NDOT STATEWIDE TSMO PROGRAM

Welcome to Transportation Systems Management and Operations Training

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Transportation Systems Management and Operations Training

TSMO Stakeholder Engagement Plan and Interagency Agreements

TSMO Training Module 202

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Module 202

Transportation Systems Management and Operations

- Section 00 / **Introduction**
- Section 01 / **Stakeholder Engagement**
- Section 02 / **FHWA Framework for Collaboration**
- Section 03 / **NDOT's Approach to TSMO Collaboration**
- Section 04 / **Final Assessment**

Section 00

Introduction

Strategic Goal & Objectives

- Collaboration is a critical component which drives the success of TSMO programs.
- NDOT's TSMO strategic goal to enhance **collaboration** is defined as:
  - Maximizing **coordination** and **cooperation** between NDOT divisions and partnering agencies to proactively manage and operate an integrated transportation system.

TSMO Strategic Goal

- Enhance Collaboration

Objectives

- Collaborate across divisions and districts
- Collaborate with external partner agencies
- Coordinate with neighboring states to proactively manage common transportation routes

Benefits of TSMO Collaboration

› TSMO collaboration on regional policies and projects can help achieve the following benefits:

- **Collaborative Pursuit of Funding**
- **Sharing Expertise and Joint Learning**
- **Sharing Resource**
- **Developing Common Procedures, Protocols, and Plans**
- **Jointly Measuring Performance**
- **Sharing Transportation Information**
- **Developing Tools for Efficient Communications**
- **Coordinating Services**
- **Coordinating Event Management**
- **Performing Joint Operations**

Source: FHWA. The Collaborative Advantage: Realizing the Tangible Benefits of Regional Transportation Operations Collaboration.

Section 01

Stakeholder Engagement

Stakeholder Engagement

- Stakeholder engagement involves actively communicating and coordinating with stakeholders to collect their feedback, opinions, and concerns.
- Key outcomes of Stakeholder Engagement:
  - Identifying Stakeholder Needs.
  - Gathering Expertise.
  - Building Public Trust.
  - Enhancing Communication.

Section 02

FHWA Framework for Collaboration

FHWA Framework for Collaboration

› The FHWA collaboration framework for TSMO provides a structured approach for agencies and stakeholders to collaborate effectively in planning, designing, and implementing TSMO strategies and programs.

Source: Regional Transportation Operations Collaboration and Coordination: A Primer for Working Together To Improve Transportation Safety, Reliability, and Security, FHWA OP-03-008

Section 03

NDOT's Approach to TSMO Collaboration

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NDOT's Approach to TSMO Collaboration

There are two collaborative approaches to TSMO informed by the FHWA collaboration framework:

General TSMO Collaboration - *Structure*

› The **Structure** dimension refers to the organizational structure of involved stakeholders and governance arrangements for TSMO collaboration.

- The Structure is critical as it defines the roles and responsibilities of stakeholders to ensure effective communication and collaboration.
- Examples of a structure can be a task force, committee, round table discussions, or identification of project team members.
- To establish a TSMO structure, the following actions can be undertaken:
  1. Identify key stakeholders and their contribution to TSMO
  2. Identify existing TSMO structures
  3. Formalize frequent meetings with stakeholders and TSMO topics to be discussed.
  4. Define the roles and responsibilities among partners
  5. Establish working group(s) responsible for mitigating challenges that may arise from private partnerships.
  6. Include state-wide partners in TSMO discussions.

General TSMO Collaboration - *Process*

› The **Process** dimension in this approach allows all partners and stakeholders to provide TSMO updates and facilitate collaborative TSMO discussions.

- The goal is to develop a meeting plan to engage with stakeholders.
- The meeting plan should consider the following factors:
  - Participating stakeholders.
  - Geographical region.
  - Desired frequency.
  - Contribution to agenda TSMO topics from attendees.
  - Meeting duration.

General TSMO Collaboration - *Process*

› Example Meeting Plan established for NDOT

General TSMO Collaboration - *Products*

› **Products** can include consensus of projects or strategies to implement, interagency agreements, resource challenges, funding, and more.

- The products of general TSMO collaboration are the results of processes.
- A list of potential discussion topics for meetings may include:
  - TSMO tactical elements (strategies).
  - Interagency agreements.
  - ITS Architecture updates.
  - Targeted grants and approach to pursue.
  - Opportunities for joint training activities.
  - Approach to provide TSMO education for external stakeholder's Senior Leadership.
  - Resource sharing.

Project-Based Collaboration - *Structure*

› A project-based **Structure** is comprised of the project team and includes roles and responsibilities for each team member.

- As projects vary, team members for projects will vary and as such there is no definitive structure.
- Specific team members should be included in the project team structure including project manager, stakeholders' project team, planning group, and TSMO operational team members.
- Project team members will have responsibilities specific to internal and external collaboration.

Project-Based Collaboration - *Process*

› The project-based **Process** refers to the workflows, methods, and tools used to facilitate TSMO collaboration among stakeholders throughout the project lifecycle.

- The project-based process for TSMO Collaboration may include:
  - Develop Project Scope.
  - Identify Project Team.
  - Establish Reoccurring Project Meetings.
  - Establish Roles and Responsibilities.
  - Establish Project/Asset Performance Metrics.
  - Establish Operations and Maintenance Agreements.
- A project ***RACI Matrix*** is an example of a process tool that can facilitate TSMO collaboration

Stakeholder	Responsible	Accountable	Consulted	Informed	Update Frequency
FHWA			X	X	As-Needed/ Project-Based
NSP		X	X	X	
MPOs	X	X	X	X	
Cities			X	X	
Counties				X	
NDOT Divisions	X	X	X	X	
NDOT Districts	X	X	X	X	

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Project-Specific Collaboration - *Products*

› The project-based **Product** focuses on the tangible outputs that result from the collaboration effort, such as procedures, policies, programs, and technologies.

- Products are discussed collaboratively among relevant TSMO stakeholders during project meetings.
- The potential products of a project-based engagement may include:
  - Regional consensus on project goals, objectives, and performance criteria.
  - Project implementation resource needs.
  - Project planning processes and procedures.
  - Projects' financial processes and procedures.
  - Construction Plans.

Resources

› During general or project-based TSMO meetings, it is essential to identify the **Resources** required to implement TSMO strategies and initiatives effectively.

- Effective resource management also requires ongoing communication and coordination among stakeholders to ensure that resources are being used efficiently.
- A list of potential resources to be discussed may include:
  - Funding for TSMO programs and initiatives.
  - Trained and skilled resources to operate and maintain TSMO systems and technologies.
  - Communication and information technology infrastructure for TSMO systems.
  - Data collection and management tools to support TSMO operations and analysis.
  - ATMS for traffic monitoring, control, and management.
  - ITS technologies.

Performance Management

› **Performance Measurement** provides feedback to determine how well the agreed upon strategies have been implemented and executed.

Potential performance management measures to enhance collaboration may include:

- Additional scheduled meetings annually.
- Increased participation with TSMO.
- Additional relevant agreements with partners and neighboring states.
- Use of collaboration tools.
- Results from surveys and questionnaires.
- Participation in TIM coalition meetings.

Section 04

Final Assessment

Click to access the Final Assessment Quiz

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FINAL QUIZ

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1. TSMO Collaboration objective(s) to drive the success of the TSMO program include:

- ◯ Enhance Collaboration Across Divisions
- ◯ Enhance Collaboration with External Partners
- ◯ Enhance Collaboration with Neighboring States
- ◯ All of the Above

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Correct! Click for next question.

2. Which of the following is NOT a component of the FHWA framework for collaboration and coordination?

- ◯ Process
- ◯ Products
- ◯ Funding
- ◯ Performance Management

FINAL QUIZ

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2. Which of the following is <u>NOT</u> a component of the FHWA framework for collaboration and coordination?

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- ◯ The set of relationships, institutions, and policy arrangements that shape activities.
- ◯ Agreements, arrangements, and commitments to move forward with agreed upon strategies.
- ◯ The course of actions taken through which options are created and decisions are made.
- ◯ The commitments made in terms of funding, people, equipment, facilities, support, and other assets needed to implement strategies.

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4. Which of the following is an example of a *Structure* for the NDOT General Collaboration for TSMO Framework?

- ◯ Task Force
- ◯ Committee
- ◯ Project Team Members
- ◯ All of the Above

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4. Which of the following is an example of a *Structure* for the NDOT General Collaboration for TSMO Framework?

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Correct! Click for next question.

5. Which of the following are the results of *Processes* for the NDOT General Collaboration for TSMO Framework?

- ◯ Structure
- ◯ Products
- ◯ Resources
- ◯ Performance Management

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6. The RACI Matrix is an example of a process tool that can facilitate Project-Based TSMO Collaboration.

- ◯ True
- ◯ False

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- (●) True
- ( ) False

Correct! Click for next question.

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- ◯ True
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Incorrect. *Try again*

7. *Resources* should be identified in:

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- ◯ Interagency Agreements
- ◯ Interview with Stakeholders
- ◯ None of the Above

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Correct! Congratulations you're done. Click to continue.

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