



FHWA Project Delivery Lessons Learned Program

Today's Presenters

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U.S. Department of Transportation
Federal Highway Administration

Disclaimers

- Except for any statutes or regulations cited, the contents of this presentation do not have the force and effect of law and are not meant to bind the States or the public in any way. This presentation is intended only to provide information regarding existing requirements under the law or agency policies.

Discussion Topics

- Why Lessons Learned Programs
- Lesson Learned Program Goals
- Lessons Learned Cycle, Roles and Responsibilities, and Quality Assurance (QA) Process
- Overview of [FHWA Project Delivery Lessons Learned- Public website](#) - Walk Through
- Contact Information
- Questions and Answers

Why Lessons Learned Program?

A lesson learned from this program is knowledge gained through positive or negative experiences that may be applied to improve future projects or modify guidance, practices, procedures, or policy.

The International Data Corporation (IDC) estimates suggest that Fortune 500 companies lose roughly \$31 billion per year from employees failing to share knowledge – an alarming figure, particularly in today- an alarming figure, particularly in today’s uncertain economy. Conversely, improving information search and retrieval tools for 4,000 employees would save a Fortune 500 company roughly \$2 million a month in lost productivity. By trying to recreate the wheel, repeating others’ mistakes, or wasting time searching for specialized information or expertise, employees incur productivity costs and opportunity costs for the organization.

PMI network, IDC, and Kimberly Cole/LinkedIn- 2021

Why Lessons Learned Program? FHWA/Major Projects Team Perspective

The FHWA Project Delivery Lessons Learned Program (PD LLP) includes information on state or local project sponsor-specific lessons and FHWA's stewardship and oversight lessons.

Supports FHWA Ultimate Goal:

“To enable and empower the strengthening of a world-class highway system that promotes safety, mobility, and economic growth, while enhancing the quality of life of all Americans.”

Lesson Learned Program helps us leverage FHWA core values

- Collaboration,
- Public Service and
- Integrity

Utilizing Lessons Learned and best practices from the past will improve our future projects.

Lesson Learned Process

- **Collect** – receive submittals from the FHWA external website and internally through the FHWA Organization and Information System/User Profile and Access Control System (FOIS/UPACS).
- **Analyze** – review lessons learned for completeness and transferability.
- **Share** – Post lessons learned approved for public sharing on the website. If not approved for public sharing, maintain the complete database on the FOIS/UPACs.
- **Evaluate** – Continuous improvement in the Lessons Learned sharing process to ensure the program’s goals are effectively met.

Lesson Learned Submittal and QA Process

- Lessons Learned/Best Practices: Submitted by anyone from the Project Sponsors or Division offices (including specially designated project oversight managers [sdPOMs] and project oversight managers [POMs]). The Lessons will automatically be put in the queue for quality assurance. The team evaluates the lesson learned – make changes, get approval from the submitter, and add to our database.
- A standard operating procedure has been established that describes the process, procedures, role, and responsibilities
- Anyone can access, enter, and submit new lessons learned!

Lessons Learned Website Overview

[FHWA Project Delivery Lessons Learned \(dot.gov\)](#)

Live Walkthrough



[About FHWA](#) [Programs](#) [Resources](#) [Newsroom](#)

FHWA Project Delivery Lessons Learned

[Home](#) [Submit Lesson](#) [Document Library](#) [Contact Us](#) [Help](#)

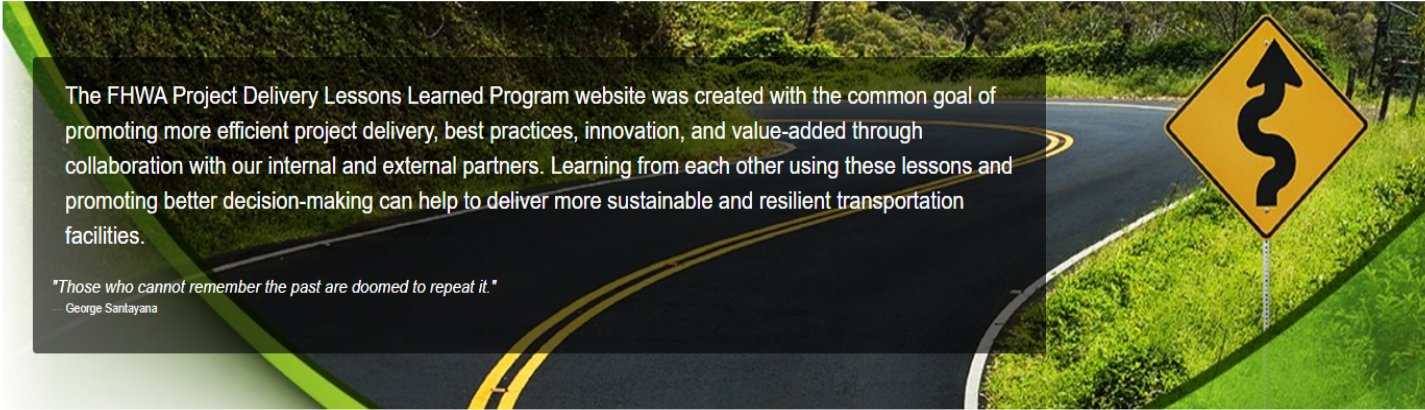
[Submit Lesson](#)

Search by Keyword: State:

Sort By:

View Lessons by
Project Phase / Keyword

- ▶ Planning
- ▶ Environmental/Preliminary Engineering
- ▶ Right Of Way
- ▶ Final Design
- ▶ Pre-Construction/Procurement
- ▶ Construction
- ▶ Operations/Maintenance



The FHWA Project Delivery Lessons Learned Program website was created with the common goal of promoting more efficient project delivery, best practices, innovation, and value-added through collaboration with our internal and external partners. Learning from each other using these lessons and promoting better decision-making can help to deliver more sustainable and resilient transportation facilities.

"Those who cannot remember the past are doomed to repeat it."
—George Santayana

Background

The FHWA Project Delivery Lessons Learned Program collects lessons and makes them readily available for use by FHWA and other stakeholders with responsibilities for project delivery. The program's main goals are to increase the effectiveness of FHWA stewardship and oversight and produce better project outcomes—such as complex projects delivered on time, on budget, and of high quality—that can be shared with project sponsors. This program's objective is to share lessons from past projects, including successes and challenges, so that future projects, actions, and decisions can benefit from these lessons. Lessons learned can occur in any phase of project delivery (i.e., planning, environmental, procurement, construction) or any discipline area (i.e., design, right-of-way, utilities, NEPA, civil rights, construction, or management).

Program's Purpose

- Improve FHWA employees' and stakeholders' oversight ability to promote compliance with federal, state, local, and other requirements.
- Enhance FHWA employees' stewardship ability to provide technical assistance to project sponsors.
- Make national knowledge and experience available to project sponsors.
- Provide an effective platform for sharing knowledge for all project phases.
- Provide data for the continual improvement of the methods and processes used in project development, management, stewardship, and oversight.

Disclaimer: The contents of the FHWA Project Delivery Lessons Learned Program Website do not have the force and effect of law and are provided for general information only. The information on the FHWA Major Projects Lessons Learned Website is disseminated by the Federal Highway Administration, U.S. Department of Transportation (USDOT), in the interest of information exchange. While the Federal Highway Administration (FHWA), project sponsors, and their representatives have strived to offer current, correct, and clear information based on specific situations they have experienced, there are no warranties or representations made regarding the quality, content, completeness, suitability, adequacy, or accuracy of the information provided. FHWA, project sponsors, and their representatives expressly disclaim any liability of any kind or for any reason arising from any use of the information provided. The United States Government does not endorse products or manufacturers. Trade and manufacturers' names may appear in this Lessons Learned Website only because they are considered essential to the website's objective. The Federal Highway Administration (FHWA) provides high-quality information to serve Government, industry and the public in a manner that promotes public understanding. Standards and policies are used to ensure and maximize the quality, objectivity, utility, and integrity of its information. FHWA periodically reviews quality issues and adjusts its programs and processes to ensure continuous quality improvement. Adjustments may include removing or modifying information on the FHWA Major Projects Lessons Learned Website.

Lessons Learned Website Overview

[FHWA Project Delivery Lessons Learned \(dot.gov\)](https://www.fhwa.dot.gov/lessons-learned/)



About FHWA Programs Resources Newsroom

FHWA Project Delivery Lessons Learned

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Submit Lesson

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Lessons Learned Website Overview

[FHWA Project Delivery Lessons Learned \(dot.gov\)](https://www.fhwa.dot.gov/lessons-learned/)

Accessing Lessons

The screenshot shows the website's navigation and search interface. At the top, the U.S. Department of Transportation Federal Highway Administration logo is visible. The main navigation bar includes links for 'About FHWA', 'Programs', 'Resources', and 'Newsroom'. Below this, the page title 'FHWA Project Delivery Lessons Learned' is displayed, along with secondary navigation links: 'Home', 'Submit Lesson', 'Document Library', 'Contact Us', and 'Help'. A search bar is prominently featured, containing a 'Submit Lesson' button, a 'Search by Keyword' dropdown menu, a 'State' dropdown menu, and a 'Sort By' dropdown menu. A red box highlights the search bar area, with a callout box containing the text 'Sort by Keyword and/or State'. To the left of the search bar, a sidebar menu is visible, listing various project phases: 'Planning', 'Environmental/Preliminary Engineering', 'Right Of Way', 'Final Design', 'Pre-Construction/Procurement', 'Construction', and 'Operations/Maintenance'. A red box highlights this sidebar menu, with a callout box containing the text 'Sort by Phase'. The main content area features a large banner image of a road with a yellow diamond-shaped sign showing a winding arrow. Below the banner, there is a text block with the following content: 'The FHWA Project Delivery Lessons Learned Program website was created with the common goal of promoting more efficient project delivery, best practices, innovation, and value-added through collaboration and knowledge sharing. The program's primary focus is on promoting best practices and sharing lessons learned from past projects, including successes and challenges, so that future projects, actions, and decisions can benefit from these lessons. Lessons learned can occur in any phase of project delivery (i.e., planning, environmental, procurement, construction) or any discipline area (i.e., design, right-of-way, utilities, NEPA, civil rights, construction, or management).'

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Lessons Learned Website Overview

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Accessing Lessons

The screenshot displays the FHWA Project Delivery Lessons Learned website interface. At the top, the U.S. Department of Transportation Federal Highway Administration logo is visible. The main navigation bar includes links for 'Home', 'Submit Lesson', 'Document Library', 'Contact Us', and 'Help'. A search bar is prominently featured, with the search term 'Alternative Contracting Methods (ACM)' entered. The search results are displayed in a list format, with the first three lessons highlighted. Each lesson entry includes a title, project state, project name, project phase, abstract, and keywords. The interface also includes a 'Submit Lesson' button, a 'Sort By' dropdown menu, and a 'View Selected' button.

United States Department of Transportation
U.S. Department of Transportation
Federal Highway Administration

About FHWA Programs Resources Newsroom

FHWA Project Delivery Lessons Learned Home Submit Lesson Document Library Contact Us Help

Submit Lesson Search by Keyword: Alternative Contracting Methods (ACM) x State: Select... Reset Sort By: Select... 1 - 15 of 15 items

View Lessons by Project Phase / Keyword

- Planning
- Environmental/Preliminary Engineering
- Right Of Way
- Final Design
- Pre-Construction/Procurement
- Construction
- Operations/Maintenance

Lessons Learned View Selected

Selected Keyword(s): Alternative Contracting Methods (ACM)

[A phased Major Project should be reviewed to determine the most effective mix of procurement types.](#) View

Project State: Arizona Project Name: State Route 303 I-10 to US-60
Project Phase: Environmental/Preliminary Engineering Abstract: ADOT has developed a matrix analysis process to help them to determine the delivery method for projects. The construction segments within this Major Project provided useful information in developing the agency matrix.
Keyword(s): Alternative Contracting Methods (ACM), Project Management

[Changing Operations and Maintenance Agreements on Design-Build Projects with an initial contract that includes long term operations and maintenance.](#) View

Project State: Project State Project Name: Project 21
Project Phase: Operations/Maintenance Abstract: FHWA should not consider the State DOT modifying materials and testing requirements in the initial construction phase based upon future contractual maintenance commitments.
Keyword(s): Alternative Contracting Methods (ACM), Federal Requirements/Contract Administration, Maintenance, Project Management, Project Management Plan, Quality, Request for Proposals

[Contract type selection](#) View

Project State: Kansas Project Name: D1 - KA-1002-01 - Johnson County Gateway Project
Project Phase: Pre-Construction/Procurement Abstract: For the State's very first Design-Build project, perhaps the size and complexity of this project maybe made it more difficult to administer.
Keyword(s):

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Submitting Lessons

[Submit Lesson](#)

[Submit Lesson](#)

Click Any of These Areas to Submit a Lesson

Lessons Learned

[Home](#)

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[FHWA Major Projects Website](#)

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Additional Guides & Info on Lesson Learned Process

United States Department of Transportation
U.S. Department of Transportation
Federal Highway Administration

About FHWA Programs Resources Newsroom

FHWA Project Delivery Lessons Learned Home Submit Lesson Document Library Contact Us Help

* - required fields.

Submit Lessons Learned

Please see the [Quick Reference Guide](#), [Project Delivery Lessons Learned Form](#), and [Project Delivery Lessons Learned Example](#) to help you fill out the form. As an alternative, you can e-mail your submittal to [FHWA Lessons Learned Program](#).

Your Name * Your Office Email *

Subject *

Abstract

Project Phase * Project Delivery Method *

Project Name *

Project Description*

Project State* Project City or County

Project Sponsor Estimated Construction Completion Date

NEPA Document Type Date Of NEPA Approval

Best Practice

Driving Event

Driving Event Date

Lessons Learned *

Applicability

References

When you click "Submit", the post will be reviewed by the approval board before publication. You will be notified when the lesson learned has been published.

Submit Lesson

Challenges

- Collection of LL/Best practices data.
- Encourage Division offices staff/Project sponsors to use the existing database to improve project delivery in their current or future projects
- Marketing

Next Steps

- Provide training to FHWA staff on collecting, analyzing, and submitting data – webinars, workshops, etc.
- Continue to provide quality assurance on all the LL submitted
- Make best practices/lessons learned data available for all stakeholders

Contact Information

- FHWA Project Delivery Lessons Learned- Public website

<https://fhwaapps.fhwa.dot.gov/fhwall/>

For any questions, e-mail us at

**FHWA Lessons Learned Program Team:
fhwalessonslearnedprogram@dot.gov**

Questions???



Image: Pixabay