## Transportation Asset Management Webinar Series Webinar 65

# Communicating Transportation Asset Management

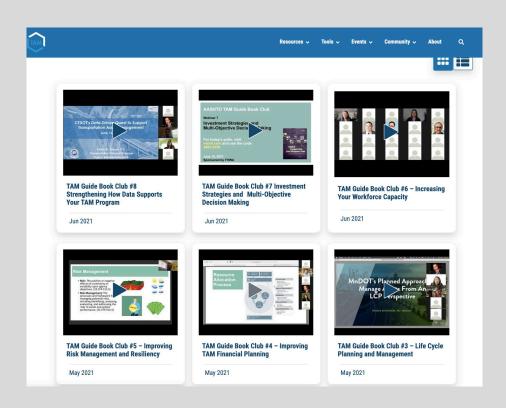
Sponsored by FHWA and AASHTO





# FHWA/AASHTO Asset Management Webinar Series

- This is the 65th in a webinar series that has been running since 2012
- Webinars are held every two months, on topics such as off-system assets, asset management plans, asset management and risk management, and more
  - 3rd Wednesdays, 2PM Eastern
- We welcome ideas for future webinar topics and presentations
- Submit your questions using Zoom's chat feature



## Welcome

FHWA and the AASHTO Sub-Committee on Asset Management are pleased to sponsor this webinar series

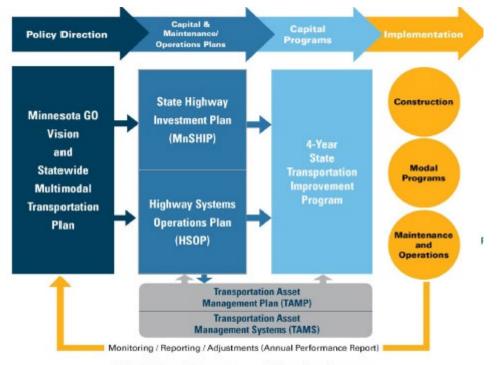
Sharing knowledge is a critical component of advancing asset management practice

## **Webinar Objectives**

- Highlight what state DOTs are doing to communicate with various audiences regarding their Transportation Asset Management programs
- Exchange best practices for communicating about TAM
- Raise awareness about the importance of communication regarding TAM results

## Webinar Agenda

2:00	Welcome, Overview, and Agenda Anna McLaughlin, AASHTO Tashia Clemmons, FHWA	2:40	<b>Speaker 3</b> Stephanie Shippee, Connecticut DOT
	Diane Gurtner, Spy Pond Partners	2:55	Speaker 4
2:10	Speaker 1		Michael Weakley, Ohio DOT (Recorded)
	Shaker Rabban and Trisha Stefanski, Minnesota DOT	3:10	<b>Q&amp;A</b> Diane Gurtner, Spy Pond Partners
2:25	<b>Speaker 2</b> Chris Whipple, Utah DOT	3:20	<b>Discussion and Wrap-up</b> Diane Gurtner, Spy Pond Partners



MnDOT Asset Management Planning Process

## MnDOT Methods In Communicating TAM

Shaker Rabban, Asset Management Planning Director Trisha Stefanski, P.E. Manager of Asset Management Program Office



## Quick 15 Minutes!

Part One: Enterprise Asset Mgmt Development

- Transportation Asset Management Plan 2014
- Transportation Asset Management System 2015
- Asset Management Program Office 2015

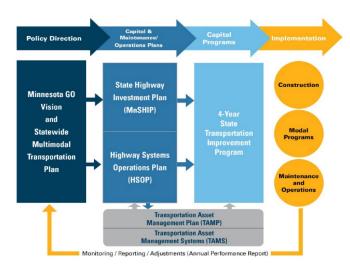
Part Two: State Statute 174.03 2021

Part Three: Asset Management Strategic Imp. Plan 2021

Part Four: The Future of TAM COMM

## TAMP 2014, 2018, 2022 Long List of Asset Classes and Working Groups

- Minnesota has long history of performance-based planning
- MnDOT Creation of "Asset Management Framework" 2012 –
   AASHTO guide "Focus on Implementation"
- 2014 "Pilot State" for TAMP Preparation
  - NY, LA, MN
  - Towers, OSS, Culverts, Storm Tunnels
- 2018 Added Asset Classes
  - Buildings, ITS, signals, highway lighting



## Transportation Asset Management System

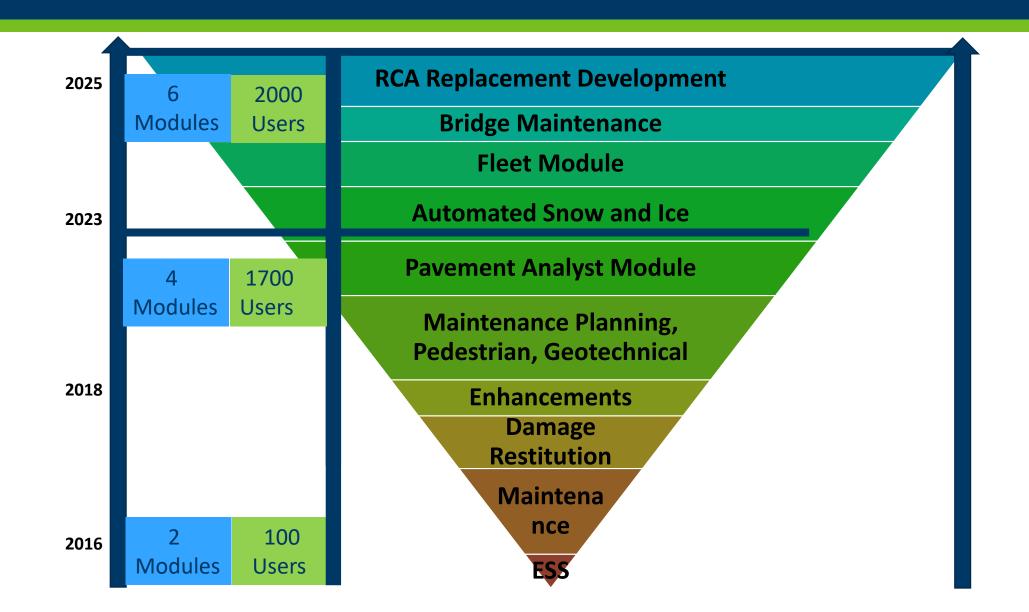
2013 Ray Starr, Assistant State Traffic Engineer, NEED to replace AFMS (Automated Facilities Management System).

- AFMS Kaizen Event -> April 8-11, 2013; need for integrated software.
- The program was written with software that is no longer able to be maintained and the cost of updated it or rewriting the program would have been expensive.

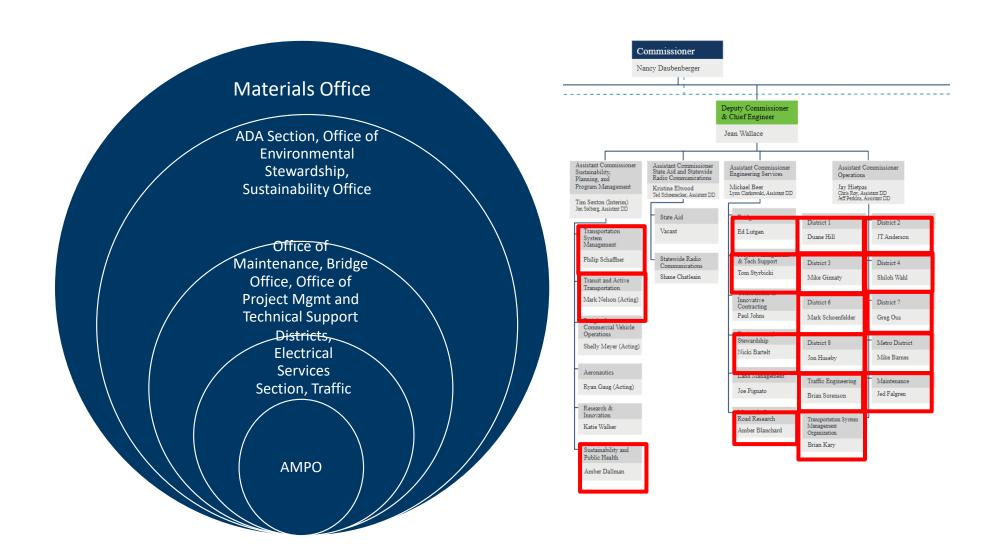
Over the past several years, many of MnDOT's computer programs have become outdated and in need for updating and/or replacing (Signtrack, HydINFRA, etc.).

 An opportunity for, us as a department, move forward with an enterprise solution that would not only answer this issue, but move the department forward towards a <u>common software</u> that could eliminate numerous stand alone products or programs that are currently being used throughout MnDOT... an enterprise asset management software.

## TAMS AgileAssets Growth



## TAMS Stakeholders



## Transportation Asset Management System (TAMS) Decision Making Matrix



## Asset Management Program Office

- Divide and Conquer
- Monthly TAMS
   Stakeholder Meetings
- Numerous Presentations at various Committees
  - Traffic
  - Hydraulics
  - Design Workshop

#### **Asset Management Program Office Target Audiences**

Trisha Stefanski Asset Management Program Office Manager

- Deputies Conferences, Infrastructure Resiliency Council
- Asst Commissioners and District Engineers AMSC, OPS DIV/SPPM DIV
- MnIT Leadership

Tom Zimmerman Business Liaison TAMS Steward

- District Maintenance Managers & Superintendents MBMT, OMG
- · Office of Maintenance MBMT, individual meetings
- Office of Finance Individual Meetings

Michael Cremin Asset Management Project Engineer

- Construction Engineers PCMG/CMG, construction workshop
- District Design Engineers/Project Mgmt Design workshop
- Traffic Engineers TEO
- Pavement Engineers MEO
- Project Data Management Group BIM

Douglas Maki Asset Management and Resiliency Engineer

- Metro District Staff Meetings
- State Aid
- Hydraulic Engineers Workshops
- Bridge Engineers and Maintenance TBD
- Sustainability Office Resiliency Advisory Committee
- Planning PMG

## Part Two: State Statute 174.03

2022 MN State Statute 174.03 – Requires life cycle assessment and corridor risk assessment as part of asset management programs in each district of the department.



#### 2022 Minnesota Statutes

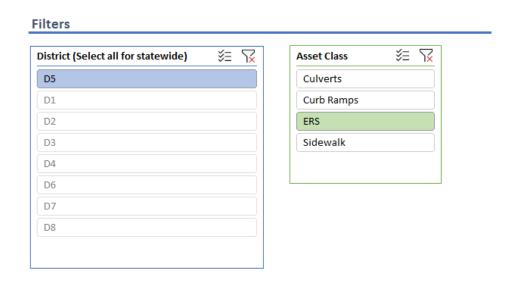
This section has been affected by law enacted during the 2023 Regular Session. More info...

174.03 DUTIES OF COMMISSIONER.

10/17/2023

- Life-cycle plans for 6 assets and 8 districts
  - Pavement, bridge, culverts, ERS, curbramps, sidewalks
- Dynamic dashboard with selectable features
- Current vs 10-year conditions, performance trends, and maintenance and capital costs

#### **Ancillary Assets Dashboard**



#### **Culverts Asset Output**

#### Current vs 10-year conditions

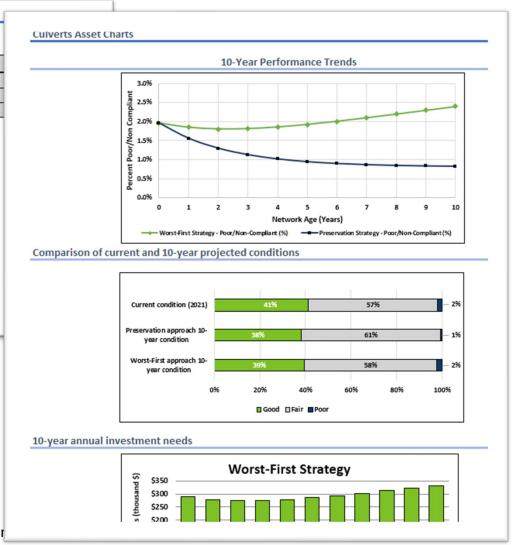
Condition	Good	Fair
Worst-First approach 10-year condition	39%	58%
Preservation approach 10-year condition	38%	61%
Current condition (2021)	41%	57%

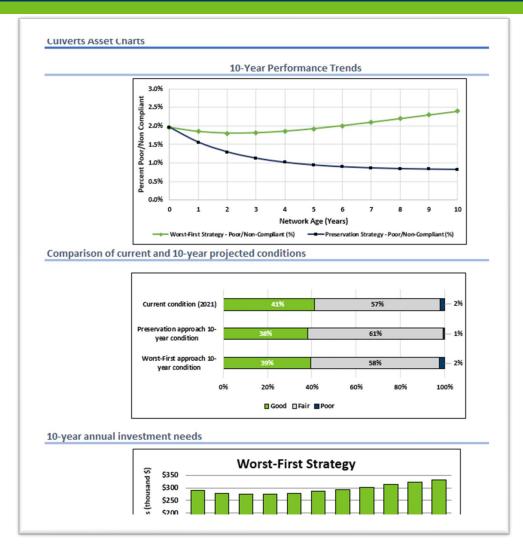
#### 10 - year investment needs

	Worst-First Strategy	Preservation Strategy
Maintenance Costs	\$1,122,000	\$1,201,200
Capital Costs	\$2,122,524	\$1,154,857

#### 20 - year investment needs

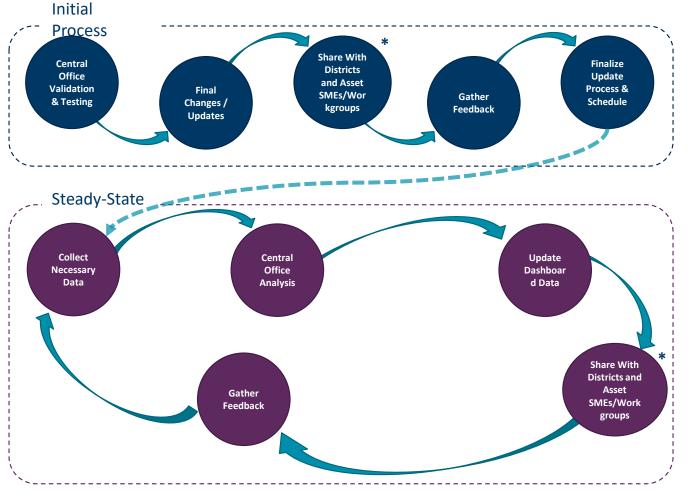
	Worst-First Strategy	Preservation Strategy
Maintenance Costs	\$2,142,000	\$2,293,200
Capital Costs	\$4,864,953	\$1,932,523





- Ability to forecast condition and need
- Predict bubbles to make proactive programming decisions
- Make cross-trade off decisions
- Determine cost effectiveness of different maintenance and capital strategies

## **Communication Process**



#### \*Communication

- Who at the district level will be using the tool?
- What are the specific asks of those users when they receive it?
- Share alongside the TAM Strategic plan for context?

#### **Recommendations:**

- Share with central office asset SMEs/workgroups first.
- Include planned update schedule (e.g., Central office will update biannually and share with districts annually)
- Establish primary and secondary points of contact.

## Part Three: The AMSIP Communications Plan

#### AMSIP Included 5 recommendations in the Action Plan

- Communicate roles and develop initial resources
- Initiate District rollout
- Initiate Central Office rollout
- Initiate the MnSHIP and TAMP rollout
- Conduct on-going communication efforts

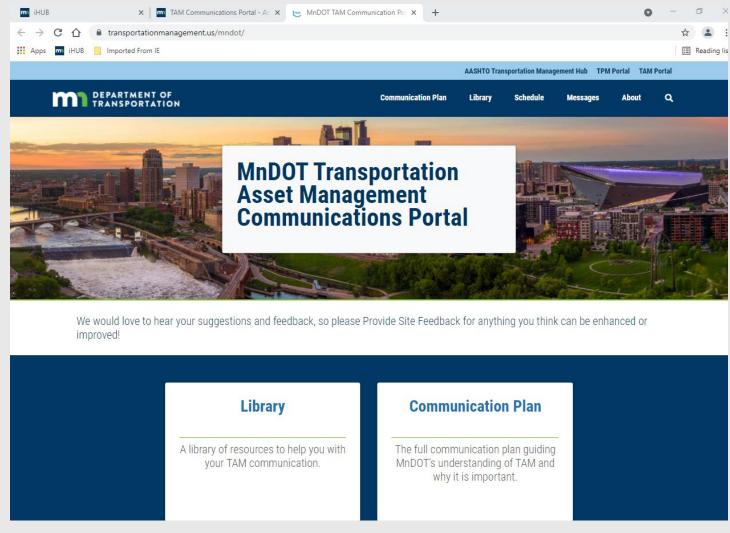


## **AMSIP Communications Plan**

## The Approach — Categorize Information Needs:

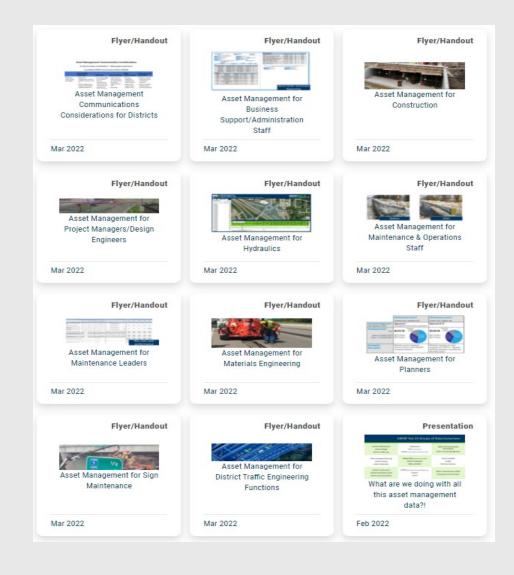
- General Asset Management Knowledge Messaging that builds general knowledge and support for asset management.
- TAMS Data –The importance of quality data and the benefits realized from the use of quality data.
- Decision Making Information that demonstrates the importance of using TAMS data and asset management principles to guide work planning, to understand trade-offs in budget-setting activities, and to manage performance, minimize Life-cycle costs and extend service life.
- TAMP Implementation Support the on-going implementation of the TAMP at MnDOT.
- **Coordination With External Stakeholders** Information for MnDOT's use in communicating asset management information to external stakeholders.

## **MnDOT TAM Portal**



10/17/2023

## **MnDOT TAM Portal**



#### **Disciplines**

- Business/Administrative
- Construction
- Project Mgt & Design
- Hydraulics
- Maintenance Staff
- Maintenance Leadership
- Materials Engineering
- Planners
- Sign Maintenance
- Traffic Engineering

#### General

- Communications Bullets
- Data Usage "What are we...

#### Other

- AMSIP
- Other .ppts
- Other docs

## Part Four – Future TAM Communication

- 8 Embedded District AM Specialists
- Cross-Cutting AM Committee
- Monthly AMSC
- TAMP Folios
- TAM Roadmap
- AMSIP Communication Plan





## Thank you!

Shaker Rabban - <u>Shaker.rabban@state.mn.us</u>

Trisha Stefanski – <u>trisha.Stefanski@state.mn.us</u>



## **UDOT TPM Organization**



## **Organizational Management**

Develop process improvement methods, tools and training to manage change.



## **Asset Management**

Focus and improve asset management of asset stewards through coordination, processes, and systems.



## **Performance Management**

Develop strategic approaches to achieve performance criterion that align with policy decisions and drive investment strategies.



### **Asset Risk Management**

Manage and incorporate risk response strategies at a programmatic level through asset processes and systems.

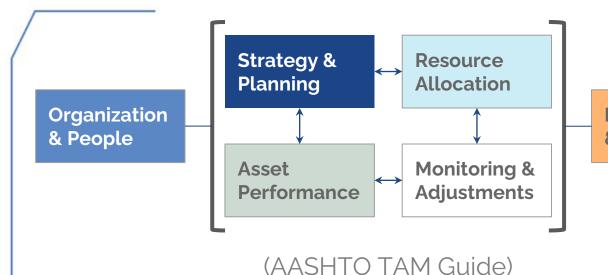




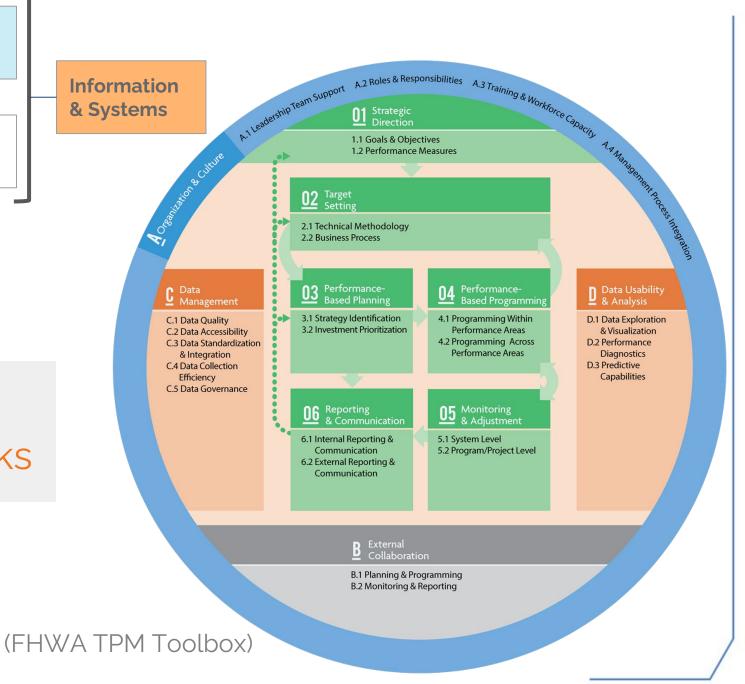
Enhance the quality of people's lives through transportation assets that are managed effectively based on risk and return on investment, using the best available information and tools."

- Transportation Performance Management Vision



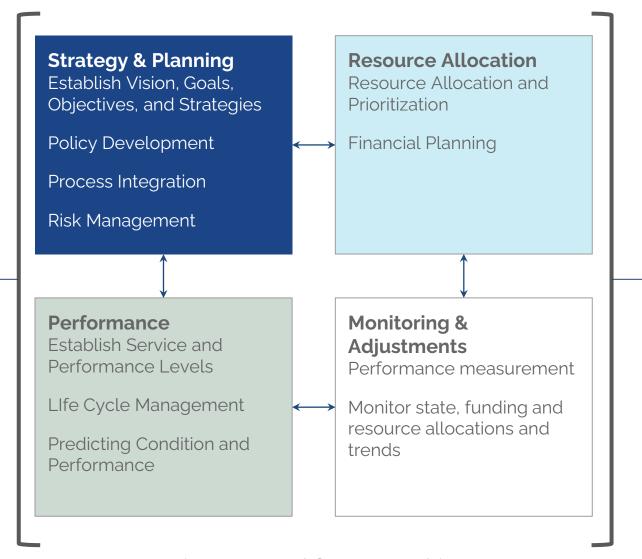


There is a lot of overlap between the two frameworks





### transportation performance management (TPM) framework



**Information & Systems** 

Data Accessibility

Data-Driven Program

**Documented Processes** 

Efficient Data Collection

Data Management

Data Analysis

Reporting and

Visualization

Management

Data Governance





**Organization & People** 

Roles, responsibilities, and

Management Process

Integration

competencies

Coordination and

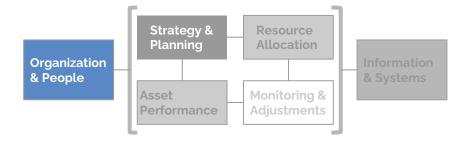
Communication

Management Process Integration

Roles, responsibilities, and competencies

Coordination and Communication





Goals, Objectives, and Strategies

#### **Management Process Integration**

#### Baseline

Limited understanding of the scope of asset management.

Little connection of most actions or decisions to the life-cycle of assets.

### **Objectives**

Establish an understanding and support of performance and asset management at all levels (Executive leadership, asset stewards, central and region staff).

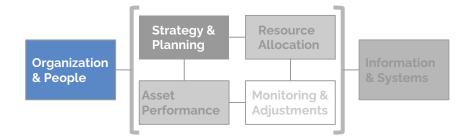
#### **Key Results**

Hire Communication firm to inform and educate at all levels Sept 2023.

Create and distribute education and training materials beginning at UDOT Conference (Oct 2023).

Create and present TPM
Communications Plan to Exec
Leadership by end of Nov 2023.





Goals, Objectives, and Strategies

#### **Define Roles, Responsibilities, and Improve Competencies**

#### Baseline

Many AM responsibilities have been defined, with some significant gaps.

Core group of technical experts will dwindle significantly in the next five years.

Limited knowledge management effort has started, but not established.

### **Objectives**

Identify and close gaps in roles and responsibilities.

Knowledge management is integrated into data management across the department, beginning with assets.

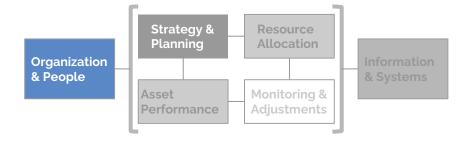
### **Key Results**

Define the gaps in roles and responsibilities. The resources necessary to close those gaps will be documented by Dec. 2023.

Each group has documented processes and data management by the end of April 2024.

Actively recruit 2 new FTE positions in the TPM group by June 2024.





Goals, Objectives, and Strategies

#### **Coordination and Communication**

#### Baseline

Tools for communicating are limited to weekly newsletter emails and periodic announcements from disparate groups.

There is a level of formal and informal communication between groups.

### **Objectives**

Establish an understanding and support of performance and asset management at all levels (Executive leadership, asset stewards, central and region staff).

#### **Key Results**

Hire a Communications firm to inform and educate at all levels Sept 2023.

Create and distribute education and training materials beginning at UDOT Conference (Oct 2023).

Implement TPM Strategic Communications Plan Oct 2023 to Dec 2024 at all levels of the Department..

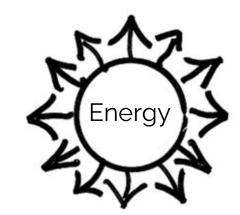


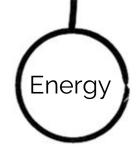
## Create a Common Vision

Without common goals and objectives, our time and energy are spent in what we deem to be important in our sphere of influence.

Most are trivial and few are vital.

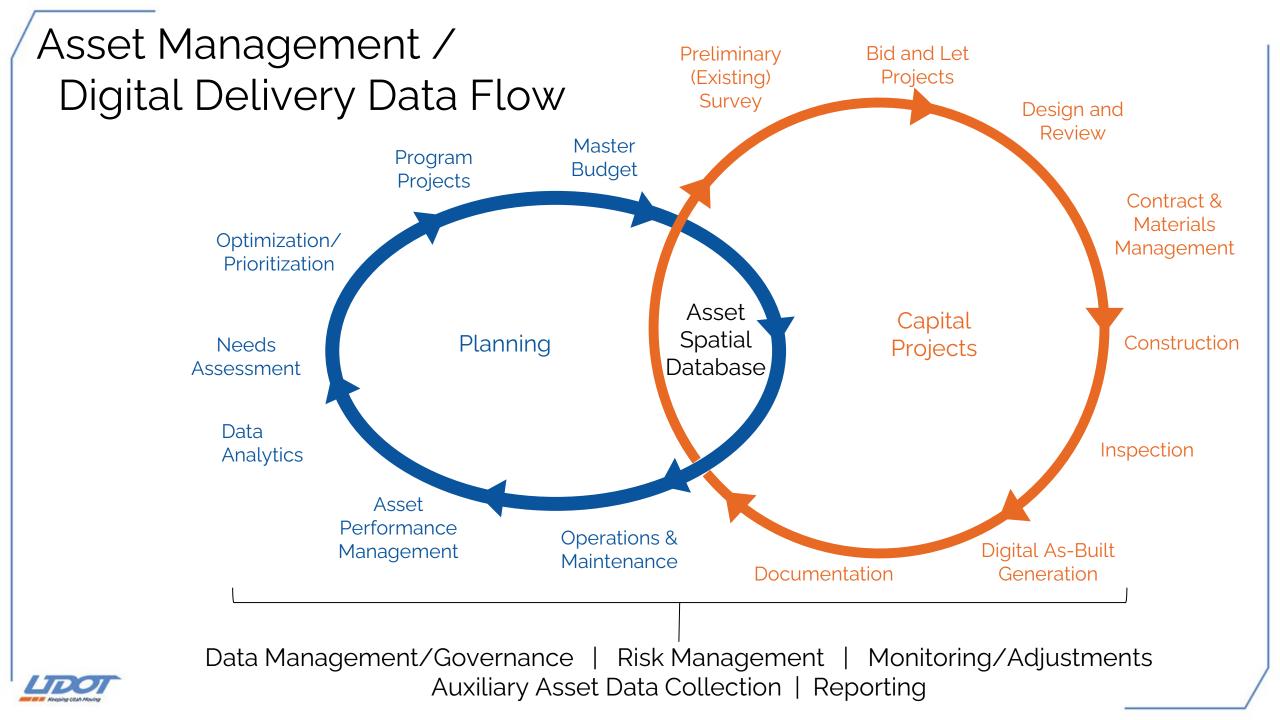
Asset management provides the framework for making the wisest possible investment of time and energy in order to operate at our highest point of contribution.





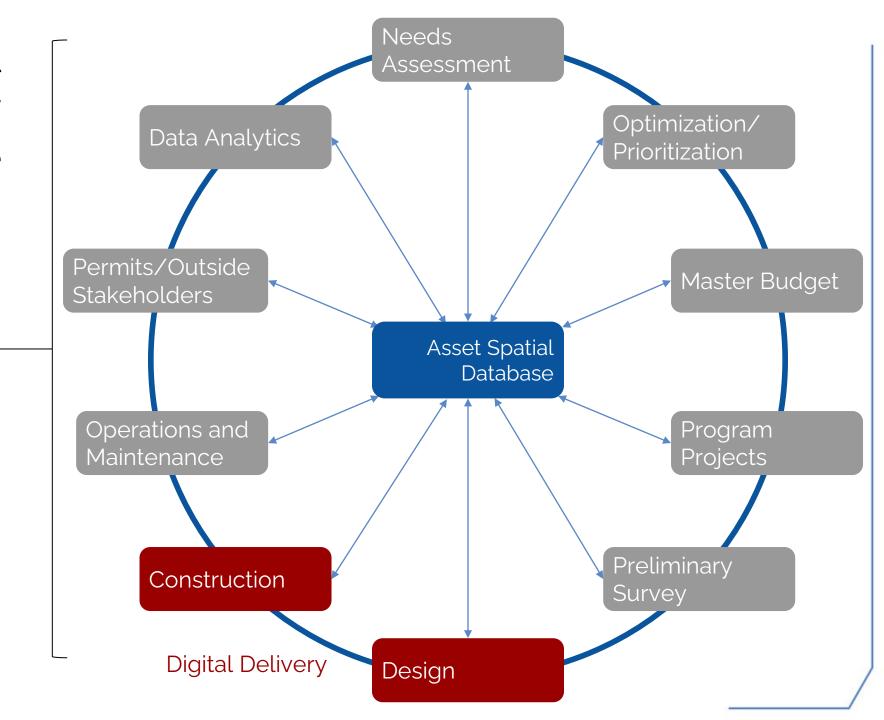
Source: Greg McKeown





## Asset Management Digital Delivery Data Structure

Data Management/Governance
Performance/Risk Management
Monitoring/Adjustments
Auxiliary Asset Data Collection
Reporting







# <u>Takeaways</u>

- Examine your organization and structure your approach with a defined plan.
- Involve as many as possible in that plan development and execution.
- The focus isn't always on convincing executive leadership. Often the greatest changes come from developing critical mass.
- Get help to communicate.
- Create a common vision. Help people understand how asset management affects what they do.



Connecticut Department of Transportation

# **Asset Fact Sheets**

October 18, 2023

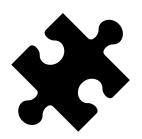


Stephanie Shippee Transportation Supervising Engineer CTDOT TAM Group

# Fact Sheet History

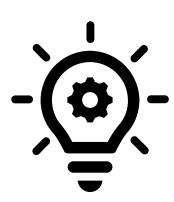
# **Origins**

# **Challenge:** Few people will read the 200+ page TAMP



## **Solution: Develop Asset Fact Sheets**

- Two page summary of each asset in TAM program
  - 11 current assets
- Visually engaging ideally readers can get the gist from viewing the graphics without reading
- Updated annually
- Key use: making the case for funding to DOT Executives and politicians

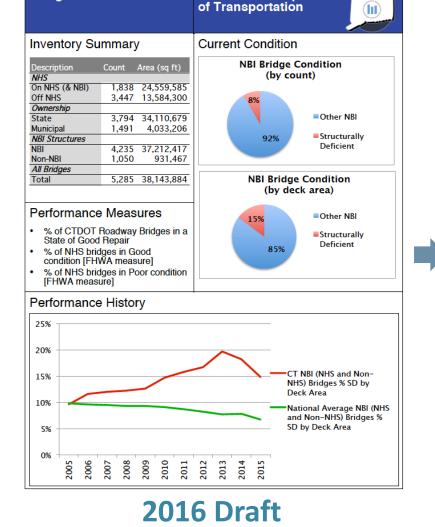


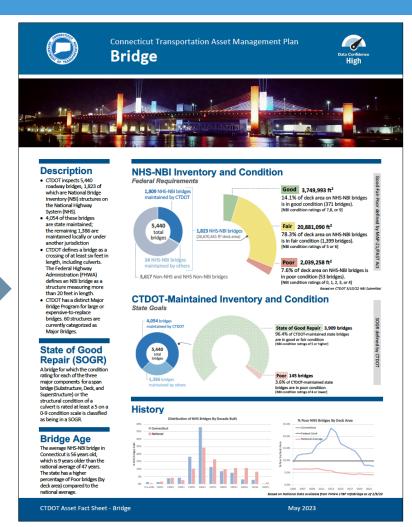
#### **Fact Sheet History**

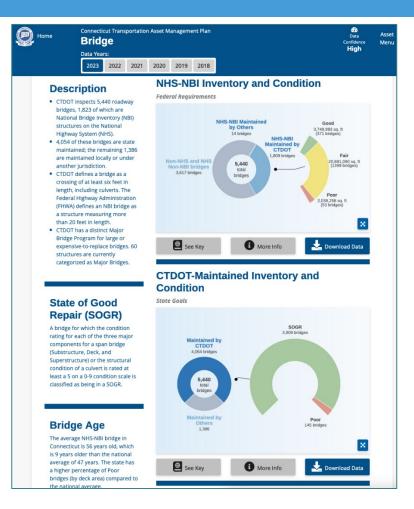
**Bridge Fact Sheet** 

#### 2016 to 2023

**Connecticut Department** 







**2023 Online Fact Sheet** 

**2023 PDF Fact Sheet** 

#### **Fact Sheet History**

## **Major Elements**

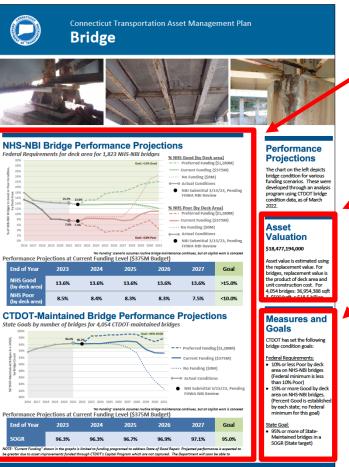
Data confidence scale

Inventory & condition

SGR performance measure definition

Performance History





Performance projections

Asset valuation

Performance goals

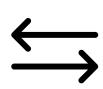
# Online Fact Sheets

#### **Benefits**

#### Online content is king



Make it easy to communicate and share CTDOT's TAM story Reaching the broadest audience possible



#### No space constraints

Ability to scale w/ additional data years

Ability to scale w/ content expansions

Online fact sheets reflect a mature and continually improving TAM Program



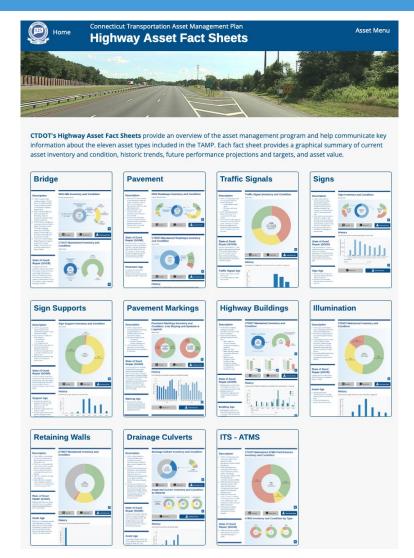


Potential for additional functionality

#### Overview

 Home page with links and thumbnails for each asset

 Dropdown menu to select asset in top right corner



#### **Online Fact Sheet**

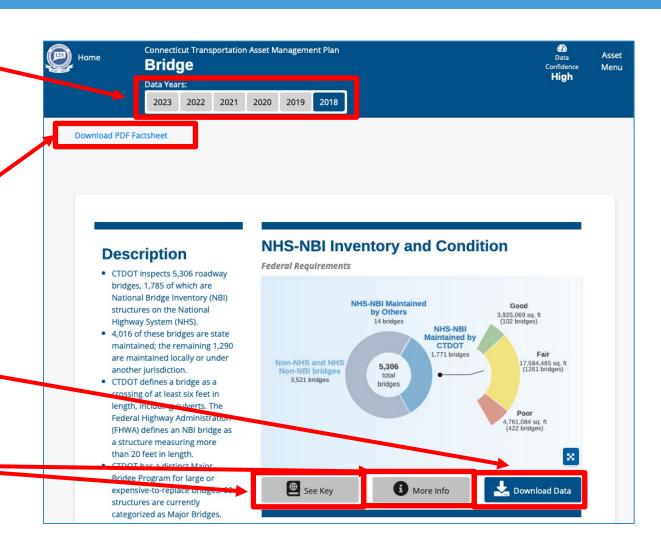
#### **Features**

 Ability to toggle Fact Sheet Year at top of each page

Click to download PDF version

Click to download chart data

 Click buttons to expand for more details



## Features, cont.

Mouse over chart for tooltips.

 Click checkboxes to toggle view of each funding scenario line

#### **NHS-NBI Bridge Performance Projections Performance** Federal Requirements for deck area for 1,823 NHS-NBI bridges Prejections The chart on the hight depicts bridge condition for various fund scenarios. These were developed through an analysis program using CTDOT bridge condition data, as of Goal: >15.0% Good March 2022. Goal: <10% Poor 10% **Asset Valuation** \$18,477,194,900 Asset value is estimated using replacement value. For bridges, replacement value is the product of deck area and unit construction

Show Poor Projections Only

Show Both

1 More Info

cost. For 4,054 bridges:

**Measures &** 

Goals

billion.

36,954,388 sqft \* \$500/sqft=\$18.5

CTDOT has set the following bridge

\$1280M (Preferred Funding)

\$0M (No Funding)

Download Data

# Potential for Future Improvements

- High level summary on home page that includes all assets
- Cross asset comparisons / visualizations
- Comparisons / visualizations across time periods
- Improved UX design (e.g. collapsible sidebars)

# Lessons Learned

# Challenges

Finding the right level of detail for wide audience





Varying levels of data and asset management maturity among assets

Annual update process requires strong coordination with asset stewards





Fact sheets only tell part of the story

they don't include non-TAM funding

# **Summary**

- Distilling complex topics to simple communication is valuable!
- Adding 'immature' assets to TAM program can increase visibility and drive improvement
- Public fact sheets can inspire positive competition between assets
- Communication resources for execs and politicians are critical for funding



Fact Sheet Link: https://enhanced-ctdot-factsheet.herokuapp.com

#### **Fact Sheets in Action**

- CT Mirror launched a four part series on climate change and flooding
- First article cited and included screenshots from Drainage Culverts fact sheet
- Example of public-facing communication on TAM and resiliency

CT Mirror article link: <a href="https://ctmirror.org/2023/10/08/ct-stormwater-flooding-climate-change-drainage-manual/">https://ctmirror.org/2023/10/08/ct-stormwater-flooding-climate-change-drainage-manual/</a>



CTDOT

(estimated)

DOT has its own MS4 parameters for how much drainage to plan for. It also monitors recommendations from a number of pen "https://ctmirror.org" in a new tab nizations for how to incorporate climate changes

6,400 culverts mapped

but not inspected (estimated)

304 Culverts

**473 Culverts** 

13.7% are in Poor condition
Unable to Assess

# TAM WEBINAR 65: COMMUNICATING TRANSPORTATION ASSET MANAGEMENT

















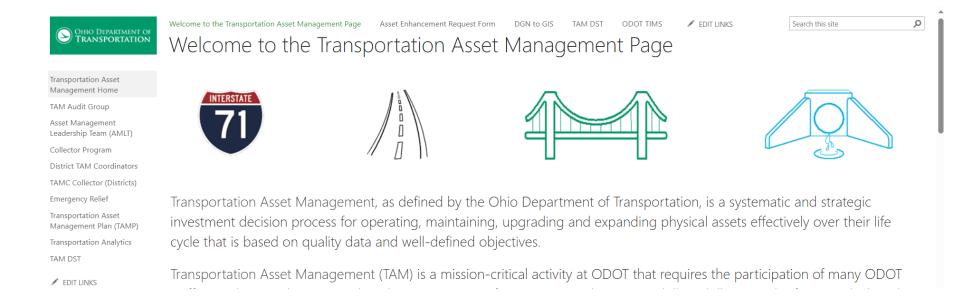








#### Website Updates





#### Communication Plan

Communication	High Level/Granula ▼	Objective of Communication 🔻	Audience	Medium <b>▼</b>	Frequency -	Deliverable 🔻	
Monthly TAM Coordinator Meeting	Granular	Give/get Updates to District TAM Coordinators	District TAM Coordinators	Teams Meeting	Monthly	Meeting Notes	
AMLT Meetings	Granular	Forum for DBOs to get updates from districts. Forum for districts to ask questions to DBO	District TAM Coordinators, DBOs, District SMEs, CO SMEs, CO System Owners	Teams Meeting	Quarterly	Meeting Notes	
TAM/TSMO Meetings	High Level	To keep Assistant Directors and Deputy Directors up to date on asset management activities	Assistant Directors, Deputy Directors (Planning, Operations, Engineering, Construction), TSMO, Technical Services		Bi-monthly	Powerpoint	
Tier 1 TAM Dashboard	High Level	This dashboard will give current high level information on inventory, inspection and condition of each tier 1 asset	Everyone at ODOT	PowerBI Dashboard	Daily	None	
Annual Asset Report(s)	High Level	These reports will be one pagers on the inventory, inspection, and condition of each asset	Everyone at ODOT	PDF posted on website Annual		PDF	
Newsletters	High Level	Give the agency update on asset management activities	Everyone at ODOT	PDF sent through email	Quarterly	Newsletter	
TAM Workshop	Granular	To get asset management staff together to give updates on asset management and ensure we are aligned with agency strategic directives	DBOs, TAM Coordinators, District SMEs, District Workplan Coordinators, HMAs, CPAs	In person	Every 2 years	Report	
DBO TAM Workshop	Granular	To get feedback from DBOs and ensure roles are clarified	Asset DBOs	In person	As needed	Report	
DGO Staff Meetings	High Level	Update internal office on asset management activities	Office of Data Governance	In person	Monthly	Powerpoint	
Introduction Meetings	High Level	Introduce TAM program to offices around central office to ensure the agency understands our mission and goals	Any Office that deals with Asset Management (maintains or uses data)	In person/Teams	As needed	Powerpoint	
District Visits	Granular	Introduce TAM program to districts. Ensure district and CO goals and visions are aligned	TAM Coordinators, HMA, CPA, DDD, District Staff	In person	As needed		

#### Newsletter

#### **Transportation Asset Management Program**

Michael Weakley - Michael.Weakley@dot.ohio.gov

#### What is Transportation Asset Management?

Transportation Asset Management (TAM) is a systematic and strategic investment decision process for operating, maintaining, upgrading and expanding physical assets effectively over their life cycle that is based on quality data and well-defined objectives.

The TAM Program's mission is to make use of asset data to support sustainable, data-driven planning and investment decisions.

ODOT owns \$116 billion worth of roadway assets on Ohio's transportation system, which include pavements, bridges, culverts, signs, guardrails, and many more. TAM is unique because it crosses over many sections at ODOT. A successful TAM Program involves planning, design, construction, and operations.

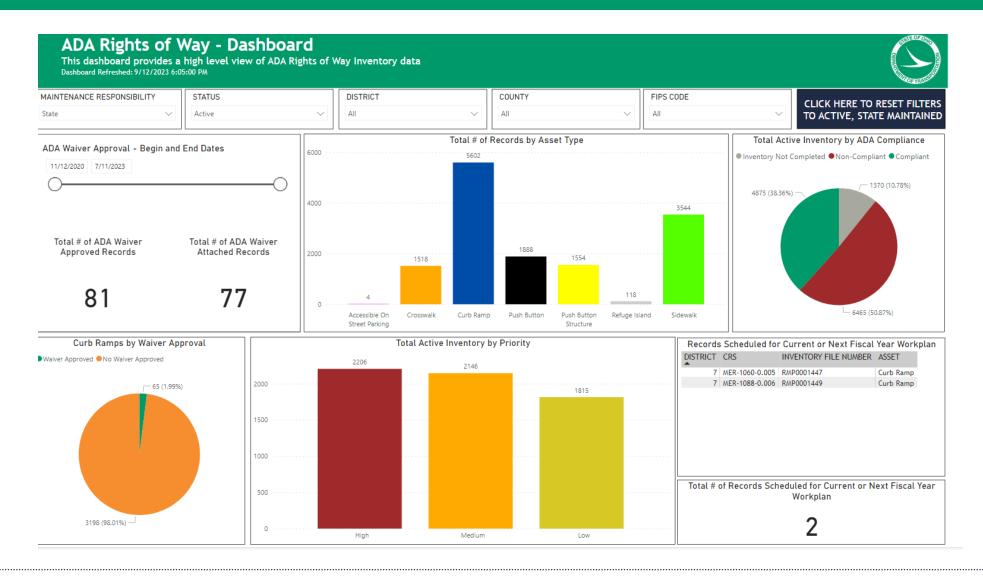
To manage our assets, we have to know where they are located. The Collector Program is ODOT's asset inventory and inspection system for all assets except pavements and bridges. There are 1.5 million inventory and inspection records in the Collector Program. In 2023, there have been 60,000 inventory records and 32,000 inspection records entered in by our district and county forces.

#### TAM Updates

- The 2023 TAMP Consistency Report was submitted and has been approved by FHWA
- TAM Tier 1 Summary Report Developing a report to communicate inventory, inspection, condition, and maintenance asset information
- Other Asset inventory-based funding has been locked for FY25
- Bi-weekly Inspection and Maintenance Condition Rating Apps have been updated
- Sign updates have been completed for Field Apps
- Sign Reports, Dashboard, and Web App updates will be completed by the end of September
- Barrier Inspection reports will be completed by the end of September

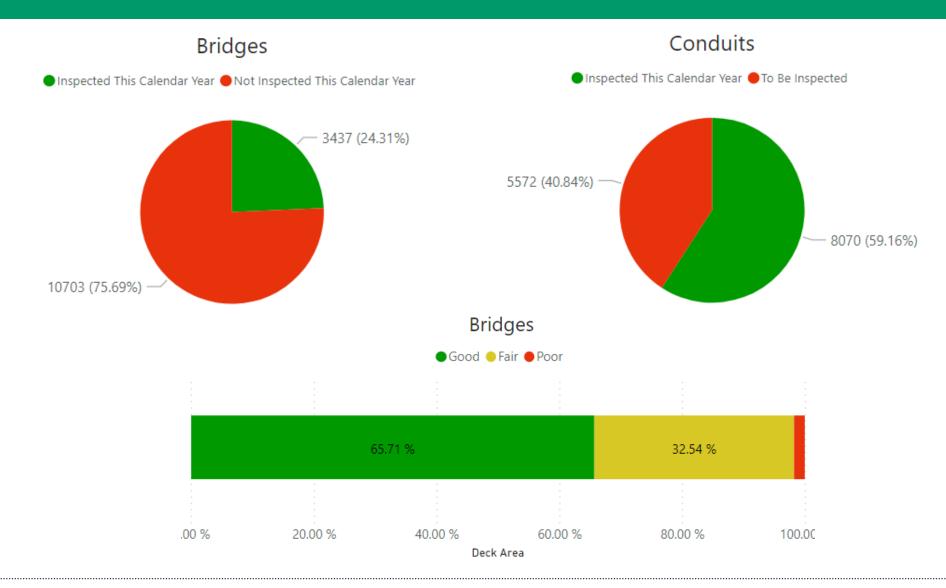


### ASSET DASHBOARDS





#### PROGRAM LEVEL DASHBOARDS





### PROGRAM LEVEL DASHBOARDS

Transportation A	Asset Ma	anager	nent (	TAM) T	ier 1	Assets	- Sumi	nary R	eport					STATE OF OUR
Report generated: 9/1/2023	Meets Goal	Does Not Meet Goal	Goal Not Defined	For more information on asset data click the TAM Tier 1 Dashboard link below  TAM Tier 1 Dashboard								THE THE STATE OF		
Pavements														
	State Goal	State	D1	D2	D3	D4	D5	D6	D7	D8	D9	D10	D11	D12
Inventory														
Total Lane Miles	N/A	49,766	3,492	3,906	4,777	5,066	3,762	4,953	4,714	4,665	3,876	4,038	3,384	3,133
Inspection Completed This	Calendar Yea	ır												
Inspection Completed (%)	N/A	37%	0%	64%	59%	46%	13%	25%	32%	9%	52%	82%	52%	0%
Average Condition														
General PCR	80	84	88	86	83	88	81	84	87	84	82	82	80	82
Priority PCR	85	87	89	89	81	88	85	89	90	87	87	83	86	86
Urban PCR	N/A	80	82	82	79	81	82	80	81	79	79	81	71	80
Preventative Maintenance	This Fiscal Ye	ar												
Treatments Scheduled (mi)	N/A													
Treatments Completed (mi)	N/A	4,813	488	183	365	114	1,061	184	241	283	261	997	564	72

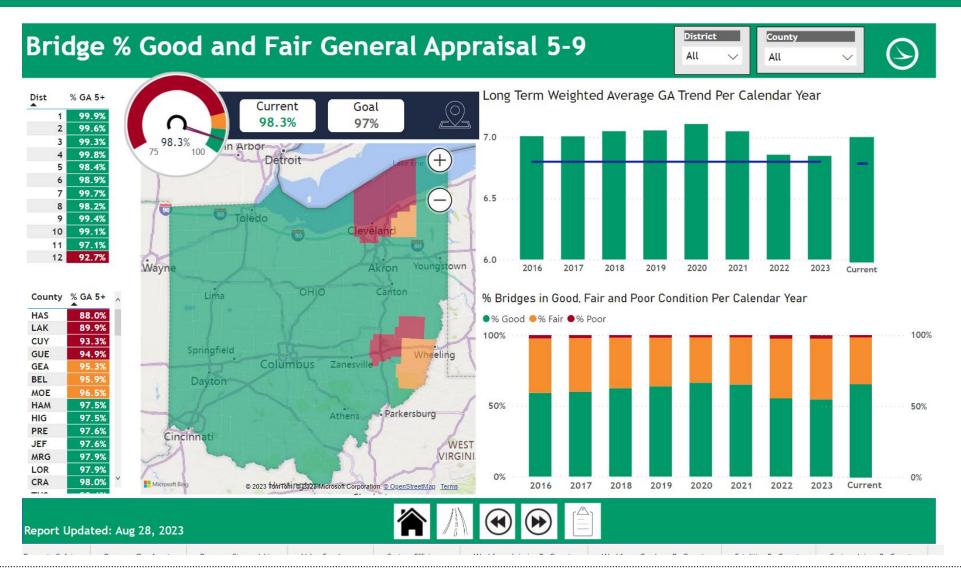
Pavement Inspection Data is based on mileage that has been rated in 2023. Note: There is a delay between the inspections and the data being uploaded to the warehouse

Treatments Scheduled information will be available in FY 2025

Treatments Completed information is in lane miles

rreadilents completed information	5 III taile IIIItes													
<u>Bridges</u>														
	State Goal	State	D1	D2	D3	D4	D5	D6	D7	D8	D9	D10	D11	D12
Inventory														
Total Bridges	N/A	14,325	829	919	1,368	1,405	1,100	1,520	1,366	1,509	1,228	1,223	971	888
Inspection Completed This	Calendar Yea	ır												
Inspection Completed	N/A	6,753	432	395	584	733	446	890	468	765	667	540	435	398
Inspection Completed %	N/A	70.09%	87.63%	65.51%	63.55%	72.94%	66.57%	72.89%	79.59%	72.65%	77.56%	65.22%	61.97%	57.43%
Routine Inspection Overdue	N/A	662	0	3	143	4	4	207	38	12	4	44	145	58
Current Condition														
Good/Fair	97%	98.30%	99.91%	99.61%	99.26%	99.78%	98.35%	98.86%	99.66%	98.25%	99.41%	99.13%	97.10%	92.73%
Poor	3%	1.70%	0.09%	0.39%	0.74%	0.22%	1.65%	1.14%	0.34%	1.75%	0.59%	0.87%	2.90%	7.27%
Preventative Maintenance	This Calenda	r Year												
Maintenance Needed	N/A	5,787	114	253	389	620	318	889	446	1,026	478	285	487	462
Maintenance Completed	N/A	4,010	438	235	337	583	268	398	343	184	225	512	252	235

#### CRITICAL SUCCESS FACTORS





#### THANK YOU!

Michael Weakley, GISP TAM Program Manager ODOT Office of Data Governance 614-644-8648

Michael.Weakley@dot.ohio.gov

https://www.transportation.ohio.gov/programs/assetmanagement



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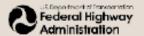
A bimonthly webinar series, Wednesdays at 2:00 PM EST

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