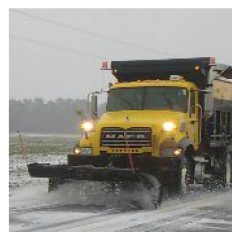**NORTH CAROLINA**
Department of Transportation

CLEAR

Clare Fullerton, PE

Value Management Office

cefullerton@ncdot.gov

CLEAR@ncdot.gov

What is CLEAR?

- Program to support internal communication, knowledge sharing, creativity, and innovation.

What does **CLEAR** stand for?

Communicate **L**essons,

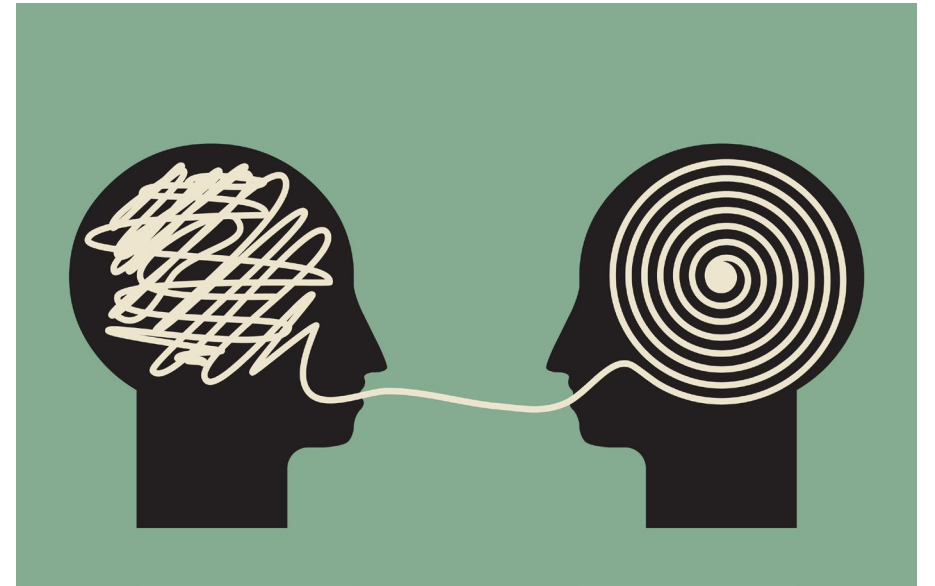**E**xchange **A**dvice,

Record.

What is a lesson?

Ideas, solutions, problems, best management practices, innovations, suggestions, experiences, knowledge

How do we exchange?

Sharing, submitting, inputting, transferring, listening, reviewing, implementing, answering

Where do we record?

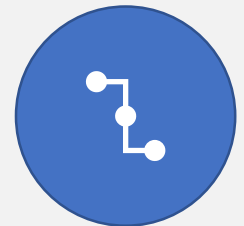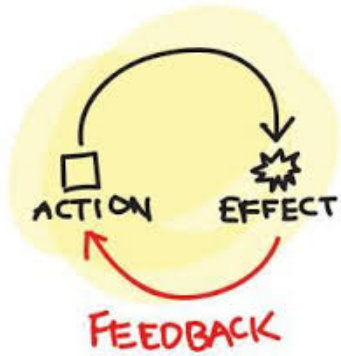Online, database, searchable, accessible.

CLEAR

Communicate **L**essons, **E**xchange **A**dvice, **R**ecord.

WHY was CLEAR developed?

Feedback loops created between regions and units.

Innovations shared and vetted.

Institutional knowledge stored.

Ideas on any topic related to NCDOT.

Approved submissions searched and shared.

Enhanced communication and knowledge share.

NCDOT without CLEAR?

- Communication and knowledge share limited to Groups and Units.

- Regions and units feeling disconnected.

- Loss of institutional knowledge.

- Innovations receive limited attention or never have a chance to be implemented.

CLEAR is found on a SharePoint Site

- Connect Site
- NCDOT Employees
- Mobile friendly
- Data Analytics

Doing Business   Bidding & Letting   Projects   Resources   Municipalities

Search this site 🔍
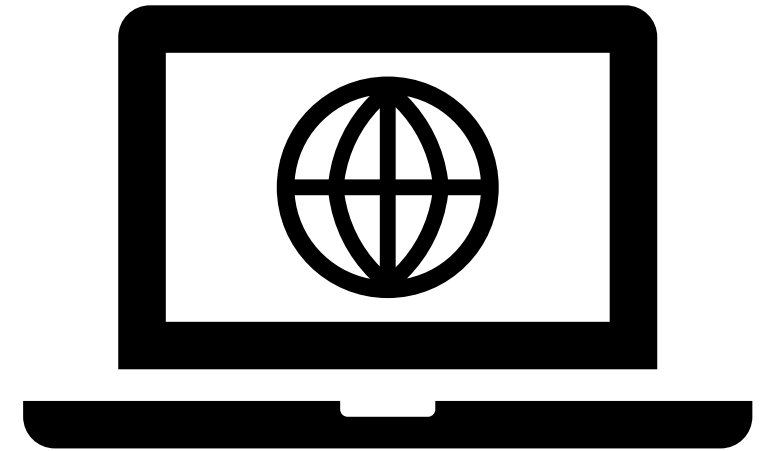
ClearDevSite › ClearDevSite

♠ ► Connect NCDOT ► ClearDevSite

Connect NCDOT Home

→ Help
→ Request a team site

Recent
→ 000 Project Line Codes
→ Hazard Tracking Tasks
→ AnyRisk Statuses
→ Public Requests

ClearDevSite

→ DevPage
→ ThankYou
→ Search Lessons Learned
→ Search

Communicate Lessons, Exchange Advice, Record

♠ Connect NCDOT › ClearDevSite

Welcome to CLEAR

This online portal is open to all NCDOT Employees with an NCDOT Email. It is used as a tool to learn from colleagues on past questions that have been asked or recomendations that have been found. Some of the submissions may have been implemented, others are in development, and others are solutions to questions from our expert review panel. Turn around time is up to 3 months from submission.

Share Lessons Learned

Do you have a Lesson Learned to share? have you met an obstacle and solved the issue?

[Share Lessons Learned]

Share Best Practice/Idea

Do you have a best practice to share with the Department? Do you have an idea of something that could be used in the Department?

[Share Best Practice/Idea]

Request Assistance with an Obstacle

This review will be completed witin 2 weeks. Do you have an issue, problem, or obstacle that you need assistance in solving?

[Request Assitance with an Obstacle]

CLEAR PROGRESS

Lessons Learned	Lessons Learned	Ideas/Best Practice	Request for Assistance
17	**0**		
Currently Under Review	Submissions Currently Accepted	Under Review	Under Review

Questions about CLEAR?

Email Clare Fullerton, PE
CLEAR@ncdot.gov

Top Rated

This is the space for top rated approved Lessons Learned, Ideas, etc.

New Announcement

This is for anything other than ratings.

What happens to a submission?

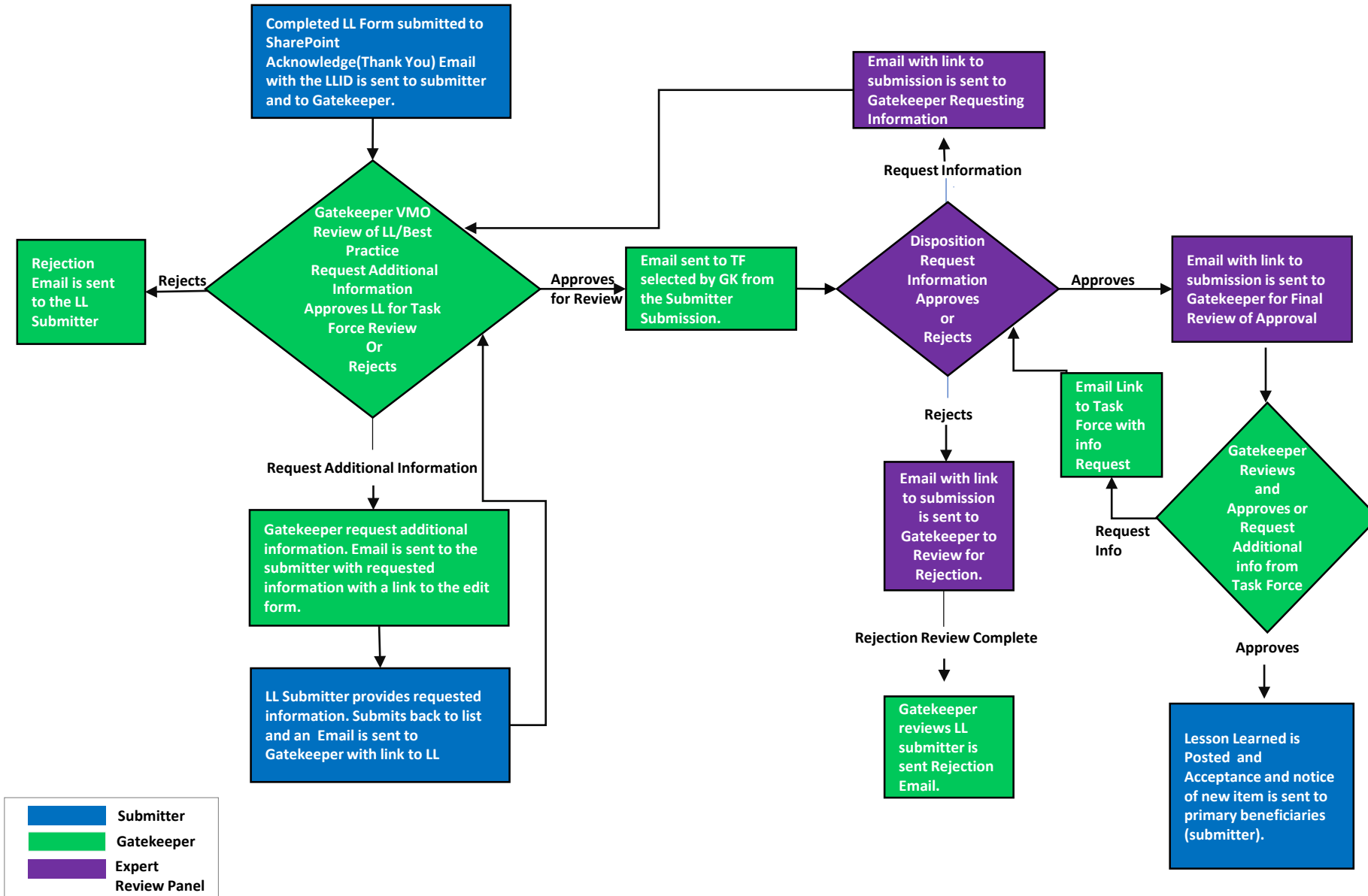NCDOT personnel with NCDOT email can submit any Lesson Learned, Best Management Practice, or Request for a Solution.

This submission goes through the Value Management Office and is reviewed.

The submission is then sent to the experts to review and provide their expertise and guidance.

Accepted submissions are published in the accepted lists that can be keyword searched, reviewed, filtered, and alerts can be set up for items.

CLEAR Workflow

Completed LL Form submitted to SharePoint Acknowledge(Thank You) Email with the LLID is sent to submitter and to Gatekeeper.

Email with link to submission is sent to Gatekeeper Requesting Information

Gatekeeper VMO Review of LL/Best Practice Request Additional Information Approves LL for Task Force Review Or Rejects

Rejection Email is sent to the LL Submitter

← Rejects

Approves for Review →

Request Information ↑

Email sent to TF selected by GK from the Submitter Submission.

Disposition Request Information Approves or Rejects

Approves →

Email with link to submission is sent to Gatekeeper for Final Review of Approval

Request Additional Information

Gatekeeper request additional information. Email is sent to the submitter with requested information with a link to the edit form.

LL Submitter provides requested information. Submits back to list and an Email is sent to Gatekeeper with link to LL

Rejects

Email Link to Task Force with info Request

Request Info

Email with link to submission is sent to Gatekeeper to Review for Rejection.

Gatekeeper Reviews and Approves or Request Additional info from Task Force

Rejection Review Complete

Gatekeeper reviews LL submitter is sent Rejection Email.

Approves

Lesson Learned is Posted and Acceptance and notice of new item is sent to primary beneficiaries (submitter).

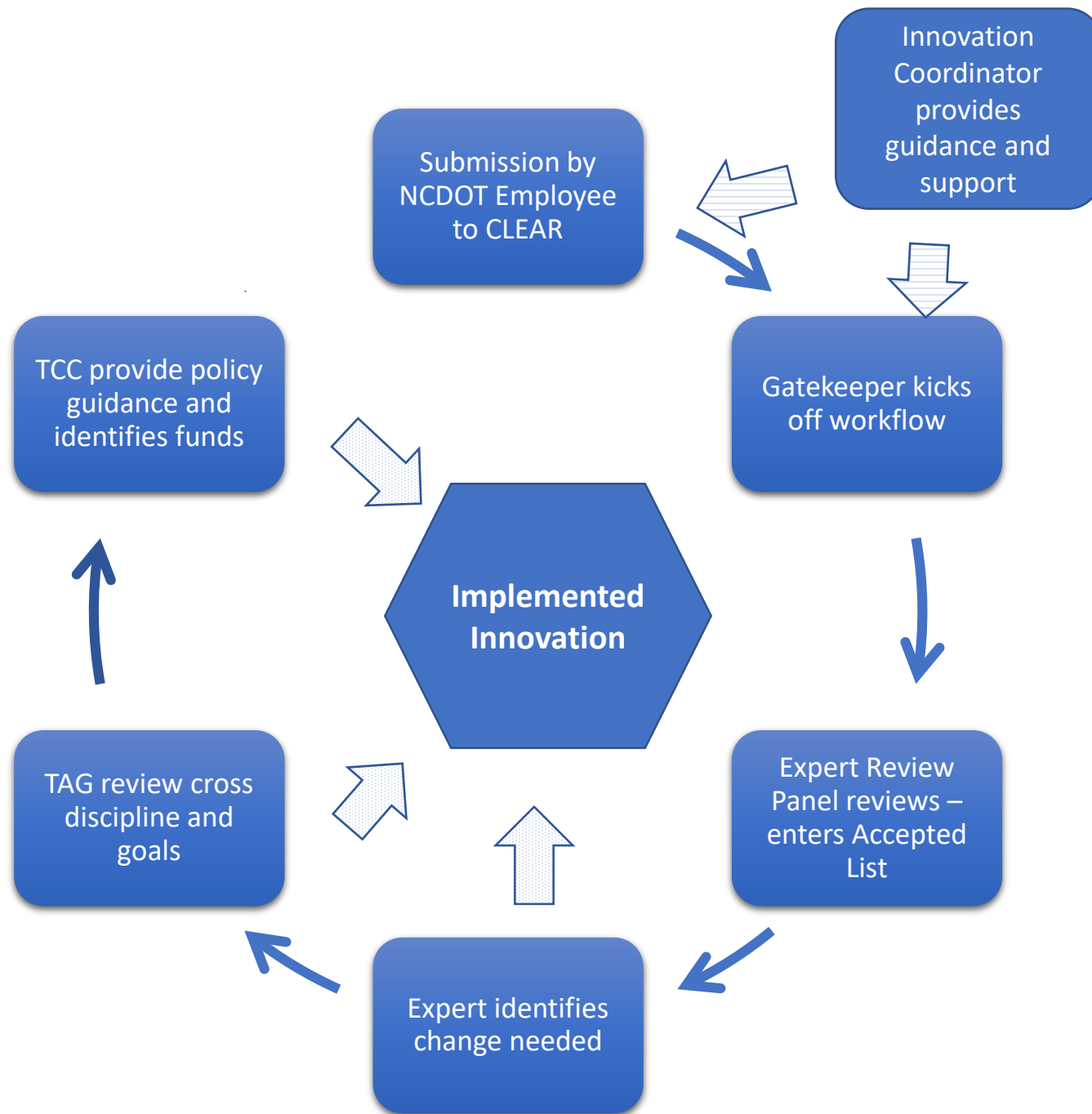|	
	Submitter
	Gatekeeper
	Expert Review Panel

What happens after its accepted?

If next steps are needed to implement a new innovation or solution, this would be moved through the appropriate channels.

To get an idea moving, Innovation Coordinators will be engaged along with the Expert Reviewers, TAGs, and TCC.

Funding opportunities will be identified and an innovation champion will be selected.

What happens after its accepted?

Submission by NCDOT Employee to CLEAR

Innovation Coordinator provides guidance and support

Gatekeeper kicks off workflow

TCC provide policy guidance and identifies funds

Implemented Innovation

Expert Review Panel reviews – enters Accepted List

TAG review cross discipline and goals

Expert identifies change needed

ROLES and RESPONSIBILITIES

Expert Review Panel

- **Expert in their Applicable Discipline**
- **Review submissions, provide feedback, institute changes, provide guidance.**

Applicable Discipline

Selected during submission to know who needs to provide expert review.

A way of filtering, tagging, and searching accepted submissions.

Applicable Discipline

Business Opportunity & Workforce Development (BOWD)

Construction

Design-Build

Aviation

Division of Motor Vehicles (DMV)

Environmental Analysis

Erosion Control

Facilities Management

Ferry

Transportation Mobility & Safety

Hydraulics

Information Technology (IT)

Local Project

Photogrammetry

Procurement

Public Transportation (Planning, Operations, Safety, Finance)

Rail

Right Of Way

Roadside Environmental

Roadway Design

Safety & Risk

Maintenance

Structures Management

Project Management

Turnpike Authority

Utilities

Location & Surveys

Materials & Tests

Pavement Design & Collection

Professional Services Management

Training and Development

Public Involvement / Communications

Disaster Recovery

ITS & Signals

Signals

Equipment Management

Environmental Policy

Transportation Planning

Traffic Management

Signing & Delineation

Geotech

Bicycle & Pedestrian

Contract Standards and Development

Expert Review Panel

- Expert in their Applicable Discipline
- Review submissions, provide feedback, institute changes, provide guidance.

- **TAG Member: Technical Advisory Group Member**

TAG

TAG Member: Technical Advisory Group Member

The members of the expert review panel will also be separated into TAGs. These TAGS will have a one hour quarterly phone call as needed to review submissions that need next steps – like research or a SIT or cross discipline discussion.

TAG

TAG Member: Technical Advisory Group Member

1. Safety
2. Mobility and Congestion
3. Condition of Transportation Facilities
4. Workforce Development in Transportation
5. Communications and Outreach

Innovation Coordinators

HELP COORDINATE IDEAS AND CREATE A CULTURE OF INNOVATION IN THEIR UNITS OR OFFICES

ANOTHER POINT OF CONTACT AND FRONT LINE INNOVATION PROMOTERS

Innovation Coordinators

Targeting Staff Engineer level staff

Ability to effectively communicate with unit staff and peers

Interest in driving organizational change around future transportation technology and innovations

Available to participate for minimum 1-year term (through Dec 2020)

Availability to participate in quarterly innovation calls

Engage staff and provide support in using the CLEAR program and supporting innovation

Innovation Coordinator Representation

Aviation	Division 1
DMV	Division 2
Ferry	Division 3
Integrated Mobility	Division 4
Rail	Division 5
Highway Operations	Division 6
Field Support	Division 7
Technical Services	Division 8
Mobility and Safety	Division 9
FHWA	Division 10
TEAs/Interns/YPO	Division 11
Information Technology	Division 12
Office of Civil Rights	Division 13
Support Services	Division 14
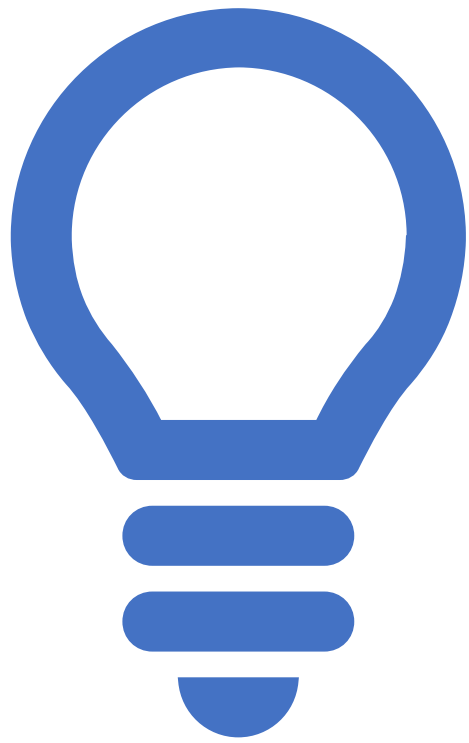
Next Steps – Create a Culture of Innovation