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

# DAY 1 SUMMARY

FEBRUARY 27 & 28, 2012

Improving Our Abilities to Identify and Address the Needs of Internal and External Customers

# 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

# BREAKOUT GROUP DISCUSSION THEMES

- 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

# BREAKOUT GROUP DISCUSSION THEMES (CONT.)

- 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

# OUR CONTEXT

- 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

# TABLE DISCUSSION

**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).