

National Maintenance Quality Assurance (MQA) Peer Exchange October 11-13, 2004 in Madison, WI

First-ever national MQA peer exchange

Building off earlier meetings on quality and performance measures in Scottsdale, AZ, and Whitefish, MT

Hosted by Wisconsin DOT (WisDOT) and the Midwest Regional University Transportation Center at University of Wisconsin – Madison (MRUTC)

Sponsored by FHWA, AASHTO, and 21 state DOT's

Steering committee included DOT representatives from New York, North Carolina, Washington, Montana, Missouri, Wisconsin, and California, as well as representatives from AASHTO and the MRUTC

Headlining

Welcome by Wisconsin Secretary of Transportation Frank Busalacchi

Keynote speakers: Carlos Braceras, Deputy Director of Utah DOT and Chair of AASHTO Subcommittee on Highway Maintenance, and David Vieth, Director of Highway Operations, WisDOT

Attending:

Some 75 people from 36 state/provincial DOT's, including: Alaska, Alabama, Arizona, California, Connecticut, Florida, Georgia, Idaho, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maryland, Maine, Michigan, Mississippi, Minnesota, Missouri, Montana, Nebraska, Nevada, New Mexico, North Carolina, New York, Ohio, Ontario, Pennsylvania, South Carolina, South Dakota, Texas, Utah, Washington, Wisconsin

3 counties: Brown (Wis.), Manitowoc (Wis.), Martin (Fla.),

3 organizations: AASHTO, US Forest Service, University of Wisconsin - Madison

National priorities

In each of 11 sessions, participants generated a list of needs/next steps/unanswered questions. In the final session, they voted for their top three priorities. Here are the top six vote-getters, with the number of votes in parentheses.

1. Develop a budget allocation model that is not only based on history but also includes MQA data and feature inventory (27)
2. Determine how to use conditions and dollars spent to predict outcomes (26)
3. Develop meaningful and consistent performance measures for winter (20)
4. Integrate pavement management, maintenance management systems, and MQA (13)
5. Develop a guide, MQA Stats 101, to answer questions like: What do I know from my data? What sampling techniques should I use? Include case studies of how different agencies have bridged gaps in data. (12)
6. Develop a guide to tell the story of highway maintenance in words and pictures: what we do, why it matters, what it costs, and what happens if we don't do it. (11)

Products & Resources:

- MQA online library. Includes documents from MQA programs across the country and presentations from peer exchange. Searchable by state or document type. <http://www.mrutc.org/outreach/MQA/> Updated regularly through end of year.
- Listserv of people interested in MQA. Unmanaged. Hosted by UW through the MRUTC. Should be running by the end of the year.
- Proceedings from the peer exchange, including presentations, a brief narrative, and a list of all attendees.
- Report on the possibility of national measures for maintenance, from reviewing MQA program materials.
- Peer exchange website. Links to peer exchange materials and to library. Will include links to proceedings and reports as they are issued. <http://www.mrutc.org/outreach/MQA/>

Feedback from anonymous evaluations:

On a scale of 1-10, with 10 being high, participants gave the event an overall average rating of **8.7**.

On average, people met over 4 colleagues they would be comfortable contacting in the future.

People were interested in doing this again in 1-5 years.

Comments: "Got it all!! Excellent program."... "This was an excellent event, organization and sessions were great, lots of good information was exchanged."... "Hats off to all the steering committee. Exchange was well developed and thought out. I gained tremendously."... "This meeting was very applicable and informative."

Contacts

Alison S. Lebwohl, WisDOT. Peer exchange chair. 608-266-8666. alison.lebwohl@dot.state.wi.us

Jason Bittner, MRUTC. Peer exchange steering committee. 608-262-7246. bittner@engr.wisc.edu