

# Operations Division

## NDOT 2021 Strategic Communications Plan



*Mission:* We provide the best possible statewide transportation system for the movement of people and goods.

### 2020 HIGHLIGHTS

The Operations Division endeavored in 2020 to complete several key goals.

- Supported the Secretary of State for Elections with the positioning of personal protective equipment in preparation for the 2020 Primary Election.
- Developed a request for proposal for the establishment of a motorist assist contract for implementation in the Omaha Metro area.
- Established a new contract for Traffic Incident Management working groups and initiated meetings in East Central, Tri-City, and Panhandle areas.
- Began the development of the TSMO Strategic Plan; WSP/HDR Consulting firm selected; consultant finished discovery and gap analysis; completed stakeholder engagement.
- Established baselines for tracking the number of bidders on contracts and developed strategies to increase the number of bidders.
- In coordination with the Strategic planning Division, created a dashboard to monitor ticket response times for phones, asset management, facilities requests, and fleet purchase orders.
- Road salt solicitation resulted in contract awards that will provide the department an average annual savings of approximately \$550K. Contracts were awarded for Category 1 (corrosion-inhibited liquid magnesium chloride) and Category A3 (corrosion inhibitor for sodium chloride brine) deicing products. The Category 1 contracts include a first-in-the-nation performance-based scoring criterion (mechanical rocker test for ice-melting capacity). Both (CAT-1 & CAT-A3) contracts have enabled NDOT to replace restrictive-brand contracts and increase competition.
- Hired a professional fleet consulting firm to provide recommendations on equipment life cycles, and estimated impacts of various funding levels on NDOT's fleet replacement program. As a result of this study, NDOT will increase its funding for fleet replacement from 25% of the requirement to 30% of the requirement.
- Salt spreader calibration work orders were created and assigned to individual trucks in the Lucity asset management system to improve the accuracy of material consumption reporting. Statewide spreader calibration and validation was conducted.
- In coordination with BTSD and Strategic Planning Division, completed two Process Improvement projects regarding new software purchases and software maintenance renewals; SOPs were developed by the team; in addition, the team worked with Communications to develop a FACT Sheet and Infographic.
- Reached substantial completion on the following capital facilities projects:
  - Sidney Maintenance Facility
  - Aurora Maintenance Facility
  - Re-roofs: Imperial, Palisade, Fremont, Grand Island, and Brady Rest Area
  - Rest Area ADA Upgrades: Cozad, Sutherland, and Brady
  - North Platte (Hwy 30) scale repai.
  - \$1M in additional cold storage structures (statewide)
  - \$1M in additional fabric structures (statewide)

### 2021 GOALS

#### Improve Mobility on I-80

*Tactics:*

- Enhance the maturity of the I-80 TIM groups
- Develop and Implement TSMO Plan
- Improve multi-state coordination for Interstate 80 mobility and safety

#### Improve Relationships with Internal Customers, Vendors and Contractors

*Tactics:*

- Track number of bidders on contracts and develop strategies to increase the number of bidders
- Focus on timely responses to all customers, track the amount of time taken from when a service ticket is received until the customer receives a notification of the request's completion. Develop additional dashboards for reporting portal.
- Maintain positive working relationships within the Department and with other agencies

#### Improve Winter Maintenance and Decrease Per Mile Cost

*Tactics:*

- Work with districts to provide most cost-effective materials for winter maintenance
- Work on improvements to MDSS performance metrics, develop additional reporting metrics to assist the districts in tracking the usage and accuracy of MDSS
- Provide training on MDSS usage and component repair to all maintenance personnel and track the number of employees trained

#### Improve Division Business Processes

*Tactics:*

- Increase utilization of LSS in division processes
- Challenge each unit manager to identify a business practice that can be reviewed and improved through LSS process
- Attend huddles and ensure they stay active

## 2021 PRIORITIES

- Implementation of the Transportation Systems Management and Operations (TSMO) Strategic Plan.
- Enhance the Nebraska 511 Traveler Information website (<http://511.nebraska.gov/>).
- Improve highway camera feeds to all users.
- Roll out Training and Readiness Guide for the asset management platform (Lucity).
- Increase the replacement rate of plow trucks in order to sustain current winter maintenance levels of service.
- Develop a Training and Readiness Guide for Maintenance Decision Support System (MDSS) Implementation.

### KEY PROJECTS

- Reach substantial completion on the following capital facilities projects:
  - AFE K-505 Gering – wash bay addition
  - Insurance – I-80 Westbound Greenwood – scale damage repair (from incident on 7/24/20)
  - AFE I-052 Central HQ – restroom ADA upgrades
  - AFE I-057 ROW building – 1600 Chiller replacement
  - AFE I-059 scale repair – Highway 30 North Platte
  - AFE I-060 scale repair – Highway 81 Hebron
  - AFE I-612 – Insurance – Cozad Eastbound rest area roof damage (50:50)
  - AFE L-multi statewide storage buildings (19)
  - AFE L-multi statewide fabric structures (14)
  - AFE K-304 South Sioux City – new maintenance facility
  - AFE K-800 Burwell – new maintenance facility
  - AFE K-801 Atkinson – building addition
  - AFE I-153 D1 Superior Street – building 10104 re-roof
  - AFE I-202 Omaha – maintenance building 20101 re-roof
  - AFE I-203 Omaha – HQ 20103 re-roof
- Office renovations for the following Central HQ Divisions: Bridge, Roadway Design, Traffic, BTSD, and Project Development.
- IRIS upgrade with video proxy server.
- District designed Camera video feed mosaics.
- Video snippets on 511.
- Migration to the web-based version of Lucity (Dashboard).

### OPPORTUNITIES FOR INTERNAL COLLABORATION

All priorities and Key Projects listed above. Additionally, Division Managers will meet with Operations staff bi-weekly to synchronize efforts on the office renovations throughout the remainder of that project (AFE K-001).