

Successful Strategies to Increase Agency Resilience



Image courtesy of Ohio DOT

Ohio DOT prepares its employees for disruptions from natural disasters through its Agency Safety & Security Action Plan and by conducting annual fire and tornado drills.

SCAN FOCUS

Natural disasters, economic volatility and leadership changes can all influence a transportation agency's productivity and system performance. The disruptions caused by the COVID-19 pandemic have been especially pervasive, resulting in workforce and supply-chain shortages and reduced revenues for departments of transportation (DOTs) across the country. To help states minimize the effects of future disruptions, Domestic Scan 21-01 sought to identify the innovative strategies and practices agencies used during the pandemic to become more adaptable and resilient.

PERSON-TO-PERSON RESEARCH

The team identified eight state DOTs that have adopted practices that have enhanced their resilience and made them more adaptable to future challenges. Representatives from these states and two private agencies were invited to a multi-day virtual event in April 2022 to provide details and exchange information. The scan team members then compiled their findings and developed recommendations.

NEXT STEPS Put It into Practice

EXPLORE NEW IDEAS

The strategies that have worked well for other public and private organizations may suit your agency's needs as well.

GET INVOLVED

Help problem-solve with AASHTO's Committee on Human Resources at [humanresources.transportation.org](https://www.humanresources.transportation.org).

READ MORE

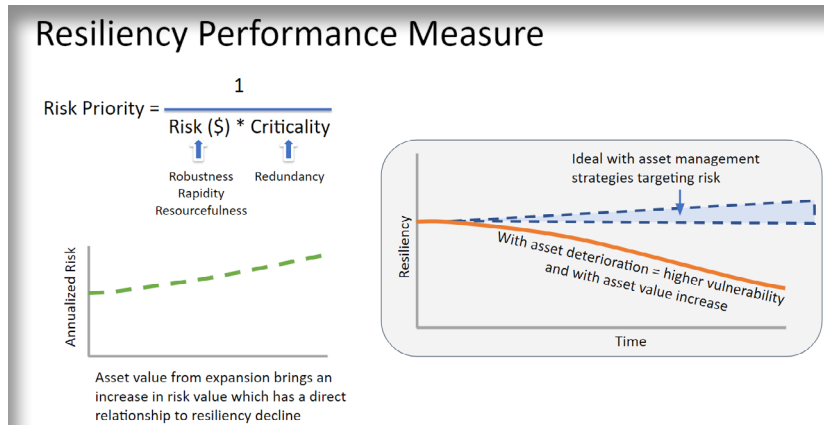
The full report on Scan 21-01 is available at domesticscan.org/scan-studies.

SUGGEST FUTURE SCANS

What topic do you have for an NCHRP Domestic Scan? See domesticscan.org/.

PRELIMINARY FINDINGS

The collected insights were categorized into 10 broad topic areas, including general information, leadership, lessons learned from the COVID-19 pandemic, communications, work environment, learning and development, organizational culture, workforce, technology/tools/systems, and safety. Among other revelations, the scan team found that an agency's organizational and workforce resilience is directly related to the active engagement and support of the agency's leadership, and a DOT is better able to respond to disruptions when it has an innovative culture already in place. After analyzing all of the collected information, the scan team developed a list of recommendations.



Utah DOT developed methods to measure its resilience performance.

Image courtesy of Utah DOT

PUTTING IT TO WORK

This scan identified several recommendations to help all agencies weather future challenges:

- Develop a national database of lessons learned that all states can access.
- Identify an AASHTO committee to oversee resiliency efforts.
- Develop guidance to help states incorporate risk and resiliency strategies into their everyday activities.

SHARING THE RESULTS

Scan team members will present their findings at a variety of state, local and national gatherings of transportation professionals. The team is also exploring opportunities to share the information through peer exchanges and workshops.

ABOUT THE PROGRAM: The NCHRP U.S. Domestic Scan Program (NCHRP Project 20-68, domesticscan.org) recognizes the value of firsthand sharing of new technologies and practices. Launched in 2006, the program typically sponsors two or three scans per year, putting state and federal DOT practitioners who need solutions in touch with innovative peers around the country, speeding the transfer of technology and know-how. During the intense experience of the scan (typically one to two weeks), participants see how a new technology or practice works in the real world. They also develop close professional relationships that remain readily available to them years later.

SCAN PARTICIPANTS



Image courtesy of Texas DOT

SCAN TEAM

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PEER EXCHANGE PARTICIPANTS

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