

Excellence in Transportation Civil Rights Balanced Scorecard

Maintaining a high standard of equality through advocacy, education, and diversity awareness

GOAL	OUTCOME MEASURE <i>(Impact - difference made by outputs)</i>	TARGET	PREVIOUS YEAR	STRATEGY <i>(action plan)</i>	OUTPUT MEASURE <i>(a measure of activity, such as completion date, # of occurrences, etc.)</i>	OUTPUT TARGET
Serve our customers						
	Overall satisfaction rating on Customer Satisfaction Survey (Program Specific)	Establish Baseline (year 1)	New Measure			
	% of training respondents indicating increased understanding and awareness about Civil Rights on evaluations (surveys)	80%	New Measure			
	% increase in GoogleCommunity Participation (responses)	15%	New Measure			
				<i>Provide training opportunities to districts, programs, local government, and the contracting industry, to educate and mitigate risk (of noncompliance).</i>	<i># of trainings conducted per year</i>	12 (5 district, 3 new supervisor, 2 contracting industry, 1 local government, 1 executive staff)
				<i>Use the Interchange and Google community to share Civil Rights success stories and information.</i>	<i># of Interchange articles per year</i> <i># of Google community articles/updates per year</i>	6 - (3 compliance, 3 advocacy) 12 - (monthly)
				<i>Provide clear and consistent guidance.</i>		
				<i>Foster open communication with our customers.</i>		
				<i>Maintain compliance requirements (federal, state, and local) and reporting.</i>		

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Improve Program efficiency and effectiveness						
	# of cross trainings with other Programs Civil Rights is involved with (regarding Civil Rights issues)	5/year	N/A			
	% decrease in paper purchased/used	50%	establish baseline 1st year			
				<i>Incorporate Civil Rights policies and procedures in agency manuals</i>		
				<i>Reduce paper and redundancy by utilizing technology to electronify systems for collecting and reporting data within the Program, the Agency, and with Contractors.</i>	<i>completion date for new system (exivision ipd)</i>	September 30, 2017 (year 1)
				<i>Provide tools and resources to district personnel to help with data collection.</i>	<i>completion date for data collection tool/job aid</i>	September 30, 2017 (year 1)
				<i>Mitigate risk of non compliance or non responsiveness to issues (FHWA identified risks), due to lack of staffing.</i>	<i>completion date for tracking and identifying risk areas</i> <i>completion date for staffing proposal</i>	September 30, 2017 (year 1) September 30, 2018 (year 2)
				<i>Continue to work collaboratively with internal and external stakeholders to find workable solutions for maintaining a high standard of quality and compliance.</i>		

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Develop and care for our people						
	% of employees cross trained (capable of performing another employee's, or new, job duties)	100%	50%			
	% of employees with Civil Rights Certifications	100%	N/A			
				<i>Collaborate with Human Resources on ADA grievances, hiring, and investigations.</i>	<i>completion date for establishing quarterly meetings with HR (for information sharing and policy setting)</i>	September 30, 2017 (year 1)
				<i>Prioritize cross training to best utilize existing staff, share responsibilities, and be responsive to customers (and issues).</i>	<i>completion date for Title VI and Affirmative Action cross training</i> <i>completion date for Contractor Compliance and ADA cross training</i>	September 30, 2017 (year 1) September 30, 2018 (year 2)
				<i>Foster open communication and a positive work environment (focusing on the positives of challenging Civil Rights work), through team meetings and team building activities.</i>	<i># of team meetings held annually (with a focus on open and positive work environment)</i> <i>completion date for at least 1 team building activity, training, or workshop</i>	12 (monthly) September 30 (annually)
				<i>Update desk manuals.</i>	<i>completion date for updating desk manuals</i>	September 30 (annually)
				<i>Maintain and grow our capacity to be responsive to our customers' needs and requests in a consistent, accurate, and effective way.</i>	<i># of Civil Rights trainings completed annually</i>	2 (WASHTO Civil Rights cert., ADA trainings)

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Exercise good stewardship of our resources							
	budget variance	at or under budget					
	% increase in DBE certifications	5%	new measure				
					Maintain high number of Disadvantaged Business Enterprise (DBE) certifications.	# of DBE outreach activities conducted per year # of new certifications per year	2 7
					Monitor and stay within budget.		
					Optimize use of funds and extend Civil Rights' reach with those funds wherever possible, by looking for and requesting funding for development opportunities for women and minorities.		