



# New Hampshire Local Technical Assistance Program

## 2017 Management Plan



# Management Plan

## ❖ Introduction

### ➤ History and Background.

In 1982, the United States Congress established the Rural Technical Assistance Program (“RTAP”). In 1991 the name was changed to the Local Technical Assistance Program (“LTAP”), as the Intermodal Surface Transportation Efficiency Act widened the program’s scope to include urban areas with populations over 50,000. At this time, the Tribal Technical Assistance Program (“TTAP”) was also created.

Together, these programs help local agencies build, maintain, and operate America’s transportation system by delivering targeted training and technical assistance to local and tribal governments. Currently there are 51 LTAP’s, one in every state and Puerto Rico, and 7 TTAP’s. There are several Centers in transition, but every state has a program in place.

The New Hampshire LTAP was officially created in 1986 at the University of New Hampshire, one of the university sites selected to house this program in the fifth year of the RTAP program. Support for the program is provided by the Federal Highway Administration (“FHWA”), the New Hampshire Department of Transportation (“NHDOT”), and the University of New Hampshire (“UNH”).

### ➤ Mission and Vision

***Mission:*** *To foster a safe, efficient, and environmentally sound surface transportation system by improving skills and increasing knowledge of the transportation workforce and decision makers*

***Vision:*** *Improve the quality and safety of the surface transportation system through collaborative partnerships, training and information exchange*

The NH LTAP has a 30 year proven track record as an outreach program for the transportation workforce and has become a trusted resource for local agencies seeking training and technical assistance. Its ability to efficiently and effectively transfer technology and information through courses and relationships to the rural and urban partners and customers is its primary measure of success.

The NH LTAP provides education and technical assistance on transportation matters to a wide variety of entities, including city and town street departments, public works departments, elected and appointed public officials, private individuals, and other stakeholders. By sharing and improving the distribution of this transportation-related information, the program promotes efficient use of local transportation agencies’ scarce resources.

Our vision is to improve the quality and safety of the surface transportation system through interactive relationships and information exchange. The NH LTAP builds on long-standing relationships among partners including the FHWA, NHDOT, New Hampshire Public

Works Association (“NHPWA”), New Hampshire Public Works Mutual Aid (“NHPWMA”), New Hampshire Road Agents Association, NH Good Roads Association, NH Construction Career Days, National LTAP Association (“NLTAPA”), American Public Works Association, and FHWA Every Day Counts trainings.

The overarching methodology of the NH LTAP is to:

- *integrate* services and resources into a centralized location;
- *coordinate* among all stakeholders; and
- *accelerate* distribution of transportation technology by moving FHWA and NHDOT mandates, new transportation resources, and information into the hands of constituents.

### ➤ **Management Plan Organization**

There are four focus areas which are vital to the success of the NH LTAP’s mission of fostering a safe, efficient, and environmentally sound surface transportation system by improving the skills and increasing the knowledge of the local and tribal transportation workforce:

- **Safety**
- **Infrastructure Management**
- **Workforce Development**
- **Organizational Excellence**

The tasks engaged in by the NH LTAP to achieve its objectives are seminars and training sessions, information sharing and on-site technical assistance, quarterly newsletters, transfer of technology materials, external communication, and evaluation.

Over the next decade, the need for training, technology transfer, and implementation of best practices throughout the transportation community will be considerable. Our partnerships with NHDOT, FHWA, and other national transportation partners will allow us to better meet those needs.

The NH LTAP Management Plan is derived with consideration of all input provided by customers and funding organizations, as well as the following:

- Federal initiatives are presented at workshops
- Stakeholders provide input through the Advisory Board and other direct requests
- Customers and all others provide input through the needs assessments

The resulting proposed training program is described in section of this document in the context of FHWA’s prescribed program areas entitled “Four Focus Areas.”

## ❖ Operations

### ➤ Personnel

The NH LTAP currently has five staff members and a work-study student who works part-time. We are also in the process of hiring an additional person to assist us in the office. The staff members are:

**Charles Goodspeed, Ph.D.**  
Executive Director / Principal Investigator  
of the Technology Transfer Center

**Amy Begnoche**  
LTAP Director (*full time*)

**Stephanie Cottrell**  
Training Coordinator (*full time*)

**Vacant**  
Program Assistant (*three-quarter time*)

**George “Butch” Leel**  
Senior Training Instructor (*part time as needed for workshops and conferences*)

**Robert Goodrich**  
Training Instructor (*part time as needed for workshops and conferences*)

**Luke Davison**  
Work-study Student (*10 hours a week*)

### ➤ Activities

- The NH LTAP performs many functions and duties, as listed below:
- Provide training workshops
- Publish a quarterly newsletter
- Attend and/or exhibit at local, regional and national conferences
- Distribute Technology Transfer materials through our website, social media and in person
- Provide technical assistance and information services, as requested
- Compile and maintain a mailing list

- Participation in local, state, regional and national efforts as follows:
  - The LTAP Director serves as a Board Member for the following organizations:
    - NHPWA
    - NHPWMA
  - The LTAP Director serves as a Council member on the NH State Innovation Transportation Council
  - Staff members serve as Officers for NLTAPA:
    - Vice Treasurer (*Begnoche*)
    - Regional Representative to the Executive Council (*Begnoche*)
  - Staff members serve as Committee Members for the following:
    - NLTAPA Communications Workgroup (*Cottrell serves as Co-Chair*)
    - NLTAPA Conference Planning Workgroup (*Begnoche*)
    - NLTAPA Professional Development Joint Program (*Begnoche*)
    - NHPWA Plow Rally (*Begnoche, Leel, Cottrell*)
    - NH Construction Career Days (*Begnoche, Leel, Cottrell*)

➤ **Advisory Board**

- NHDOT Representatives:

Glenn Davison - Civil Engineer, Division of Project Development  
 Nancy Mayville - Municipal Highways Engineer, Division of Project Development

- FHWA Representative:

Christopher Tilley - Area Engineer, New Hampshire Division

- Municipal Representatives:

- NH Public Works Association:

Dave Danielson – NH State Representative; President, Foresee Advocacy  
 Martha Drukker - Associate Engineer, City of Concord

- NH Road Agents Association:

Richard Lee - Director of Public Works, Town of New London

- NH Public Works Mutual Aid:

*Vacant*

- It should be noted that the Advisory Board is continuing to change its structure to include appointees from the NHMA and possibly the NH Regional Planning Commissions. At this time we have listed the current members, and will keep our records updated throughout the year.

## ❖ Four Focus Areas

- **Safety: *We will improve awareness and increase the implementation of best practices in roadway and worker safety.***

*Safety is a primary concern of every part of the surface transportation system. LTAP/TTAP efforts are focused on delivering training and technical assistance in the core areas of roadway, worker and work zone safety. This is a particular priority for LTAP/TTAP, as rural roads account for approximately 33 percent of the vehicle miles traveled in the US, but they account for 55 percent of fatalities, and the fatality rate for rural crashes is more than twice the fatality rate in urban crashes. (LTAP/TTAP Strategic Plan, p. 5)*

The goal of improving safety is being met by the NH LTAP through training, technical assistance, and information dissemination. Specific goals related to safety to be addressed during 2017 include:

- ***Training:*** To offer a variety of training courses on various safety topics, including topics from all three categories: Roadway Safety, Worker Safety and Work Zone Safety.
- ***NH Public Works Mutual Aid:*** To increase participation in the NHPWMA by continuing involvement with the Board of Directors, by attending board meetings and conferences, maintaining program website, and coordinating program educational workshops and events.
- ***Safety Awareness:*** To increase awareness in safety by offering related workshops, publishing newsletter articles, adding relevant articles to the website, and participating in the conferences bringing the information directly to the employees.
- ***MUTCD Requirements:*** To increase knowledge and awareness of the MUTCD requirements as published by FHWA by offering relevant workshops, and continuing with our Retroreflectometer Loan Program for local municipalities.
- ***Safe Flagging Operations:*** To increase safety and awareness during flagging operations by offering a Flagger Certification workshop in which participants earn a flagger certification card, which is valid for four years through the American Traffic Safety Services Association, and distributing safe flagger operation fact sheets.
- ***Publications and Videos:*** To increase knowledge on safety-related issues and awareness by adding safety-related publications and videos to our website and library.

- **Safety Tips:** To increase employee safety awareness by disseminating safety tips on various topics at every training session we hold.

➤ **Infrastructure Management: *We will hasten the implementation of best practices in planning, design, construction, maintenance, management and operations of the surface transportation system.***

*Infrastructure Management is a core activity of local and tribal transportation agencies. This requires solutions that maximize infrastructure performance while minimizing negative financial, human, and environmental effects. Local and rural road agencies are increasingly focused on the bottom-line financial management of transportation systems, a trend codified in the MAP-21 legislation. They are responsible for a multitude of upgrade, maintenance and repair activities, and must make decisions and carry out activities to support their local road system with very limited resources. (LTAP/TTAP Strategic Plan, p. 5)*

The goal of improving infrastructure management is being met at the NH LTAP through training, technical assistance, and information dissemination. Specific goals related to infrastructure management during 2016 include:

- **Training:** To offer a variety of training courses on various infrastructure management topics.
- **Technical Assistance:** To provide more technical assistance to municipalities via on-site visits, phone, or email.
- **Technical Articles:** To write and public technical articles on a variety of infrastructure management issues.

➤ **Workforce Development: *We help our stakeholders attract, retain and retrain a knowledgeable and skilled transportation workforce.***

*The LTAP/TTAP Centers are located in academic institutions as well as State DOTs, linking us to both the pipeline into the transportation workforce as well as the front-line, managerial, administrative and elected workforce already in that pipeline. As educators and information sharers, the program is an important element in the Workforce Development cycle as the transportation sector works to attract, retain and retrain present and future workers. (LTAP/TTAP Strategic Plan, p. 5)*

The goal of improving workforce development for local transportation agencies is being met at the NH LTAP through training, technical assistance and information dissemination. Specific goals to be addressed during 2016 include:

- **Training:** To offer a variety of training courses on various workforce development topics.

- **Roads Scholar Program:** To continue to offer and administer the Roads Scholar Program, which categorizes all workshops in one of these four categories: Technical, Environmental, Safety and Supervisory. The Program sets forth Levels that can be attained, with hours counted in each category, and a “normal” workshop consisting of 5 hours.
  - **New Hampshire Roads Scholar Program - Achievement Levels**
    - **Safety Champion:** requires 20 hours in Safety
    - **Roads Scholar - Level 1:** requires 25 contact hours
    - **Roads Scholar - Level 2:** requires 50 contact hours in the specific subject areas:
      - 20 hours of Technical
      - 10 hours of Safety
      - 5 hours of Environmental
      - 5 hours of Supervisory
      - 10 additional hours of any category (or electives)
    - **Senior Roads Scholar (Level 3):** requires 75 contact hours and achievement of Level 2
    - **Master Roads Scholar (Level 4):** requires 100 contact hours and achievement of Level 3
    - **Master Roads Scholar II (Level 5):** requires 150 contact hours, be a Safety Champion and Level 4
    - **Advanced Master Roads Scholar (Level 6):** requires 200 contact hours, achievement of Level 5 and to do something for the Technology Transfer Center – as decided by the LTAP Director and the Advisory Board
  - **Master Roads Scholar Program Graduation:** To hold at least one Graduation to recognize individuals who have recently graduated from the Roads Scholar Program as Master Roads Scholars.
  - **Annual Roads Scholar Directory:** To be published with all of the active Roads Scholars at every level as of the end of the prior year.
- **Newsletter Articles:** To publish newsletter articles providing guidance on a variety of issues relating to public works.
- **Website Resources:** To offer a variety of transportation resources on our website and in our library, as well as providing links to other organizations to share their resources.



- **Organizational Excellence:** *We endeavor to deliver efficient services to our stakeholders through the effective management of our organizational resources, and we will strive for continuous improvement.*

*The concept of Organizational Excellence is central to our program. The ability to provide value-added services to our customers through training, technical assistance and knowledge sharing – whether they are local or tribal governments, state DOTs, or private concerns – is the success factor for the program. To do so effectively, Centers seek to continuously improve through both the gathering and sharing of notable practices and resources as well as ongoing peer-to-peer sharing of knowledge and experience through local and national conferences and professional meetings. Measurement and analysis of program performance data helps FHWA assess the current state of these efforts, share those useful practices among the Center community, and guide current and future initiatives and work efforts. (LTAP/TTAP Strategic Plan, p. 6)*

The goal of organizational excellence is being met by the NH LTAP as follows:

- ***Organizations, Boards, Committees and other Positions:*** To continue to serve on local, state and national Boards and committees to support the NH LTAP's mission. These will include, but are not limited to, those already stated in the Management Plan. It is the intention to add others as time and funds allow.
- ***Attendance at Conferences, Meetings and other Events:*** To continue to attend and/or exhibit at local, state, regional and national NLTAPA meetings. These will include, but are not limited to, the following:
  - NLTAPA Business and Annual Meetings
  - NHPWA Technical and Annual Meetings
  - NHDOT Plow Rally
  - Mountain of Demonstrations, put on by the NH Road Agents Association
  - Emergency Management Conference
  - NHPWA Road Rally
  - NH Construction Career Days
  - NH Municipal Association Annual Conference
  - STIC Summit
  - Northeast Transportation Safety Conference
  - Transportation Research Board
  - Road Managers Meetings
- ***Additional Partnerships:*** To continue partnerships with many organizations:
  - NH municipal Highway, Engineering and Public Works Departments, as well as elected officials
  - NHDOT
  - NH Department of Environmental Services
  - NH Municipal Association
  - NH Primex<sup>3</sup>

- FHWA
- U.S. Department of Safety - Homeland Security
- Federal Emergency Management Agency
- USDA Forest Service
- American Road and Transportation Builders Association
- Other LTAP Centers
- Various departments at the University of New Hampshire, other Colleges and Universities
- Private road-related companies and organizations.