

FEDERAL HIGHWAY ADMINISTRATION

*Who
We Are*

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*What
We Do*



U.S. Department of Transportation
Federal Highway Administration

Notice

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A Message to Our Customers & Partners

*A*t the Federal Highway Administration (FHWA), we strive every day to improve transportation for a strong America. Our top priorities are to make transportation safer and more secure, to reduce traffic congestion, and to preserve the environment. We understand that our customers and partners have expectations, standards, and performance requirements when they do business with FHWA, and we respond by delivering products and services that meet the needs of our customers and partners efficiently and cost-effectively. The satisfaction of the American public and our partners is a critical component and measure of our success.

This pamphlet describes our commitment to you and brings together the customer service plans of FHWA's Federal-aid and Federal Lands programs. It describes our programs, services, and standards featuring examples of current initiatives that will provide higher quality services and products at the lowest possible cost.

We promise to always seek your input, which will enable us to evaluate our programs and projects, revise our Federal role and policies, streamline our processes, find new approaches to old challenges, and enhance the quality of our services.

Please let us know how we are doing. Together, we can ensure that our transportation system is safer for all Americans, that our transportation programs operate smarter, and that our program implementations are simpler.

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Who We Are

Our Administration is a major agency of the U.S. Department of Transportation (DOT). As a cabinet-level organization of the Executive Branch of the U.S. Government, the DOT is led by a presidential appointee—the Secretary of Transportation. The top-level official at FHWA is the Administrator, who reports directly to the Secretary of Transportation. FHWA is headquartered in Washington, DC, with field offices in every State, the District of Columbia, and Puerto Rico.

FHWA is charged with the broad responsibility of ensuring that America's roads and highways continue to be the safest and most technologically up-to-date. Although State, local, and tribal governments own most of the Nation's highways, we provide financial and technical support to them for constructing, improving, and preserving America's highway system. Our annual budget of more than \$30 billion is funded by fuel and motor vehicle excise taxes. The budget is primarily divided between two programs: Federal-aid funding to State and local governments; and Federal Lands Highways funding for national parks, national forests, Indian lands, and other land under Federal stewardship.

Our Programs

The Federal-aid Highway Program

provides Federal financial resources and technical assistance to State and local governments for constructing, preserving, and improving the National Highway System, a 160,000-mile network that carries 40 percent of the Nation's highway traffic. The program also provides resources for one million additional miles of urban and rural roads that are not on the System, but that are eligible for Federal-aid.



The Federal Lands Highway (FLH) Program provides funding for public roads and highways within federally owned lands and tribal lands that are not a State or local government responsibility. Each year more than 900 million people visit National parks, forests, and wildlife refuges. Through our Federal Lands Highways program we provide funding to maintain and improve access to these areas that include preparing plans, letting contracts, and supervising construction projects.



Our Vision...

Improving Transportation for a Strong America

Our Mission...

**Enhancing Mobility Through Innovation, Leadership,
and Public Service**

Our Strategic Goals...

At FHWA, we aggressively pursue our vision and mission by focusing on six strategic goals:

Safety — Continually improve highway safety.

Mobility and Productivity — Preserve, improve, and expand the Nation's highway transportation system while, at the same time, enhancing the operation of the existing highway system and intermodal connectors.

Global Connectivity — Promote and facilitate a more efficient domestic and global transportation system that enables economic growth.

Environment — Protect and enhance the natural environment and communities affected by highway transportation.

National Homeland Security — Improve highway security and support national defense mobility.

Organizational Excellence — Advance FHWA's ability to manage for results and innovation.

Our Vital Few Priorities

- Safety
- Congestion Mitigation
- Environmental Stewardship and Streamlining

The *Vital Few* priorities are the focus areas that show the biggest performance gaps in the transportation system and present opportunities for FHWA to make the greatest difference. We are committed to being successful in these focus areas.



Safety

Safety on our highways is FHWA's top priority. More than 42,000 people are killed annually in traffic crashes in this country. That equates to about 115 fatalities a day. We must find, and we are finding, new opportunities and developing new technologies for saving lives. FHWA is aggressively advancing the activities and projects that we already know prevent crashes and that reduce fatalities and serious injuries when crashes do happen. FHWA is focusing its safety program on addressing three crash types that relate most highly to fatalities: roadway departures, intersections, and pedestrians. We also partner with others in DOT to increase the use of safety belts, as thousands of lives could be saved if every vehicle occupant would simply buckle-up.

In addition, FHWA conducts safety research, technology, and outreach projects that contribute to multiple objectives. These include speed management to encourage wider adoption of safe travel speeds appropriate for road and travel conditions; safety management to ensure that resources are allocated to achieve the maximum returns in reducing the severity and frequency of crashes; human-centered systems to incorporate human factors into all aspects of highway design; work zone safety improvements; and a variety of safety outreach efforts. FHWA makes safety a top priority and we continue to work toward making America's highway system one of the safest in the world. For information on safety facts, visit the FHWA Web site at:

http://safety.fhwa.dot.gov/facts_data/category.htm

Congestion Mitigation



Congestion mitigation is another one of our top priorities. Demand for highway travel continues to grow as population increases. Between 1980 and 1999, miles of highways increased 1.5 percent while vehicle miles of travel increased 76 percent. FHWA is working with regional partnerships to address all aspects of congestion, including two of the most prevalent causes of traffic congestion; work zones and traffic incidents. We are providing substantial assistance to State and local transportation agencies as they develop projects to increase capacity and remove bottlenecks.



For example, we help fund traffic control centers in large metropolitan areas that can track traffic flow, identify trouble areas, and disseminate information to the traveling public so that travelers can avoid congestion. Many cities have now installed these centers to provide information such as incident management (accident alerting), and congestion management. The centers also help promote safety and improve air quality. In July 2000, FHWA and DOT coordinated with the Federal Communications Commission to reserve the numbers "511" to enable travelers nationwide to access travel and traffic information across any area of the Nation. For national traffic and road closure information, visit the FHWA Web site at: www.fhwa.dot.gov/trafficinfo/

Environmental Stewardship and Streamlining

FHWA is committed to protecting and preserving the environment through stewardship and timely reviews. In recent years, FHWA and our partners have made

substantial contributions to the environment and to communities, through planning and programs that support wetland banking, habitat restoration, historic preservation, air quality improvements, bicycle and pedestrian facilities, context-sensitive solutions, wildlife crossings, public and tribal government involvement, and more.

FHWA will continue to support these programs while it also works with State, local, and Federal partners to conduct sound environmental reviews in a timely way. With prompt decisionmaking, we can reduce project cost escalation, ease congestion, and deliver the transportation and safety improvements that the American public expects. The environment is everybody's concern and at FHWA, it assumes a particular importance—one that touches virtually every aspect of highway planning, design, and construction. For information on environmental streamlining, visit the FHWA Web site at: www.fhwa.dot.gov/environment/strmlng/index.htm



What We Do

Our Roles

As Leaders for National Mobility

- Provide leadership in defining a future transportation system.
- Advocate highway system excellence.
- Formulate national program policy and content.
- Develop perspective and expertise to support and measure system performance.

As Stewards for National Highway Programs

- "Raise the bar" on highway and transportation system performance.
- Ensure financial accountability.
- Anticipate and meet national security needs.
- Deliver Federal-aid and Federal Lands Programs.

As Innovators for a Better Future

- Invest in and conduct transportation research on behalf of customers, partners, and stakeholders.
- Create an environment for, and deliver innovations in the transportation community through development of tools, technology transfer, training, and technical assistance.
- Continually reevaluate and improve the effectiveness and efficiency of our business processes.

Our Services

Deliver the Federal-aid and Federal Lands Highway Programs—Our Investment in the Nation's Transportation System

FHWA carries out the Federal highway programs in partnership with the State and local agencies to meet the Nation's transportation needs. FHWA adds value to the delivery of the Federal highway programs by administering and overseeing these programs to ensure that Federal funds are used efficiently. In administering these Federal funds, we apply flexible and innovative financing techniques permissible under the law, and use efficient administrative processes, such as electronic signatures, online processing, Web information dissemination, and videoconferencing.

Advance the State-of-the-Art in the Transportation System

We work cooperatively with governmental agencies, industry, and research community partners to research, develop, test, and implement the latest proven technological advancements including intelligent transportation systems. FHWA

promotes and maintains a high level of engineering excellence in the delivery of



transportation products, and delivers technical assistance and training to State, local, and tribal government transportation managers and staff. Our Agency also fosters nationwide uniformity of standards for signs, signals, designs, and safety features on major highway systems.

Enhance Safety and Protect the Environment

We promote the use of the best available safety practices, programs, and technologies in all phases of highway planning, design, construction, and operations. With our partners, we ensure that transportation system plans and technologies and innovations improve safety of the public and the human and natural environments, and that the decision processes include the full and open participation of the public. FHWA ensures that all people and businesses affected by those decisions are treated equally and in accordance with the law.

Customer and Partner Service

FHWA is committed to improving customer and partner satisfaction. We solicit customer and partner feedback through surveys, ongoing



communications, and assessments to improve our programs and services. We continuously review our information to ensure that it does, in fact, measure up to best practices and serve the needs of our ultimate customers, the American public. To obtain customer service information, visit the FHWA Web site at: www.fhwa.dot.gov/service.html

Our People

Like most major private corporations, a group of people supports FHWA programs and activities. We have

lawyers, who make up our chief counsel's office; **civil rights experts**, who oversee the civil rights program;

quality experts, who essentially review the effectiveness of FHWA programs and processes;

policy experts, who oversee FHWA

policy; and **public affairs experts**, who

provide information to the media and general public.

Administrative experts manage our information systems and technology; oversee publishing and communications; handle contract matters, including acquisitions; and manage our human resources.



Since FHWA has a great deal to do with highway design and construction, a large number of our employees are **engineers** from all disciplines—civil, traffic, computer applications,



systems, environmental, electrical, and mechanical, to name a few. Our **safety specialists** deliver a wide range of engineering, enforcement, education, human factors, communication, and analytical skills needed to improve highway safety. We have people dedicated to planning, environment, and realty. **Planners** are involved in everything from preparing border crossings

to helping large metropolitan areas formulate transportation plans to accommodate increased growth.

Environmentalists

cover a wide range of areas from reviewing Environmental Impact Statements to overseeing the foliage that should be planted in highway median strips to reduce mowing costs and increase highway beautification.

Realty experts provide resources to State partners to acquire private properties for highway projects.



It is in the best interest of everyone to complete highway construction as rapidly as possible. Over the last several years, our **finance experts** have worked with many State and construction industry partners to devise different inno-



vative financing plans. Since we are responsible for compiling, publishing, and interpreting a wide range of statistics and financial information

on roadways, we also have a number of **statisticians** and **economists** on our staff. Every year, instructors at FHWA's National Highway Institute train thousands of professionals on courses that vary from the latest technology in managing snow and ice to seismic (earthquake) bridge design.

Our Commitment to You

To our partners in the transportation community, we pledge the following:

- To make all major changes in policies and regulations available to you. You will have at least 60 days to offer your views on all proposed changes, and we will consider your views when making decisions. Regulations will be clear and realistic, and will impose only the minimum necessary requirements.
- To make timely and accurate funding payments to everyone who has a financial relationship with FHWA. On the date a request is made, we will strive to generate reimbursements to States who use electronic signatures.
- To directly or indirectly provide the best available training, technical assistance, and access to state-of-the-art transportation technologies.
- To embrace an open and cooperative approach to considering and deciding actions that may affect practices, materials, or other transportation improvement activities.
- To ensure integrity in our business processes; to be advocates of innovations; and to be objective in our evaluations.



To the American public, we pledge the following:

- To provide all people and businesses affected by Federal-aid transportation improvements with opportunities to present their views during the decisionmaking process, and to ensure that they will receive all services and benefits that they are entitled to under the law.
- To undertake all Federal-aid transportation improvements with minimal delays and maximize safety for the travelers and workers.
- To work with our partners in improving safety of the highway network in a timely and prioritized manner.
- To work closely with our partners in enhancing the condition and performance of our major roads and bridges.
- To work with our partners to ensure quality and uniformity in signs, signals, and design standards on the Nation's major highways.
- To enhance the environment and minimize the effects of federally aided transportation improvements on the natural and human social environments and historical sites.
- To provide timely and accurate information whenever it is requested. We will provide the requested information, or a specific commitment for future delivery, within 10 business days of our receipt of the request.

Our Plan for the Future

We promise to continue to listen and respond to the American public and our partners in the transportation community. We value your input, which enables us to maintain our commitment to quality and performance in the future.



O the Organization

*F*HWA is organized around core business functions, with teams sharing resources and knowledge. We have shifted more employees into positions that provide direct service to our customers and partners. Our headquarters and field offices collaborate extensively with each other and with our partners and stakeholders to achieve common goals. To view FHWA organizational structure, visit the FHWA Web site at: www.fhwa.dot.gov/org.html

FHWA consists of a headquarters office in Washington, DC; a division office in each State (including four metropolitan offices), the District of Columbia, and Puerto Rico; a resource center (with four locations); and three Federal Lands Highway division offices. A complete list of contacts begins on page 25.

The **Washington Headquarters** provides leadership on strategic initiatives, sets overall policy, and provides program direction for the Agency.

The Federal-aid Highway Program is administered through the **52 Federal-aid Division Offices**.

The **FHWA Resource Center** works in partnership with the division offices in delivering the Federal-aid Highway



Program to the State and local agencies. The FHWA Resource Center staff provides expert technical assistance, technology deployment, and training on a full range of transportation disciplines.

The Federal Lands Highway Program is managed by three **Federal Lands Highway Division Offices**.

Our Headquarters Offices

The **Office of the Administrator** provides executive direction to FHWA headquarters and field organizations.

The **Office of Planning, Environment, and Realty** functions as FHWA's national leader for international, interstate, state, metropolitan, and multi-modal transportation planning; environmental stewardship; environmental streamlining; and real property acquisition and management. This office also serves as lead agency on the Uniform Act for the entire Federal government. Visit the FHWA Web site at: www.fhwa.dot.gov/hep/

The **Office of Infrastructure** ensures that the highway infrastructure supports the Nation's mobility needs by providing national leadership and technical expertise; advancing state-of-the-art technologies and innovations; and serving as stewards for the Federal-aid Highway Program in the following areas: program delivery and oversight, engineering policies and standards, pavements, materials, bridges, tunnels, geotechnical and hydraulic structures, contract administration, highway design, construction quality, maintenance and system preservation, and asset management. Visit the FHWA Web site at: www.fhwa.dot.gov/infrastructure/

The **Office of Operations**

provides national leadership for managing and operating the surface transportation system, including the deployment of ITS



to highway transportation and the development of an intermodal approach to freight operations. Visit the FHWA Web site at: www.ops.fhwa.dot.gov/

DOT's **Intelligent Transportation Systems (ITS) Joint Program Office** serves as the national leader and primary advocate of the ITS research and deployment program; develops new legislation, regulations, and policies; establishes strategic direction; provides cross-departmental coordination; and monitors program finance

and progress. Visit the FHWA Web site at: <http://www.its.dot.gov/>



The **Office of Safety** provides national leadership and advocacy on safety initiatives, including strategic and program development and implementation that saves lives and reduce the severity of highway crashes. The office also provides a direct organizational link to the DOT safety emphasis and programs highlighted in the DOT strategic plan. Visit the FHWA Web site at: <http://safety.fhwa.dot.gov/>

The **Federal Lands Highway (FLH) Office** administers the FLH Program, Defense Access Roads, and Emergency Relief programs; provides transportation services to Federal agencies; advocates safe public access to Federal and Indian lands; provides training to FHWA staff and other Federal agencies; develops and disseminates technology about transportation access to Federal and Indian lands; and provides direction, guidance, and support to the three FLH Divisions. Visit the FHWA Web site at: www.fhwa.dot.gov/flh/

The **Office of Policy** supports the FHWA, DOT, and Congress on intergovernmental affairs, policy development and execution, policy information needs, and international programs. Visit the FHWA Web site at: www.fhwa.dot.gov/policy/

The **Office of the Chief Counsel** gives legal advice and represents all aspects of FHWA's programs. The office works with State and local government transportation attorneys and other customers to enhance the understanding and application of Federal transportation laws and procedures. Visit the FHWA Web site at: www.fhwa.dot.gov/orgchief.htm



The **Office of Public Affairs** promotes public understanding of and support for FHWA programs, policies, and strategies; provides information about Agency operations and programs to the media and public; and provides support and assistance to FHWA headquarters and field offices. Visit the FHWA Web site at: www.fhwa.dot.gov/publicaffairs/

The **Office of Civil Rights** provides national leadership for civil rights policy, program development, and operations to ensure fair and equitable treatment of all people employed or affected by FHWA and the programs and activities of its recipients, sub-recipients, and contractors regardless of race, color, religion (in the context of employment), sex, national origin, age, or disability. Visit the FHWA Web site at: www.fhwa.dot.gov/orgcivil.htm

The **Office of Corporate Management** helps FHWA leaders and offices improve processes, products, and services that result in better customer satisfaction and organizational performance, including knowledge management, program evaluation, performance planning,

and organizational quality improvement. Visit the FHWA Web site at: www.fhwa.dot.gov/orgcorp.htm

The **Office of Research, Development, and Technology** operates a world-class highway research, development, and technology facility in McLean, VA, where it conducts research using a wide variety of techniques and materials. The office often partners with States, transportation organizations, colleges, and universities in this research. Visit the FHWA Web site at: www.fhwa.dot.gov/orgdat.htm

The **Office of Professional Development** serves as FHWA's in-house training and learning consultant. Education and training are a big part of FHWA's activities. Our National Highway Institute instructors train thousands of professionals every year, not only from the FHWA but also from State and other non-Federal employees as well. Visit the FHWA Web site at: www.fhwa.dot.gov/orgprofd.htm



The **Office of Administration** develops agency-wide policies and provides services in support of FHWA's mission, programs, and objectives in the areas of acquisition management, human resources management, information technology management, financial management, and administrative support services. The office also provides some external services to FHWA's partners and customers, such as assisting State DOTs with enhancing their financial management practices. Visit the FHWA Web site at: www.fhwa.dot.gov/orgadmin.htm

Our Field Offices

The **Federal-aid Division Offices** provide front-line Federal-aid Program delivery and assistance to partners and customers in planning, preliminary engineering, technology transfer, real property acquisition and management, bridge expertise, highway safety, traffic operations, environmental support, design, construction, asset management, and civil rights. Visit the FHWA Web site at: www.fhwa.dot.gov/field.html

The **FHWA Resource Center** provides expert technical assistance, technology deployment, and training on a full range of matters to FHWA Divisions, State DOTs, and other customers, in advancing the Federal-aid Highway Program and quality initiatives. The staff offers specialized assistance nationwide in the following disciplines: Air Quality, Civil Rights, Construction and Project Management, Environment, Finance, Geotechnical Engineering and Hydraulics, Operations, Pavements and Materials, Planning, Safety and Highway Design, and Structures. Visit the FHWA Web site at: www.fhwa.dot.gov/resourcecenter

Federal Lands Highway (FLH) Divisions administer the FLH Program, Defense Access Roads, and Emergency Relief Programs. The office also provides highway engineering and construction-related services to other Government agencies, FHWA offices, and foreign countries. Federal Lands also serves as a training ground for new FHWA trainees and for testing and evaluating new technologies. Visit the FHWA Web site at: www.fhwa.dot.gov/flh/contact.htm

For More Information

More than 2,800 professionals work in FHWA offices located in all 50 States, the District of Columbia, and Puerto Rico.

For more information about FHWA, please call or write:

FHWA

Office of Public Affairs

400 7th Street, SW.

Washington, DC 20590

(202) 366-0660

- Visit our Web site at: <http://www.fhwa.dot.gov/>
- Contact one of our following offices:

Contacts

HEADQUARTERS

www.fhwa.dot.gov/programs.html

Administration	(202) 366-0604
Chief Counsel	(202) 366-0740
Civil Rights	(202) 366-0693
Corporate Management	(202) 366-9393
Federal Lands Highway	(202) 366-9494
Infrastructure	(202) 366-0371
Operations	(202) 366-0408
Planning, Environment, and Realty	(202) 366-0116
Policy	(202) 366-0585
Professional Development	(703) 235-0500
Public Affairs	(202) 366-0660
Research, Development, and Technology	(202) 493-3999
Safety	(202) 366-2288

DIVISION AND METROPOLITAN OFFICESwww.fhwa.dot.gov/field.html

Alabama	(334) 223-7370
Alaska	(907) 586-7418
Arizona	(602) 379-3646
Arkansas	(501) 324-5625
California	(916) 498-5001
Los Angeles Metro Office	(213) 202-3950
Colorado	(303) 969-6730
Connecticut	(860) 659-6703
Delaware	(302) 734-5323
District of Columbia	(202) 219-3536
Florida	(850) 942-9650
Georgia	(404) 562-3630
Hawaii	(808) 541-2700
Idaho	(208) 334-1843
Illinois	(217) 492-4640
Chicago Metro Office	(312) 886-1616
Indiana	(317) 226-7475
Iowa	(515) 233-7300
Kansas	(785) 267-7281
Kentucky	(502) 223-6720
Louisiana	(225) 757-7600
Maine	(207) 622-8487
Maryland	(410) 962-4440
Massachusetts	(617) 494-3657

Michigan	(517) 377-1844
Minnesota	(651) 291-6100
Mississippi	(601) 965-4215
Missouri	(573) 636-7104
Montana	(406) 449-5303
Nebraska	(402) 437-5765
Nevada	(775) 687-1204
New Hampshire	(603) 228-0417
New Jersey	(609) 637-4200
New Mexico	(505) 820-2021
New York	(518) 431-4125
New York City Metro Office	(212) 668-2206
North Carolina	(919) 856-4346
North Dakota	(701) 250-4204
Ohio	(614) 280-6896
Oklahoma	(405) 605-6011
Oregon	(503) 399-5749
Pennsylvania	(717) 221-3461
Philadelphia Metro Office	(215) 656-7070
Puerto Rico	(787) 766-5600
Rhode Island	(401) 528-4541
South Carolina	(803) 765-5411
South Dakota	(605) 224-8033
Tennessee	(615) 781-5770
Texas	(512) 536-5900
Utah	(801) 963-0182

Vermont	(802) 828-4423
Virginia	(804) 775-3320
Washington	(360) 753-9480
West Virginia	(304) 347-5928
Wisconsin	(608) 829-7500
Wyoming	(307) 772-2101

F H W A R E S O U R C E C E N T E R

www.fhwa.dot.gov/resourcecenter

Baltimore, MD	(410) 962-0093
Olympia Fields, IL	(708) 283-3510
Atlanta, GA	(404) 562-3570
San Francisco, CA	(415) 744-3102

**F E D E R A L L A N D S H I G H W A Y
D I V I S I O N O F F I C E S**

www.fhwa.dot.gov/flh/contact.htm

Eastern – Sterling, VA	(703) 404-6201
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Western – Vancouver, WA	(360) 619-7700

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