

External Collaboration and Coordination

External Collaboration and Coordination refers to established processes to collaborate and coordinate with agency partners and stakeholders on planning/visioning, target setting, programming, data sharing, and reporting. External collaboration allows agencies to leverage partner resources and capabilities, as well as increase understanding of how activities impact and are impacted by external factors.

What it Takes

Because performance results impact, and are impacted by, conditions such as economic growth and environmental health, coordination with partners will enable agencies to establish more accurate targets, better reflect regional priorities in planning documents, and more strategically program projects to achieve desired outcomes. By working with regional partners, limited staff time and resources can be maximized. Using the same measures to track progress enables data collected for that particular measure to be shared, reducing overall costs or enabling tracking of additional system elements.

External collaboration and coordination will be most successful if staff:

- Provide leadership to reward collaboration and set expectations
- Continually look for opportunities to collaborate

Activities highlighted in this component are a natural extension of those currently required and/or practiced. Build on existing collaboration to further leverage collaboration to improve results for multiple agencies with overall fewer resources.

Implementation Steps

External Collaboration and Coordination is broken down into two subcomponents:

- **Planning and Programming:** Coordinating and collaborating with external agency partners to establish goals, objectives, performance measures, and targets and to program projects to achieve established performance targets.
- **Monitoring and Reporting:** Coordinating and collaborating with external agency partners on performance monitoring and reporting.

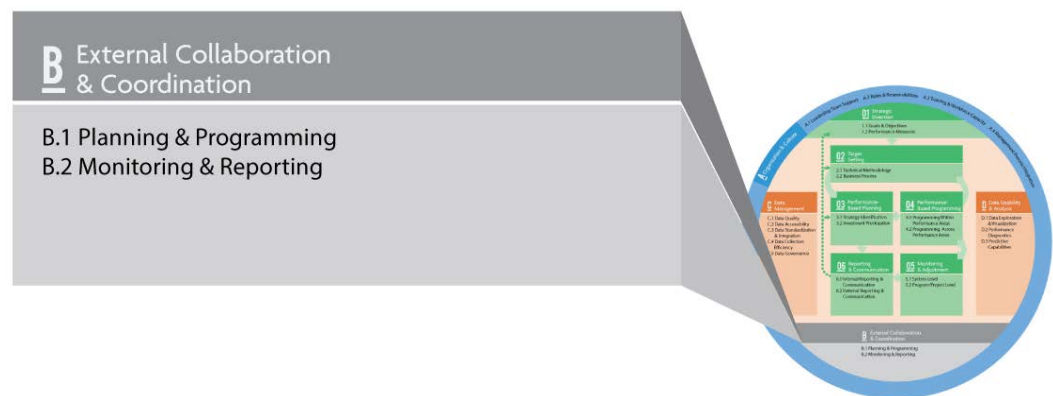
Each subcomponent has its own set of implementation steps.

Planning and Programming	Monitoring and Reporting
B.1.1 Engage with external stakeholders to establish goals, objectives, and measures	B.2.1 Implement data sharing protocols
B.1.2 Collaboratively establish targets	B.2.2 Review and discuss content of reports to ensure consistent messaging
B.1.3 Develop and implement strategies in a collaborative manner	B.2.3 Formalize process for monitoring and reporting

Making the Connection

External Collaboration and Coordination (Component B) is an important element throughout TPM activities, as demonstrated by the names of the subcomponents. External Collaboration and Coordination should also be undertaken through Data Management (Component C) and Data Usability and Analysis (Component D) to identify opportunities for data and analysis sharing with partners.

External Collaboration and Coordination and the TPM Framework



For more information on external collaboration and coordination and the other components of the TPM Framework visit: www.tpmtools.org



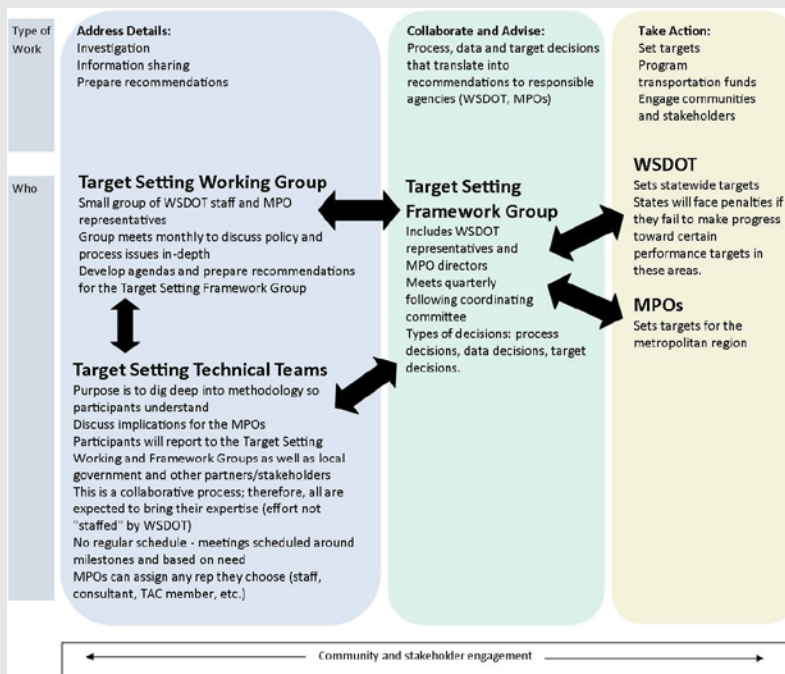
Case Study: Implementation Step B.1.2

Target Setting Collaboration: WSDOT

The Washington State DOT has established three groups to facilitate collaborative target setting. The Target Setting Framework Group includes representatives from WSDOT and directors of MPOs and meets quarterly to address issues in three categories: process, data, and target setting.

- **Process:** the group will decide when and how often WSDOT and MPOs should engage and how to engage.
- **Data:** the group will determine what types of data to use, establish roles and responsibilities for data collection and analysis, and the process MPOs should use to report targets and results.
- **Target setting:** the group will advise on target setting decisions, with final recommendations forwarded to MPOs, WSDOT’s Executive Leadership Team, and the Secretary of Transportation. Agencies can adopt or modify the targets, but the Secretary must ensure they align with the Governor’s strategic directions.

The Target Setting Working Group, a smaller group comprised of WSDOT and MPO staff, meets monthly to discuss policy and process issues more in depth to prepare recommendations for the Framework Group. Target Setting Technical Teams go into more detail, using NPRMs to prepare for new requirements by analyzing and vetting WSDOT proposed targets. Each national performance area has a technical team that reports to the Working Group and Framework Group and individual members report back to WSDOT, their MPO, and local government partners. Technical Teams meet as needed, mainly around milestones.



Source: Washington State DOT. MAP-21 Collaboration. May 2015 – Edition 1. <http://wsdot.wa.gov/NR/rdonlyres/31492B5E-0908-4B44-B910-8669DBE0E37/0/CollaborationMAP21WSDOTFolio.pdf>

Perspectives

“Public opinion surveys can... [link] system performance levels and the level of inconvenience perceived by users.”

— NCHRP 551:
Performance Measures and Targets for Asset Management

“It became readily apparent that different departments were collecting duplicate data sets and that working together we could invest in a data set worthy of... our goals.”

— Stan Burns, Utah DOT

“Without a doubt, and with ‘no fear’, the Tri State members recognize the value in collaborating and comparing similar performance measures.”

— Tri-State (ME, NH, VT)
Performance Measures: 2013 Annual Report

“[Agencies should] align their goals, objectives, measures, and targets with one another. This does not mean that each agency must use the same goals, objectives, and measures... However, it is important that goals and objectives of agencies working in the same areas are supportive of each other.”

— Performance-Based Planning and Programming Guidebook

Connect Online to Learn More

Visit the TPM Toolbox online to learn more about external collaboration and coordination and to take your own TPM Capability Maturity Self-Assessment: www.tpmttools.org