



Resource Center

Transportation Performance Management (TPM) Services

Technical Assistance & Training

October 2019

This document was developed to provide a reference tool for FHWA Division TPM specialists on available technical assistance and training resources. These are TPM resources that the RC TPM/AM/Freight (RC TAF) Team can deliver/deploy upon FHWA Division Office request. They are intended to support the professional capacity needs of Division Office staff as well as state DOTs and MPOs. For more information on whether a resource may be appropriate to meet partner needs, please contact the RC staff lead for that particular offering. For general questions on training and technical assistance services from the RC TAF team, please contact Lisa Randall (lisa.randall@dot.gov), Technical Director.

TECHNICAL ASSISTANCE (TA)

DOT and MPO needs. These include tailored workshops, overview webinars, on call technical assistance and program/process reviews. RC staff leads can help you scope the needs of your office and your partners, and can help identify options that might help meet your requirements. If you have a need for technical assistance on a TPM topic that you do not see listed or are not sure who to contact, please reach out to Lisa Randall (lisa.randall@dot.gov), Technical Director.

Forms of Technical Assistance

The Resource Center offers a variety technical assistance strategies to support customer needs on topics related to transportation performance management. Examples of types of technical assistance that the RC can make available, include:

- technical reviews and technical support for:
 - *Fostering sustainable coordination on TPM between stakeholders and partners;*
 - *Integrating performance based plans and programs;*
 - *Demonstrating CMP connections to TPM;*
 - *Highlighting effective target setting approaches; etc*
- TPM program and process reviews;
- TPM needs analysis;
- TPM leadership briefings; and
- tailored TPM training and targeted technical sessions (in person or webinar format);
- other forms of customer defined assistance.

Tailored in Person Workshops or Webinars

The Resource Center offers tailored workshops based on the specific needs and issues each customer identifies. Based on the scoping of the challenge, RC specialists work to develop a unique workshop that establishes specific outcomes and objectives.

Tailored TPM workshops are flexible and customer driven. The RC has a wide range of technical training modules and

exercises that can be “mixed and matched” based on customer need and interest. Customers also drive the length of each workshop. A key outcome of each workshop is an action plan that customers can use to implement specific strategies and improved identified during the workshop. Presentations by state, local and regional participants are encouraged and part of the design of each tailored workshop.

In addition to in person workshops, the Resource Center TAF team also provides a number of knowledge transfer activities through a webinar format. These can be high level overviews of a particular topic or a more detailed examination of a technical or program area. These webinar sessions are led by a RC TAF team member and include a mix of training, discussion and web based interactivity. Sessions are generally one to 4 hours in length but can be shorter or longer based on customer need and interest.

Below is a subset of possible topics that the RC TAF team offers in the areas of transportation performance management. If you do not see a topic where your organization has a specific challenge or need, please contact Lisa Randall, the team’s Technical Director, to see what options might be available.

Tailored In Person Workshops	Description	RC POC
Advancing TPM: <i>Data Management Approaches</i>	<p>Tailored workshop with resulting action plan or webinar. Length varies.</p> <p>Builds awareness of and identifies strategies for improving an organization’s data management structure, approaches and integration. Identifies common cross-cutting data quality issues and techniques for addressing them.</p>	Nick Renna Vidya Mysore Tom Kearney
Advancing TPM: <i>Target Setting Processes and Approaches</i>	<p>Tailored workshop with resulting action plan or webinar. Length varies.</p> <p>Builds awareness of and strategies for steps and approaches for effective target setting in a transportation performance management environment. Uses case studies, examples and lessons learned for creating approaches that help address specific customer challenges</p>	Brian Betlyon Jocelyn Jones Christina Leach Eric Pihl Nick Renna
Advancing TPM: <i>Aligning TPM and Performance Based Planning and Programming</i>	<p>Tailored workshop with resulting action plan or webinar. Length varies.</p> <p>Builds awareness of and strategies for linking performance based planning and programming concepts, approaches and requirements with a performance management framework. Identifies opportunities to more effectively integrate performance based plans and reviews system performance report requirements</p>	Brian Betlyon Jocelyn Jones Christina Leach Eric Pihl Nick Renna
Advancing TPM: <i>Connecting TPM and the Congestion Management Process</i>	<p>Tailored workshop with resulting action plan or webinar. Length varies.</p> <p>Builds awareness of and identifies strategies for fostering better linkages and connections between congestion management process and federal TPM requirements.</p>	Nick Renna Brian Betlyon
Advancing TPM: <i>Sustainable Coordination Strategies</i>	<p>Tailored workshop with resulting action plan or webinar. Length varies.</p> <p>Builds awareness of and identifies strategies for fostering effective coordination that is based on strong cooperation and, is comprehensive and ongoing between state DOTs, MPOs and transit providers. Links performance based planning and programming concepts, approaches and requirements with a performance management framework. Identifies opportunities to more effectively integrate performance based plans and reviews system performance report requirements</p>	Brian Betlyon Jocelyn Jones Christina Leach
Role of Analysis in TPM and Transportation Decision-Making	<p>Tailored workshop with resulting action plan or webinar. Length varies.</p> <p>Builds awareness of analytical approaches and tools that can be used to support all elements of transportation performance management—from strategic direction to target setting to programming/investment strategies to reporting, monitoring and evaluation. Helps state DOT and MPOs identify specific strategies for improvement in their analytical approaches and current tools. Highlights analytical approaches that are also useful for cross program and cross asset allocation.</p>	Eric Pihl Nick Renna
Advancing TPM: <i>Effective Monitoring, Adjustment and Evaluation</i>	<p>Tailored workshop with resulting action plan or webinar. Length varies.</p> <p>Builds awareness of approaches and issues that state DOTs and MPOs can use to monitor and evaluate all aspects of their transportation performance management and asset management programs. Also includes a discussion of target achievement and investment strategies and approaches for the alignment between these can be evaluated.</p>	Eric Pihl Vidya Mysore Tom Kearney Brian Betlyon
Communicating TPM to Different Audiences	<p>Tailored workshop with resulting action plan or webinar. Length varies.</p> <p>Builds awareness of how the principles and approaches for transportation performance management and asset management can be communicated to different audiences—from transportation professionals, DOT and MPO leadership to various public and private sector stakeholders.</p>	Brian Betlyon Jocelyn Jones Christina Leach Vidya Mysore

Cross Asset Allocation for TPM	Tailored workshop with resulting action plan or webinar. Length varies. Builds awareness of approaches, methods and tools for trade off analysis between goals, measures and targets. Helps state DOT and MPOs identify specific approaches to improve cross program and cross asset allocation.	Eric Pihl Vidya Mysore
Understanding TPM and Asset Management Connections	Tailored workshop with resulting action plan or webinar. Length varies. Builds awareness of the connections and linkages between transportation performance management and asset management in an agency's organizational structure and decision-making processes and specific federal requirements. Highlights examples and case studies and identifies specific strategies for enhancement.	Brian Betlyon Jocelyn Jones Christina Leach Vidya Mysore
Using Reliability Data, and NPMRDS for TPM and Enhanced Transportation Decision Making	Tailored workshop with resulting action plan or webinar. Length varies. Builds awareness of issues and considerations related to NPMRDS and congestion targets and measures for transportation performance management <i>as well as</i> an overview of how reliability data can be used to support a range of transportation decisions across multiple program areas. Identifies examples and case studies and approaches that DOTs and MPOs can use to improve their use and application of this type of data.	Nick Renna Eric Pihl

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NHI TRAINING

NHI Training Courses

The FHWA National Highway Institute (NHI) offers a variety of *foundational*, in person (instructor led training—ILT), blended (both in person or another format) or web based courses on various TPM topics. These courses are generally fee based. More information on these courses is available at:

<https://www.nhi.fhwa.dot.gov/home.aspx>. Customers request NHI courses through the NHI website. Staff from the FHWA Resource Center typically deliver many of the instructor led (ILT) NHI courses. For questions about the content and focus of a specific course, please contact the overall RC point of contact or the contacts listed on the NHI website.

NHI Course Title	Format	Description	RC Point of Contact
Overview of MAP-21 TPM Requirements (NHI-138004)	ILT	Provides an overview of federal TPM requirements and highlights the FHWA TPM framework.	Brian Betlyon Christina Leach Jocelyn Jones Eric Pihl Nick Renna
Performance Based Planning and Programming (NHI-138007)	ILT	Provides an overview of federal TPM requirements in the context of the Performance Based Planning and Programming Processes.	Brian Betlyon Christina Leach Jocelyn Jones
Steps to Effective Target Setting and Progress Assessment (NHI-138012)	ILT	Provides an overview of steps and approaches for effective target setting in a performance management context.	Brian Betlyon Christina Leach Jocelyn Jones Eric Pihl Nick Renna
Role of Data in Transportation Performance Management (NHI-138011)	ILT	Provides an overview of TPM data management needs and strategies and organizational approaches. Identifies common cross-cutting data quality issues and techniques for addressing them.	Nick Renna Eric Pihl
TPM for Safety (NHI-138006)	ILT	Provides an overview of the provisions of the Safety Performance Measures Final Rule and provides options for setting evidence based targets.	Dave Kopacz (RC Safety & Design Team)
TPM for Congestion (including Freight) (NHI-138010)	Blended	A blended course where participants take eight hours of self-paced training followed by a live "office hours" webinar session with FHWA instructors. Provides an overview of the provisions of the Congestion (including Freight) Performance Measures Final Rule	Nick Renna Eric Pihl

Overview of MAP-21 TPM Requirements WBT (NHI-138005)	WBT	Provides a self-paced overview of federal TPM requirements and TPM framework.	Brian Betlyon Christina Leach Jocelyn Jones Eric Pihl Nick Renna
Introduction to Performance Measurement WBT(NHI-138003)	WBT	Provides a self-paced overview of performance measures, their development, use and role of data and analytical tools.	Nick Renna Eric Pihl