Context Sensitive Solutions: Being More Responsive to Your Stakeholders

March 26, 2008
Goals of Session

• Review CSS concepts
• Update status of INDOT’s implementation
• Practice communication skills by participating as a stakeholder in a real-life decision-making process
Context Sensitive Solutions

- Improve the way we do business
- Focus on better customer service
- Balancing transportation needs with environmental and community issues
Guiding Principles

- Use a full range of communication methods, early and often, to effectively engage stakeholders and the public
- Use interdisciplinary teams
- Seek consensus on purpose and need
- Document, track and address all commitments
- Use all resources effectively in the decision-making process
- Allow for design flexibility while considering a safe facility for all modes
Applying Principles

**Communication** – most important; needs improvement

- **Interdisciplinary Teams** – construction/maintenance needs earlier involvement

- **Purpose and Need** – need to communicate this better to the public, especially on smaller projects

- **Track Commitments** – Owner’s Manual

- **Resources** – already a priority

- **Design Flexibility** – possible changes to design manual
Implementation Status

March 2003  INDOT adopts CSS Policy
September 2006  Schneider as consultant
April 2007  Implementation Plan
  • Identify principles
  • Integration
  • Assessment
  • Training
September 2007  Peer Exchange
December 2007  PDP Manual
Winter 2007-2008  Begin test cases
# Implementation Status

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<td>Spring 2008</td>
<td>Peer Exchange</td>
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<td>Design Flexibility</td>
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- Awareness
- INDOT Project Managers
- Consultants
- Other targeted groups
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Communication Exercise

1. Define the Problem (Purpose and Need)
2. Develop Alternative Solutions
3. Choose Preferred Solution
Communication Exercise

Project History:

– Residents have complained about coal trucks traveling through town (see map)
– Pavement condition has deteriorated
– INDOT has scheduled and budgeted resurfacing
– Residents seek a more permanent solution
Communication Exercise

Who are the stakeholders attending a planning session:

- DOT Official
- Chamber of Commerce
- School Principal
- Trucking Company
- Environmental Advocate
- Local Street Department
- Town Council President
Communication Exercise

1. Define the Problem (Purpose and Need)
2. Develop Alternative Solutions
3. Choose Preferred Solution
Communication Exercise

• Were all members of the group encouraged to give their input?
• Did your group define the problem? (Purpose and Need)
• Did your group members all agree to the Purpose and Need?
• Was your solution one that all members of the group could live with?
Take-Away Points (1)

What are the benefits of conducting such a meeting during the planning stages?
  – All issues are on the table for consideration
  – If consensus can be reached, it is easier for the DOT to proceed with the project
  – Residents are encouraged to input, and are welcomed as part of the team.
  – Identify partners and/or additional funding sources
Take-Away Points (2)

INDOT already has the framework in place to organize this type of meeting.

There are opportunities in the PDP to involve stakeholders.

• Task 2.05 Initial Early Coordination
• Task 3.01 Develop Conceptual Solutions
• Task 3.06 Public Information Meeting (Purpose and Need & Conceptual Solutions)
Take-Away Points (3)

• INDOT has recognized the need to train its staff and consultants in these ‘soft skill’ areas.

• Project delays are often the result of a failure to listen, communicate or allow community members to feel a part of the process.

• Training will commence in the coming weeks for all INDOT Project Managers and will be expanded to other staff and consultants.