FORUM ON INTEGRATING CONTEXT (CUSTOMER) SENSITIVE SOLUTIONS IN MNDOT SERVICES & PROGRAMS

DAY 1 SUMMARY

FEBRUARY 27 & 28, 2012
CSS Principles

- Strive towards a shared stakeholder vision to provide a basis for decisions
- Demonstrate a comprehensive understanding of context
- Foster continuing communication and collaboration to achieve consensus
- Exercise flexibility and creativity to shape effective transportation solutions while preserving and enhancing community and natural environments
Trust

“Change moves at the speed of trust”
Public perception of government is a lack of trust
How do you build trust in a virtual environment?

Technology changes quickly. MnDOT moves slowly and cautiously less innovation. Technology also comes with potential implications.

Communication
Control of communication
Different groups need to receive communications differently
Communicate and engage with public and staff early and often so others understand decisions
**Staffing**

- Diversity in workforce a challenge
- Invest in/retain new staff (flexible work, technical/trade training, pay for performance, etc.)
- Institutional knowledge, existing relationships, and project transfer to new staff
- Placing constraints on business operations can limit possibilities to solve problems

**Resources**

- Insufficient resources across all board
Politics and bureaucracy
Resources are limited
Baby boomers are retiring
Technology is going to continue to change --- faster than we can respond to it
Stakeholders are a part of our process
Regulation will not decrease and may increase
If you were Commissioner what one thing would you do to address the challenges MnDOT faces using the CSS principles?

**Rules**

- Cannot create more money but you can reprioritize existing resources (staff and/or money).
- The action must be within the MnDOT span of control to implement.
- Cannot change any of the context but you can identify strategies to work more effectively within the context.
- Your action must fit under one or more of the CSS principles (identify which CSS principles apply and why).