

# Smart Mobility FRAMEWORK



## Stakeholder Workshop, June 16, 2009 Smart Mobility Handbook Facilitators Discussion – Session 2

This afternoon session is designed to solicit participant input on the Performance Measures described in the Smart Mobility Handbook. The following outline will be used by all participants and facilitators assigned to work with each break out group in the second afternoon session.

### Overview

- Session 2: Performance Measures 2:45 pm – 4:15 pm
- 2:45 – 3:10 Large group presentation and questions  
Broad overview of performance measures and three case studies  
Review of questions to be answered during small group exercise  
Clarifying questions
- 3:10 – 3:50 Small group exercise – Answer three questions on usefulness of performance measures in achieving Smart Mobility objectives as evidenced by case studies. Each participant will have a summary sheet for each of the three case studies to refer to during exercise, and a list of the 20 Performance Measures (Exhibit 11 from Handbook)
- 3:50 – 4:15 Group reports and large group discussion – facilitated comments and graphic recording. The small group reports will be followed by discussion questions suggested by the presenters.

### Session Description

Jerry Walters will provide an overview of the performance measures, the three case studies, and the questions to be answered in the small group exercise. His presentation will be about 20 minutes including 5 minutes for clarifying questions.

Participants will be organized into up to 8 tables with up to 8 seats at each table. Participants will self-select into a discussion group based on the seat they choose upon entering the room at 2:45. Each group will follow the same format. They should refer to all three case studies in the discussion.

Each group will have a facilitator, easel with flip chart paper, and supporting materials. The facilitator should introduce themselves, briefly describe their role, and provide an overview of what the group will discuss. The facilitator should remind participants that one member of the group will be asked to give a 1-2 minute report sharing some highlights of the group's responses to the three questions. The group will choose a spokesperson at the end of the discussion.

### **Small Group Exercise**

Group members will be asked to apply conceptually the Smart Mobility performance measures. The outcome of the discussion will be to answer the following questions:

1. Are the performance measures (PMs) presented in the example understandable?  
Do they seem relevant to the evaluations at hand?  
From your past experience, can you name other performance measures that might be equally or more useful?  
*(If the responses seem clear cut, please poll the group for yes or no answers to the three sub questions above.)*
2. Do the PMs provide an effective means of determining whether the project alternatives are consistent with Smart Mobility principles (location efficiency, reliability, health and safety, and stewardship)? Please give reasons for your answer.
3. Are there any biases in the set of performance measures that need to be corrected through revision to individual measures or changes to the set of measures?

The facilitator will take notes on the responses to each question on the flip chart paper. If appropriate to the discussion, the facilitator should poll the group to see how many participants would answer yes or no to each of the questions. The facilitator should also determine if they share similar or dissimilar reasons. The polling results should be recorded on the flip chart paper. These notes will be transcribed and shared with the project team.

There is 40 minutes total for the discussion. The group should reserve the last 2-3 minutes to agree on the points reported back to the larger group. The reporter will share the group's response to each of the three questions.

A total of 25 minutes is reserved for the report backs and final discussion. The report backs needs to be crisp (about 1 min, maximum 2 minutes each), and the facilitator may do the report back if a spokesperson does not emerge and the group is in agreement. Following the report back, there will be 5-10 minutes for large group discussion/questions on these topics. If the discussion/questions do not flow, Jerry will have 1-2 questions to use to stimulate the discussion based on the results. The results of this and the group reports will be graphically recorded.

Jerry will reserve the final 1-2 minutes for closing remarks and to direct the group to the closing session in the next room.