

AASHTO TAM Guide Book Club

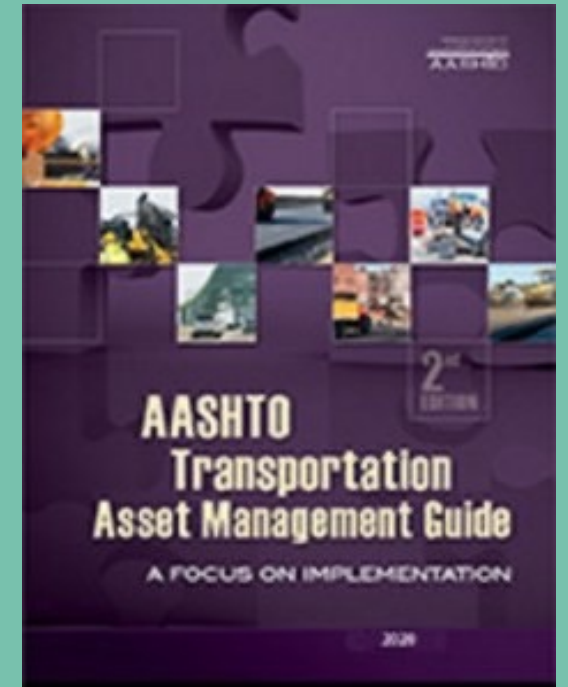
Webinar 6

Increasing Workforce Capacity

For today's polls, visit
menti.com and use the code
9487 052

June 2, 2021

Sponsored by FHWA



AASHTO TAM Guide Book Club

Welcome

- Welcome to our sixth installment of the book club
- The TAM Guide Book Club will be meeting again in one week on **Wednesday 6/9**
 - Topic: Investment Strategies and Multi-Objective Decision Analysis
- Visit the AASHTO TAM Portal to register and for the complete archive of past webinars

<https://www.tam-portal.com/event-directory/tam-webinars/>

Welcome to the AASHTO Transportation Asset Management Guide. Whether you are new to asset management, a seasoned practitioner, or an executive, this Guide will help to further your understanding of asset management techniques and advance asset management practices at your agency.



What is Transportation Asset Management?

As defined by the American Association of State Highway Transportation Officials (AASHTO), transportation asset management (or TAM) is a "strategic and systematic process of operating, maintaining, upgrading, and expanding physical assets effectively throughout their life cycle. It focuses on business and engineering practices for resource allocation and utilization, with the objective of better decision making based upon quality information and well defined objectives."

[Read the Executive Summary...](#)

[Read the Chapter...](#)

AASHTO TAM Guide Book Club

Welcome

FHWA is pleased to sponsor this special TAM Guide Book Club Webinar series

- Sharing knowledge is a critical component of advancing asset management practice
- The AASHTO TAM Guide is a valuable resource for agencies starting to develop their next TAMP
- This series is designed to focus on the areas where agencies will derive the greatest benefit:
 - Eight sessions addressing TAMP Implementation, Life Cycle Planning and Management, Financial Planning, Risk and Resiliency, and more


FHWA/AASHTO TAM Webinar Series
AASHTO TAM Guide
Book Club Webinar Miniseries

The new AASHTO Transportation Asset Management (TAM) Guide is now available! It is designed to help transportation agencies advance TAM practices and support them as they conduct TAM activities. The Guide will be especially helpful now as agencies prepare 2022 transportation asset management plans (TAMP). This interactive webinar miniseries will help participants familiarize themselves with what is in the Guide and how to use it to meet their TAM needs.
Visit the AASHTO TAM Portal for more information: <https://www.tam-portal.com/tam-webinars/>

Upcoming Webinars

- 21 April** 2PM EDT
Preparing for your 2022 TAMP with the TAM Guide
This will be the introductory session to the TAM Guide Book Club miniseries. Presentations will address how agencies can use the Guide to help them with the development of their 2022 TAMP. The webinar will also introduce the format and contents of this webinar series.
Register <https://us02web.zoom.us/j/zoom/register/7Zuce2pe7B1t1t1a0k8d0u1bLVEFDyr2pa>
- 28 April** 2PM EDT
TAMP implementation and integration
TAMP implementation and integration showed the lowest performance in FHWA's recent assessment of the 2019 TAMPs. This is an area where agencies need resources to help improve practice. The webinar will cover where the Guide can help in the "how to's" for implementation and with integration with other agency activities.
Register <https://us02web.zoom.us/j/zoom/register/7Zct1c0u8x7bG1N1vYV5C4uUPA6eeP2K1y9B>
- 5 May** 2PM EDT
Life Cycle Planning and Management
Life cycle planning and management is an underpinning of effective TAM. The TAM Guide provides practical guidance, examples of practice, and "how to's" to help agencies strengthen life cycle planning and management of assets.
Register <https://us02web.zoom.us/j/zoom/register/7ZApccGhrDK1H803-1OCY0kveP4h6VycrGE>
- 13 May** 2PM EDT
Improving TAM Financial Planning
As agencies advance their TAM practices, financial planning and its integration with other aspects of TAM practices is an important ingredient. This webinar will point to specific aspects of good financial planning practices and will also cover the need to integrate financial planning with life cycle planning and management and with risk management.
Register <https://us02web.zoom.us/j/zoom/register/7ZUsh7naDslCNWduz47F3c0GOC7BAl1WzG>
- 27 May** 2PM EDT
Improving Risk Management and Resiliency
Agencies are getting better at managing risks and building greater resiliency into their TAM programs. There is more to be done and the TAM Guide provides techniques for increasing risk and resiliency management capabilities. This webinar will share this guidance to help the participants find specific resources.
Register <https://us02web.zoom.us/j/zoom/register/7Zytd-6rjqlh6G6LPH-Lr1WmbX3m6yK1-3-Fzf1>
- 2 June** 2PM EDT
Increasing Your Workforce Capacity
People are a key ingredient to TAM program success. TAM understanding and knowledge increases workforce capabilities to deliver better outcomes for the resources available. This webinar will share how the Guide can be used to strengthen workforce capacity to support the TAM program.
Register <https://us02web.zoom.us/j/zoom/register/7ZAJfu-ann3yG1r3p1Nc-An6ARH2U3hC6-Se83>
- 9 June** 2PM EDT
Investment Strategies & Multi-Objective Decision Analysis
The ability to develop impactful investment strategies and to apply tradeoff techniques to select the best choices to meet those strategies is a key ingredient of advanced TAM programs. This webinar will use the TAM Guide to illustrate how to develop and implement effective investment strategies.
Register <https://us02web.zoom.us/j/zoom/register/7ZEKfu-ooDd1R9Q1jH1H6y5K5c1v14Dzsh8>
- 16 June** 2PM EDT
Strengthening How Data Supports Your TAM Program
Data is a foundational resource for TAM. This webinar will walk through key objectives in how to manage your data to support your TAM programs and use the Guide to go over specific techniques. It will illustrate a specific case of planning for data needs associated with adding a new asset to your TAM.
Register <https://us02web.zoom.us/j/zoom/register/7Zfoc-uprD4HNC-dnTB6r1vUd1na6AGLUP>

The AASHTO TAM Guide is online: www.tamguide.com



AASHTO TAM Guide Book Club

Agenda

- 2:00 PM** **Introduction**
Matt Hardy, AASHTO and Tashia Clemons, FHWA
- 2:05 PM** **Agenda and Topic Introduction**
Hannah Groshong, Spy Pond Partners
- 2:15 PM** **Use Case Scenarios**
Tammy Haas, New Mexico DOT
Matt Haubrich, Iowa DOT
- 2:35 PM** **Guidance Quests – Breakout Sessions**
- 3:10 PM** **Breakout Session Feedback**
- 3:20 PM** **Open Discussion and Q&A**

AASHTO TAM Guide Book Club

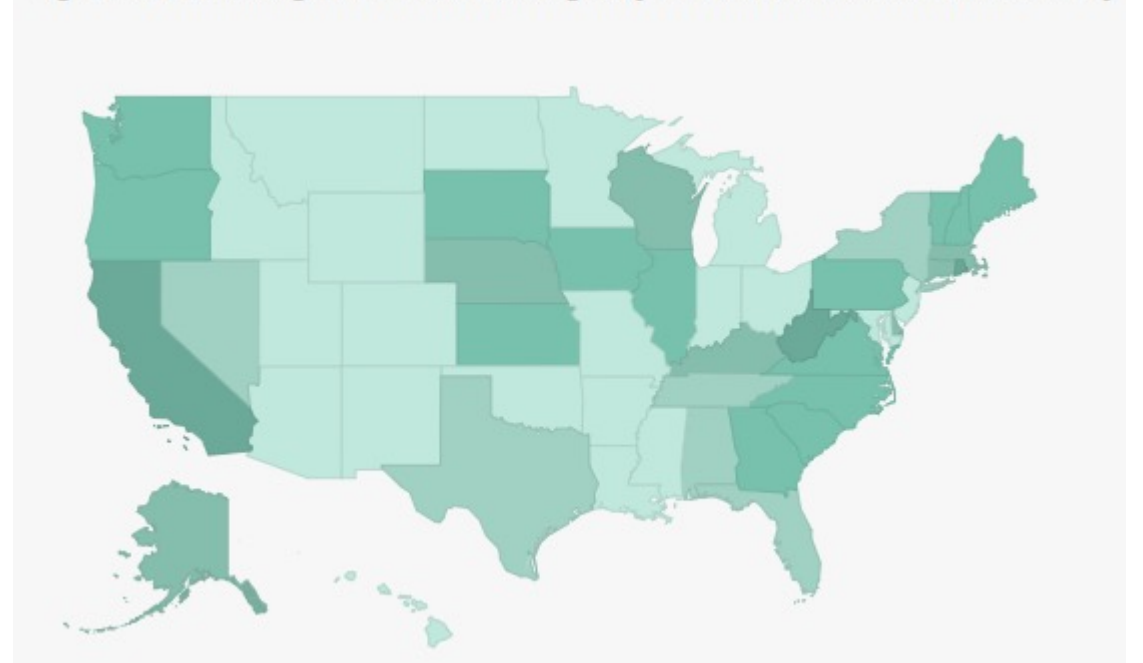
Menti Polls

For today's polls,
visit **menti.com**
and use the code
9487 052

Establishing TAM Roles, Responsibilities, and Competencies

- Creating a TAM Unit
- Centralized vs. Decentralized responsibilities
- Identifying TAM roles, related functions, and supporting roles
- Key competencies and how to develop them in your agency

Figure 3.1 Locating TAM within the Agency: An Informal Nationwide Survey



Strengthening Coordination and Communication

- Internal Coordination
 - Steering Committee, Asset Stewards, Asset Data Governance, etc.
- External Coordination
 - MPOs, Local Agencies, Toll Authorities, Other State Agencies, etc.
- Examples of communication mechanisms

Table 3.4 - Overview of TAM Communication Mechanisms

Mechanism	Considerations (Pro: +, Con: -)	Internal TAM Examples	External TAM Examples
Reports	+ Opportunity to provide detailed information the reader can digest in their own time + Formal communication that is a statement of a position at a defined time. - Can be hard to get feedback		TAMP Annual State of the Infrastructure Report
Websites, Social media, and Push/Interactive notifications	+ Highly interactive + Reaches many people quickly - Feedback is "public" and takes time to manage - Technology may not be accessible to all	Dashboard on internal metrics	Dashboard for performance reporting Consultation and feedback on service delivery
Brochures/ Post cards, Newsletters	+ Enables simple messages to be clearly communicated + Internal newsletters can be used to inform and engage a broad audience - Can be expensive to produce (in physical form) - Not suitable for getting feedback	Quarterly updates on improvements/ achievements in TAM	Post cards on upcoming asset improvements

Managing Change

- Continued advancement in TAM may involve change management and culture shifts
- TAM Change Agents guide and lead the change process

Checklist

Assessing an Organization's TAM Readiness

How-To Guide

How to Manage Change and Prepare for System Replacement

Agency Capability Building Portal

- <https://www.agencycapability.com/>
- One-stop shop for the latest information, tools, and other resources to support transportation agencies' organizational needs
 - Guidance/Scenarios
 - Resource Library
 - Position Descriptions
 - Practitioner Directory



AASHTO TAM Guide Book Club

Today's Speakers

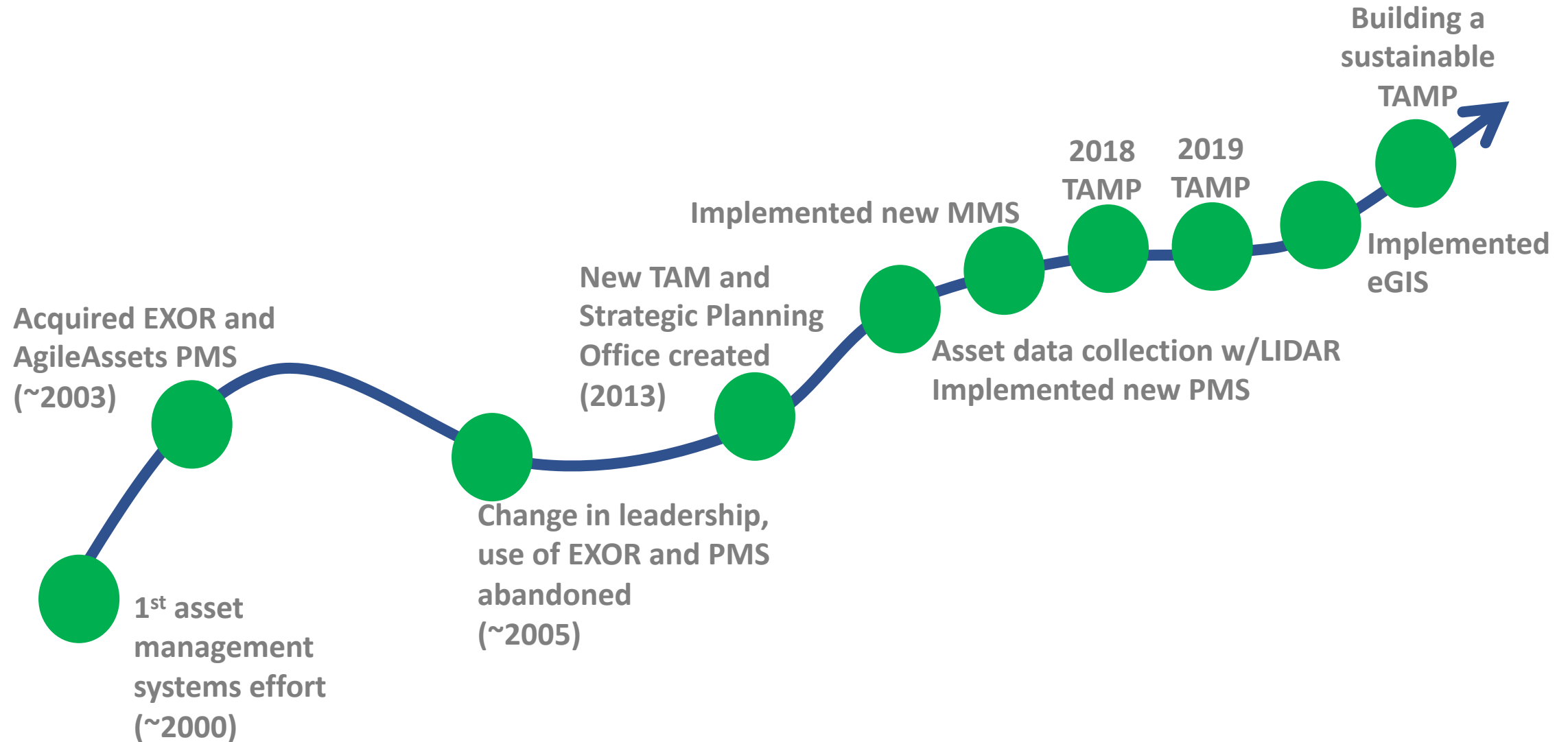
- **Tammy Haas**

- New Mexico DOT
- Asset Management & Planning Division Director

- **Matt Haubrich**

- Iowa DOT
- Transportation Asset Management Administrator

NMDOT TAM Organization Building Journey



Building Knowledge & Capabilities

Asset Inventory &
Condition

Data Collection
Management Systems

Performance
Management &
Target Setting

Asset Modeling
Performance Predictions

Financial Plan &
Investment Analysis

Revenue Forecasts
Federal & State Financial Management
Asset Valuations

Risk Management &
Resilience

Risk Identification and Assessment
Risk Register

Data & Information
Management

Strategic Data Business Plan
Data Governance

In the beginning, not knowing what you do not understand

As knowledge builds, frustration with so many unknowns

Focus on sustainability as we master elements of TAM

Building a Sustainable TAM Organization

- **Get people interested**

- First focus on executives and district leaders to get support
- Make contact with individuals across the organization to promote TAM and identify those who show interest
- Provide opportunities for greater engagement to those who show interest

- **Get people exposed**

- Communicate, communicate, communicate!!!

- **Dealing with staff turnover**

- Expect turnover and be ready to hire new staff
- Document procedures and needed knowledge
- Rely on staff across the organization who showed interest in TAM

- **Build tools, visualizations, and reports that the organization relies on**

- **Create steering committees with cross agency participants**

- **Encourage staff across NMDOT to engage in national activities to build interest and excitement (AASHTO, TRB, etc.)**

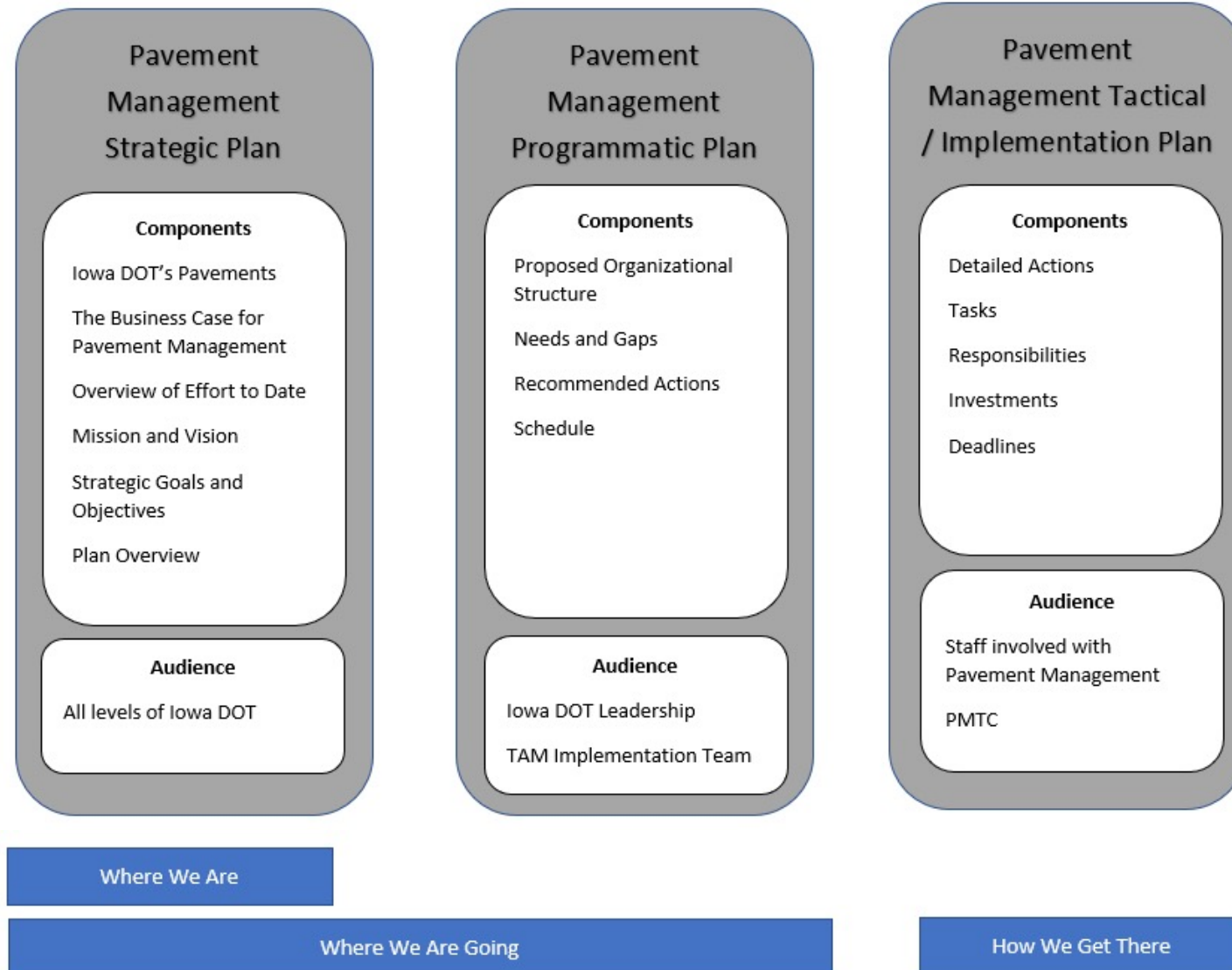


Iowa Pavement Management Strategic Plan

Pavement Management Workshop & White Paper

- Workshop
 - Design, Districts, Materials, Construction, Maintenance, Planning and Leadership
 - Unconstrained Vision
 - SWOT Analysis
- Self Assessment (Maturity)
- Develop a Vision for Pavement Management
 - List practice Gaps
- “White Paper” - Plan to Achieve the Vision

Strategic Plan Components





Primary Needs Identified

- Need a Champion
- Need a Dedicated Unit with Appropriate Staffing
- Need Documentation of Practices, Goals and Policies
- Need Reliable Data/Information to make Data Driven Decision
 - Defined Targets
 - Need Analysis of Data
- Need a Culture of Asset/Pavement Management
- Need Training

Practice Areas

Each practice area will have a list of vision items or practice gaps with a lists of tasks, responsibilities and goals for accomplishment.

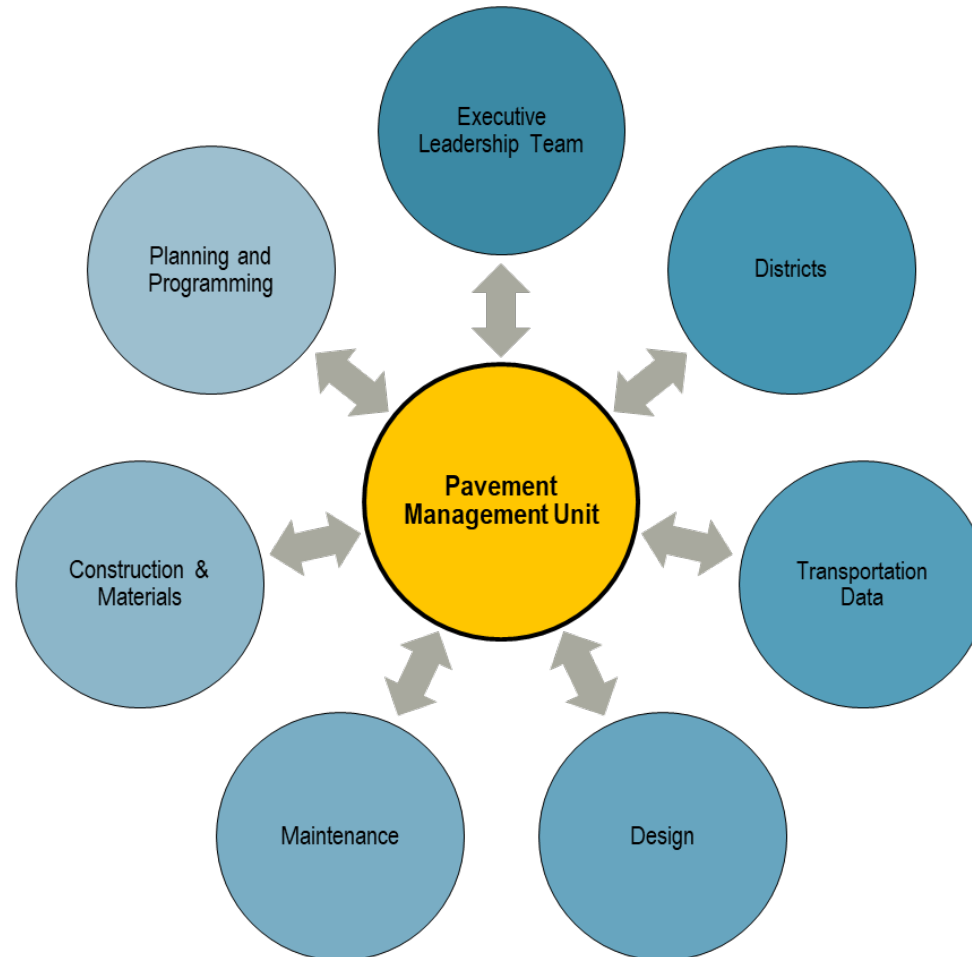
- Policy
- Communication
- Organization
- Education
- Life Cycle Planning
- Technology
- Research Support
- Data Collection

- 65 Tasks Listed for Action

Vision for a Pavement Management Unit

Activities

- TAMP
- Investment Planning
- Rehabilitation Strategies
- Preservation Strategies
- GIS and Data Delivery
- What-if Analysis
- Funding Strategies
- Accountability in Funding
- Project Alternatives
- Defining and Documenting Process



Culture Change and Growth

- Innovation
- Traction for Changing Our Practices
- Direction for the DOT on Pavement Management
- Better Stewards of the System



Questions?

Matt Haubrich
Iowa DOT
matthew.haubrich@iowadot.us

AASHTO TAM Guide Book Club

Break-Out Group Conversation

1. What workforce issues are you facing at your agency related to TAM? How are you increasing your staff TAM capabilities? Is the turnover rate for TAM staff a problem? How can the TAM Guide help you with these issues?
2. Change is an important ingredient in advancing TAM. What have been the most challenging change management issues? How can the TAM Guide help with these types of issues?
3. What would you like to see in the future with TAM workforce development. What could the TAM Guide do better to support these needs?

AASHTO TAM Guide Book Club Break-Out Group Conversation



To **select a breakout room** to join,
1. Click the ***Breakout Rooms*** menu
2. Click the ***Join*** link next to a room.

Your breakout room will be assigned
one of the three quests.

Breakout Session

Feedback

- How did you answer each of the questions:
 - What workforce issues are you facing?
 - Challenging change management issues?
 - Future TAM workforce development resources?
- What are your thoughts on how we can improve the value of the Guide based on the quest?
 - Updated resources?
 - Sharing new practices?
 - Linking to new guidance?
 - More resources to support the 2022 TAMP development?

Open Discussion

Q & A

Full Schedule and Registration Information

<https://www.tam-portal.com/event-directory/tam-webinars/>

7. Investment Strategies and Multi-Objective Decision Analysis

Wednesday 6/9/21 - 2:00 – 3:30 PM eastern time

8. Strengthening How Data Supports Your TAM Program

Wednesday 6/16/21 - 2:00 – 3:30 PM eastern time

To register:

<https://www.tam-portal.com/event-directory/tam-webinars/>

To access the Guide:

TAMGuide.com

Questions?

Contact Hyun-A Park
or Matt Hardy

for more information:

hpark@spypondpartners.com

mhardy@aashto.org