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
- Winter 2007-2008: Begin test cases
## Implementation Status

<table>
<thead>
<tr>
<th>Date</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2008</td>
<td>Peer Exchange</td>
</tr>
<tr>
<td>Spring 2008</td>
<td>Design Flexibility</td>
</tr>
<tr>
<td>Spring 2008</td>
<td>Public Involvement</td>
</tr>
<tr>
<td>Ongoing</td>
<td>Performance Measures</td>
</tr>
<tr>
<td>Ongoing</td>
<td>Training</td>
</tr>
<tr>
<td>September 2010</td>
<td>End of Schneider contract</td>
</tr>
</tbody>
</table>

- Ongoing
- Awareness
- INDOT Project Managers
- Consultants
- Other targeted groups
Contact Information

Jeanette Wilson
jwilson@indot.in.gov
317-232-5496

Jill Palmer
jpalmer@schneidercorp.com
317-826-7129
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