

# NDOT TSMO Steering Committee Meeting

November 2020

**ATKINS**

Member of the SNC-Lavalin Group



# Agenda

**01** About Us

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**02** CMM Workshop Results

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**03** Next Meeting

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# History

- 2014 CMM Self-Assessment → Action Items → TSMO Champion Team (TCT)
- TSMO Champion Team → TSMO Program Plan → TSMO Steering Committee (TSC)

# Roles

- Stay engaged and provide feedback
- Assist in spreading the word and building TSMO Culture
- Collaborate as a group and steer the TSMO Program at a Statewide level





# What have We Accomplished?

2017 - 2020

- TSMO 101 Workshop: October 2017
- Performance Measurement Workshop: November 2017
- TSMO Business Case and Program Plan Workshop: March 2019
- TSMO Program Plan Completion and Components: September 2019
- Formally Adopted TSMO Program: January 2020
- CMM Workshop: September 2020/October 2020



# What's Next?

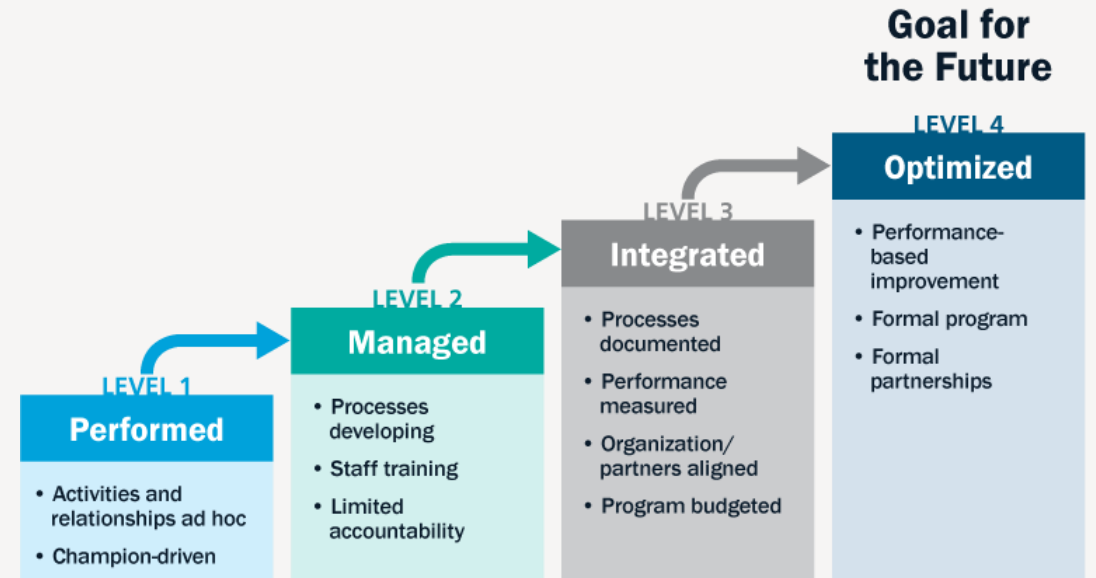
2020 - 2024

- CMM Workshop
- TSMO Business Case – Phase 2
- TSMO Website
- Performance Management Program
- Staffing and Workforce Development Plan
- Interagency Agreements
- Processes and Procedures for Planning and Financial Resources

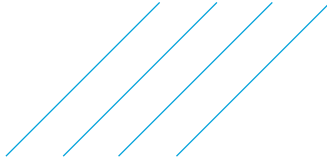
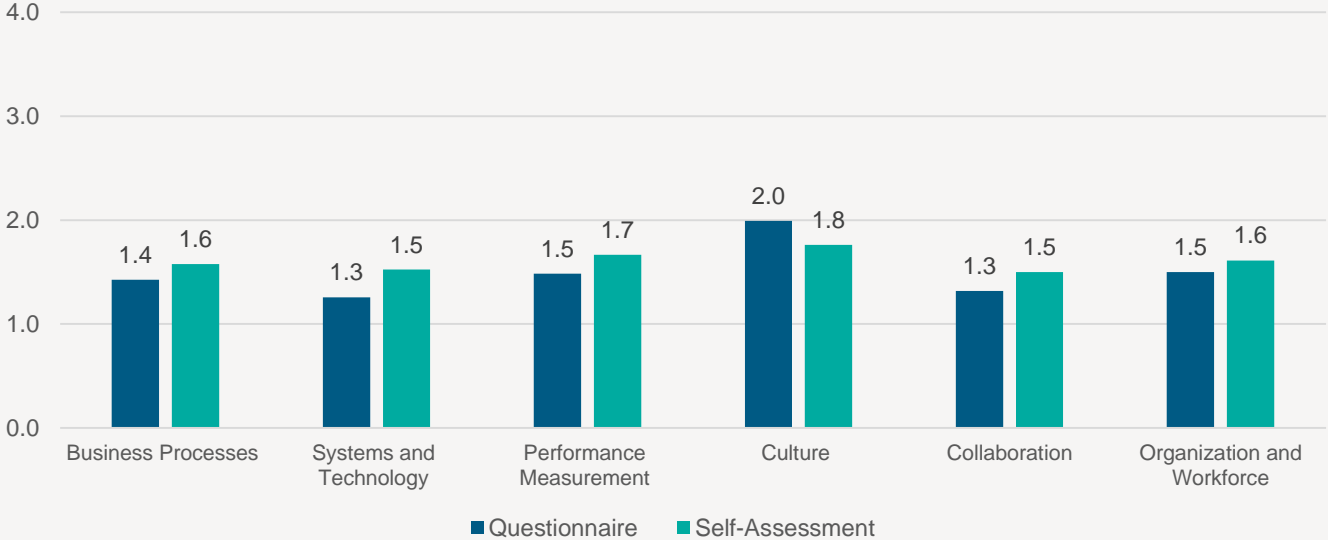


# 2020 CMM Workshop Results

# CMM Reminder!

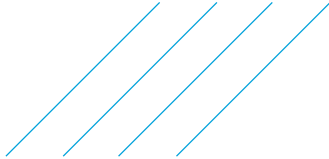
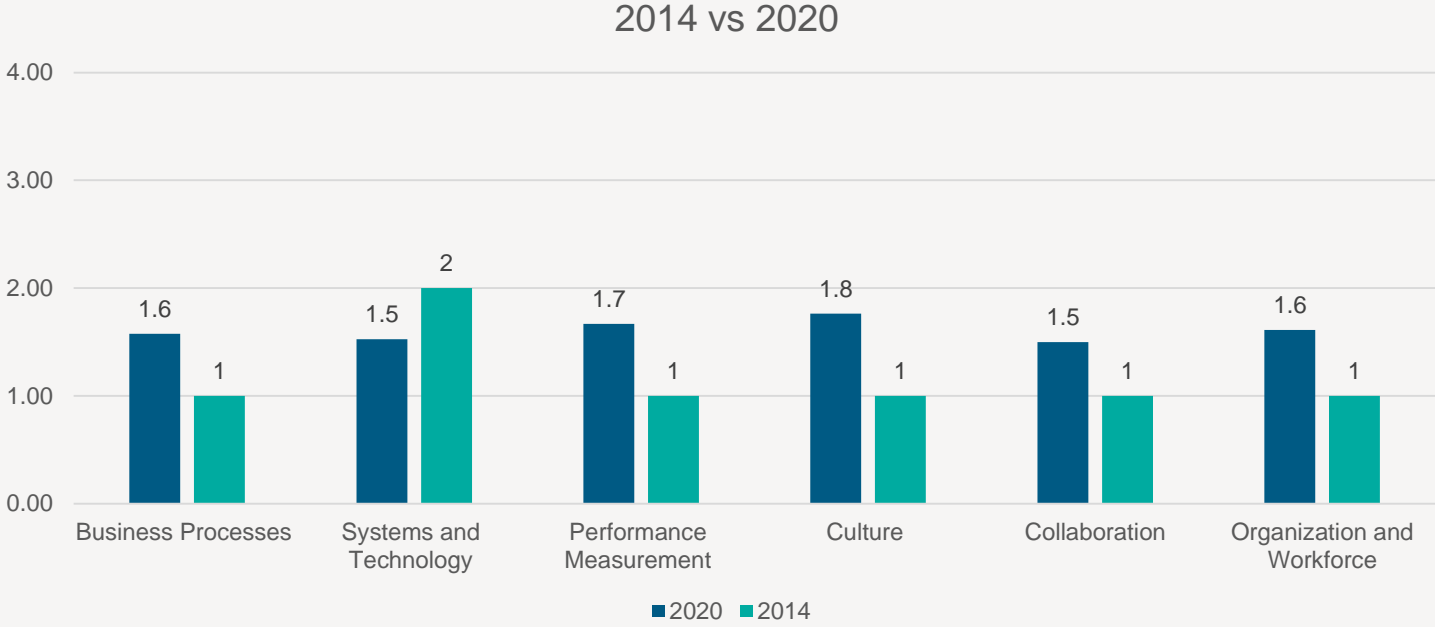


# Overall Findings – Questionnaires vs Self-Assessment





# Overall Findings – 2014 vs 2020 Results



# Some Specific Findings

## Business Processes



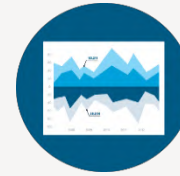
- Several participants felt that TSMO Business Processes are identified and documented, but they are unaware or unclear on how these TSMO BP fit in with existing processes and programs.

## Systems & Technology



- The level of maturity decreased since the 2014 CMM. This is reflective of an increased awareness of S&T capabilities. This is not a bad thing! This means the agency is better able to focus on specific S&T implementation activities.
- Excluding Traffic Operations, the majority of participants rated S&T at a maturity level <1.

## Performance Measures



- Participants were more able to report on specific activities that are/are not being performed or achieved than assigning a maturity to the overall dimension.
- It is clear from responses, that some programs such as TIM may be reporting performance measures at a higher maturity level than other opportunities to track the performance of the transportation network.



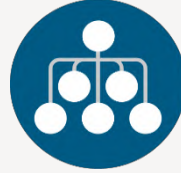
# Some Specific Findings

## Culture



- Mixed responses. It is clear that TSMO awareness is more prevalent in the Traffic Operations and Design Divisions.
- Some noted an ad-hoc approach to optimizing this dimension.
- The maturity of this dimension has increased greatly since the 2014 assessment. This is reinforced when evaluating other dimensions whose maturity level decreased since the previous assessment.

## Organization and Workforce



- A workforce development plan has not yet been pushed to other divisions or the districts.
- Organizational changes have begun for the technology and innovation section of the Traffic Ops Division.

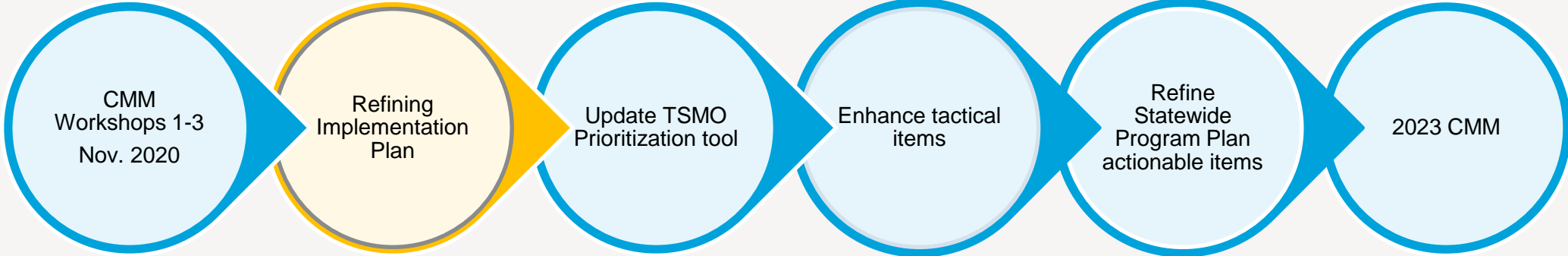
## Collaboration



- Collaboration is particularly strong in the Traffic Incident Management program.
- External collaboration varies among stakeholders. Some relationships are more formalized than others.
- Since the 2014 assessment, internal collaboration has improved while the maturity of external collaboration decreased. This, like reverse maturity in other dimensions, is reflective of the engaged participants and the agency's improved culture and enhanced understanding of collaborative TSMO activities.



# Next Steps



# Next Meeting – February 2021

- TSMO Business Case – Phase 2
- TSMO Website

# Questions

