

## INITIAL PERFORMANCE STANDARDS - CDOT Position at USFWS

### **Timeliness of Documents and Requests for Concurrence:**

2 week turnaround for documents = excellent

2 weeks to 1 month turnaround for documents = good

>1 month = needs improvement

### **Timeliness of Biological Opinions:**

60 days or less = excellent

90 days or less = good

135 days or less = adequate

Over 135 days = unacceptable

*The clock starts when a document is initially submitted. USFWS and the CDOT detailee/liaison will work with CDOT to continue the same timeclock, restarting it where it stopped instead of re-starting it at zero with resubmittal. The CDOT employee will track factors affecting the time it takes to receive clearances, in an effort toward continuous improvement.*

### **Availability and Attendance — Meetings and Field Visits:**

Able to schedule within 5 working days = good

Unable to schedule within 5 working days = needs improvement

Attendance at 95% of requested meetings = good

Attendance at <95% of requested meetings = needs improvement

### **Phone Responsiveness and Customer Service:**

Calls returned within 24 hours or less = good

Returned calls average > 24 hours = needs improvement

### **Substantive and Constructive Comments, Quality of Technical Assistance:**

*All items will be rated on the following scale: 1=never, 5=occasionally, 7=often, 9/10=always. Ratings of 1, 9, or 10 will require an example or additional comment. In every case, CDOT is seeking a 6+ level of service in ratings by stakeholders at headquarters and in the Regions.*

The liaison and USFWS are responsive to my requests.

The requested technical assistance is beneficial.

Comments have a positive effect on the quality and completeness of CDOT environmental documents.

Comments have a positive effect on project designs.

Comments have a positive effect on environmental compliance and habitat protection.

Comments identify significant procedural or environmental issues, where they exist.

The liaison and USFWS generate ideas and suggest compromises and/or solutions to the issues raised by the agency or other parties?

The liaison and USFWS facilitate approval of solutions to project issues.

The liaison and USFWS attempt to resolve problems through open dialogue and at the lowest possible level.

The liaison and USFWS are unafraid to make decisions or to take responsibility for their decisions.

### **Documentation and Self-Evaluation**

Employee tracks performance related to the above-listed standards and submits quarterly reports on activities and accomplishments. Tracks performance and attends review meetings = good, fails to do so = needs improvement.