

**Compass Advisory Team  
Minutes  
October 22, 2002, 9am to 4pm  
Wisconsin Rapids**

Team members present: Mike Burns, Joe Hollister, John Kinar, Alison S. Lebwohl, Mike Ostrenga, Scott Schnacky, Tom Walther, Jack Yates

Guest: Teresa Adams

Facilitator: Claudia Orvis

Team members absent: Brian Gaber, Jerry Kast, Gary Kennedy, Anne Monks, Matt Rauch, Brett Wallace, Mark Wolfgram

Attachments: Advisory Team presentation (A-Team 10-22-02)

| Topic                | Discussion  | Decisions, Tasks & Owners   |
|----------------------|---|---|
| Introduction         | <ul style="list-style-type: none"> <li>• The team welcomed new member Mike Burns, a D2 assistant highway maintenance engineer.</li> <li>• Brett Wallace, a D1 SPO maintenance supervisor, has also accepted an invitation to join our team.</li> <li>• Binder updates and instructions were issued.</li> </ul>  | <p><b>All:</b> update your binders OR ask Alison to have a new, updated binder issued to you.<br/> <b>Alison:</b> send packets and directions to absent team members.</p> |
| Update               | <ul style="list-style-type: none"> <li>• Alison updated the team on ongoing Compass activities and efforts. See attached presentation for details.</li> <li>• A handout from Matt Dull, Compass intern, discussed the proposed revisions to the customer survey.</li> <li>• Teresa Adams, a UW professor of civil engineering spending 1/12 of her time this year on the Compass program, discussed her work on data modeling and as an advisor to the program. Her presentation is in the binder update packet.</li> <li>• Joe Hollister noted that districts were 60% of the way done with rating as of 10/4 and were expected to be done on time. He believes that not having the pavement data available this year will be a stumbling block for DTD acceptance of the program. He noted that district leadership as a group seems to have accepted the concept of Compass, but is adopting a wait-and-see attitude on its products.</li> </ul> | <p><b>Alison:</b> send out presentation and customer survey handout.</p>  |
| Tracking rating time | <ul style="list-style-type: none"> <li>• We would like to be able to report out on Compass costs, including time spent.</li> <li>• Districts have been using Compass project id's, probably fairly accurately.</li> <li>• Counties have been using #096, but probably not as accurately, due to confusion about billing training separately from rating, and because of the likelihood of combining Compass rating with other activities.</li> <li>• The best estimate of time involved in rating would likely be:               <ul style="list-style-type: none"> <li>○ Actual rating time as reported on rating sheets x number of raters.</li> <li>○ District travel time (as estimated from time reported on district time sheets) x 2.</li> </ul> </li> </ul>   | <p><b>Decision:</b> Estimate rating time using a combination of rating sheets and district project tracking.</p>  |

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| Compass dashboard reports | <ul style="list-style-type: none"> <li>• Alison, Teresa and Matt D. put together a draft set of performance measures for Compass (included in binder update packet) in an effort to:               <ol style="list-style-type: none"> <li>1. support decision-making for Compass teams</li> <li>2. provide accountability to stakeholders</li> <li>3. frame the program’s goals and accomplishments</li> </ol> </li> <li>• The team reviewed the measures and suggested improvements, including the above one on travel time.</li> <li>• Since the measures are more process than outcome, they would likely be of most interest to Compass team members and ops managers, and of little interest to top-level managers.</li> <li>• Primary audience is likely to be: Compass team members, SPO chiefs, district area supervisors and assistants, BHO chiefs.</li> <li>• County commissioners, Division Administrators and DD’s would likely glance at it if provided with their Compass ratings report as part of an executive summary.</li> </ul> | <p><b>Decision:</b> Issue report as part of executive summary with ratings reports.</p> <p><b>Decision:</b> Have measures ready to report out by Advisory Team report review around Dec. 15 or Jan 5.</p> <p><b>Alison:</b> Revise and report out measures.</p> <p><b>Scott:</b> Assist Alison with gathering cost data.</p>   |
| Executive summary         | <ul style="list-style-type: none"> <li>• There is no need for a separate issuing of a dashboard report or an annual report.</li> <li>• The ratings reports will be issued with an executive summary that will include:               <ul style="list-style-type: none"> <li>○ The dashboard report of measures.</li> <li>○ Where we’re going &amp; where we’ve been, based on the Fall 2002 message, summarized in Alison’s presentation to this team today.</li> <li>○ More narrative, including quotes from the ratings teams, plans for the future, reactions from the field.</li> </ul> </li> </ul>   | <p><b>Alison:</b> draft and issue report.</p>  |
| Program direction         | <ul style="list-style-type: none"> <li>• The team brainstormed program decisions to be made at the end of this round of ratings, and the criteria that might be used to make these decisions. Each team member then received 5 votes for those decisions s/he believed were most critical.</li> <li>• See flipchart notes below.</li> <li>• The Ops Managers (DTD &amp; BHO) will make the final choice. It was recommended that the Advisory Team evaluate and recommend a package, however, and then show the ops managers the input and reasoning that went into that recommendation. We would not recommend anything that the BHO leadership could not endorse.</li> </ul>  | <p><b>Decision:</b> This April, the Advisory Team will recommend to the Ops Managers a set of choices for the program’s future direction.</p> <p><b>Alison:</b> organize decisions &amp; criteria into matrix. Determine level and type of information necessary to fill in matrix.</p> <p><b>Teresa:</b> work with Alison on the above task.</p> <p><b>Scott &amp; John:</b> work with Alison and Teresa to fill in matrix.</p> |

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| Program timeline through Spring | <ul style="list-style-type: none"> <li>• Constraints: we need enough time to design and execute training to have teams go out and rate next fall. We should know what we're doing by May 1.</li> </ul> <p>Timeline:</p> <ul style="list-style-type: none"> <li>○ Process measures (by A-Team Review)</li> <li>○ DTD dry run (sked for 12/2; by A-Team Review)</li> <li>○ Ratings data (by A-Team Review)</li> <li>• A-Team Review (sked for 1/7)</li> <li>• Highway Reports with Exec Summary (by Jan 28: county commissioners winter highway conference)</li> <li>• Final process measures, including details of reactions to highway report (Feb 14)</li> <li>• Advisory Team meets to review all data and make decisions about recommendations to make to Ops Managers (likely the week of March 3)</li> <li>• Recommendations to Ops Managers (mailed April 1 for meeting later that month. All decisions final by May 1.)</li> </ul> | <p><b>Decision:</b> See timeline to left.</p> <p><b>Advisory Team:</b> meet for one day in January and two days in March.</p> <p><b>Alison:</b> set up meetings.</p> |

**Brainstorming results from flipcharts**

*Decisions(number of votes)*

- Which elements? (12)
- Separate by road class? (7)
- Continue QA process?
- When do we want to have priorities? (Prioritization of..)
- What target levels? (2)
- Who rates roads?
- How are we going to show accountability of program?
- How important is county specific ratings?
- Targeted reports (6)
- What is the process for developing reports?
- How/when do we integrate with other data modes? (3)
- Price tags (1)
- When do we move on to asset management? How will we know we're ready? When can we make decision based on condition info? (4)
- When are we going to tie it to a map (GIS – Beekman)? How to display info (map)? (1)
- What are we going to do with other data we kick up (mis-matched databases, no culvert database)? inside operations community vs. outside?
- What do we need to make funding decision – is that where we're headed?
- When and how are we going to share it outside the agency and for what purpose? (1)
- How do we get more ownership within WisDOT (2)
- Do we still need an advisory team? What is the future structure required to run compass? (1)

*Criteria/Additional information required to make decisions*

- (What % of the budget is this element) impact of choice of elements on budget? (eg, Winter operations represent X% of budget)
- Critical to public perception – severity and extent and frequency
- Ability & \$\$ of collecting data
- Availability of other data
- Usefulness for decision making
- Impact on stakeholders
- Identification pre-requisites
- Resource intensiveness – staff, cost, etc.
- Within our sandbox?
- Affects critical stakeholders
- Promotes program buy-in
- Requires high buy-in or high participation
- Probability of quick success
- All pre-requisites achieved
- Timeliness (hot topic – timing is right)
- Timeline required to implement
- Opportunity for outside funding?
- Deal-breaker?
- Usefulness for decision making
- In the works elsewhere?
- Can we do it separately?
- Contribution to objectives (safety, aesthetics, preservation of investment, mobility, comfort & convenience)

*Information*

- Range of elements
- Costs, etc. for each element
- How critical?