**National Operations Center of Excellence (NOCoE)**

**2nd Transportation Systems Management and Operations (TSMO) Workforce Summit**

**Day 1 MONDAY, September 20, 2021 (all times Eastern)**

Segment 1: 12:00 PM-2:00 PM

Segment 2: 2:30-4:30 PM

**Day 2: THURSDAY, September 23, 2021**

Segment 3: 12:00 PM-2:00 PM

Segment 4: 2:30-4:30 PM

**Day 1 WebEx Link:** <https://gfnet.webex.com/gfnet/j.php?MTID=m5e571611e9f227f51192474c49b0d031>

**Day 2 WebEx Link:** <https://gfnet.webex.com/gfnet/j.php?MTID=m817091534f52e7df92dad1bebfb2c470>

**Mural Link:** <to be provided during event>

**Workshop Objectives:**

* Understand previously completed or in progress TSMO Workforce Development Activities. Affirm accomplishments and clarify areas that need more work from the first workforce development initiative
* Understand issues facing our industry at the professional and paraprofessional level
* Identify current workforce challenges and opportunities transportation agencies are facing
* Provide guidance in the development of a NOCoE TSMO Workforce Development Implementation Plan, inclusive of an appreciation of the role of partner organizations and how they can best work together

**PRELIMINARY AGENDA**

**SEGMENT 1: Setting the Stage**

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| **Time** | **Topic** | | **Facilitator/Speaker** |
| 20 min. | Welcome, Introductions, NOCoE’s role in Workforce Development, Anticipated Workshop Outcomes, Read Ahead Materials Overview and Purpose, and Initial Polling | | Welcome: Scott Marler, Director, Iowa DOT  Victoria Sheehan, NHDOT Commissioner & AASHTO President (Invited)  Association Welcomes  Facilitator: Eric Rensel |
| 20 min. | Presentation: State of the Industry since 1st Workforce Summit | | Adam Hopps |
| 15 min. | Group Discussion: *Are there aspects of the products spun out of the 1st Workforce Summit that have been or anticipate will be useful to you?* | | Eric Rensel |
| 20 min. | Case Study 1: Defining the TSMO Workforce Pipeline | | Dr. Stephanie Ivey |
| 10 min. | Group Discussion*: What internal or external challenges do you have related to the ability to bring new professional staff into the TSMO Workforce?* | | Eric Rensel |
| 30 min. | Breakout: *At the professional level, what issues are you facing related to TSMO Workforce Development?* | | Group 1: Dr. Stephanie Ivey  Group 2: Pat Noyes  Group 3: Todd Szymkowski |
| * Changes in needed KSAs * Recruiting * Retention * Training * Workforce Churn | * Succession planning * Diversity, Inclusion, and Equity * Stability * Other |
| 10 min. | Breakout Report-Out | | Eric Rensel |

**SEGMENT 2: Understanding Anticipated Changes in Workforce Needs**

| **Time** | **Topic** | **Speaker** |
| --- | --- | --- |
| 30 min. | Round Robin Discussion: Overview of related TSMO Workforce Development Activities (JPO, FHWA Office of Ops., FHWA Workforce Centers)  • FHWA Office of Operations - Tracy Scriba  • ITS Joint Program Office – Andrew Berthaume  • Workforce Centers – Stephanie Ivey | Eric Rensel |
| 20 min. | Presentation: TSMO Workforce Guidebook | Todd Szymkowski |
| 10 min. | Group Discussion: *How have you used the Guidebook and what types of professional positions are missing?* | Eric Rensel |
| 20 min. | Case Study 2: Developing the Paraprofessional TSMO Workforce | Todd Szymkowski |
| 20 min. | Breakout: At the paraprofessional level, what issues are you facing related to Workforce Development? | Group 1: Dr. Stephanie Ivey  Group 2: Pat Noyes  Group 3: Todd Szymkowski |
| 10 min. | Breakout Report-Out | Eric Rensel |
| 10 min. | Flex time |  |

**SEGMENT 3: Establishing the TSMO Workforce Development Roadmap**

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| **Time** | **Topic** | **Speaker** |
| 10 min. | Introduction for New Participants / Day 1 Highlights Review | Eric Rensel |
| 20 min. | Case Study 3: Best Practices in Workforce Development from Similar Industries | Pat Noyes |
| 10 min. | Group Discussion: Are there workforce development practices from other industries you admire? | Todd Szymkowski |
| 30 min. | Interactive Presentation: Known gaps in TSMO Workforce Development Activities  *Potential Speakers*   * Academic Perspective – Stephanie Ivey * Michigan DOT – Amber Thelen, Office of Organization Development * Idaho ITD – Brenda Williams (Invited), HR Officer * Tennessee DOT – Kasey Vatter, Assistant Director of Learning & Development | Dr. Stephanie Ivey |
| 30 min. | Break-Out: Idea Generation - What ideas do you have related to improving TSMO Workforce Development Activities? What type of services or products would help you?   * Improving and sustaining the pipeline(s)? * Capacity building and training * Improving retention, minimizing impacts of workforce churn, and leveraging new work models | Group 1: Dr. Stephanie Ivey  Group 2: Pat Noyes  Group 3: Todd Szymkowski |
| 10. min. | Breakout Report-Out | Eric Rensel |
| 10 min. | Flex time |  |

**SEGMENT 4:** **Prioritizing** **NOCoE Workforce Development Implementation Plan Strategies**

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| **Time** | **Topic** | **Speaker** |
| 10 min. | Present Organized Listing of Ideas (from previous Breakout) | Todd Szymkowski |
| 20 min. | Break-Out: Prioritization Exercise – High, Medium, Low Priority Strategies | Group 1: Dr. Stephanie Ivey  Group 2: Pat Noyes  Group 3: Todd Szymkowski |
| 10 min. | Breakout Report-Out | Eric Rensel |
| 15 min. | Break - to synthesize results |  |
| 20 min. | Group Discussion: Concurrence on TSMO Workforce Development Priorities  Identify and clarify NOCoE and partner roles in advancing TSMO Workforce Development | Eric Rensel |
| 20 min. | Group Discussion: Identify potential champions and resources for high priority strategies | Eric Rensel |
| 15 min. | Wrap-up, Next Steps: Proceedings and Implementation Plan | Thank you: Scott Marler, Adam Hopps  Wrap-up: Eric Rensel |
| 10 min. | Flex time |  |