



# *Organizing for Reliability*

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# Application of Reliability Products

## THE PATH TO EXCELLENCE IN OPERATIONS FOR A STATE DOT

What areas should this DOT  
target for improvement?

To Here

Which capabilities does the  
DOT have to improve to get there?

From Here

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# Strategic Approaches for SHRP2 Reliability Implementation



- **Organizing for Reliability**
- L06 CMM workshops for DOTs and MPOs
- Support for implementation of agency action plan

- TIM Training (L12, L32b, L32c)
- Knowledge Transfer (L17)
  - Gap filling projects
  - Communications tools
  - Data archive (L13A)
  - Regional operations forums (L36)
- Reliability Analysis Tools
  - Reliability Monitoring (L02)
  - Planning and Program (L05)
  - Reliability Design (L07)
  - HCM (L08)
- Organizing for Reliability
  - Business Process (L01/L34)
  - Workshop materials (L31)
- Other Products
  - Modeling tools (L04)
  - Economic evaluation models (L11)
  - Traveler information (L14)



- **Individual Product Implementation: DOTs, MPOs, Cities, Counties**
- Single or multiple product implementation

# Institutional Architectures to Improve System Operations and Management (L06)

- **Systems Operations & Management Capability Improvement Workshops (L06)**
  - Business Processes
  - Systems/ Technology
  - Performance Measurement
  - Culture
  - Organization/Staffing
  - Partnerships



# Guide to Integrating Business Process to Improve Reliability (L01)

## Integrating Business Processes to Improve Reliability (L01)

- Guidebook (and e tool) for structured approach to analyzing key processes and gaps to improve reliability



# Four-step Process

## **Outreach**

- Creating awareness and interest in developing and sustaining operations as a core business function

## **Assessment**

- Analyzing of needs and potential business process strategies to address key organization issues and institutional gaps impacting travel-time reliability

## **Development**

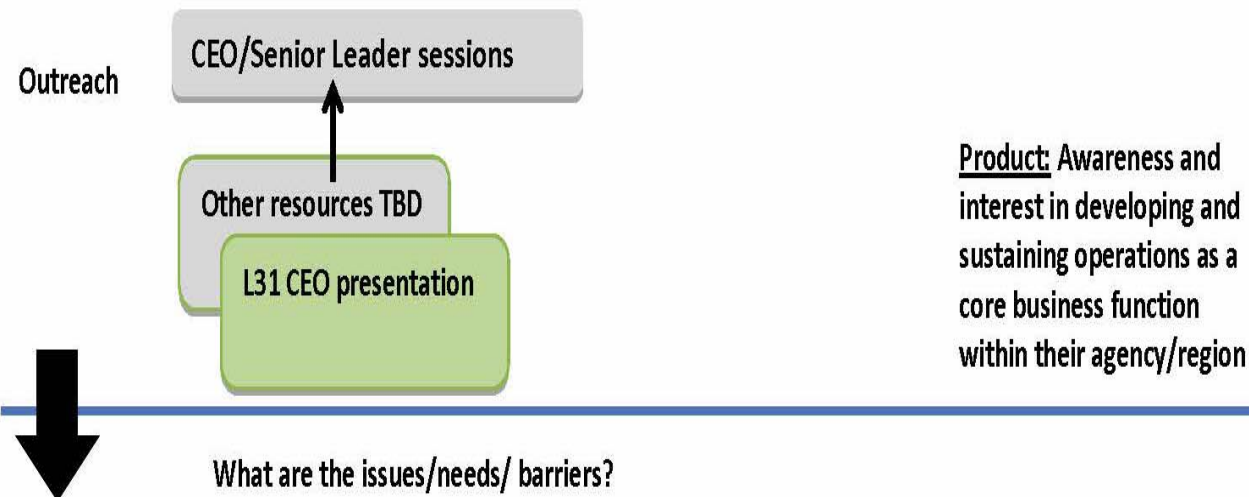
- Creating an action plan with specific steps to improve operational efficiency and effectiveness

## **Implementation**

- Delivering action plan and measuring progress

# Implementation Approach

## Level 1 Outreach Strategies

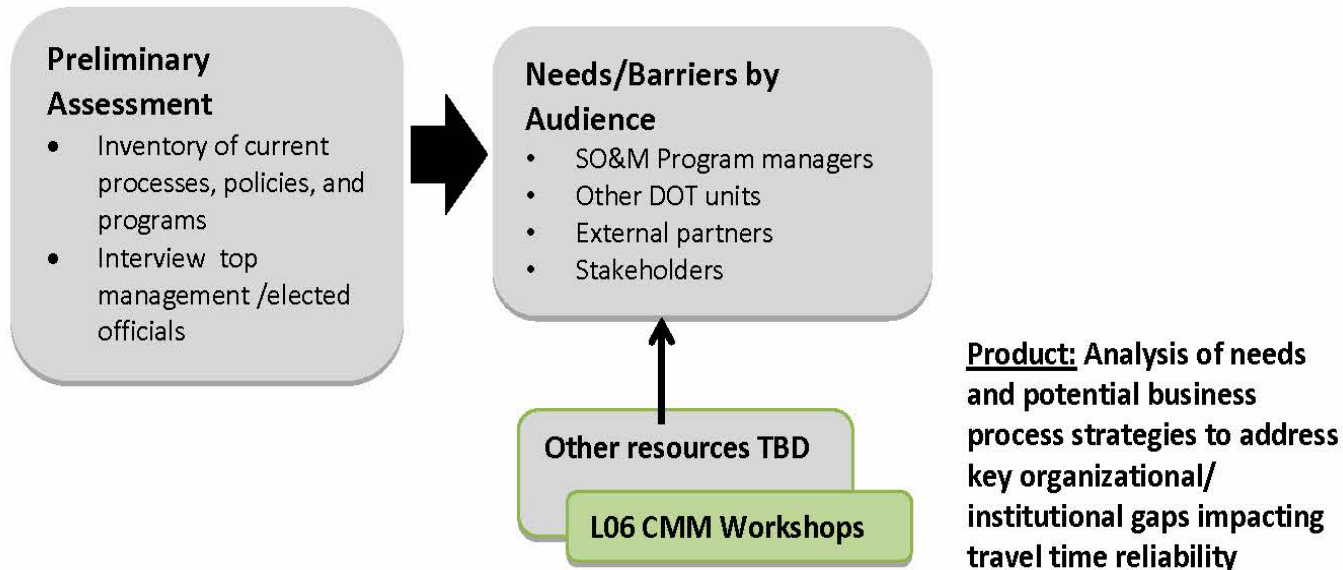


- Provide CEO/executives an understanding of what this approach has to offer and gain their interest in serving as an initial implementer
- Gain commitment from CEO/executives and key staff and stakeholders

# Implementation Approach

## Level 2 Assessment Strategies

What are the issues/needs/ barriers?



What needs to happen and how do we get there?

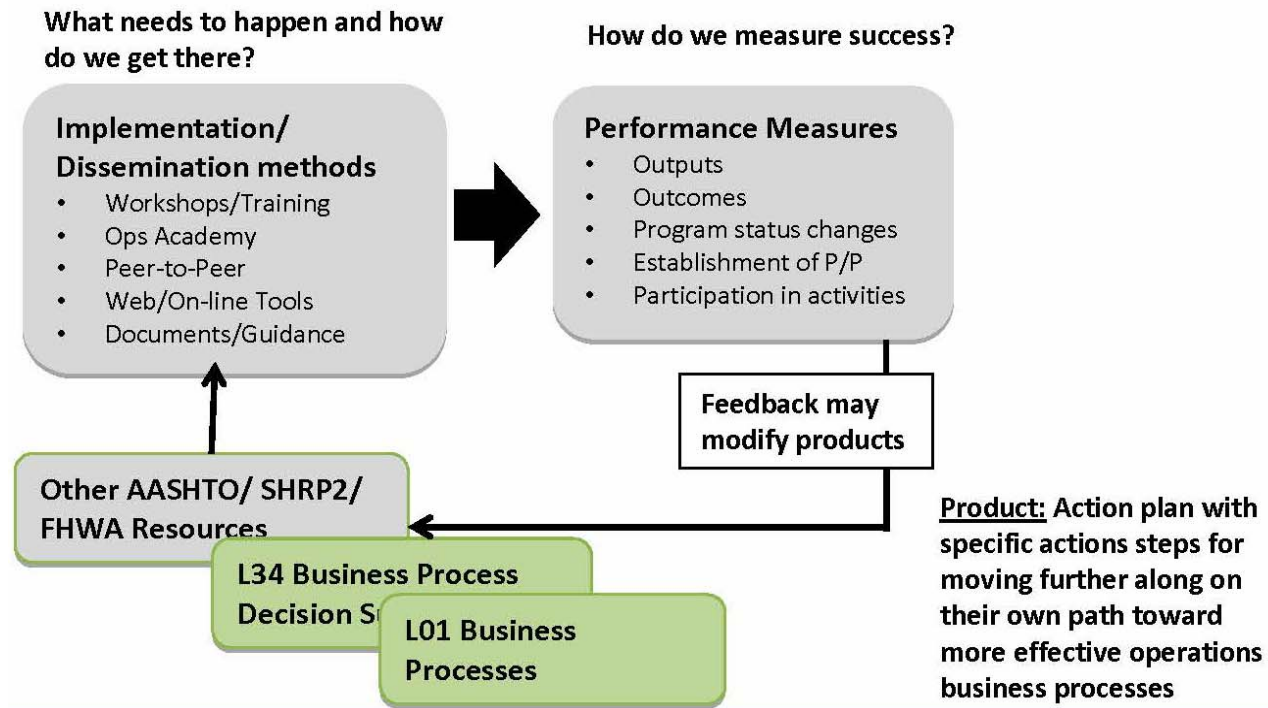
How do we measure success?

**Assess the organizational maturity of agency/region**



# Implementation Approach

## Level 3 Development Strategies

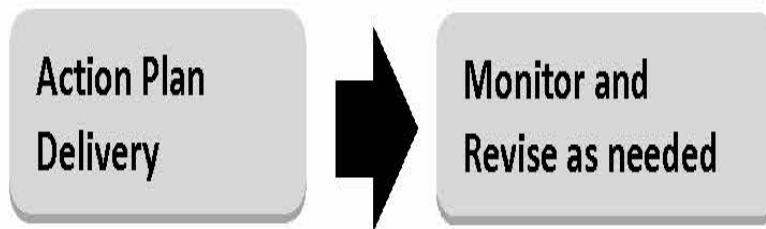


Develop an action plan to improve the agency/region level of operations capability

# Implementation Approach

## Level 4 Implementation Strategies

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Product: Measured progress toward being more effective and sustained operations programs

**Deliver resources to improve processes, garner support of leadership to continue funding the program, and foster relationships among the various stakeholder groups involved in operating the systems**

