

## **RECOVER Review of Project-Level Performance Measures Standard Operating Procedure (SOP)**

April 6, 2007

RECOVER conducts a review of project-level goals and objectives and performance measures for each CERP project and for CERP precursor projects such as CSOP. The review is not a critique but an effort to ensure that each project's goals, objectives and performance measures are consistent with the system-wide view. Projects are asked to be familiar with the current set of system-wide performance measures and to use them as a foundation for their performance measures.

A description of this process, the names of RECOVER liaisons and reports from other PDT's can be accessed from the RECOVER Assistance to Projects (RAP) webpage: [http://www.evergladesplan.org/pm/recover/rap\\_assist\\_projects.aspx](http://www.evergladesplan.org/pm/recover/rap_assist_projects.aspx).

The RECOVER system-wide performance measures are posted on the web at: [http://www.evergladesplan.org/pm/recover/ret\\_perf\\_measures.cfm](http://www.evergladesplan.org/pm/recover/ret_perf_measures.cfm).

Protocol:

1. The Project Manager, or their designee, contacts their RECOVER liaison early in the planning process to schedule the RECOVER performance measure review, the monitoring plan review, and the Regional Evaluation.
2. Four to six weeks before the team expects to complete the documentation of performance measures, or as soon as a readable draft is ready, whichever comes first, the PDT representative emails the following information to the RECOVER liaison accompanied by an official request for RECOVER review:
  - a. PM doc sheets. We recommend each PM be put in the standard documentation sheet format (see the RAP web page or contact your RECOVER liaison). The format includes a description of the performance measure, its target, and the project goal and/or objective it measures. Preferred predictive tools are those that are quantitative in nature (models or statistical relationships). Where models are not available and best professional judgment is used, include a description of the method.
  - b. A table or other method linking each performance measure to a project goal or objective.
  - c. Any project specific information unique to the project which should be considered during the review of the performance measures.
3. The PDT representative and RECOVER liaison schedule a performance measure review meeting.
4. The RECOVER Liaison notifies the ET chairs, assembles the review team, appoints a document editor, and distributes the materials and the schedule for the review.
5. At the performance measure review meeting, the PDT gives the RECOVER team an overview of the project, the project goals and objectives, and the performance

- measures. (Note: The PDT should explain why the project needs additional PMs beyond the regional ones.
6. The RECOVER team reviews the materials and provides input to the editor who drafts the report. The final report will discuss the following topics:
    - a. Are project-level goals and objectives consistent with the CERP system-wide goals and objectives?
    - b. Are project-level performance measures consistent with RECOVER's system-wide performance measures?
    - c. Is there a model or other evaluation tool that can be used to predict the effects of the measure?
    - d. Does every measure have a defined target?
    - e. Are RECOVER system-wide performance measures included in the performance measure hierarchy? If not, are the reasons for excluding them documented?
  7. The RECOVER review team will submit all comments via e-mail to the editor who will compile a comment table and prepare the draft report. The editor will screen comments and, in coordination with the ET Chairs, determine which comments fall within RECOVER's scope of a Performance Measure Consistency Review. Comments outside the scope will be provided to the PDT separately as "Additional Comments".
  8. The editor will distribute the draft report and comment table to the review team for final review. The review period will depend on the number of performance measures but should be between 1 and 2 weeks.
  9. The editor will finalize the report and submit it to the ET chairs who have 1 -3 days to respond back to the editor.
  10. The ET chairs will either (1) accept the report, (2) send written comments or (3) hold a teleconference to resolve issues either within RECOVER or between RECOVER and the PDT.
  11. The editor will revise the document as necessary, finalize the report, post it in documentum, and notify the liaison. With the liaison's approval, the editor will transmit the final report to the PDT, with the standard transmittal letter in the body of the email. Should the PDT have questions or concerns regarding RECOVER's report, the PDT Project Manager, or their designee, will contacts their RECOVER liaison for further actions.