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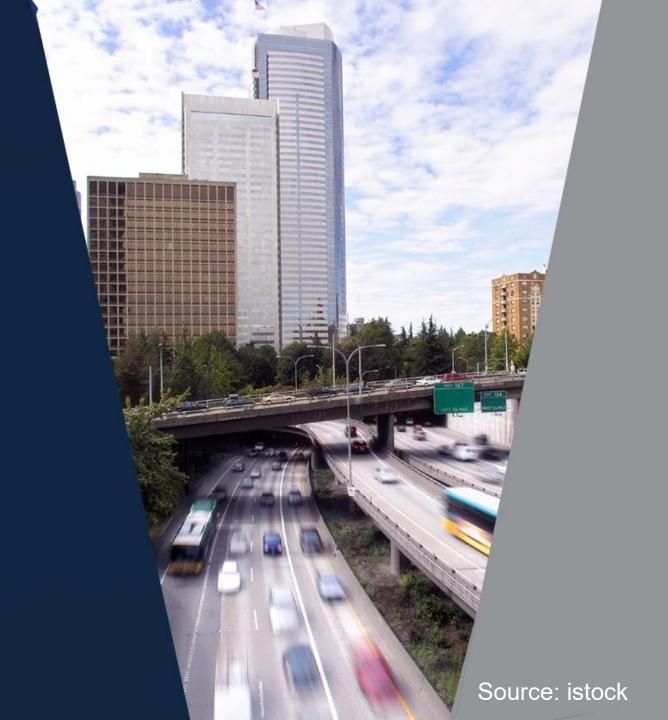**Federal Highway Administration**

Mainstreaming TSMO: What Seems to Matter

ITE Presentation
July 8, 2021

U.S. Department of Transportation
Federal Highway Administration (FHWA)
Office of Operations

Source: istock

Presentation Overview

Provide an overview of TSMO and why mainstreaming TSMO is important

Describe FHWA project on mainstreaming TSMO

Highlight focus areas transportation agencies can develop to increasingly mainstream TSMO

Illustrate products to support mainstreaming TSMO and real-world examples from State Departments of Transportation (DOTs)

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What is TSMO?

TSMO is an integrated set of strategies to optimize the performance of infrastructure through the implementation of multimodal and multi-jurisdictional systems, services, and projects designed to preserve capacity and improve security, safety, and reliability of the transportation system while minimizing the environmental impact.

Source: See 23 USC 101 (a) (30) and FHWA website: https://ops.fhwa.dot.gov/tsmo/#q1

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What Do We Mean by Mainstreaming TSMO?

TSMO and its strategies are readily understood, valued, and available to agency leadership and key staff regardless of where they sit in the organization.

Source: istock

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Benefits of Mainstreaming TSMO

Agencies have a broader range of strategies to address transportation needs

Operations staff and staff across disciplines (e.g., planning, design) can work together to more efficiently and effectively deliver transportation strategies

Transportation system users experience a safer, more reliable trip with a cost-effective use of taxpayer dollars

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FHWA Mainstreaming TSMO Project

Objective

Examining and supporting the mainstreaming of TSMO within transportation agencies, with a focus on State DOTs

Activities

In coordination with a National TSMO expert panel, holding interviews with TSMO champions, virtual workshops, and literature review

Products

White Papers, case studies, webinars, videos, brochures, and peer exchange to address mainstreaming TSMO focus areas (Policies, Culture, Decision Making, & Business Case)

Timeline

Fall 2017 – Winter 2022

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Focus Areas of Mainstreaming Project

- Policies and Processes

- Agency Culture

- Decision-Making, Information Management Systems

- Business Case for TSMO

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Policies and Processes

- Policies and processes help to:
  - Formalize TSMO strategies and integrate TSMO across functional areas of an organization and make TSMO meaningful to staff
  - Support inclusion of TSMO strategies as options and alternatives to address transportation needs
  - Engage and educate staff about opportunities provided by TSMO
  - Promote consistent application of TSMO strategies
- Examples:
  - Maryland DOT – TSMO Directive to all staff
  - Texas DOT – Statewide TSMO Strategic Plan and District Program Plans and tactical plans
  - Pennsylvania DOT – TSMO Guidebook Series

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Examples of Types of Policies and Processes

Integrate TSMO into business practices

Incorporate TSMO formally into planning and project development

Include TSMO in agency manuals and guidance documents

Develop TSMO committees

Develop structure and staff positions that support TSMO

Integrate TSMO into agency-wide performance management

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Agency Culture

- Organizational culture can help establish TSMO as a valued tool to accomplish an agency's mission.
- Agency culture change can include:
  - Getting buy-in from senior management
  - Use of low-cost, quick solutions to build leadership confidence
  - Case studies and trainings highlighting what works and how TMSO could help an agency
- Examples:
  - Washington DOT and Iowa DOT – Agency-wide TSMO committees
  - Tennessee DOT – Leaders sent to Regional Operations Leadership Forum

Culture is the "organizational iceberg."[1]

Source: 123rf.com

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Decision Making and Information Management

- Decision making tools, Decision Support Systems, and Information Management Systems can facilitate effective use of TSMO and support its use across agency functions.

- Computer systems and technology help organize information and integrate TSMO into agency decision making, including planning, operations, maintenance, and performance management

- Examples:
    - Ohio DOT - Traffic Operations Assessment Systems Tool (TOAST) to support data-driven decision making
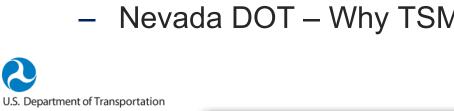   - Nevada DOT – Data warehouse and interactive dashboards support TSMO asset management

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Business Case for TSMO

- Encourages commitment to TSMO as part of its way of doing business and supports adoption of TSMO strategies

- Tells story about challenges and highlights how they can be addressed through TSMO

- Shows how TSMO can support wide range of agency stakeholders

- Examples:
  - Michigan DOT - TSMO factsheet series
  - Utah DOT – Brochure for mainstreaming TSMO
  - Nevada DOT – Why TSMO? chart

Source: 123rf.com

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Steps to Consider for Mainstreaming TSMO

- Review current policies and processes to identify if they restrict, enhance, or are neutral in advancing TSMO
    - Revise to better support TSMO, such as in agency manuals and standards
- Meet with managers in other divisions to discuss what TSMO can offer
- Establish a TSMO steering committee for coordination
- Include TSMO measures in dashboards and project analysis
- Include TSMO in key systems, like asset management
- Create a business case for TSMO

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Other Resources Supporting Mainstreaming

- TSMO Self-Assessments/CMM to advance capabilities
  - https://ops.fhwa.dot.gov/tsmoframeworktool/

- TSMO Program Planning Primer
  - https://ops.fhwa.dot.gov/plan4ops/tsmo_plans.htm

- Connecting TSMO Factsheet series
- CEO Outreach toolkit
  - https://ops.fhwa.dot.gov/plan4ops/focus_areas/communicating_tsmo.htm

- National Operations Center of Excellence (NOCoE)
  - https://www.transportationops.org/

- Regional Operations Leadership Forum

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Thank you for participating!

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