



Operations Academy Senior Management Program

*Next Offering
October 16-26, 2018*

Overall Program Description

- Emphasis on Transportation System Management and Operations (TSMO)
- 2-week “Total Immersion” program with pre-study requirements
- Intended for mid- to high level managers
- “Once in a Career Opportunity”
- Offered every October or November in Maryland
- Must be nominated by a state DOT to apply

Program Objectives

- Describe the impact of TSM&O on mobility and safety
- Manage an organization whose primary mission is TSM&O
- Advocate the creation of an operational focus within their agencies
- Demonstrate knowledge of the technical tools of TSM&O and the conditions under which they can be effectively applied



Student Examples

- Director/Manager of Traffic Operations
- District/Division/State Traffic Engineer
- Regional Director/Operations Chief
- Transportation Operations/Management Center Manager
- Manager of Traffic Engineering (state or local)
- Senior Transportation Planner (state, local or MPO)
- Law Enforcement (state or local)

Curriculum

| | HOURS |
|--------------------|------------|
| Pre-study | 20 |
| Classroom Lectures | 33 |
| Workshops | 18 |
| Field Visits | 10 |
| Speakers | 15 |
| Opening/Closing | 4 |
| Total | 100 |



Pre-study

- Ensures that participants enter program with the same basic level of knowledge in key topic areas
- Helps instructors/speakers prepare their sessions
- Occurs over a two-month period



Classroom Lecture Topics

- Operational Leadership
- Operations Capability Maturity Model (CMM)
- Managing for Safety/Work Zones
- TSMO Program Planning
- Performance Measures/Data Visualization
- Advanced Operations Techniques
- Communicating the Value of Operations
- Systems Engineering
- Customer Service



Previous Speaker Topics

- The Importance and Future of TSMO
- Privatization Issues
- Mobil Devices and How They Impact Traveler Information
- Helping the Media Tell your Story
- Workforce Development
- Facilitating Goods Movement through Operations
- Automation: A Vision of the Future
- Smart Cities
- Mainstreaming TSM&O in a State Program: A CEO Perspective
- Motivating Change in your Organization

Field Visits

- Two Field Visits
 - Freeway Service Patrol Ride-along
 - State Traffic Operations Center
- Work Group Analysis of Site Activities Using the Capability Maturity Model

Workshops

- Real-world problems
- Participants Split into Work Groups
- Group Problem Solving Including Role Playing
- Develop Brief Report
- Deliver Solution to Class via PowerPoint Presentation
- Reinforce the Capability Maturity Model
- Greater Retention of Materials Taught through Workshop Application

Participant Selection

- Competitive Selection Process
- Must be Nominated by a Public or Federal Agency
- Competitive selection based on:
 - Level of Interest
 - Relevance
 - Geographic and Functional Diversity

Costs

- Program Fee - \$3,692 (required)
- Food and Lodging - \$2,134 (required)
- Travel Cost
 - Responsibility of Participant
 - Dependent upon origin city

13 Successful Sessions to Date

- 381 Graduates
 - Representing 34 states plus Puerto Rico
 - All Completed and Passed Program Requirements
- Program Evaluations High
- Networking a Key Outcome
 - ListServ that is very active
- 11th Year of Offering Program

Student Feedback

“

The Operations Academy is a **once in a career opportunity** to enrich your professional development while **positioning you to influence the TSM&O direction of your own agency**. I highly recommend the program to transportation professionals; it is well worth the time commitment.

”

*~ Anne Reshadi, Systems Operations/Electrical Engineering
Wisconsin DOT*

Student Feedback

“

In two weeks, **this program makes you a believer in TSM&O.** It's not your typical course program. The mix of field study, classroom lectures from experts in the field, and workshops makes it enjoyable and interesting. I have gained not only new knowledge, but new friends who will help me to make needed changes long after our class ends. ”

*~ Mary Ridgeway, Assistant Division Administrator
Federal Highway Administration*

Student Feedback

“ Smarter use of our existing transportation system is the only answer for the future. **If you would like to help lead your organization to effective transportation systems management and operations, then the Operations Academy is for you.** ”

*~ Aaron Johnson, Traffic and Safety Engineer
Michigan DOT*

Student Feedback

“ I would recommend this program not only to people within the TSM&O world, but also to others outside of it. As an employee with a predominant background in roadway construction and maintenance, the Academy opened my eyes to the importance of TSM&O as an alternate solution to achieving our goals. ”

*~ Rudy Garcia, Director of Transportation Operations
Florida DOT*

Important Dates

- **Program:** October 16-26, 2018
- **Nomination Forms Due:** June 1, 2018
- **Notification of Acceptance:** June 15, 2018
- **Program Fees Due:** July 27, 2018
- **Pre-study Access Info Sent Out:** August 3, 2018
- **Last Day to Cancel** (with only \$500 fee) : August 17, 2018

Contact Information

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