specified dates or sooner. Any extension of time should be coordinated with the originator prior to the due date.

C. Individual Agency Guidance Dissemination. In order that the Department is informed of any guidance that may affect Department procedures or policy, it is imperative that the EQAD be advised of any new or revised policy or guidance within the various agencies. As the Department is not always in the distribution loop, agency representatives are responsible for ensuring the Department is provided copies of their agency's policy or procedures as required and acquired.

Standards:

A. Task force participation will be measured by feedback from the task force chair. (All task forces will be chaired by a member of the EQAD staff). Consideration will be given to the number of task forces an agency is asked to participate in and the influence or constructive input that agency can reasonably be expected to contribute.

B. Review of Strike Off Letters and Handbooks. This objective will be measured based on substance of comments and timeliness to clearance transmittals or memorandums.

C. Guidance Dissemination. This objective will be considered Outstanding if guidance is provided to the BEQ within two weeks of receipt and follow up discussions held with appropriate staff; Commendable if guidance is provided within three weeks; Satisfactory if provided within one month; and Needs Improvement if EQAD must request copies or obtain guidance from another source.

IV. OUTREACH AND EDUCATION

A. Training Development and Presentation. Any agency may develop and present an informal overview of their agency or a field view demonstration to the other ACM agencies and Department staff. Presentations may be at a regularly scheduled/special ACM or field meeting. Dates for presentations should be coordinated with Environmental Quality Assurance Division, Bureau of Design, at (717)783-6503.

B. Assistance with EQAD Training. As the EQAD develops and presents training on its various handbooks and policies, input from the agencies may be requested. Agencies may also be invited to participate in either the development and/or the presentation of training.

C. District Visits. Agencies are encouraged to visit the District Offices to facilitate project development and foster partnerships. Visits will be coordinated between the agency, District Office, the Department, and/or agency as appropriate.

Standards:

A. This objective will be rated Outstanding if the ACM presentation is informative, well done and is accompanied with good handouts and visual aids; Commendable if presentation is informative and is accompanied with handouts and visual aids; Satisfactory if a presentation is made; and Needs Improvement if agency fails to make a presentation. Time constraints will be considered in this rating.

B. This objective will be rated based on task force leader feedback and comments provided by audience/students on course critique (agency specific ratings or comments only).

C. As visits to Districts are encouraged and not specifically a rated objective, it can not be accurately rated or measured. The true measure of this will be a positive growth in working relationships, trust, and cooperation.

V. CONTINUOUS QUALITY IMPROVEMENT (CQI) INITIATIVES

It is expected that each agency participate in the Department's CQI program. Agencies should actively seek, develop and implement ways to continually improve, re-engineer, increase efficiencies, and streamline processes. These can be through individual initiatives or cooperative efforts. Type and magnitude of CQI initiative will vary.

The Department recognizes that agencies often initiate actions or expand their duties beyond what is described in their agreement's Attachment B. This section is designed to give agencies the opportunity to capture work or initiatives performed outside of the Department's day-to-day view. Each agency is requested to provide a brief description of these efforts.

Standard: These standards will vary based on complexity,

longevity, and difficulty of the initiative. Progress will be based upon input at quarterly process reviews and/or predetermined and agreed upon standards for each initiative.