Guidehouse Recommendation 3:

Publish status of construction projects and maintenance activities.

ArDOT's existing communication of projects and maintenance activities is disjointed and difficult to navigate. Improving the communication structure can increase public visibility and accountability; enhance project delivery; and yield better data to inform planning and budgeting.

ARDOT Response:

Short-Term Enhancements:

ArDOT has developed several internet accessible databases that are displayed visually for the purpose of informing the public and staff on the status of <u>construction</u> projects. When considering the universe of all projects, we agree that this information is disjointed and difficult to navigate.

ArDOT is in the early stages of redesigning our public website. We plan to provide an easy to locate link that will provide access to program/project information that will be displayed in a visual format. A one-stop shop philosophy. The visual format will allow users to move between a statewide view to a more granular county or city view to locate projects and then review specific information.

Long-Term Enhancements:

With regard to <u>maintenance</u> activities, efforts are in-flight for ArDOT to develop and implement the Maintenance Management System (MMS). The MMS will provide us with the capability to effectively plan, schedule, control, manage and report the status of our maintenance activities with real time views of ongoing work. The information provided by the MMS will be used to visually report to the public in a format similar to the construction program/project information.

We also plan to create dashboards to report on the status and performance of construction and maintenance programs as part of our efforts in establishing Key Performance Indicators (KPIs).

A link to a customer service survey will be included on the newly designed website to allow users to provide feedback and to identify possible improvements.

As Guidehouse reported, this recommendation can be approached in short-term and long-term phases. As these phases are being developed and implemented, leading practices identified by Guidehouse will be investigated. A consultant is currently being used to redesign ARDOT's website, so any additional work can be incorporated into the contract contingent upon funding availability. To adequately keep the website maintained and current may require hiring additional employees, which will be contingent upon legislative approval of additional employee titles within ARDOT's appropriation budget request.

Guidehouse Recommendation 4:

Implement a platform that tracks all stakeholder inquiries to resolution.

ARDOT primarily manages customer service by providing the public direct access to staff. ARDOT can improve its customer service, while simultaneously reducing the cost to the Department and surfacing new Department-wide operational efficiencies.

ARDOT Response:

We agree that there is room for to improve on how we document and track each stakeholder inquiry. The systems currently in use are specific to the Division or District where the inquiry is made. These systems are used to capture and track inquiries related to important Department activities such as the development of our Statewide Transportation Improvement Plan and the comments received at our public involvement meetings. We believe that developing a single enterprise system that documents and tracks all public inquiries will streamline this process.

We can also see that it will provide the ability to develop dashboards and reports that we will use to monitor and report on our customer service.

We will begin to devise a plan to implement this recommendation. Since this system will reach across the Department, it is a long term initiative that should be approached in phases. The plan will include investigating the leading practices identified by Guidehouse, possibly obtaining the services of a consultant and hiring additional employees. The plan will be contingent upon funding availability and legislative approval of additional employee titles within ARDOT's appropriation budget request.