

## **DOT CONTINUITY of OPERATIONS**

### **CRITICAL PRIORITIES\* BY DIVISION**

#### **FOR THE NEXT 90 DAYS - APRIL/MAY/JUNE 2020**

\* Does not include every function performed within the agency. It is assumed that all agency functions are continuing at this time.

#### **OVERALL AGENCY – Scott**

- **Hiring**
  - Create targeted approaches depending on timing, situational awareness of vacancies and where positions physically located.
  - Utilize Division director sign-offs during this time frame
- **Budget**
  - Create standard budget report for FY'21 agency budget
  - Resolve MCSAP funds immediately (\$4 million)
  - EOY Reversion – wish to target as much reversion as possible to assist with programming, minus emergency needs within agency
  - Monitor revolving fund cash flow and A/B equipment procurement
- **Safety**
  - Stay focused and disciplined to combat COVID-19, procure PPE
  - Update cleaning/sanitation protocols ongoing; implement special procedures for on-site sanitizing if positive case inside DOT facilities
  - Proceed with District safety coordinators immediately?
- **Legislative**
  - Close out the session
  - Begin drafting framework for next legislative session
  - Track legislative changes that may be needed post-pandemic to improve business in future
- **5-Year Program**
  - Ensure completion by end of FY20
  - Explore contingency planning in the event of protracted loss of revenue
- Any other **EOY (End of Year) items** to resolve?

#### **HIGHWAY ADMINISTRATION - Mitch**

##### **Overall**

1. **Safety** – keep our workplace, worksites safe along with safety to the public. Follow COVID-19 safety guidelines set by CDC and state recommendations both at work as well as in our off-duty hours and especially cover your cough and sneeze, wash your hands regularly and practice social distancing.
2. **Ensure IT** needs are being met and ensure confidence that they will continue to be met – at this point, this is key to almost all our business functions

3. **Communication/assistance:** Keep employees informed and updated. Ensure that their needs, both mental and physical, are being met (as best we can as an employer)
4. **Teleworking:** All employees who are telework capable should be teleworking or continue teleworking until further notice.
5. **Budget:** Constantly review budget (monitor revenue situation, current expenditures, reversion situation, etc.)

#### Districts - Mitch

1. **Critical Maintenance Activities:** be prepared to respond to winter operations (including salt deliveries) and emergencies such as accidents, flooding, tornadoes, emergency repairs and other unforeseen events. Revise lane closure restrictions to current traffic volumes. Review split shifting option in garages greater than 10 people?
2. **Contract Administration:** provide project inspection (including material inspection and acceptance) and maintain prompt pay and project close out. Work with contractors to revise lane closure restriction to current traffic volumes.
3. **Routine Maintenance Activities:** Begin or continue seasonal maintenance routine such as painting, sealing, edge rut, equipment and material procurement, etc.
4. **Billings/Payments:** Keeping employee payroll, all vendor billings, routine billings and contractor payments made promptly.
5. **Project Development:** Continue to develop projects both currently programmed as well as any advancement candidates to ensure needed work on our infrastructure continues and to be able to respond to additional funding targeted to our roads and bridges. This includes field work necessary to accomplish all phases and tasks needed to deliver projects to letting (ROW, concepts, field exams, environmental, plan development, district survey functions, etc.)

#### Operations - Dave

1. **HWY Safety.** Motor Vehicle Enforcement presence on the transportation system. Support partner agencies and provide assistance as requested. Concentrate MVE presence making data driven decisions based off information and trends as identified by the Traffic Safety Bureau.
2. **Keep all 38 Rest Areas open, cleaned and functional.** This piece of the transportation system is essential to public safety and the trucking industry. The existing contracts with vendors supplying the cleaning services are expiring and the renewal of existing contracts or execution of new contracts need to be expedited.
3. **Maintain Traffic Management Center (TMC) activities.** TMC proactively monitors the transportation system for disruptions, traffic flow, crashes, work zones, weather issues congestion, and special events. The TMC dispatches HWY HELPER and works with local, regional and surrounding states emergency managers to ensure timely and accurate information is available.
4. **Support Construction.** Administer support, guidance to field staff and materials testing staff to ensure that current construction projects are not interrupted, and new projects are executed.
5. **Support the Iowa Economy.** As the state begins to recover from the pandemic, the Operations Bureau can help to support a number of areas such as ROW, Utility or New Business Access. The agency moving these through the process efficiently will aid the economy. Look for and be open to methods and processes that are part of a solution.

## Project Delivery - Charlie

1. Continue COVID-19 [response plans](#) and [risk management](#) efforts
2. Keep our bridges safe
  - a. TMC emergency support for bridge hits
  - b. Oversize / overweight permitting support
  - c. NBIS bridge inspections
3. Support district field operations
  - a. Contract administration support (review of shop drawings or other submittals)
  - b. Technical support for utility / access permits, design issues, etc.
  - c. Maintain readiness to assist with emergency flood response and recovery efforts
4. Keep the project development pipeline operational
  - a. Conduct contract lettings as usual
  - b. Keep project development work on schedule, giving priority to the current year's letting schedule and in accordance with our general project development priorities
  - c. Rebalancing and continued monitoring of FY21 letting schedule
  - d. Preparing for both "feast" and "famine" funding scenarios (stimulus funding and revenue shortfalls)
5. Continue implementation of major, critical software upgrades and replacements (PPMS and Bentley Connect)

<b>MOTOR VEHICLE DIVISION - Melissa</b>
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1. Continuity of DL Appointment Model and Plan for Reduction/Control of In-Person Visits
  - a. Move certain transactions online
  - b. Prioritize appointment types for future services and balance with resource capacity
  - c. Implement remote knowledge testing options
2. Implement System for Remote Issuance Requests -- through June
  - a. Maximize number of transactions to be performed remotely without requiring in-person visits
  - b. Develop consistent process and standards for issuance to these groups
3. Mobile ID
  - a. Re-baseline project schedule and go-live planning
  - b. Re-baseline plan for user-experience pilot
  - c. UL security testing and assessment of ARTS application and infrastructure
4. Launch Offender Mobility Pilot Program with Dept. of Corrections
  - a. Ben Kreger to begin working in Newton Release Center by late-April
  - b. Mobilize mobile issuance kits for use in other prisons or community events
5. Complete Motor Carrier IFTA/IRP System Transition from Celtic to Iteris by June 2020

### Research and Analytics

1. Continued Operation of Roadway Asset Management System (RAMS) and Linear Reference System (LRS)
2. Highway Performance Monitoring System Reporting
  - a. HPMS Submittals, Interstate (April 15<sup>th</sup>), Non-Interstate (June 15<sup>th</sup>)
  - b. Certified Public Miles (June 1<sup>st</sup>)
3. Outreach to university partners and principal investigators about potential delays/operational changes regarding research projects
4. Testing and Launch of QMarkets – Research Ideas gathering and management software. New research projects to utilize QMarkets for July 1 submittals

### Transportation Asset Management

1. Preparation of June 30<sup>th</sup> submittal of annual consistency review of Transportation Asset Management Plan
2. Accountable Government Act (AGA) Reporting

### Geographic Information Systems (GIS)

1. Maintenance and Upgrade of Geocortex Workflow
2. Maintain and enhance GIS Infrastructure to assure high availability
3. Continue providing support for various portals, applications, and imagery

### Strategic Communications - Andrea

1. Campaign for mobile ID
2. Campaign for Real ID (Deadline changed)
3. Re-design of DOTnet and movement to DNN
4. Internal and External Communications related to COVID-19
5. Support of Chat Technology
6. Legislative and rule-making functions as needed (Also see Susan Fenton's list)
7. Focus on State Fair Planning

### Legislative - Susan

1. Get Director Marler confirmed by Senate
2. Continued outreach to legislators and Governor's staff on DOT budget, RIIF budget and other legislative matters
3. Finish 2020 legislative session
4. Continued communication with legislators as the emergency ramps up
5. Bills that passed during 2020 session – rule and policy changes
6. Plan for 2021 legislative session – policy changes
7. Continued communication with legislators as emergency eases

### **Workday**

1. Continue with a target go-live date of July 1, 2020 for the Finance phase
2. Provide Training electronically and provide training via live streaming

### **Hiring**

1. Work with the divisions to open hiring back up
2. Evaluate what does that process look like
3. Evaluate possible alternate interviewing venues
4. Determine what the on-boarding process looks like in a more virtual environment

### **Manage the Department Budget**

1. Determine how we manage the end of the FY 20 Budget
  - a. Target for reversion
  - b. What are we scheduled to do that we should hold off on doing
  - c. Evaluate moving from a divisional to department wide approach to managing end of year spending
2. Evaluate how we manage the department budget as we move into FY 21
  - a. Currently funding is provided for July and August of FY 21 based on funding levels in FY 20.

### **Closeout of the FY 20 Budget in Finance**

1. Work with the division to close FY 20 in Finance and Purchasing
2. Determine what that process looks like given the current environment we are in

### **Facility Projects**

1. Determine which projects are essential to be completed by the end of the fiscal year
2. Evaluate what facility needs can be postponed to the next fiscal year
3. Given the current environment, determine how we will accomplish needed projects

### **Vacation Buyout**

1. Work with the Executive Leadership Team to decide whether this can be offered for FY 20
2. Seek approval from DAS & DOM
3. Complete process in Workday to do this
4. Communicate with employees on the process

### **Title VI Plan for Federal Transit Administration**

1. Work with the Planning, Programming, and Modal Division to complete and submit the plan by the end of June

### **Teleworking**

1. Begin drafting new approaches to capitalize on teleworking in the future.

**1. Seek/Implement COVID-19 Relief Efforts**

- a. **Transit:** Quickly and efficiently allocating the \$107 million of federal relief funds to Iowa's public transit agencies
- b. **Aviation:** Federal funds do not flow through Iowa DOT but we need to monitor and quantify both airport needs and relief efforts. Commercial airports have largely been taken care of but more support is likely needed for general aviation airports.
- c. **Highway:**
  - i. In coordination with local governments and planning agencies, seek federal relief to cover reductions in state Road Use Tax Fund revenue. If secured, quickly and efficiently allocate the funding.
  - ii. In coordination with local governments and planning agencies, be prepared to put federal stimulus funds to work. If secured, quickly and efficiently deliver projects.

**2. Monitor and Manage Primary Road Fund Cash Flow**

- a. In conjunction with other divisions, regularly monitor cash flow given funding challenges
- b. Develop and be prepared to implement multiple contingency plans (delayed lettings, RISE fund borrowing, maximize operations budget reversions, etc.)

**3. Finalize the Five-Year Program**

- a. Continue work with Commission to secure Program adoption in June 2020
- b. Program will be developed with an eye towards both the possibility of funding reductions (reduced state revenue) and funding increases (federal stimulus)

**4. Award Modal Program Funding**

- a. As we come out of the COVID-19 pandemic, putting funds to work quickly will be important
- b. Track legislative appropriations for modal programs for FY 2021
- c. Continue with application cycles and development of Commission recommendations

**5. Focus on innovation and process improvement**

- a. The switch to mass teleworking and the emergence of unique transportation challenges has forced out-of-the box thinking leading to significant opportunities to improve processes/collaboration and provide new mobility options.
- b. Use this time to focus on those opportunities and implement for the long-term

**1. Continuation of Critical Application and Infrastructure Support**

- a. Maintenance and support of application and infrastructure support, including all divisions to minimize disruptions in business operations
- b. Partnering with business units on projects supporting emergency operations
- c. Analyze changes and requests based on risks and impact to critical infrastructure and applications
- d. Maintain and expand telecommunication and network connectivity to meet the emergency operations needs

**2. Key Security Upgrades / Infrastructure Upgrades to Support Continuity**

- a. Key infrastructure items that cannot be post-poned, ie. Security, Windows 7 to 10 migration, server/database upgrades

- b. Planning and implementing a transition of key personnel to the FirstNet network for mobile devices
  - c. Mitigate identified security vulnerabilities that present risks to supporting emergency operations
- 3. Advance Key Agency Initiatives / Obligations**
- a. ECM, Workday, Assetworks, PPMS, Financial operations, and ITS / TMC ATMS transition
  - b. Continuing the advancement of projects with contractual obligations
- 4. Complete Time Sensitive Planning Priorities**
- a. IP Plan – focus operationally on existing business, limit aspirational software procurement in near term
  - b. Project Planning
  - c. Investigate live streaming for use this summer
- 5. Emergency Response / Crisis Response Based on COVID-19 Experience**
- a. New developments/requests during pandemic
  - b. Standing up backup resources in reaction to major failure - FirstNet or cloud based / phone system crisis event (backup plan)
  - c. Develop incident response and after-action plan in reference to the Pandemic
  - d. Moving forward with planning a new phone system, folding in lessons learned from pandemic response to the RFP