



AGENCY
CAPABILITY
BUILDING
COMMUNITY
OF PRACTICE

PREPARING YOUR ORGANIZATION FOR THE FUTURE

NCHRP 20-44(40) | Implementing an Agency Capability Building Portal to Activate Organizational Change

Transportation agencies across the country face ongoing and evolving challenges in providing transportation solutions to meet an increasingly complex set of external forces. The **Agency Capability Building (ACB) Framework and Guidance** developed through a previous project – NCHRP 20-24(95) – describes emerging issues and societal and technological trends likely to influence the ability of DOTs and other government transportation agencies to develop and maintain the essential capabilities they need to fulfill their missions. The online portal at <https://agencycapability.com> provides guidance on strategies agencies may pursue—for example through active management of their workforces and knowledge bases—to understand and meet these challenges.

The objectives of NCHRP Project 20-44(44) are to:

- (1) Promote the dissemination and use of the ACB products by communicating their value and content through multiple communications and outreach media, such as brochures, videos, and/or other promotional materials;
- (2) Make presentations at webinars, conferences, AASHTO meetings, and other events attended by transportation agency leaders to bring attention to the ACB, its benefits, and how to use it;
- (3) Plan and execute pilot implementation workshop case studies that demonstrate agency application of the research products oriented around a specific agency capacity need or challenge; and
- (4) Document the research process, including activities conducted, participants, data collected, and lessons learned in a

Community of Practice – Get Involved

The ACB Community of Interest (ACB COP) is a forum for exchanging ideas, seeking advice, and increasing awareness within the transportation community of resources needed to help agencies plan for building and enhancing their capabilities to meet future needs and deliver value to customers and stakeholders. Engaged ACB COP members will test the use of the ACB Framework and share their successes with the broader transportation community via the ACB Portal. Participation will lead to rewards in the form of organizational change activation. Ongoing exchanges with members will enhance the guidance with practical examples to strengthen the ACB resources. This will continue to build awareness and use of the ACB Framework over time.

ACB COP members will provide valuable insights on resources to help transportation agencies meet organizational challenges. The research team will rely on the ACB COP for their perspectives on the ACB Guide and its use, draft promotional materials and engagement opportunities, and the usefulness of curated ACB portal content. Their input is critical to building this resource base. The ACB COP includes members from the existing American Association of State Highway and Transportation Officials (AASHTO) and Transportation Research Board (TRB) Committees and Subcommittees with an interest in human resources, capability-building, and organizational management topics.

ACB COP Activities

- The ACB COP meets virtually every 2-3 months for 1.5 hours.
- Regular COP meetings are accompanied by sponsored webinars or presentations at various monthly, bi-monthly, and quarterly AASHTO and TRB committee and subcommittee meetings to keep as many committees as possible interested and engaged.
- The ACB COP also communicates via email to get input on promotional materials and implementation activities, such as virtual peer exchanges, pilots, and workshops.

Transportation agency staff with an interest in participating in the ACB COP should reach out via email to contact@agencycapability.com.

AGENCY CAPABILITY BUILDING COMMUNITY OF PRACTICE

PREPARING YOUR ORGANIZATION FOR THE FUTURE

