



Context Sensitive Solutions: Being More Responsive to Your Stakeholders

March 26, 2008

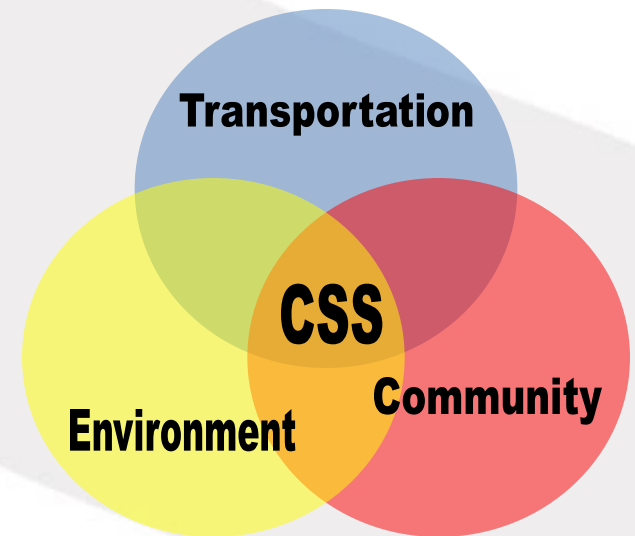
Goals of Session

- 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 <ul style="list-style-type: none">• Identify principles• Integration• Assessment• Training
September 2007	Peer Exchange
December 2007	PDP Manual
Winter 2007-2008	Begin test cases



Implementation Status

Spring 2008

Peer Exchange

Spring 2008

Design Flexibility

Spring 2008

Public Involvement

Ongoing

Performance Measures

Ongoing

Training

- Awareness
- INDOT Project Managers
- Consultants
- Other targeted groups

September 2010

End of Schneider contract



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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

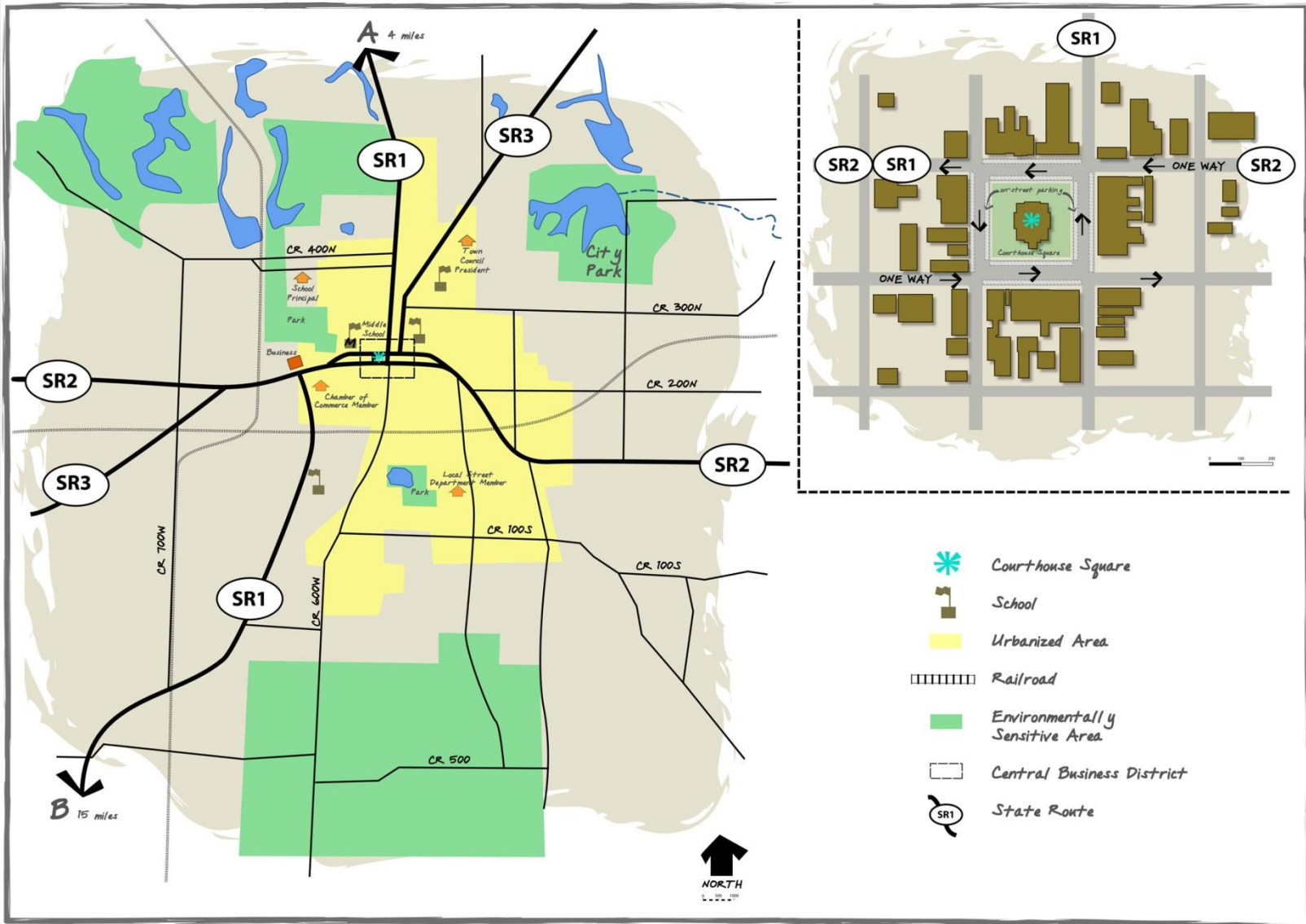


Communication Exercise

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.



Boonville, Indiana

