What is CLEAR?

- Program to support internal communication, knowledge sharing, creativity, and innovation.
What does **CLEAR** stand for?

**Communicate Lessons,**

**Exchange Advice,**

**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 Lessons, Exchange Advice, Record.
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
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.

Gatekeeper VMQ Review of LL/Best Practice
Approves for Review or Rejects

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

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

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

Gatekeeper Reviews and Approves or Rejects Additional info from Task Force

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

Rejected

Rejection Review Complete

Rejects

Request Information

Email Link to Task Force with info Request

Rejects

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

Gatekeeper Reviews LL submitter is sent Rejection Email.

Gatekeeper reviews LL submitter is sent Rejection Email.

Email with link to submission is sent to Gatekeeper Requesting Information

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

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

Approves

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

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

Rejected

Request Information

Request Additional Information

Request Additional Information

Rejects

Rejects

Rejects

Rejects
<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>What happens after its accepted?</td>
<td>If next steps are needed to implement a new innovation or solution, this would be moved through the appropriate channels.</td>
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<tr>
<td></td>
<td>To get an idea moving, Innovation Coordinators will be engaged along with the Expert Reviewers, TAGs, and TCC.</td>
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<tr>
<td></td>
<td>Funding opportunities will be identified and an innovation champion will be selected.</td>
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</table>
What happens after its accepted?
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.
<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Construction</td>
<td>Rail</td>
<td>Training and Development</td>
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<tr>
<td>Design-Build</td>
<td>Right Of Way</td>
<td>Public Involvement / Communications</td>
</tr>
<tr>
<td>Aviation</td>
<td>Roadside Environmental</td>
<td>Disaster Recovery</td>
</tr>
<tr>
<td>Division of Motor Vehicles (DMV)</td>
<td>Roadway Design</td>
<td>ITS &amp; Signals</td>
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<tr>
<td>Environmental Analysis</td>
<td>Safety &amp; Risk</td>
<td>Signals</td>
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<td>Erosion Control</td>
<td>Maintenance</td>
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<td>Facilities Management</td>
<td>Structures Management</td>
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<td>Ferry</td>
<td>Project Management</td>
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<tr>
<td>Transportation Mobility &amp; Safety</td>
<td>Turnpike Authority</td>
<td>Traffic Management</td>
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<tr>
<td>Hydraulics</td>
<td>Utilities</td>
<td>Signing &amp; Delineation</td>
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<tr>
<td>Information Technology (IT)</td>
<td>Location &amp; Surveys</td>
<td>Geotech</td>
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<tr>
<td>Local Project</td>
<td>Materials &amp; Tests</td>
<td>Bicycle &amp; Pedestrian</td>
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<tr>
<td>Photogrammetry</td>
<td>Pavement Design &amp; Collection</td>
<td>Contract Standards and Development</td>
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Expert Review Panel

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

- TAG Member: Technical Advisory Group Member
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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 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
- DMV
- Ferry
- Integrated Mobility
- Rail
- Highway Operations
- Field Support
- Technical Services
- Mobility and Safety
- FHWA
- TEAs/Interns/YPO
- Information Technology
- Office of Civil Rights
- Support Services

Division 1
Division 2
Division 3
Division 4
Division 5
Division 6
Division 7
Division 8
Division 9
Division 10
Division 11
Division 12
Division 13
Division 14
Next Steps – Create a Culture of Innovation