

Project Background

As management and operations becomes a core function of departments of transportation, a trained and qualified workforce is needed. The AASHTO Subcommittee on System Operations and Management highlighted the need for increased levels of training in this area which resulted in:

1. Development of the Operations Academy Senior Management Program <http://www.operationsacademy.org>
2. NCHRP Project 20-77, Transportation Operations Framework



For more
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PROBLEM:

A lack of qualified personnel is hampering the successful mainstreaming of systems operations and management!

SO, WHAT IS BEING DONE ABOUT IT?!

NCHRP Project 20-77
Transportation Operations
Framework has been working
to provide part of the solution.



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NCHRP 20-77 Project Deliverables that will Help with Operations and Management Training

1. Operations and Management

Competencies Have Been Identified –

Competencies (topic areas of skills needed) needed by DOT personnel have been identified at all levels in a DOT organization (Senior, Mid-level and Technician). A matrix was developed to organize the specific competencies needed at each of those levels. You will find a copy of the matrix at: <http://www.catt.umd.edu/documents/NCHRPMatrix.pdf>

2. A Database of Training is Currently

Available – Training is currently available that will help build the knowledge needed in operations and management. The courses have been compiled into a database to be uploaded in the National Transportation Training Resource (NTRR) database found at <http://www.ntrr.dot.gov/>.

3. A List of Gaps in Existing Training –

Current training available for operations and management is not adequate. Areas in which there is little or no available training has been compiled. You will find this list at <http://www.catt.umd.edu/documents/GapAnalysis-3-2009.pdf>. If your organization offers training to fill one of these gaps, contact Kathleen Frankle (see back). The goal is for organizations to use this list of training gaps to develop needed courses.



4. Training Packages have been Developed

– If you need help putting together a training curriculum for a specific topic area, we have a solution for you. Training packages that consist of existing courses have been developed for every competency shown in the matrix described under #1. You will find the recommended training packages at: <http://www.catt.umd.edu/documents/NCHRPTrainingFramework.pdf>.