**Meeting Notes**

AASHTO CPBM Organizational Management (OM) Subcommittee and

TRB Workforce Development & Organizational Excellence Committee (AJE15)

October 22, 2020 | 1:15 - 2:00 pm (Central)

[https://global.gotomeeting.com/join/686354429](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fglobal.gotomeeting.com%2Fjoin%2F686354429&data=04%7C01%7Ccharlie.purcell%40iowadot.us%7C1938a2c976ab4df7da4008d875cf847a%7Ca1e65fcc32fa4fdd86920cc2eb06676e%7C1%7C0%7C637388881434292411%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=0G9UcmBhDkliGnpyOzwXKpFsxR7vUikwgJfzQjtyDRM%3D&reserved=0)

**Welcome and Opening Remarks – Deanna Belden, Charlie Purcell and Victoria Beale**

**FHWA Updates (5 min.) – Nelson Hoffman**

* Nelson's team works in a coordinating role with many of other offices in FHWA (pavement, bridge, safety, etc.)
* Update on the Performance Management Form (PMF)
	+ Location where biennial performance reports are filed
	+ State DOTs’ mid performance period report was recently submitted Oct 1;
	+ first time that progress has been reported
	+ PMF closes on Nov 2. At this time, FHWA divisions office are reviewing the state forms for completeness and clarify. If needed, state DOTs are being asked to revise their forms. After Nov 2 all PMF data and information will be archived.
	+ Already doing some preliminary analysis
	+ Over the next few months, FHWA plans to engage AASHTO and the states by sharing analysis, updating the TPM dashboard, etc.
* FHWA liaison for this committee will transition to Jennifer Brown next month; Nelson is transitioning to research

**OM Items (15 min.)**

* Activity 1, Process Improvement – Gary Vansuch

1. The **Transportation Lean Forum (TLF)** community-of-practiceis now in its ninth year and continues to host video teleconferences (and also the "Lean Interchange" website) to promote mutual learning and support regarding innovation and improvement in transportation agencies.

The next TLF webinar is Thursday, October 29, starting at 15:00 UTC/GMT and will feature "keynote" sessions about innovation and improvement at:

-- the Nebraska Department of Transportation (NDOT),

-- the North Dakota Department of Transportation (NNDOT), and

-- the Department of Transportation and Infrastructure for the Province of New Brunswick.

 [https://www.codot.gov/business/process-improvement/multinational-transportation-lean-forum-tlf](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.codot.gov%2Fbusiness%2Fprocess-improvement%2Fmultinational-transportation-lean-forum-tlf&data=04%7C01%7CCharlie.Purcell%40iowadot.us%7C54018840c9f3419847a208d876afac1a%7Ca1e65fcc32fa4fdd86920cc2eb06676e%7C1%7C0%7C637389844870379122%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=Zap0%2BwrPKZ3O2Er1b%2BuU3sq%2BqmCX24jT8mLeGuM%2BuTY%3D&reserved=0)

 [https://sites.google.com/state.co.us/leaninterchange/home](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fsites.google.com%2Fstate.co.us%2Fleaninterchange%2Fhome&data=04%7C01%7CCharlie.Purcell%40iowadot.us%7C54018840c9f3419847a208d876afac1a%7Ca1e65fcc32fa4fdd86920cc2eb06676e%7C1%7C0%7C637389844870379122%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=uBqY8ODhl1w8MfZ8nTrm93ozzmAzksmyxJu8zW0vhDE%3D&reserved=0)

2. There is a keen likelihood that the next TLF webinar will be held as part of the agenda for the **100th Annual Meeting of the Transportation Research Board (TRB)** in January 2021; details to follow soon *(and, thank you, Victoria Beale!).*

3. The TLF now has a **Steering Group**, to provide governance and strategic direction, including folks from:

* Arizona Department of Transportation (ADOT)
* British Columbia’s Ministry of Transportation and Infrastructure
* Colorado Department of Transportation (CDOT)
* Highways England
* Idaho Transportation Department (ITD)
* Nebraska Department of Transportation (NDOT)
* Utah Department of Transportation (UDOT)

4. The Transportation Lean Forum portion of the **TPM Portal** has the Transportation Lean Forum featured -- we have been in contact with the facilitators of the TPM site (SpyPond) regard how we:

a) keep content current; and

b) encourage discussions going as a "community of practice"

[https://www.tpm-portal.com/community/tlf-home/tlf-library/](https://gcc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.tpm-portal.com%2Fcommunity%2Ftlf-home%2Ftlf-library%2F&data=04%7C01%7CCharlie.Purcell%40iowadot.us%7C54018840c9f3419847a208d876afac1a%7Ca1e65fcc32fa4fdd86920cc2eb06676e%7C1%7C0%7C637389844870389071%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=UO9nVC8iMUd9OkFm1rTUgH0LXe2OIsrBy1TVzgYJR%2BY%3D&reserved=0)

5. We are continuing to work with the **AASHTO Innovation Community of Practice (ICOP)**, too, regarding common ground – this is ICOP’s mission:

*"Innovation Community of Practice (ICOP) was created to encourage the sharing of innovations and innovative practices across all State Departments of Transportation and the transportation communities. The ICOP promotes the sharing of implemented innovations; best practices, defined benefits and usage to promote the culture of innovation in transportation."*

The newly-formed TLF Steering Group (#3 above) includes “crossover” membership with the ICOP, and that will help that effort regarding common ground.

* Activity 2, Non-system performance measures – Deanna Belden
	+ OM is working with AJE15 on a TRB workshop titled “Advancing Organizational Excellence: Putting the Blocks together!”
	+ Scheduled for Thursday January 21, 2021 from 2pm – 5pm eastern time
	+ Planning for an interactive workshop: participation through polling, panel presentations and breakout rooms
	+ Speakers from Swedish Transport Administration, Vermont Agency of transportation, Amazon and Google
	+ Breakout room topics: Organizational Structure; Efficiencies within Processes; Performance Measures that Work; and What’s the Role of the Workforce
	+ Planning a research synthesis proposal on program and project delivery measures (summary paragraph of plans has already been seen during research discussion). 7th national goal is reduced project delivery delays.
	+ Would like synthesis project to identify and analyze performance measures that states are using for decision making that improves project and program delivery; also consider internal operations and their influence on project and program delivery execution.
	+ Synthesis proposals due in February 2021; proposal to be developed in the coming months.
* Activity 3, Supporting the Agency Capability Building (ACB) Portal – Charlie Purcell
	+ Link to the ACB portal is not available on the AAHSTO Transportation Management Hub
	+ Developed a proposal for NCHRP 20-44 research implementation funding to continue NCHRP 20-24(95)A, Ensuring Essential Capability for the Future Transportation Agency.  Would involve two primary components:
		- Develop a series of webinars to acquaint transportation agency users with the resources the portal provides and how they can become contributors to the portal.
		- Conduct pilot implementations with up to 3 State DOTs to demonstrate the real-world application of the portal. Research team would help the agency use the resources in the portal to develop a capability building action plan.
	+ Other possibilities discussed.
		- Develop an outline of a CPBM/TPM newsletter article to raise awareness about the portal.
		- Outreach to other related AASHTO committees

**Other business / open discussion (5 min.) – All**

* Update on PIARC (World Road Association) Technical committee 1.1, Workgroup 1 – Deanna Belden
* TC 1.1 is comprised of three work groups:
	+ WG1 Measuring the efficiency and effectiveness of customer experience and public value creation
	+ WG2 The role of transport agencies in shaping disruptive technology and service models
	+ WG3 Organization of staff and human resources
* WG1 is currently developing case studies looking at what are road and transport agencies doing to measure and understand their customers’ experience. These will be relatively short case studies published sometime mid-2021.
* WG1 will then do a deeper dive into three topics relating to customer experience: frameworks and models; public value creation; and asset management that will be material for a final report at the end of the four year cycle in 2023.

**Wrap-up (5 min.) – Deanna Belden**

* Action items
	+ Charlie / Stacey will update our mailing list with any new people that signed up as part of the CPBM Annual meeting.
* Upcoming meetings / events
	+ November 17, 2020, 11:00 Central, OM / AJE15 meeting