

## **AGENDA**

### **2025 TPM Peer Exchange - Using Performance Management to Respond to Uncertainty**

Sponsored by AASHTO and FHWA

**Dates: Tuesday, September 23, 2025**

**Time: 9:00 AM - 12:00 PM, 1:00 PM - 4:30 PM ET**

**Location: Maryland DOT, 707 N Calvert St, Baltimore, MD 21202**

The Using Performance Management to Respond to Uncertainty Peer Exchange is a collaborative forum designed to facilitate the sharing of noteworthy practices and lessons learned in applying transportation performance management (TPM) approaches to manage unexpected disruptions and changes. The peer exchange will bring together State DOTs, FHWA, and other transportation agencies to discuss the latest strategies, tools, and resources for improving transportation agency adaptation. The peer exchange aims to apply and advance TPM practice to help agencies respond to uncertainty, foster a collaborative environment to improve outcomes using performance management, and engage in peer-to-peer problem-solving, sharing noteworthy TPM practices, and exploring innovative solutions to enhance transportation agency adaptability in the face of uncertainty.

The agenda will include sessions covering topics such as key trends impacting agencies, adapting performance management to address uncertainty, strategies and tools for navigating uncertainty, future direction, and resources. The participants will exchange valuable insights and prioritize TPM needs, working together to improve outcomes and optimize future investments using performance management.

#### **Peer Exchange Objectives:**

- Applying and advancing TPM practice to help agencies respond to uncertainty
- Fostering a collaborative environment to improve outcomes using performance management
- Engaging in peer-to-peer problem-solving, sharing noteworthy TPM practices, and exploring innovative solutions to enhance transportation agency adaptability in the face of uncertainty.

## AGENDA

Tuesday, September 23, 2025

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### Welcome & Introductions

- 9:00 - 10:00 am Welcome, Opening Remarks
- *Sutapa Samanta & Laurie Goudy, Maryland DOT SHA (Host Agency)*
  - *Christos Xenophontos, Rhode Island DOT (CPBM Chair)*
  - *Susan Howard, AASHTO (welcome & challenges)*
  - *FHWA (welcome & federal perspective)*
  - *Peer Exchange Overview & Objectives, SPP*
- Icebreaker

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### A. Understanding and Responding to Uncertainty

During this session, participants will receive education on approaches to managing uncertainty. This session will provide a rubric for understanding uncertainty and introduce strategies that will be used in an afternoon table exercise.

- 10:00 - 11:00 Session Overview (10:00 - 10:10)
- Types of Uncertainty (10:10 – 10:15)
- Economic uncertainty
  - Technological uncertainty
  - Political uncertainty
  - Organizational/internal uncertainty
  - Environmental uncertainty
- Decision-Making Approaches and Agency Strategies (10:15 - 10:30)
- See Draft Candidate Strategies
- 10:30 - 11:00 CPBM Subcommittee Panel Discussion
- Current approaches
  - New approaches
  - Subcommittee initiatives

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### B. Navigating the Future: Key Trends Impacting Transportation Agencies

This keynote will explore upcoming transformative trends and influencing factors, including megatrends shaping transportation, funding uncertainty, the evolution of mobility, data-driven decision making, the workforce of the future, and policy and regulatory adaptations. The session will describe strategies to manage risks, adapt, and innovate, particularly in a landscape of fluctuating resources. By fostering a forward-thinking mindset, the presentation aims to

challenge participants to actively shape the future of transportation, rather than reacting to an evolving landscape.

- 11:00 – 11:05 Host State Keynote Introduction
  - *Laurie Goudy, Maryland DOT SHA*
- 11:00 – 11:45 Keynote
  - *Kristin White, Google*
- 11:45 - 12:00 Q&A Session

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12:00 - 1:00 *Lunch*

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### **C. Breakout Exercise #1: Applying Performance Management to Address Uncertainty**

Participants will break out into table groups to conduct this exercise. Each group will enter their exercise results so that they can automatically be presented at the end of the exercise, and a summary view that shows the differing results across groups shared.

- 1:00 - 1:45 Breakout Exercise
- 1:45 - 2:05 Group Presentations
- 2:05 - 2:20 Break
- 2:20 – 2:50 Large Group Discussion

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### **D. How to Effectively Communicate Uncertainty**

This session will cover key principles and techniques for clear communication of uncertain information, including using simple language, quantifying or describing uncertainty, and visualizing data, with a focus on applying these skills to transportation performance management.

- 2:50 - 3:20 Mini Training Session

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### **E. Breakout Exercise #2: Communicating Uncertainty**

The objective of this breakout exercise is for participants to develop communication materials, such as talking points and graphics, that effectively convey uncertainty within practical performance reporting scenarios. This hands-on activity will apply the principles discussed in the preceding mini-training session on communicating uncertainty. Tables will develop communication material (Talking points, graphics) to convey uncertainty in performance reporting.

- 3:20 - 3:25 Instructions
- 3:25 - 4:00 Table Exercise - See Draft Candidate Communication Scenarios
- 4:00 - 4:15 Report out

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## **Peer Exchange Wrap-Up**

4:15 - 4:30      AASHTO will provide a summary of the peer exchange.  
*Anna McLaughlin, AASHTO*