

**Advisory Team  
1.21.04**

Attending: Alison S. Lebwohl, Mike Ostrenga, Tom Walther, Bruce Fredrickson, John Kinar, Scott Schnacky  
Facilitating: John Nordbo

Attachments to minutes:

- Draft agenda for maintenance QA peer exchange

<b>Topic</b>	<b>Discussion and decisions</b>	<b>Tasks and owners</b>
Advisory Team membership	<p>The group noted that low turnout is affecting our conversation, and our ability to get a good sense of perspective from across the state, and throughout the organization.</p> <p>For A-Team members:</p> <ul style="list-style-type: none"> <li>• Be there unless it's truly an emergency.</li> <li>• If you really can't come, send a replacement.</li> <li>• Two-year membership cycle, with half lapsing each year. Always have option to re-up.</li> <li>• Before meetings, Alison will contact people and make sure the time works for them. If people don't attend or send a replacement, they will be removed from the team.</li> </ul> <p>New members:</p> <ul style="list-style-type: none"> <li>• Add one patrol sup.</li> <li>• Add two legmen/women</li> <li>• Ideally, folks from D1 and D5. Talk to Ed Fitzgerald and Gary Brunner.</li> </ul> <p>Current members:</p> <ul style="list-style-type: none"> <li>• Gary Kennedy will probably have more time once he's no longer president of WCHA, and the group was unanimous in wanting to keep him as a member.</li> <li>• The group recommended that we allow Anne Monks to step down from the group, and to let us know if she has more time to participate in the future. In the meantime, other district folks will continue to provide district perspective.</li> </ul>	<p><b>Alison</b> will implement changes in Advisory Team membership as noted.</p>

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MQA peer exchange	<ul style="list-style-type: none"> <li>• Alison updated the group on a national peer exchange of maintenance quality assurance programs. This exchange is taking place in Madison, in October 2004, and being funded by FHWA and a consortium of attending states. WI's contribution is \$5K. Alison is chairing it.</li> <li>• The group discussed having WisDOT folks attend the conference. The conference will likely be capped at 75 people, and most states will send 1-2 folks, but we would like to take advantage of having it here, and think we will be able to send more people.</li> <li>• Alison will talk to peer exchange team about how many people would be appropriate. There may also be opportunities to have WisDOT folks facilitate sessions, and/or to attend 1-2 sessions, but not the whole conference.</li> <li>• Alison and Bruce will work together on this.</li> </ul>	<p><b>Alison</b> will send out draft agenda to team.</p> <p><b>Alison &amp; Bruce</b> will discuss who should attend.</p>
Winter measures	<p>Measures were reviewed. The following questions/ comments were discussed.</p> <ul style="list-style-type: none"> <li>• Salt per lane mile could be vs. WSI</li> <li>• Some, but possibly not all, of these measures, will eventually be put on a 0-100 scale, and targets will be set for each of them.</li> <li>• Customer satisfaction will come from a general question about satisfaction with winter maintenance on the WisDOT-wide survey being administered this winter.</li> </ul>	<p><b>Alison</b> will confirm that there is an appropriate question in the WisDOT survey on winter.</p>
Communication: Big questions	<p>Why should DOT keep putting \$ into this program when we don't have enough \$ for maintenance?</p> <ul style="list-style-type: none"> <li>• The data will help the legislature understand why it's important to provide adequate funding for maintenance.</li> <li>• This program should allow us to more effectively manage and allocate the funds we do have, to prioritize activities.</li> <li>• LOS model is a good distribution tool among counties, but it doesn't ensure that distribution among activities is correct.</li> </ul> <p>“What is this program really costing us? “ Be prepared to answer this, but don't bring it up.</p> <ul style="list-style-type: none"> <li>• Don't include county/legmen costs.</li> <li>• My position, benefits, printing, consultants, etc.</li> <li>• Sought other \$\$'s wherever possible</li> </ul> <p>Stress the timeframe.</p> <ul style="list-style-type: none"> <li>• Emphasize multi-year timeline.</li> <li>• Start out with day one.</li> <li>• Show a timeline. Here was the plan. Here's where we are now.</li> </ul>	<p><b>Scott</b> will run the numbers for Compass' cost.</p>

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Chart 1AB	<p>Please change now</p> <ul style="list-style-type: none"> <li>• Add disclaimer about sample size, that it includes everything for pavement</li> <li>• Add title: Pavement</li> <li>• Add title: Shoulders, Drainage, Traffic, Roadsides</li> </ul> <p>Future</p> <ul style="list-style-type: none"> <li>• Reorder into same as other charts</li> </ul>	<p><b>Alison</b> will work with <b>UW Team</b> to implement these and other changes, below.</p>
Chart 2	<p>Please change now</p> <ul style="list-style-type: none"> <li>• Change PIF to pavement</li> <li>• Add to note on top that data table goes right to left; with bars going top to bottom. And that the data goes worst to best, top to bottom. From top (worst) to bottom (best)”</li> <li>• Bold and revise, “left (best) to right (worst)”</li> </ul> <p>Future</p> <ul style="list-style-type: none"> <li>• Divide and label into rigid/flexible.</li> <li>• Add total observations to the bottom</li> </ul>	
Chart 8 Pavement	<p>Please change now</p> <ul style="list-style-type: none"> <li>• Use AB labels</li> <li>• Put District above “Compass score”</li> <li>• Add comment “feature defined on page X”</li> <li>• Change PIF to pavement.</li> <li>• Add reference to appendix explaining relationship to scores and deficiencies. Having the same % deficient doesn’t mean two districts will have the same Compass score.</li> <li>• Ensure order is the same as on feature chart.</li> <li>• Add element name under “chart 8”</li> <li>• Move feature name to front of title, e.g., “Block Cracking – 2003 District Conditions”</li> </ul> <p>Future</p> <ul style="list-style-type: none"> <li>• Add statewide average as a final column</li> </ul>	
Chart 8 Field Review	<p>Please change now</p> <ul style="list-style-type: none"> <li>• Add CDEF labels</li> <li>• Add element name beneath chart label</li> <li>• Check: Why are percentages sometimes the exact inverse of Compass scores, e.g. culverts?</li> <li>• Remove the cost triangles, but leave the data.</li> <li>• Add asterix(*) to “Spent in FY03” and move cost sentence to bottom.</li> <li>• Change cost sentence: “Expert judgment was used to distribute actual activity code charging among Compass features.”</li> </ul>	

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	Future <ul style="list-style-type: none"> <li>• Add the statewide average.</li> <li>• \$/LM? Inventory?</li> </ul>	
Table 4 pvmt	Please change now <ul style="list-style-type: none"> <li>• Indicate why we're comparing 2001-2003 (not to 2002)</li> </ul>	
Table 4 field rev.	Please change now <ul style="list-style-type: none"> <li>• Clarify which features have changed from one year to another. Blank or hyphen where features have changed. n/a where there are fewer than 25 observations.</li> </ul>	
Table 2	Please change now <ul style="list-style-type: none"> <li>• Get in dollar format to nearest \$\$'s</li> <li>• Change wording to same in Chart 8.</li> <li>• Can we get elements from centerline out?</li> <li>• Change title to "State fiscal year"</li> <li>• Make title larger</li> </ul> Future <ul style="list-style-type: none"> <li>• Add activity code information to each element.</li> </ul>	
Chart 6 pvmt	Please change now <ul style="list-style-type: none"> <li>• On pavement, "Where a county does not appear, it does not have this pavement type."</li> <li>• Make all charts 0-100</li> <li>• Counties and features should be in same order every time</li> </ul>	
Chart 6 Field review	Please change now <ul style="list-style-type: none"> <li>• Make all charts 0-100</li> <li>• Review data! Let's discuss.</li> <li>• Go through and check counties on every district on every chart (e.g., St. Croix lines)</li> <li>• Make sure counties are in correct district.               <ul style="list-style-type: none"> <li>○ Bayfield for traffic (traffic generally!)</li> <li>○ Menominee shouldn't be in D4</li> </ul> </li> <li>• Counties and features should be in same order every time</li> </ul>	

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Report Text	<ul style="list-style-type: none"> <li>• Table of contents should include elements in order (centerline out)</li> <li>• Provide definitions of features, elements, grading/scoring buckets in introductory paragraphs</li> <li>• Paragraph showing order of elements</li> <li>• Within each element, features appear in alphabetical order.</li> <li>• These are the elements and features.</li> <li>• Explanation of score's relationship to % of miles, extent and severity.</li> <li>• Note that these are preliminary cost and deficiency measures and in future we would like to have these in unit measures, e.g., acres mowed, total culverts.</li> <li>• Note that costs are omitted for pavement.</li> <li>• Add feedback mechanism reference</li> <li>• We are not yet in the position to offer major findings;</li> <li>• Acknowledge counties in final text; can go to WCHA without this section.</li> <li>• Note web links from intranet and extranet, note that more information is available online.</li> </ul> <p>Messages</p> <ul style="list-style-type: none"> <li>• We've made a lot of progress. Pavement, cost, deficiency, trend. Winter is coming.</li> <li>• It's premature to assert that we have major findings or that you can draw significant conclusions from two years of data.</li> <li>• Purpose of Compass; Why do it in times of tight budgets?</li> <li>• Emphasize the timeline</li> <li>• This is part of a national movement <ul style="list-style-type: none"> <li>○ Other states' success</li> <li>○ National peerX conference; bringing other states together</li> </ul> </li> </ul>	<p><b>Alison</b> will incorporate comments on left into report text</p>
Report order	<ul style="list-style-type: none"> <li>• Keep order as is</li> <li>• Signpost with state/district/county</li> <li>• Make sure elements and features are in same order every time on every chart!</li> </ul>	<p><b>Alison</b> will work with UW team to implement.</p>
Communications plan	<ul style="list-style-type: none"> <li>• WCHA: bring a few copies of the report, and tell people it's being mailed.</li> <li>• WCHA: can I have a table available at the conference for a set amount of time and let folks know I'll be there to answer questions?</li> <li>• Report: Add questionnaire <ul style="list-style-type: none"> <li>○ Review last year's</li> <li>○ Add open-ended question: what can we to improve it? What did you like?</li> </ul> </li> </ul>	<p><b>Alison</b> will:  -- talk to Dave Vieth about contacting Randy and IDIA.  -- add questionnaire</p>

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	<ul style="list-style-type: none"> <li>○ If possible, online as well as fax</li> <li>● Talk to Dave Vieth about whether we're ready to bring this report to Randy Romanski. Whether to bring to IDIA formally.</li> <li>● Bruce will talk to the SPO Managers and let them know that we're assuming a commitment unless we hear otherwise from them. (2/10) He'll report back to the group.</li> <li>● If this is a go, we present dashboard measures and next year's strategy to SPO Managers and then DD's/exec team after February meeting.</li> </ul>	<p>to report. -- look into getting a table at WCHA</p> <p><b>Bruce</b> will contact SPO managers.</p>
Mail to	<ul style="list-style-type: none"> <li>● County commissioners</li> <li>● Ratings teams (county superintendents and area assistants)</li> <li>● SPO Managers</li> <li>● DD's</li> <li>● Area supervisors</li> <li>● BHO managers</li> </ul>	<p><b>Alison</b> will let Bruce know when report is about to mail.</p> <p><b>Bruce</b> will ask SPO Managers to discuss with DD's and offer to discuss at county commissioner meetings.</p>
Presentations	<ul style="list-style-type: none"> <li>● SPO Managers</li> <li>● DD's</li> </ul>	<p><b>Alison &amp; Bruce</b> will present.</p>
Send link	<ul style="list-style-type: none"> <li>● BHO staff</li> <li>● People who supported the program</li> </ul>	<p><b>Alison</b> will send link.</p>
Next meeting	<p>Possible issues for discussion/decisions</p> <ul style="list-style-type: none"> <li>● What is a good timeline for going to the legislature? Is '05 too soon?</li> <li>● Possible task: Convert cost measures to unit costs. Acres of mowing, number of culverts, etc.</li> <li>● Do we spend time looking at the decision matrix and reviewing it, including timeline and reasoning?</li> <li>● New members: Please look at the minutes of last February's meeting.</li> <li>● Inventory systems and unit costs; pulling in other systems</li> </ul>	<p>Schedule in <b>late March (30 &amp; 31) Tues &amp; Wed</b></p> <p><b>Two days</b></p> <p><b>Stevens Point</b></p> <p>John may</p>

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	<ul style="list-style-type: none"> <li>• Have a good understanding of what's NOT covered in the budget; where would we go next?</li> <li>• Revisit matrix costs/budget costs</li> <li>• What are we doing with the elements?</li> <li>• What are we doing with costs?</li> <li>• Interaction between improvement and maintenance: how do we deal with this? Pavement costs, warranty period, etc.</li> <li>• Measures that aren't outcome measures. (What are other states doing?)</li> <li>• Operational measures (What are other states doing?)</li> <li>• ITS solutions</li> <li>• Worth sampling at the level we currently are? More? Less?</li> <li>• Resourcing the program</li> <li>• Institutionalization from a county, district, CO perspective. (PD's, maintenance manual, cost codes, activity codes)</li> <li>• What is the job of an area assistant?</li> <li>• Trends: <ul style="list-style-type: none"> <li>○ Greater use of warranties</li> <li>○ FTE reduction for districts</li> <li>○ County staff reductions</li> <li>○ Outsourcing signing &amp; marking to counties; who does summer maintenance?</li> </ul> </li> <li>• What is the budget cycle and how does this fit in?</li> <li>• Do people think this would be useful?</li> <li>• Who is our audience going forward?</li> </ul> <p>Bring</p> <ul style="list-style-type: none"> <li>• Feedback on training, rating, reports</li> <li>• Dashboard measures</li> </ul> <p>Major tasks</p> <ul style="list-style-type: none"> <li>• Bringing new and old members up to speed</li> <li>• Create strategy: Where do we want to go?</li> <li>• Review timeline and create workplan for the next year and beyond</li> <li>• Review what we do; what to add, what to abandon</li> <li>• SWOT</li> <li>• Prioritize goals</li> </ul>	<p>facilitate</p> <p><b>Alison</b> will send out invitation and make sure points to left get on agenda.</p>