

**Compass Advisory Team
March 30 & 31, 2004
Stevens Point**

Present: Alison S. Lebwohl, Mike Ostrenga, Bruce Fredrickson, Mike Burns, John Corbin, Jack Yates, Tom Walther, Gary Kennedy, Bob Hanifl, Todd Hogan, John Kinar, Scott Schnacky

Facilitator: John Nordbo

Absent: Brian Gaber, Brett Wallace, Joe Nestler

Topic	Discussion	Tasks & Decisions
Goals for the coming year	<ol style="list-style-type: none"> 1. continue field review 2. report on signs 3. report on winter 4. update model to pass/fail 5. pull reporting in-house 6. have UW focus on analysis 7. pilot data entry in districts 8. host national conference 9. set targets 10. prepare "the story" 11. take program to Secretary's office 12. develop framework for business plan alternatives 13. BHO managers initiate dialogue within BHO and with DTIM about IT integration and inventory development. 	<p><i>Decision:</i> Priorities are as follows.</p> <p>1-3 are going to happen 4-7 in descending order. 8-11 are going to happen 12 & 13 are very important</p>
SWOT analysis	<p>These goals came out of an extended discussion, in which the following topics were determined to be priorities for the next 12 months of Compass:</p> <ol style="list-style-type: none"> 1. Inadequate inventory systems within WisDOT and lack of safety focus for Compass 2. The challenge of integrating Compass into WisDOT's business and the weak model for going from field scores to Compass measures. 3. Telling the highway operations story 4. Skepticism 5. Resource constraints in the field and central office, including the lack of Compass staffing. 	
Presentation from Alison	See slides	
New members	<p>We welcomed</p> <ul style="list-style-type: none"> • John Corbin from traffic • Bob Hanifl from D5 • Todd Hogan from D1 	

<p>Communication: players</p>	<p>Secretary's office</p> <ul style="list-style-type: none"> Do we take graphs to Secretary's office? Probably pictures of service levels rather than bar graphs. <p>Legislature</p> <ul style="list-style-type: none"> Are we in a position to affect the next biennial budget? <p>Media</p> <ul style="list-style-type: none"> What about going to the media first? Once we do that, the legislators will pay attention. The Secretary's office would have an opinion on this, as would OPA. 	
<p>Communication: tactics and message</p>	<p>Need for a communications professional.</p> <ul style="list-style-type: none"> OPA and DCM's will carry the message. We will need help crafting the message. <p>Operations story</p> <ul style="list-style-type: none"> Proposal to create pictures, service levels and accompanying description. Revised description of ops: "We get you where you're going – safely, reliably, comfortably, at a reasonable price." 	<p>Alison will:</p> <ul style="list-style-type: none"> Update proposal. Contact DCM's to see if one is willing to be a co-author. Look into using a communications professional at beginning & end.
<p>Challenges</p>	<p>Alison's initial list of challenges</p> <ul style="list-style-type: none"> Model for going from field data to feature scores and element grades still not as robust as I would like. Resources remain tight. Program was given a broad charge. Pressure to take this to the legislature. <p>Additional challenges:</p> <ul style="list-style-type: none"> Small set of key people who know everything; what do we do when we lose them? Do we have the resources to continue doing this? Can we consolidate this with other programs? How do we institutionalize this process? Continued skepticism and lack of knowledge <ul style="list-style-type: none"> "What are you going to do with this?" "This is just another one of those ripples on top of the pond." Pressure on district staff's time 	
<p>Program scope</p>	<ul style="list-style-type: none"> Are we in the business of making sure our data is accurate? No. Are we in the business of supplementing the data sources we have? No. What is our role in providing information on what inventory information would be useful? 	
<p>Presentation from Teresa: BHO Scope of Influence</p>	<ul style="list-style-type: none"> See slide show Meta: a lower priority for connection. <ul style="list-style-type: none"> Different pot of \$ Different pieces of road Meta is more prescriptive and works with inventory data. While Compass is working primarily with sample and condition data, it will be a less productive connection. WISLR: no connection 	<p>Bruce and Alison will let the DD's know that we've looked at other systems and how we connect to those.</p> <p>John K., John C., and Scott will sit down with BHO managers and talk about how maintenance</p>

	<ul style="list-style-type: none"> • PONTIS: promising <ul style="list-style-type: none"> ○ Similar to pavement logic ○ Bridges are not a large amount of the maintenance budget (\$3/\$100) ○ The condition information in PONTIS could be mined to get routine or maintenance information. <p>Pavement</p> <ul style="list-style-type: none"> • Why are construction and maintenance being evaluated in separate systems? There is a large cost in effort and consequences in this. Is this an opportunity to find sustainability? • Can we use these systems to determine the best approach to maximize the life of these pavements? • We don't do pavement prevention. • D5 uses PMMS recommendations and uses improvement funds to do that preventive work, often through let projects • Is this a BHO management challenge: the integration of pavement? Yes. This is not Compass' job to integrate these. <p>Operations Resource Model</p> <ul style="list-style-type: none"> • Activities relate to Compass features and can be connected. <p>LOS</p> <ul style="list-style-type: none"> • Provides expectations of activity levels and frequencies. • Discussion from team: <ul style="list-style-type: none"> ○ Are the directives in LOS getting through to the field staff? ○ Can this help us prioritize activities? <p>HMS</p> <ul style="list-style-type: none"> • Opportunity to look at what we're doing with the money we've spent. • Look at productivity and performance. <p>Action items:</p> <ul style="list-style-type: none"> • Report what's in Compass relative to the LOS model and HMS activity codes. 	<p>and construction should integrate their decision-making on pavement.</p> <p>All: Consider spending a future meeting discussing this and other integration issues.</p>
Sampling	<p>Sampling.</p> <ul style="list-style-type: none"> • If we go from 2300 to 1920, we don't lose a lot of information on comparing district to district. • What if we go to 240 per district? 	<p><i>Decision:</i> Take 240 segments at the district level.</p>
Pass/fail	<p>Scores</p> <ul style="list-style-type: none"> • What about those Compass scores? They are misleading without the deficiency info. • Do scores capture variability? 	<p><i>Decision:</i> Go to pass/fail. Keep distribution information in field measures. Use "good" and below for thresholds for failing.</p>
Reports	<ul style="list-style-type: none"> • Compass score and deficiency are confusing. 	<p><i>Decision:</i> Provide</p>

	<ul style="list-style-type: none"> We don't want to lose the information about severity, as well as extent. Having the distribution of field measures would do that. We can pay attention to formatting, and provide some guidance and ease of use in tables that way. Once we have targets and analysis, the executive summary should provide information on content and the budget and other trends impacting the results. What if we focus on a few features? What if we only analyze a few features? Can provide a moving average. Are we seeing more than we need? Is this the customer perspective? 	<p>statewide feature scores and targets in charts; everything else in tables.</p> <p><i>Decision:</i> Add executive summary on content.</p>
Features	<ul style="list-style-type: none"> Do legislators care about flumes? Why are we looking at these? Let's focus on things that people care about. If we're going to tell a story, we need to tell one that legislators can understand. If we don't inventory this stuff, we're going to forget about it. "It's a Cadillac system." Why are we looking at things we're doing well? Storm sewer and drains the county does little work on and we're not getting much info. Flumes are critical and they're easy to evaluate. 	<p><i>Decision:</i> Leave features as is for rating, but scale back reporting.</p>
Reporting/analysis	<ul style="list-style-type: none"> Need for ability to regularly produce annual reports with charts and tables. Have small budget (\$25K) currently dedicated entirely to this. UW team not interested in annual production, but in analysis. Proposed: BHO support an IT consultant/ program that would provide support for Compass, OIS and traffic IT needs. In the meantime, can use some time from data management person being brought on by traffic lab. 	<p><i>Decision:</i> Pull this in-house using Tim and traffic lab IT person.</p> <p>Alison will set up a meeting in mid-June with Tim, John C., and traffic lab person to create a work plan.</p> <p>Alison will work with UW, Tim and others to put together work plan.</p>
Winter and field review	<ul style="list-style-type: none"> Use both to tell the story together for the legislature. Timed around the budget. When reporting out to the field, report out in pieces. Report as soon as it's ready. 	
Sign report distribution	<ul style="list-style-type: none"> Should they be a separate element? Email to: Tom Notbohm, Matt Rauch: please forward to appropriate people in districts. Cc to the Advisory Team. 	<p><i>Decision:</i> Signs will remain features within traffic. Include operational stuff in report.</p> <p>Alison will forward the completed report to Tom and Matt for distribution.</p>
Signs	<ul style="list-style-type: none"> Should missing/downed signs remain in the field review? If so, are they an integrated feature or separate? 	<p><i>Decision:</i> missing/downed signs remain in field review and are</p>

		reported as a separate feature from age.
Inventory data	<ul style="list-style-type: none"> • Are we in the business of recommending what additions would be helpful? • Can we keep a running record of what data we could use? • Or is it just part of the story we tell about how we could use this? “In the absence of better organizational support, we can sustain at the status quo.” • Development of a business plan for Compass. Here’s its status and role and funding. Here are needs and opportunities, many of which have to do with integration, and some alternative approaches, with different plans and funding levels. Or maybe put together a framework for a business plan. Perhaps next year we could put this framework together. • This is connected with the conversation about integration with other systems, including LOS/ HMS and other data integration needs. • What if we were to start talking about a vision of how Meta and maintenance management integrate? 	<p><i>Decision:</i> bring framework next year and spend time at this meeting outlining possible business plans.</p> <p>John K, John C, and Scott will carry this torch in BHO, for working with DTIM to integrate Meta, and report back to the group.</p>
Priorities	<ul style="list-style-type: none"> • We have promised to set priorities, but haven’t done that yet. • DOT should be setting priorities. 	<p><i>Decision:</i> We provide information on service levels and targets. Ops Managers set priorities.</p>
Target parameters	<ul style="list-style-type: none"> • Could be ranges associated with targets. • Safety can drive tolerance on the range. • Can use our initial weights as guidance. • Consistent reasoning 	<p>Alison and Bruce will ensure the target group has this information. Mike will work with them.</p>
	<p>Possible future stuff:</p> <ul style="list-style-type: none"> • Review: highway operations/mobility and having features associated with it. 	<p>Alison will ensure that this topic is reviewed periodically.</p>
	<ol style="list-style-type: none"> 1. Weak model/ minimal inventory: answered by model improvements and BHO focus on inventory systems. 2. Integration into business: covered by 12 & 13. 3. Telling the story of highway ops: #10, as well as 9 and others. 4. Skepticism: answered through #10, and #3, and will be addressed in communication plan 5. Resource issue: cutting back on some efforts (#3, #5) ; #12. 	
Communication plan: messages	<p>Messages for people in the program</p> <ul style="list-style-type: none"> • Thank you! • This is where we’re at. This is where we’re going. • We’ve heard you. We’ve simplified and cut back where possible. • We’re on track to go to the legislature in 2005. We’re developing targets and pictures; will have both by fall. • We’re working to integrate with other systems and ensure no overlap. 	<p>Alison will use these messages in her communications.</p>

	<ul style="list-style-type: none"> • We still have a long way to go, but we can do a lot with what we have. <ul style="list-style-type: none"> • We'd like to have 1-2 years more data. • There are things we'd like to do that we don't yet have resources to do: weave it activities, operations, etc. • There are things we're waiting on the organization to do: gather inventory information, complete various systems, etc. <p>Managers/decision-makers</p> <ul style="list-style-type: none"> • Thank you! • This is where we're at. This is where we're going. • Program continues to grow and improve. • We're learning from other states. We've built a system that works for us. • We're working to integrate with other systems and ensure no overlap. • Sell them on the program: <ul style="list-style-type: none"> • We're good caretakers of the funds you've given us. • This is what it does for you. <ul style="list-style-type: none"> • Creates performance measures. • Provides accountability up front. • Tells our story. • We still have a long way to go, but we can do a lot with what we have. <ul style="list-style-type: none"> • We'd like to have 1-2 years more data. • There are things we'd like to do that we don't yet have resources to do: weave it activities, operations, etc. • There are things we're waiting on the organization to do: gather inventory information, complete various systems, etc. • Next year, we'll be assessing possible future directions for this program, given different business integration options, and will be bringing this back to you. 	
<p>Audiences</p>	<ul style="list-style-type: none"> • DD's (May 20): Alison and Bruce • IDIA (June 7): Alison and Dave • Secretary's Office (TBD): Alison and Dave • WCHA (July?): Alison • Patrol Sup's (spring & ongoing): Alison • SPO Managers (July): Alison & Bruce • National conference (Oct) • Legislators (late in 2005) 	<p>Alison will schedule and attend these as described. Bruce and others will attend with her, as described.</p> <p>Messages will be as above.</p>