Description of Scan:

Nationally, there is an increasing need for DOT organizations to be more efficient with limited resources and a reduced workforce. One strategy that is being tried within some agencies is to cross train their workforce. A cross-trained workforce can be more efficient and agile in adapting to an agency's changing missions, priorities and budgets so common today.

This scan team will identify and meet with Human Resources and other appropriate representatives from state DOTs that have been successful in applying this strategy. The scan team will investigate:

- Host agency statistics describing the jurisdiction, agency size and organization, and applicable legislation, rules, standards, policies and mandates pertaining to cross-training of the workforce.
- Successful implementation strategies, advances in practice, emerging technologies and lessons learned and barriers to implementation
- QA/QC procedures including training plans and required certifications
- Performance measures including metrics, performance evaluations and corrective action procedures
- Sustainability topics such as ensuring future resources, succession planning and training, and developing and maintaining champions for the effort.

The team will identify successful strategies and the conditions under which each is applicable and best suited. The team will document the items listed above as well as examples of successful cross-training programs, position descriptions, and implementation plans.

Implementation of Scan results could benefit agencies by providing examples of how DOT workforces in other agencies have been made more cost efficient, more technically proficient, and more able to adapt to changing conditions. This Scan would best be accomplished through a peer exchange type of scan.

Original Scan Proposal Title(s): DSP-13-19 "Best Management Practices For Developing A Cross-Trained Workforce"

Last Reviewed/Revised April 2, 2013

Execution Schedule

Milestone	Anticipated Date
Chairs and Team Members Identified	November 2013
Desk Scan Completed	March 2014
Prescan Meeting Held	March 2014
Scan Conducted	June 2014
Draft PowerPoint submitted by SME	July 2014
Draft Report Delivered to NCHRP and Panel	September 2014
Final Report Delivered to NCHRP	December 2014

Estimated Scan Cost: $150,000 ($140,000 – type 2, $125,000 – type 3)

Anticipated Duration: 1-1/2 weeks (6 days – type 2, 3 days type 3)

Last Reviewed/Revised October 23, 2013