



2011 NTTD Conference

October 9-13, 2011
Hotel Monteleone
New Orleans, Louisiana



Mes Amis, Bienvenue à Nouvelle-Orléans!

Welcome my friends to New Orleans!

The NTTD executive staff and the supporting staff of the Louisiana Department of Transportation and Development have worked hard over the last year to prepare a conference that should be both professionally and personally rewarding. The conference agenda is filled with presentations that will be informative and useful, including sessions about the National Highway Institute's programs, Franklin Covey's Speed of Trust in Government, Knowledge Management, Workforce Planning, Building Confidence in Program Performance Management, and Instructional Design and Facilitating Innovation. Then, of course there is New Orleans. This city offers a long list of enjoyable and varied activities that are sure to please everyone. Finally, I want to thank the NTTD Executive Committee and members of the LADOTD staff that have put in countless hours making this conference a success. I have been very fortunate to be surrounded by great people.

Venez - Apprenez - Jouissez (Come - learn - enjoy)!

Glynn Cavin, President

Special thanks to our 2011 sponsors:



Conference Agenda

Sunday, October 9	
2:00 pm	Board Meeting <i>Gallier Salon</i>
Hotel Check-in	Hotel Monteleone Lobby (1st Floor)
4:00 pm - 6:00 pm	Conference Registration - <i>LaNouvelle Mezzanine</i>
6:00 pm - 8:00 pm	Welcome Reception (for conference participants and paid guests) <i>West, Bienville & Iberville Ballrooms</i>

Monday, October 10	
7:00 am - 8:00 am	Continental Breakfast <i>Bienville/Iberville Ballrooms</i>
8:00 am - 8:30 am	Welcome and Introductions Glynn Cavin, NTTD President <i>La Nouvelle Orleans East Ballroom</i>
8:30 am - 9:00 am	Opening Remarks Sherri LeBas, P.E., Secretary, Louisiana DOTD
9:15 am - 9:45 am	New Orleans Convention and Visitors Bureau
9:45 am - 10:00 am	Break <i>La Nouvelle Mezzanine</i>
10:00 am - 11:30 am	NHI Update - Rick Barnaby and NHI Team
11:30 am - Noon	DOT's Pavement Preservation Checklists Mobile App: A Review of the Phase 1 and a Vision Forward Michael Mayrath, Ph.D., CEO, GYLO
Noon - 1:30 pm	Lunch <i>Bienville/Iberville Ballrooms</i>

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Monday, October 10	
1:30 pm – 2:30 pm	Speed of Trust in Government - FranklinCovey
1:00 pm – 5:00 pm	Exhibits Open <i>La Nouvelle Orleans West Ballroom</i>
2:30 pm – 2:45 pm	Break <i>La Nouvelle Mezzanine</i>
2:45 pm – 3:45 pm	NLTAPA Update Marie Walsh, Ph.D., Director, Louisiana LTAP
Evening dinner on your own	

Tuesday, October 11	
7:00 am – 8:00 am	Continental Breakfast <i>Bienville/Iberville Ballrooms</i>
8:00 am – 5:00 pm	Exhibit Area Open <i>La Nouvelle Orleans WEST Ballroom</i>
General Sessions	<i>La Nouvelle Orleans EAST Ballroom</i>
8:00 am – 9:15 am	Knowledge Management Practices Maureen Hammer, PhD, Virginia DOT
9:15 am – 10:30 am	FHWA Workforce Initiatives Clark Martin, FHWA
10:30 am – 10:45 am	Break <i>La Nouvelle Mezzanine</i>
10:45 am – Noon	Strategies to Train and Develop a Capable Transportation Workforce: Highlights from NCHRP Report 685 Brian Cronin, Ph.D., ICF International Chris Hedges, TRB
Noon – 1:00 pm	Lunch <i>Bienville/Iberville Ballrooms</i>
1:00 pm – 2:00 pm	SHA University: A Workforce Planning and Development Strategy William Barnard, Maryland SHA

Tuesday, October 11	
2:00 pm – 2:15 pm	Break <i>La Nouvelle Mezzanine</i>
2:15 pm – 4:00 pm	NTTD State Sharing
4:00 pm – 5:00 pm	Performance Management Readiness Susanna Hughes Reck, FHWA Ann Gretter, Harpers Enterprise
For all participants and paid guests	
7:00 pm – 9:00 pm.	Dinner <i>Queen Anne Ballroom</i>

Wednesday, October 12	
7:00 am – 8:00 am	Continental Breakfast <i>La Nouvelle Orleans West Ballroom</i>
General Sessions	<i>La Nouvelle Orleans EAST Ballroom</i>
8:00 am – 9:00 am	TCCC Update
9:00 am – 9:45 am	State Sharing
9:45 am – 10:00 am	Break <i>La Nouvelle Mezzanine</i>
10:00 am – Noon	Transportation Asset Management Michael Bridges, LADOTD Undersecretary Not Everyone Is A Winner MaryLeah Coco, Ph.D.
Noon – 1:00 pm	Afternoon Break
1:00 pm – 5:00 p.m.	Field Trip (lunch included)
Evening dinner on your own	

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Thursday, October 13

7:00 am – 8:00 am	Continental Breakfast <i>La Nouvelle Orleans West Ballroom</i>
General Sessions	<i>La Nouvelle Orleans EAST Ballroom</i>
8:00 am – 9:00 am	NTTD Business Meeting
9:00 am – Noon	Facilitating Innovation Kimberly Seeger, M.S., CPLP
Noon – 1:00 pm	Lunch <i>La Nouvelle Orleans West Ballroom</i>
1:00 pm – 2:30 pm	NTTD State Sharing
2:30 pm – 2:45 pm	Break <i>La Nouvelle Mezzanine</i>
2:45 pm – 4:00 pm	NTTD/TCCC Joint Discussion
4:00 pm – 4:15 pm	Conference Wrap -up



Hotel Monteleone

Ground Floor



Mezzanine



2nd Floor



Rooftop

Bill Barnard

Bill Barnard has been with the Maryland State Highway Administration (MSHA) since 1994. He currently serves as chief of Statewide Training and Development, as well as the project manager for the SHA University initiative, and as administrator for the SHA Learning Management System. Barnard serves on the SHA University Executive Committee, the Workforce Planning and Development Committee, and Managing our Agency Key Performance Area (business plan) Committee. He is also project manager at SHA for a FHWA Transportation Education Development Pilot Program grant. Bill is completing his doctorate in Education Technology at Towson University, and has an earned MS in Instructional Systems Design also from Towson University. He and his wife, Fran, live in Pikesville, MD, with their cat, Buster, and their dog, Pepper.

Michael Bridges, P.E.

Michael Bridges is the Undersecretary for the Office of Management and Finance in the Louisiana Department of Transportation and Development. In that role, he oversees a multi-disciplinary staff involved in everything from Project Finance to Human Resources. As chief financial officer, Michael is directly responsible to the Secretary for the day-to-day management of a \$550 million operating budget and a \$1.6 billion construction program. Michael is a native of Houma, Louisiana. He graduated from Georgia Tech and holds engineering licenses in both Louisiana and Texas.

Mary Leah Coco, Ph.D.

Dr. Mary Leah Coco is the assistant director at the Louisiana Department of Transportation and Development's Transportation Training and Education Center (LA DOTD – TTEC), which is located on the Louisiana State University campus. Dr. Coco's responsibilities at TTEC include oversight of over a \$2 million dollar training budget, contract administration and oversight on all external training initiatives, needs assessment strategy development and implementation for training effectiveness and strategic initiatives, and overall training program evaluation. Dr. Coco was also the co-principal investigator on a \$275,000 departmental research grant to study immersive virtual

learning environments using experiential learning theory as a framework. Prior to joining the LADOTD – TTEC team, Dr. Coco served as a research associate at the Louisiana State University Division of Workforce Development for five years and worked for the FBI for seven years prior. Dr. Coco obtained her Bachelor of Arts in English, Master of Science in Human Resource Education and Workforce Development, and Doctor of Philosophy with a focus in Adult Education from Louisiana State University. Dr. Coco's specific research interests include: immersive virtual learning, adult education, experiential learning, distance education, and knowledge transfer. Dr. Coco is a member of the American Educational Research Association, United States Distance Learning Association, American Society of Training and Development, National Council on Measurement in Education, National Defense Industrial Association, Society for Human Resource Management, Organizational Development Network Organization, National Society of Collegiate Scholars, Phi Kappa Phi National Honor Society, and Gamma Sigma Delta National Honor Society of Agriculture.

Ann Gretter

In January 2011, Ann Gretter started her own company to provide freelance management, communication, and distance learning consulting to federal and state agency clients. Her company, Harpers Enterprise, is currently engaged in client work with the Federal Highway Administration and several large and small businesses in the DC Metro Area.

Gretter has over 8 years of consulting experience including a stint at Deloitte Consulting and has worked on projects with the states of California and Pennsylvania, as well as federal clients including the Department of Transportation, the Centers for Disease Control and the Peace Corps. She has over 15 years of federal service where she held a variety of strategy and training program management positions. Gretter holds a Bachelor of Arts Degree in Communications and an MBA from the Anderson School at UCLA where she was a Fellow at the Price Center for Entrepreneurship.

Maureen Hammer, Ph.D.

Director, Knowledge Management
B.A., Political Science, University of Nebraska; M.L.S., Emporia State University;
Ph.D., Organization and Management, Capella University

Dr. Hammer has been with VDOT since 2003. Her focus is on knowledge identification, organization, and dissemination; library science; knowledge

systems; change management; conflict management; management and leadership; organizational development; organizational behavior; and qualitative research and analysis. Dr. Hammer chaired the program committee for the 56th Virginia Transportation Conference in 2007. She is an active member of the Transportation Research Board (TRB), serving as secretary to the Committee on Productivity and Management (ABC20) and a friend of the Committee on Strategic Management Committee (ABC10). She is also a member of the Federal Knowledge Management Working Group and the e-GOV Knowledge Management Conference Advisory Board. Dr. Hammer is a frequent speaker and writer on knowledge management in government; has consulted with several government and non-government organizations developing knowledge management programs; and is a member of Beta Phi Mu, the National Library Science Honors Society. She is adjunct faculty for Business Administration, Baker College, in Michigan where she teaches management theory, change management, and organizational behavior. Dr. Hammer has held several library and knowledge management positions in private industry, academic and health services organizations. Under her leadership, the VDOT Knowledge Management Program was recognized by the American Association of State Highway and Transportation Officials Performance Management Committee with the 2009 Trailblazer Award; a finalist in the 2008 Harvard Innovations in Government Award; and a finalist in the 2007 KM Reality Award for KM World.

Chris Hedges

Chris Hedges has worked in transportation research program management for more than 25 years. He has been with the U.S. Transportation Research Board since 1999 as a senior program officer in the National Cooperative Highway Research Program. In his present position with TRB, Hedges manages a diverse portfolio of research in the areas of policy, economics, finance, traffic engineering, planning, and design. He also provides administrative support to the AASHTO Research Advisory Committee. Before coming to TRB, Chris spent 14 years with the Transportation Association of Canada, most recently as their director of Research and Information Services.

Sherri LeBas

Sherri H. LeBas was appointed as Secretary of DOTD in June 2010 by Governor Bobby Jindal. In February of 2010, Gov. Jindal named LeBas as DOTD's Interim Secretary. She has 25 years in state service in Louisiana: 20 years at the Department of Transportation and Development and 6 years with the Division

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of Administration. Throughout the years, LeBas has served as Project Manager on numerous projects at DOTD inclusive of I-49 in Shreveport and the TIMED program. While at the Division of Administration she managed projects for parishes and cities. In 2005, LeBas served as a facilitator for the DOTD Change Management Program working with DOTD personnel and private industry to change or enhance the way DOTD conducts business. In 2006 and 2007, LeBas served as the Assistant to the Secretary for Policy. Since the summer of 2008, Sherri served as Deputy Secretary overseeing the Capital Program, the surplus program, ARRA (federal recovery program), legislative issues and potential changes and managing day to day business at DOTD. Sherri holds a bachelor's degree in civil engineering from Louisiana State University and is a licensed professional engineer. She is a member of AASHTO, American Society of Civil Engineers, and Louisiana Society of Professional Engineers in Civil Service and is a recent inductee into the Louisiana State University Civil Engineering School's Hall of Distinction.

Doug Puzey

Doug Puzey (pew'-zee) has been with FranklinCovey for over 15 years. Puzey, as an area director in the southeast works with more clients in the public and private sector than any other director in the U.S. He is the leader of implementation for Leading at the Speed of Trust and has also helped author content for FranklinCovey's Execution practice. His hands-on experience inside organizations across several industries has helped drive multi-million dollar improvements and created processes that have produced long term sustainable results. Puzey studied business and marketing for his undergraduate degree and graduated at the top of his class while earning his MBA. Puzey spends lots of time with his family. He has four children just hitting the teenage years. He does lots of community service, loves to mountain bike, stand-up paddle board, and is an avid reader.

Susanna Hughes Reck

In June 2007, Susanna Reck became the technical program coordinator and support services team Leader for the Office of Infrastructure, Federal Highway Administration in Washington, DC. Reck is responsible for administering Infrastructure's multimillion dollar program budget and overseeing the office's strategic, performance, and marketing plan development. Since August of 2010, Reck has been leading several initiatives to build the institutional capacity for performance management for the Agency. Susanna has over 20 years of federal service having held a variety of program and administrative

management positions. Reck holds a Bachelor of Arts Degree in Communications and Master of Arts in Transportation Policy, Operations and Logistics from George Mason University.

Kimberly Seeger, CPLP

Kimberly Seeger, CPLP, connects people with innovative solutions to "Learn Something Extra!" She collaborates with Fortune 500 to entrepreneurial organizations to design and deliver enthusiastic, performance-driven solutions. Kimberly strives for 100% learner engagement, which results in greater learning transfer. The process in designing, developing, and implementing a learning solution begins with questions. Conversations with stakeholders, subject matter experts, and learners provide the foundation for what people need to know, do and feel to impact performance.

Examples include:

- Developed a knowledge transfer process for the state unemployment workflow software application in collaboration with programmers and super end users.
- Developed supporting resources for production leadership & mentoring program for engineers in a manufacturing in collaboration with Lean Six Sigma Subject Matter Experts
- Designed and developed competency based performance management curriculum in collaboration with executive coaches and human resources experts.

As an active member in the profession, she served as past president of ASTD Baton Rouge chapter as well as several other leadership positions. Seeger has presented at the ASTD Chapter Leadership Conference, International Conference and Exposition, Virtual Conference, chapter events, as well as regional and state SHRM conferences. Seeger is a Certified Professional in Learning and Performance (CPLP) and holds a Master's of Science degree in Human Resource Education and Workforce Development from Louisiana State University. Her undergraduate work was in Human Resource Management and Management Information Systems from Indiana University of Pennsylvania.

Log in to her Web site at www.kimberlyseeger.com for free tips and resource links.



French Quarter Dining

Mr. B's Bistro

- www.mrbsbistro.com
- 201 Royal Street; across the street from hotel; 3 second walk
- Contemporary Creole

Stella!

- www.restaurantstella.com
- 1032 Chartres Street; 0.8 mi. from hotel; 13 minute walk
- Eclectic

Galatoire's

- www.galatoires.com
- 209 Bourbon Street; 0.2 mi. from hotel; 2 minute walk
- Creole French

Pelican Club

- www.pelicanclub.com
- 312 Exchange Place; 0.2 mi. from hotel; 2 minute walk
- Contemporary Creole

Bayona

- www.bayona.com
- 430 Dauphine Street; 0.5 mi. from hotel; 6 minute walk
- Eclectic

Arnaud's

- www.arnaudsrestaurant.com
- 813 Bienville Street; 0.3 mi. from hotel; 3 minute walk
- Creole French

Café Giovanni

- www.cafegiovanni.com
- 117 Decatur Street; 0.2 mi. from hotel; 4 minute walk
- Creole Italian

GW Fins

- www.gwfins.com/nola
- 808 Bienville Street; 0.3 mi. from hotel; 3 minute walk
- Seafood

K-Paul's Louisiana Kitchen

- www.chefpaul.com/kpaul
- 416 Chartres Street; 0.2 mi. from hotel; 2 minute walk
- Cajun

Antoine's

- www.antoines.com
- 713 Saint Louis Street; 0.4 mi. from hotel; 4 minute walk
- Creole French



Transportation Options

Transfers from Airport to Hotel

Airport Shuttle: The airport shuttle meets every flight at the Louis Armstrong International Airport. You should proceed from baggage claim to the transportation center for shuttle service. The one-way rate is \$20.00 and a round trip is \$38.00 – both are per person fares. There is a baggage limit of three bags per person. Call 1-866-596-2699 or (504) 522-3500 for more details or to make a reservation. Advance reservations are required 48 hours prior to travel for all ADA accessible transfers. Please call in advance of your travel date for the specially-equipped shuttle to be reserved.

Taxi Service: You may take a taxi directly to the hotel from the airport. Rates from the airport are \$33.00 for one or two persons traveling together and \$14.00 (per passenger) for three or more passengers. Pick-up is on the lower level, outside the baggage claim area. There may be an additional charge for extra baggage. Taxis are required to offer a credit card payment option.

Airport Limousine: Airport Limousine is the official limousine service for Louis Armstrong New Orleans International Airport. Convenient kiosks are located in the baggage claim area and no hassle curbside pickups are available. Rates begin at \$58 for 1 or 2 passengers.

Automobile Rental: There are nine rental agencies with offices on the lower level of the airport. Check with each company for rates.

To return to Airport from Hotel

Just call the Airport Shuttle and give them your time of departure. They will advise you of a time for pickup in the lobby of Hotel Monteleone.

Sightseeing

The Hotel Monteleone is located in the middle of the historic French Quarter. There are numerous first-class restaurants within walking distance of the hotel, guaranteed to satisfy whatever your palate desires. Local shops, bars, and other small eateries are scattered throughout the French Quarter.

The Hotel Monteleone is also only a few steps away from the endless nightlife of Bourbon Street. If you wish to see more of the Greater New Orleans area, Grayline has a desk in the lobby of Hotel Monteleone and can offer you many exciting excursions. Whether you need private or customized tours, our concierge located across from the front desk can assist you.