Volpe advances transportation innovation for the public good

• Fee-for-service
• Project-based, 500 projects
• 500 federal employees, 500 contractors
• Multimodal, ranging technical skills
• 25 business units
• Staff work on multiple projects concurrently
• Culture is customer focused
• Two KM domains: “Direct” and “Indirect”
KM Guiding Principles

• Avoid burdening staff
• Leverage existing business processes and information streams
• Maximize the value of curated information
• Increase the likelihood of chance encounters

Forcing everyone to use the same set of bathrooms, [Steve Jobs] reasoned, would force more interactions.

- Jillian D’Onfro on the design of Pixar’s office
Knowledge Management at Volpe

HELPING PEOPLE FIND WHO OR WHAT THEY ARE LOOKING FOR, WHEN THEY NEED IT
Knowledge Assets

- Staff Skills & Experiences
- Sponsor Contacts
- Sponsor Organizations
- Projects
- Internal Processes & Resources
- Transportation Industry Trends
# Knowledge Management at Volpe

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Communities of Practice

• 13 CoPs + Community of Communities
• Over half of staff belong to at least one
• Additional dimension for our matrixed organization
• Intra- and inter-CoP benefits
• In March Volpe held a CoP Outreach Event
• CoPs utilize a Team-based chat platform

Volpe CoPs

- Climate Change & Resilience
- Data & Visualization
- Emergency Management
- Facilitation
- Freight
- Geospatial
- NextGen Aviation
- Public Lands
- Software Development
- Survey and Evaluation
- Transportation Equity
- Unmanned Aerial Systems (UAS)
- Video Development and Visual Design
Volpe Voice

Volpe Voice
Internal News: April 30, 2019

Michael Holmes Shares Best Practices on Large Truck Road Risk Reduction
In his Perspective talk and subsequent small group discussions with Volpe Center staff, Michael spoke about his experience managing risks associated with introducing significant heavy vehicle freight into urban environments during construction of major infrastructure projects.

CoP Connections: NextGen Aviation Community of Practice Fosters Collaboration and Communication
The NextGen Aviation Community of Practice (CoP), formerly the NextGen CoP, provides a forum for staff working on projects related to aviation innovations, including the Next Generation Air Transportation System (NextGen), the Federal Aviation Administration’s reconstitution of America’s air transportation system.

Volpe Center Staff Featured in FMCSA eNews
Last month, FMCSA personnel and staff from the Volpe Center participated in a review of the Texas Innovative Technology Deployment Program.

Check Out Mary Hughes’ Retirement Photos
Volpe Center staff threw Mary Hughes a fun-filled retirement party on April 23. See photos of Volpe staff who came to celebrate.

Got to Know Jared Young
We heard you want to know more about your colleagues. Read the next article in the Got to Know your colleagues series, and learn more about Jared Young.

Volpe Center Wins First Place in Green Switches
The Volpe Center received first place for green switches among mid-sized workplaces, taking part in Green Streets Initiative’s 2018 Walk/Ride Day Commuter Challenge.

• Curated
• Tagged
• Data-driven
• Searchable via Dashboards
Volpe Taxonomy
Dashboards

FY19 Expansion Areas

Volpe Awards
Highlights
Project Folders
Recap

• Volpe (like many organizations) generates massive amounts of knowledge across many subject areas, capabilities, and customers

• It would be impractical to try to document everything in everyone’s heads

• We leverage existing business processes and data streams to help find people find other people more easily

• We maximize the value of our curated information (articles, awards, weekly reports) both now and in the future

• We increase the likelihood of chance encounters with CoPs, chat (and other) collaboration tools, and Centerwide events
Thank you!

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