NJDOT

Research Peer Exchange

October 2001

Information Package

New Jersey Department of Transportation

NJ DOT Research Peer Exchange

The Peer Exchange Member met on October 10, 2001 at NJDOT.

After introductions, the member discussed the topics identified in the Structured Peer Exchange handout. The schedule and topics are discussed on the following pages.

Summary of the Peer Exchange "Take Home Ideas":

- Be proactive in regularly meeting with key stakeholder managers to identify their strategic needs in moving their program responsibilities forward.
- Incorporate discussion of strategic research directions into the annual Research Showcase to identify long-term goals or objectives.
- Work with the Department's Policy group to identify policy research items and discuss the Research Bureau's capabilities to perform National surveys and perform analyses to support decision-makers.
- Customer service is based on <u>listening</u> to the customers needs and providing timely value-added services and technology transfer.
- Implementation of research findings is different for different organizations. It ranges from simply distributing final reports to paying for pilot studies to introduce the research product to the operational staff of the Department. This will take some patients.
- Develop a Technology Transfer Strategic Plan to focus our efforts on providing value added information to stakeholder and university partners.
- We will develop our research web site to be the hub of research information for the New Jersey DOT, New Jersey Transit, Motor Vehicle Services, and our university research partners and other research organizations. We will transition to dissemination of final reports and tech briefs through our web site while providing hard copy when requested.
- We will market our research program by offering periodic newsletter, brown bag lunch lectures, and unsolicited technology transfer information to keep research in our customers minds.
- We will continue to participate in TRB and NCHRP and encourage our university partners to publish and present their findings where ever possible.

NJDOT RESEARCH PEER EXCHANGE

Peer Exchange Members:

Robert Valenti – NYDOT – Chairman	Larry Klepner – DelDOT
Donald Larsen - ConnDOT	Hassan Raza – FHWA NJ
Robert Garrett – PADOT	

Schedule:

Wednesday, October 10, 2001 Assistant Commissioner Pippa Woods Conference Room

Time		
10:30 – 12:00	Introduction Session	
	Structured Peer Exchange Topics	NJDOT Senior Staff FHWA NJ Division NJDOT Research Div Staff
12:00 – 1:00	Lunch	
1:00 – 3:00	Strategic Research Directions	RUC FHWA NJ Division NJDOT Research Div Staff Research University Partners LTAP
3:00 - 3:15	Break	
3:15 – 5:00	Policy Research	Policy & Priorities Board FHWA NJ Division NJDOT Research Div Staff
7:00	Dinner – Nassau Inn	

Thursday, October 11, 2001

8:00 – 8:30	Continental Breakfast	
8:30 – 12:30	Customer Service & Research Implementation	FHWA NJ Division NJDOT Research Div Staff Key Customers
12:30 – 1:30	Lunch	
1:30 – 3:30	Technology Transfer/TT Strategic Plan Research and Technology Web Site Final Reports and Tech Briefs Brainstorm Outreach, Marketing, and Networking	FHWA NJ Division NJDOT Research Div Staff Research University Partners LTAP
3:30 – 5:00	Peer Exchange Report Preparation	Peer Exchange Panel
5:00 – 6:00	Exit Briefing	NJDOT Senior Staff FHWA NJ Division NJDOT Research Div Staff

Structured Peer Exchange Objectives:

1. STRATEGIC RESEARCH DIRECTIONS

This topic can be viewed from two perspectives. Our research program is currently focused on solving the immediate or tactical problems that hamper our operational units – planning, design, construction, materials, and maintenance and those of our sister agencies – Motor Vehicle Services and New Jersey Transit. We would like to refocus the Department, as a whole, on its strategic directions to get the Department to where it wants to be. The second perspective is to modify our Division's capabilities to provide the necessary research support. One aspect of this evolution will be the development of a policy research capability (discussed next).

One "blueprint" for this strategic direction is the Governor's vision book that identifies goals for improving the State's transportation systems.

We would like to discuss your state's views on strategic research directions and the steps that your organization and state has taken in this area.

2. POLICY RESEARCH

Along with the Strategic Research Directions, the senior staff occasionally need "policy" research – surveys, alternatives analysis, etc. to help them make informed decisions. This is a new area for the Division of Research and Technology. We need to gear-up the Division's resources to fill this critical need. We will reach out to other State's research organizations that current play a role in providing their decision makers with factual input.

We would like to discuss your state's views on policy research and your capabilities in this area.

3. CUSTOMER SERVICE & RESEARCH IMPLEMENTATION

Customer service is a cornerstone of the Division of Research and Technology mission. We would like to discuss current ways of providing customer service and ways of improving customer service through peer exchange discussions.

Implementation of Research findings through specifications, design, construction, maintenance modifications, or improvements to safety, the environment or human factors is the goal of every research project. We would like to discuss procedures used to promote and track the implementation of research findings and publicize "success" stories at the national, state, and local levels.

We would like to discuss your state's views on customer service and implementation and your program's approach in these areas.

4. TECHNOLOGY TRANSFER/TT STRATEGIC PLAN

Technology Transfer is one of the foundations that support the success of research program. We would like to discuss various mechanisms for technology transfer and the organizational structure that supports it in other states. The Division of Research and Technology would like to be the "hub" for technology transfer at the NJDOT. We have prepared a technology transfer strategic plan that summarizes our activities to provide technology transfer to our international, national, state, and local technology customers.

We would like to discuss your state's views on technology transfer and your unit's capabilities and approach in this area.

RESEARCH AND TECHNOLOGY WEB SITE

NJDOT is about to launch its Research and Technology web site. The site seeks to provide its customers at all levels with a one-stop location for research needs. We would like to discuss what information is currently available on research web sites – State DOTs and other national research institutions.

We would like to discuss your state's views on web pages and your unit's capabilities and approach in this area.

<u>FINAL REPORTS AND TECH BRIEFS</u>
Distribution of final reports

We would like to discuss your state's views on final report dissemination and your unit's approach in this area.

5. BRAINSTORM OUTREACH, MARKETING, AND NETWORKING
Outreach is a means of seeking input and exchanging ideas with other organizations.

We would like to discuss improving the research program's involvement with organizations outside of NJDOT. We would like to discuss your organization's involvement with TRB, NCHRP, AASHTO, and other organizations. We would also like to discuss the role of outside organizations in your research process.

Marketing is necessary to ensure the survival of the research program and to secure more resources to enhance the program's ability to provides timely value-added solutions to problems facing our Department.

We would like to discuss your state's views on marketing its program and the steps it takes.

Networking provides a means of joining forces to solve a problem without reinventing the wheel. We would like to discuss how your research unit networks with other organizations within your state, locally, and nationally. How involved are your universities and industry in your networking efforts?

We would like to discuss your state's views on Networking and the steps it takes.