



MISSOURI
S&T

CENTER FOR TRANSPORTATION INFRASTRUCTURE AND SAFETY



2012 Missouri Local Technical Assistance Program (LTAP) at Missouri S&T

by

Heath Pickerill



**NUTC
ETT291**

**A National University Transportation Center
at Missouri University of Science and Technology**

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2012 Annual Report - Executive Summary

This annual report is a summary of the activities during 2012 for the Missouri Local Technical Assistance Program (Missouri LTAP), which is located at Missouri University of Science and Technology (Missouri S&T). It is submitted to the Missouri Department of Transportation (MoDOT), Missouri Division of Federal Highway Administration (FHWA) and Missouri S&T National University Transportation Center (NUTC). The report highlights Missouri LTAP's performance and activities over the past year. It gives detailed information on how the four focus areas of the National LTAP Strategic Plan were met through training and various activities and projects. It also includes information on how Missouri LTAP accomplished the six tasks that support the four focus areas. Performance indicators for each of the tasks are included. The four focus areas and six tasks are covered in detail under the 2013 Work Plan. Further, this report contains information on the training provided, training summaries for 2012; summaries of Missouri LTAP's advisory and ambassadors' meetings; the 2013 Work Plan and the 2013 budget.

Missouri S&T was awarded a new five year contract with the option of (5) one year extensions at the completion of 2010 based on a competitive bid process. The performance during the past year is in line with the steady growth of the program over the past years. Missouri LTAP increased the number of training classes from 40 with 897 attendees in 2006 to 134 with 5,794 attendees in 2012. A breakdown of all training classes held in 2012 along with the number of attendees, locations and instructors as well as a summary of evaluations is contained within this report.

Missouri LTAP has continued to develop various programs to support its mission of providing quality training and resources to local agencies. One of these programs is the Missouri "Show-Me" Road Scholar Program, which was deployed in the summer of 2008. To date, there have been 97 Level I graduates from 412 participants representing 50 agencies. During the development of the Road Scholar Program, Missouri LTAP developed strong partnerships with various organizations, which include MoDOT, Missouri Division of FHWA, Missouri Association of Counties (MAC), Missouri Emergency Response Commission (MERC), Missouri Intergovernmental Missouri Municipal League (MML), Missouri Association of County Transportation Officials (MACTO), Missouri Chapter American Public Works Association (APWA), Missouri Public Entity Risk Management Fund (MOPERM), Linn State Technical College and University of Missouri Extension. These partnerships continue to allow Missouri LTAP to increase the effectiveness of the program by sharing ideas and resources in order to make the funding go further. An Equipment Loan Program was also developed to offer equipment, such as a retroreflectometer, a speed radar sign and material testing equipment, to local agencies.

A major section of the Annual Report is the 2013 Work Plan. The work plan contains several proposed activities that are intended to expand the program. Some of these activities include promoting computer based training and developing computer based training modules. Other opportunities identified to increase training for MoDOT in technical areas include classes on chip seal techniques, ADA training, and advanced LPA training. These include expanding the newsletter circulation and content while looking at the most cost effective ways of circulation, developing an eNewsletter, better utilizing the MoDOT district ambassadors and expanding website services and promoting the use of the website. The final component of the Work Plan is the 2013 budget, which includes a 1:1 match from Missouri S&T NUTC and outlines how funding will be spent in the coming year.

2012 represented another year in which Missouri S&T was able to further the success of the Missouri LTAP program. Missouri LTAP is now recognized throughout the state for its training, resources and programs that it provides to local agencies. Missouri LTAP has developed partnerships and processes that allow the center to continue to deliver the highest-quality training and technology transfer to local agencies. The intention of this annual report is to be used by all agencies involved as a way to share the successes of and further promote the program with interested parties.



Missouri Local Technical Assistance Program
at Missouri University of Science and Technology

ANNUAL PROGRESS REPORT

January 1, 2012 – December 31, 2012

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Deliverables:

The deliverables required of the LTAP contract consist of 6 tasks, which are outlined in detail below.

Task A - Compile and Maintain a Mailing List

Goals for Task A:

- Maintain the current data base to insure a realistic customer base is being reached
- Increase the number of contacts in our list by a minimum of 15% each year
- Increase the number of email addresses in order to reduce mailing costs

Progress to date:

MISSOURI LTAP MAILING LIST COMPARSION			
	2010	2011	2012
Physical Address	4,870	4,870	2,952
Email Address	Not Tracked	Not Tracked	1,213

- Throughout 2012, a focused effort was made to increase the number of email addresses we have for existing contacts as well as adding new contacts to our database. Our mailing list is still continually being updated to purge outdated addresses. We added contacts gained through managing the LPA Basics training, which include many consultants and contractors.
- All training notification flyers are now emailed. This has contributed to significant savings on postage. In addition, we can send the same notifications multiple times if necessary. We have noticed a significant improvement in the response time and rate for classes.

Task B - Publish a Quarterly Newsletter

Goals for Task B:

- Maintain the size of the newsletter at a minimum of 12 pages
- Expand the size of the newsletter as needed to provide relevant and timely information to our customer base
- Gather email contacts for 75% of our newsletter recipients to increase the number of eNewsletter readers to reduce the number of printed and mailed copies

Progress to date:

MISSOURI LTAP NEWSLETTER COMPARSION			
	2010	2011	2012
	Annual	Annual	Annual
Hardcopy Circulation	19,480	19,800	12,000
eNewsletter Circulation	NA	NA	1,213

- Maintained the newsletter at 12 pages throughout 2012 of relevant and
- Developed an eNewsletter to be distributed electronically to save on printing and mailing costs
- Reduced the number of printed copies by 7,800; anticipate reducing by another 1200 in 2013
- Significant effort was made in 2012 to reduce the number of multiple copies being sent to an agency location
- In order to ensure that everyone still receives the newsletter, we focused our effort on building our email contact list. This allows us to send electronic copies to multiple personnel within the same agency.

Task C - Provide Technology Transfer Materials

Goals for Task C:

- Distribute timely and relevant publications to our customer base at conferences, meetings, and through our partners
- Provide increased online library services, maintain relevant technical information, and improve response time to client requests
- Continue a cooperative relationship with our MoDOT ambassadors in order to improve the promotion of Missouri LTAP services and the distribution of technical information
- Update the following MO-LTAP manuals in 2013
 - Snow & Ice Control
 - Pavement Preventive Maintenance

Progress to date:

MISSOURI LTAP TECHNOLOGY TRANSFER MATERIALS COMPARISON			
	2010	2011	2012
	Annual	Annual	Annual
Materials Distributed	7,013	6,682	7,413
Technical Assists*	20%**	20%**	20%**

*Includes letters, phone calls, emails and face-to-face meetings

**Measured by percentage of quarterly time spent on technical assists

- Distributed the following number of materials per quarter:
 - 1st – 1,359 publications at no charge
 - 2nd – 1,055 publications at no charge
 - 3rd – 3,865 publications at no charge
 - 4th – 1,134 publications at no charge
- Developed the new manual titled *Traffic Practices: A Guidebook for City and County Agencies* for the Missouri Coalition for Roadway Safety in cooperation with MoDOT and Missouri's ITE Chapters. The new guidebook serves as a resource for individuals who have responsibility for transportation engineering decisions and services within their local jurisdiction in the State of Missouri.
- Developed the following new MO-LTAP manuals for distribution in 2012:
 - Traffic Control for Emergency Responders (being POST certified)
 - Chain Saw Safety
 - Work Zone Safety & Flagger
 - Worker Safety

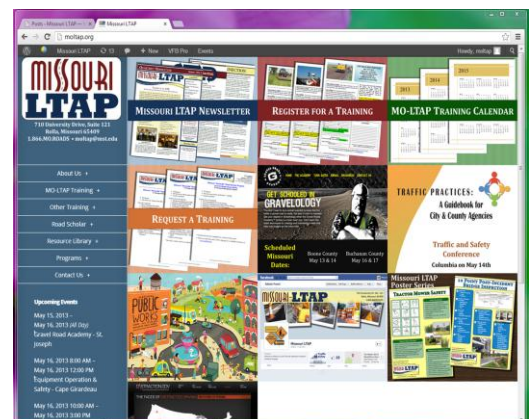
Task D - Provide Information Services

Goals for task D:

- Continue to add content and dynamic capabilities to the Missouri LTAP webpage
- Provide improved response time through increased technological capabilities
- Increase advertisement of the cooperative and surplus equipment purchasing program

Progress to date:

- The webpage was completely revamped in 2012 with a new look and much easier to use format. It has new and improved user interface, easier navigation, and is optimized for iPad and iPhone formats. Some of the new features and updates include:
 - Upcoming trainings & events calendar



- Road Scholar Program information
- eNewsletters with subscription
- Resource Library and request form
- Equipment Loan Program information and request form
- Calendar view with Google maps and directions to trainings and events
- Feedback option
- In mid-2011, online registration was added to the webpage. We offer online registration with the option to mail a check, fax their credit card information or request invoicing. We will continue to work diligently within the UM system to finalize the online payment option.
- Advertisement of the cooperative and surplus equipment purchasing program has increased through the newsletter. There are currently 291 local agencies enrolled in the cooperative purchasing program.

Task E - Conduct and/or Arrange Seminars and Workshop Training Sessions

Goals for Task E:

- Establish a complete course curriculum for the following professional levels:
 - Maintenance skills
 - Advanced maintenance skills
 - Supervisory/management skills
- Maintain an instructor base to support the core curriculum topics at each level
- Build an in-state instructor portfolio. Utilize the LTAP Clearinghouse National Instructor Base as needed. Work with national and in-state partners to promote partnered training whenever possible. MoDOT's ADA in-class training and APWA's Click, Listen and Learn web based training is one example of available training resources.
- Maintain at least 110 delivered workshops and training sessions per the contract

Progress to date:

- We create a 6-month look-ahead calendar twice each year to better allow agencies to plan their training. We continually update the training calendar on the Missouri LTAP webpage.
- We started sending a bi-monthly update in 2012 that includes the upcoming training calendar for the next two months as well as other upcoming conferences and related events.
- The Missouri "Show-Me" Road Scholar Program was deployed in the summer of 2008. The core MO-LTAP courses were an integral part of the courses outlined for the Road Scholar Program. The Road Scholar Program has allowed us to broaden the types of trainings we offer and recognize those individuals who attend and therefore take an interest in their future personal and professional development. There was and continues to be constant interaction with the partners who participated in the development of the program. This has allowed us to have all of the interested organizations involved throughout the process of developing and finalizing the structure of the program. The partnering organizations signed a partnership agreement in effort to pledge their support to Missouri LTAP for the Road Scholar Program. More information on the Road Scholar Program is available in the section labeled *Road Scholar Program*. We have had 97 Road Scholar graduates from across the state. They are recognized in ceremonies, three in 2012. One was held at the MACTO Conference on October 30, the second at the City of Belton on November 16 and the third at the Boone County Public Works on December 21.
- Our instructor portfolio has increased since 2006. We added two highly qualified instructors to our portfolio in 2012 (see attached list).
- We have continued to partner with the MoDOT on training opportunities. These include LPA Basics course and ADA Training Skills classes held across the state in 2012.
- Conferences/meetings we attended in 2012:
 - Annual NLTAPA Winter Meeting, Washington D.C., January
 - CCAM Training Conference, Jefferson City, MO, February

- TEAM Conference, St. Louis, MO, March
 - Traffic & Safety Conference, Columbia, MO, May
 - Region 7/8 Conference, Denver, CO, June
 - NLTAPA Annual Conference, Grapevine, TX, July
 - MML Annual Conference, Lake of the Ozarks, MO, September
 - MINK 12, St. Joseph, MO, September
 - MACTO Conference, Lake of the Ozarks, October
 - Missouri APWA Conference, Lake of the Ozarks, MO, October
 - MAC Conference, Lake of the Ozarks, MO, November
- Meetings we attended regularly in 2012:
- Missouri Coalition for Safety Infrastructure Subcommittee meetings, quarterly
 - Transportation Engineering Association of Missouri board meetings, monthly
 - Missouri Association of Transportation Officials Conference planning meetings, monthly

MISSOURI LTAP TRAINING COMPARISONS			
	2010	2011	2012
	01/01-12/31/10	01/01-12/31/11	01/01-12/31/12
Number of Trainings	162*	200**	187**
Number of Attendees	4,692*	6,728**	6,785**

*Includes the ATSSA Incident Traffic Control for Responders

**Includes MERC Hazmat Awareness and Chemical Suicide Training

Task F - Evaluate Effectiveness of Program

Goals for task F:

- Continue to evaluate the effectiveness of the program through course evaluations and other customer feedback;
- Seek guidance on center operations from the Advisory Committee and the MoDOT Ambassadors;
- Review membership on the Advisory Committee to ensure that it reflects our customer base;

Progress to date:

- Evaluation forms are distributed to all course attendees (see attached evaluation summary). Input from the evaluation forms is used to improve future training.
- An Ambassadors' meeting was held on February 6, 2013 We were advised by MoDOT to wait until the new ambassadors were assigned in early 2012. Because of scheduling conflicts, a meeting was not held at the end of 2012 but was instead scheduled in early 2013 with the new ambassadors where we explained the Road Scholar Program, Equipment Loan Program and covered many of the classes that are offered. We also gave an update on recent activities, which included recent training classes held, upcoming classes, the new website, and updated handouts and workbooks. Each ambassador then had an opportunity to give an update on their district. The focus of recent activities for each has been on the distribution of local project funding. The group then discussed the Local Programs Administration (LPA) training and MO-LTAP's involvement in advertising the classes and managing the registration. Everyone agreed that MO-LTAP plays an important role in the LPA and the partnership should be expanded. The group then discussed ideas for new classes, which included right-of-way training, environmental assessment and a construction materials overview.
- An Advisory Committee meeting was held on April 25, 2012 and November 30, 2011. Guidance was provided at both meetings and is being implemented. At our last Advisory Committee meeting, we provided an update on recent activities. First the training fee increase in 2012 from \$25 to \$30/person for maintenance (Level I) courses and \$50 to \$60/person for supervisory (Level II) courses. Second MO-LTAP partnered with MoDOT on Americans with Disabilities Act (ADA) training and Local Projects Administration

(LPA) Basic training. Third the Local Traffic Practices Manual rewrite was completed, which was funded by the Missouri Blueprint Coalition for Safety and will be provided to local agencies throughout the state. Follow-on training will also be provided in ten locations in 2012 and early 2013. Finally a summary of the 2011 training was reviewed. We also discussed several topics. First was the need for transitioning to an e-newsletter in an effort to save on printing and mailing costs. It was decided that it would be beneficial to give readers the option of continuing to receive a printed copy. Second was a review of the LTAP Strategic Plan developed in 2011 focusing on the long-range goals of the program. Some of these include building a more self-sustaining LTAP center that is less dependent on grant funding, enriching the knowledge base of local government and transportation stakeholders, supporting the needs of state and local community leaders through partnerships, and using social media to stay better connected with agencies and customers. Third was training development opportunities, such as more supervisory and leadership focused classes and various certification training. The final was suggestions for growth opportunities that included expanding current partnerships and exploring new ones, filling training gaps within MoDOT due to their realignment, developing workforce development partnerships and training, and finally identifying upcoming events and meetings at which to promote MO-LTAP.

- We also had a representative from the Missouri Intergovernmental Risk Management Association join the committee.
- The staff includes a full-time director, program coordinator, administrative assistant, contract course and program development consultant, one undergraduate student worker and two graduate research assistants shared with the Rural Transit Assistance Program (RTAP).
- We continue to hire part-time students to aid in various projects.



2012 TRAINING SESSIONS TO DATE

DATE OF TRAINING	TITLE OF TRAINING	LOCATION	NUMBER ATTENDED
January 2, 2012	HAZMAT Awareness - MERC	Racine	12
January 9, 2012	Chemical Suicide - MERC	Belton	34
January 10, 2012	Chemical Suicide - MERC	Belton	9
January 10, 2012	HAZMAT Awareness - MERC	Cape Girardeau	16
January 11, 2012	Chemical Suicide - MERC	Belton	6
January 14, 2012	HAZMAT Awareness - MERC	Ozark	10
January 23, 2012	Workplace and Job Site Safety	Platte County Resource Center	12
January 27, 2012	Chemical Suicide - MERC	Joplin	11
January 30, 2012	ADA With Construction Examples	Sikeston	32
January 30, 2012	HAZMAT Awareness - MERC	Sullivan	24
January 30, 2012	Workplace and Job Site Safety	Chesterfield City Hall	36
January 31, 2012	ADA With Construction Examples	Sikeston	32
January 31, 2012	Snow and Ice Control	Joplin City Hall	31
February 2, 2012	ADA With Construction Examples	Camdenton	35
February 2, 2012	Chemical Suicide - MERC	Sarcqxie	20
February 3, 2012	Chemical Suicide - MERC		54
February 3, 2012	Chemical Suicide - MERC	St. Joseph	20
February 4, 2012	HAZMAT Awareness - MERC	Clinton	32
February 7, 2012	HAZMAT Awareness - MERC	St. Louis	11
February 8, 2012	ADA With Construction Examples	Springfield	35
February 9, 2012	ADA With Construction Examples	Springfield	45
February 11, 2012	HAZMAT Awareness - MERC	Forsyth	12
February 11, 2012	HAZMAT Awareness - MERC	Labadie	18
February 15, 2012	ADA With Construction Examples	Lee's Summit	36
February 18, 2012	HAZMAT Awareness - MERC	Philadelphia	10
February 20, 2012	Chemical Suicide - MERC	Cassville	26
February 22, 2012	Emergency Management	St. Charles County Highway Dept	13
February 23, 2012	Chemical Suicide - MERC	Houston	13
February 23, 2012	Culvert Installation and Maintenance	Cape Girardeau Extension Center	25
February 23, 2012	Gravel Road Maintenance	Cape Girardeau Extension Center	32
February 27, 2012	ADA With Construction Examples	Lee's Summit	88
February 28, 2012	HAZMAT Awareness - MERC	Shell Knob	31
February 28, 2012	HAZMAT Awareness - MERC	Chesterfield	12
March 3, 2012	HAZMAT Awareness - MERC	Lamar	16
March 5, 2012	Work Zone Safety and Flagger (SPECIALIZED)	Marshall Municipal Utilities	15
March 6, 2012	HAZMAT Awareness - MERC	Rolla	16
March 6, 2012	HAZMAT Awareness - MERC	Hillsboro	19
March 6, 2012	HAZMAT Awareness - MERC	St. Joseph	10
March 6, 2012	Work Zone Safety and Flagger (SPECIALIZED)	Marshall Municipal Utilities	15
March 7, 2012	Work Zone Safety and Flagger (SPECIALIZED)	Lebanon	28
March 8, 2012	Chip Seal Best Practices	Greene County	44
March 8, 2012	Work Zone Safety and Flagger (SPECIALIZED)	Lebanon	26
March 12, 2012	Chemical Suicide - MERC	Jackson	18
March 14, 2012	Chip Seal Best Practices	Clay County	18
March 17, 2012	HAZMAT Awareness - MERC	Clever	17
March 19, 2012	Defensive Driving (SPECIALIZED)	Joplin Special Road District	13
March 20, 2012	Supervisory Communication Skills	Columbia Airport	5
March 21, 2012	Communication Skills (SPECIALIZED)	St. Charles County Highway Dept	18

March 21, 2012	Work Zone Safety and Flagger (SPECIALIZED) 11:30 AM - 3:30 PM	Jasper County Highway Department	18
March 21, 2012	Workplace and Job Site Safety (SPECIALIZED) 7 AM - 11:00 AM	Jasper County Highway Department	22
March 22, 2012	Chemical Suicide - MERC	Warrensburg	68
March 22, 2012	Chip Seal Best Practices	Warrensburg Extension Center	22
March 26, 2012	Chemical Suicide - MERC	Jefferson City	21
April 3, 2012	Communication Skills (SPECIALIZED)	St. Charles County Highway Dept	18
April 7, 2012	Chemical Suicide - MERC	Kearney	17
April 9, 2012	Chemical Suicide - MERC	Butler	19
April 10, 2012	LPA Basic Training	Chesterfield	71
April 10, 2012	Math Skills	City of Nixa Community Center	15
April 11, 2012	LPA Basic Training	Chesterfield	86
April 12, 2012	LPA Basic Training	Chesterfield	67
April 12, 2012	Motor Grader	Licking City Hall	11
April 14, 2012	Chemical Suicide - MERC	Brookline	11
April 17, 2012	Chemical Suicide - MERC	New Haven	31
April 17, 2012	Chemical Suicide - MERC	Meta	15
April 18, 2012	Workplace and Job Site Safety	City of Osage Beach	32
April 19, 2012	LPA Basic Training	Jefferson City	126
April 23, 2012	ADA With Construction Examples	Lee's Summit	63
April 24, 2012	ADA With Construction Examples	Lee's Summit	76
April 24, 2012	Chemical Suicide - MERC	Prairie Village, KS	9
April 25, 2012	Defensive Driving	Chesterfield	20
April 25, 2012	Tractor Mower Safety	Greene County	31
April 27, 2012	Defensive Driving	Boone County	49
April 27, 2012	Equipment Operation and Safety	Boone County	40
May 1, 2012	Tractor Mower Safety	Maryland Heights	31
May 2, 2012	LPA Basic Training	Sikeston	69
May 3, 2012	LPA Basic Training	Sikeston	36
May 10, 2012	Preventive Pavement Maintenance	Boone County Govt Center	22
May 11, 2012	Chemical Suicide - MERC	St. Joseph	23
May 14, 2012	Chemical Suicide - MERC	Springfield	29
May 15, 2012	Chainsaw Safety	Mexico City Hall	19
May 15, 2012	HAZMAT Awareness - MERC	Osage Beach	12
May 15, 2012	LPA Basic Training	St. Joseph	67
May 16, 2012	HAZMAT Awareness - MERC	Jefferson City	26
May 18, 2012	Work Zone Safety and Flagger (SPECIALIZED)	City of Warrenton	15
May 19, 2012	HAZMAT Awareness - MERC	Joplin	8
May 19, 2012	HAZMAT Awareness - MERC	Marshfield	14
May 29, 2012	LPA Basic Training	Lee's Summit	78
May 30, 2012	LPA Basic Training	Lee's Summit	54
May 30, 2012	Work Zone Safety and Flagger (SPECIALIZED)	City of Chillicothe	11
May 30, 2012	Workplace and Job Site Safety (SPECIALIZED)	City of Chillicothe	11
May 31, 2012	Communication Skills (SPECIALIZED)	City of Chillicothe	11
May 31, 2012	LPA Basic Training	Lee's Summit	54
June 3, 2012	HAZMAT Awareness - MERC	Mexico	18
June 5, 2012	LPA Basic Training	Hannibal	62
June 6, 2012	LPA Basic Training	Hannibal	58
June 9, 2012	HAZMAT Awareness - MERC	West Plains	16
June 9, 2012	HAZMAT Awareness - MERC	Branson West	13
June 9, 2012	HAZMAT Awareness - MERC	Ozark	20
June 12, 2012	Work Zone Safety and Flagger	City of Republic	20
June 13, 2012	LPA Basic Training	Springfield	55
June 14, 2012	LPA Basic Training	Springfield	57
June 14, 2012	Motor Grader	Farmington Fire Department	7
June 15, 2012	LPA Basic Training	Springfield	55

June 18, 2012	Tractor Mower Safety	Midwest Public Risk, Independence	18
June 19, 2012	Tractor Mower Safety	Midwest Public Risk, Independence	34
June 26, 2012	Defensive Driving (SPECIALIZED) (AFTERNOON SESSION)	Cape Girardeau County	31
June 26, 2012	Defensive Driving (SPECIALIZED) (MORNING SESSION)	Cape Girardeau County	37
June 27, 2012	Defensive Driving	Hermann City Hall	16
June 27, 2012	Equipment Operation & Safety	City of Belton	15
July 9, 2012	Chemical Suicide - MERC	Crestwood	17
July 10, 2012	Chemical Suicide - MERC	Crestwood	15
July 11, 2012	Chemical Suicide - MERC	Crestwood	10
July 24, 2012	Motor Grader	Nevada	5
August 4, 2012	HAZMAT Awareness - MERC	Springfield	16
August 11, 2012	Chemical Suicide - MERC	Collins	12
August 14, 2012	Project Planning and Management	Midwest Public Risk, Independence	5
August 15, 2012	Chainsaw Safety Training	MoDOT District Office, St. Joseph	9
August 24, 2012	Project Planning and Management	Lake St. Louis Civic Center	18
September 5, 2012	Chainsaw Safety Training	Nevada Community Center	13
September 5, 2012	Motor Grader (SPECIALIZED)	Pettis County - Sedalia	34
September 13, 2012	HAZMAT Awareness - MERC	St. Joseph	19
September 20, 2012	Chainsaw Safety Training	Ralls County Extension Center	11
September 20, 2012	Signing Retroreflectivity Guidelines	Platte County Resource Center	34
September 25, 2012	Work Zone Safety & Flagger	Havener Center	10
September 26, 2012	Signing Retroreflectivity Inspection	Maryland Heights Community Centre	49
September 26, 2012	Available High-Tech GIS on a Low Budget	St. Joseph - MINK	82
September 26, 2012	Federal Aid Essentials for Local Public Agencies	St. Joseph - MINK	82
September 26, 2012	Teaming Up to Improve Local Road Safety	St. Joseph - MINK	82
September 26, 2012	Local Applications of Ultra High Performance Concrete for Innovative Bridge Designs	St. Joseph - MINK	82
September 27, 2012	Is it Better to Be a Stone Arch Bridge or a Historic Stone Arch Bridge?	St. Joseph - MINK	82
September 27, 2012	Making Asphalt Pavements Last Longer With Surface Treatments	St. Joseph - MINK	82
September 27, 2012	Innovations and Research in Roadside and Medial Barriers	St. Joseph - MINK	82
September 27, 2012	GPS Survey Applications in Iowa Counties	St. Joseph - MINK	82
September 27, 2012	Low Cost Bridge Improvements	St. Joseph - MINK	82
September 29, 2012	HAZMAT Awareness - MERC	Gainville	15
October 2, 2012	LPA Basic Training	Chesterfield	74
October 3, 2012	LPA Basic Training	Chesterfield	79
October 5, 2012	HAZMAT Awareness - MERC	Cape Girardeau	14
October 8, 2012	Chainsaw Safety Training (SPECIALIZED)	City of Lamar	24
October 9, 2012	Preventive Pavement Maintenance	City of Belton	13
October 9, 2012	Snow & Ice Control	Greene County Government	24
October 10, 2012	Local Traffic Practice Manual Training	St. Joseph	8
October 12, 2012	Worker Safety Training (SPECIALIZED) Afternoon	Rolla City Hall	14
October 12, 2012	Worker Safety Training (SPECIALIZED) Morning	Rolla City Hall	14
October 16, 2012	Defensive Driving (SPECIALIZED)	City of Troy	20
October 18, 2012	Snow & Ice Control	Mexico City Hall	19
October 18, 2012	Snow & Ice Control	Springfield Public Works	28
October 23, 2012	LPA Basic Training	Lee's Summit	60
October 24, 2012	LPA Basic Training	Lee's Summit	56
October 24, 2012	Snow & Ice Control	Columbia Airport	9
October 25, 2012	Snow & Ice Control	Chesterfield City Hall	27
October 25, 2012	Work Zone Safety and Flagger (SPECIALIZED)	City of Kirkwood	19
October 26, 2012	Chainsaw Safety Training (SPECIALIZED) (NOON to 3:30 PM)	Boone County Public Works	35
October 26, 2012	Snow & Ice Control	Chesterfield City Hall	24
October 29, 2012	Signing Retroreflectivity Inspection	Cape Girardeau Extension Center	12
October 30, 2012	Chemical Suicide - MERC	Linn	26
October 30, 2012	Local Traffic Practice Manual Training	Lake Ozark	17

October 30, 2012	LPA Basic Training	Lake Ozark	63
October 30, 2012	New LPA Requirements	Lake Ozark - MACTO	152
October 30, 2012	Geosynthetic Reinforced Soil Integrated Bridge Systems	Lake Ozark - MACTO	152
October 30, 2012	Practical Solutions to Culvert Liners	Lake Ozark - MACTO	152
October 30, 2012	Storm Water Management	Lake Ozark - MACTO	152
October 30, 2012	Advantages of Safety Training	Lake Ozark - MACTO	152
October 30, 2012	Sing Management Panel	Lake Ozark - MACTO	152
October 31, 2012	Pavements: Chip Seals, Micro Surfacing, MAQs, Surface Treatment	Lake Ozark - MACTO	152
October 31, 2012	Bridge Deck Maintenance: Wooden Bridges, Concrete Deck Sealing	Lake Ozark - MACTO	152
October 31, 2012	Fish & Wildlife Preservation	Lake Ozark - MACTO	152
October 31, 2012	Storm Shelters	Lake Ozark - MACTO	152
November 5, 2012	Snow & Ice Control (SPECIALIZED)	City of Warrenton	21
November 7, 2012	Snow & Ice Control (SPECIALIZED)	Midwest Public Risk	43
November 8, 2012	Communication Skills (SPECIALIZED)	Joplin Special Road District	11
November 14, 2012	Snow & Ice Control	City of Chillicothe	10
November 15, 2012	Chainsaw Safety Training (SPECIALIZED)	Joplin Special Road District	15
November 15, 2012	Local Traffic Practice Manual Training	Sikeston	14
November 20, 2012	Local Traffic Practice Manual Training	Lee's Summit	32
November 27, 2012	Motor Grader Training	Ralls County	17
November 27, 2012	Project Planning & Management	Maryland Heights Community Center	12
November 27, 2012	Worker Safety Training	Platte County Resource Center	20
November 29, 2012	Emergency Management	Cape Girardeau Extension Center	8
December 5, 2012	Local Traffic Practice Manual Training	Springfield	30
December 5, 2012	LPA Basic Training	St. James	44
December 6, 2012	LPA Basic Training	St. James	19
December 6, 2012	Signing Retroreflectivity Inspection	Ralls County Extension Center	10
December 6, 2012	Snow & Ice Control	Midwest Public Risk	21
December 11, 2012	Local Traffic Practice Manual Training	Hannibal	4
December 13, 2012	Snow & Ice Control	New Madrid Community Center	11
December 19, 2012	Work Zone & Safety Flagger	Maryland Heights Community Center	23
		TOTAL TRAINED	6785
		TOTAL CLASSES	187
		LTAP Trained	5794
		LTAP Classes	134
		MERC Trained	991
		MERC Classes	53



University of
Science & Technology

Work Plan

Missouri Local Technical Assistance Program (LTAP)

Prepared for

The Missouri Department of Transportation

Construction and Materials

1617 Missouri Boulevard, P.O. Box 270

Jefferson City, MO 65102

Prepared by

Missouri University of Science and Technology

Local Technical Assistance Program

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January 1 - December 31, 2013

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Introduction

The Missouri Department of Transportation (MoDOT) awarded the rights to operate the Missouri Local Technical Assistance Program (Missouri LTAP) for calendar years 2011 through 2015 with the option of up to five years extension for calendar years 2016 through 2020. The following Work Plan provides information on activities and projects proposed by the Missouri LTAP Center located at Missouri University of Science and Technology (Missouri S&T) for 2013. Many of the activities contained within this Work Plan are a continuation of programs that have been initiated since 2011, while others represent new projects. These activities reflect Missouri S&T's initiatives to both fulfill and exceed the requirements of the contract as well as a commitment to help Missouri S&T National University Transportation Center (NUTC) achieve their goals through technology transfer and outreach. It should be recognized that this Work Plan is our best estimate of our activities and at the same time is flexible enough to accommodate the changing requests and priorities of the local government transportation officials that we serve. It should also be noted that from time to time, specific resources become available that alter either the content or the timing of items in the Work Plan.

This Work Plan represents a strategic approach centered on the four program focus areas as referenced in the LTAP Strategic Plan. The four focus areas include: safety, infrastructure management, workforce development and organizational excellence. The Strategic Plan calls for the collection of performance data on program operations under these focus areas to ensure the best impact and effectiveness. It is our intent that this work plan centers on these focus areas while also focusing on local agency priorities.

Association acronyms:

APWA – American Public Works Association
ATSSA – American Traffic Safety Services Association
CCAM – County Commissioners Association of Missouri
FHWA – Federal Highway Administration
ITE – Institute of Transportation Engineers
LTAP – Local Technical Assistance Program
LTSAC – Law Enforcement Traffic Safety Advisory Council
MAC – Missouri Association of Counties
MACOG – Missouri Association of Councils of Government
MACTO – Missouri Association of County Transportation Officials
MERC – Missouri Emergency Response Commission
MIRMA – Missouri Intergovernmental Risk Management Association
MOPERM – Missouri Association of Public Entity Risk Management Fund
MML – Missouri Municipal League
MoDOT – Missouri Department of Transportation
NACE – National Association of County Engineers
NACO – National Association of Counties
NHI – National Highway Institute
NLTAPA – National Local Technical Assistance Program Association
NUTC – National University Transportation Center
OCITE – The Ozarks Chapter of the Institute of Transportation Engineers
SEMA – State Emergency Management Agency
TRB – Transportation Research Board
TEAM – Transportation Engineering Association of Missouri
TTAP – Tribal Technical Assistance Program

Operations

Personnel/Staffing

The basis of operations centers on the efficiency of operating the LTAP and RTAP programs together. Both programs focus on technology transfer, transportation research deployment, training and other related support services. We use the similarities between the two programs to share joint administration. This allows us to manage a database of customers identified for the appropriate program, utilize a single registration process, share efforts for producing newsletters and other marketing materials and consolidate other day-to-day tasks.

Adequate staffing is essential if the joint LTAP/RTAP programs are to perform at a high level and provide the services required. The Missouri LTAP Center has had a stable staff for the past six years that includes a Director, Program Development Specialist, Administrative Assistant, two graduate assistants, one undergraduate student, and a training development consultant. This level of staffing ensures that there is always someone in the office to handle support services and client requests if other staff members are in the field providing outreach and developing client relationships.

Recommended staffing for the Missouri LTAP/RTAP Center:

Director – 1.0 FTE: Provides program development, develops client relations, directs center administration and program assessment of both the LTAP and RTAP programs at a level of 85% and 15% respectively.

Program (Coordinator) Development Specialist – 1.0 FTE: Assists in development of marketing and general communication materials for the program, coordinates center's involvement in various activities as well as plans and organizes conferences, develops newsletter content, maintains center web page, serves as the central contact for incoming requests for client support, coordinates training and assists with workshop registration.

Administrative Assistant – 1.0 FTE: Provides administrative support to the center, processes payroll and invoicing, assists in coordinating training, coordinates workshop registration, maintains technical library, processes client media requests and handles other operational tasks in support of the center. Also responsible for the accounting, customer service and client requests. Total LTAP responsibilities amount 60% of total time. Provides program support for RTAP at a level of 40%.

Training Development Consultant – hourly: Provides training, development of training services and development of professional relationships by serving in an outreach capacity as well.

LTAP Graduate Assistant – 0.25 FTE: Develops technical support, such as the database, develops newsletter layout, assists in the development of marketing materials for the program.

RTAP Graduate Assistant – 0.25 FTE: Develops technical support. Main duties include development and maintenance of the LTAP and RTAP websites,

LTAP Student Assistant – 0.25 FTE: Provides as-needed administrative and technical support to the center, maintains LTAP Facebook account.

We will continue to assess our staffing requirements to ensure that we provide the most personal and immediate response to requests for technical information possible. Our staff will be available during each business day to give advice, answer questions and provide liaison between state, county and municipal personnel. Matching resources with local transportation agencies' needs will remain our goal. We will share new product data and procedures with local agencies to provide efficient implementation. We feel that one way to ensure growth in the program and increase the opportunities available for local agencies is to create another full-time position. This would allow much of the course development and review to be done in-house, saving money that is currently spent through contracts. It would also expedite the process of deploying many of the Road Scholar Level II courses as they are developed. Many of these courses could be included in the development of a leadership academy to build on the Road Scholar program. Additional funding will need to be secured in order to do this.

Advisory Committee

The current Missouri LTAP Advisory Committee is made up of selected county commissioners, MoDOT representatives, FHWA representatives, and representatives from various public agencies. The Advisory Committee meets twice per year: once in fall and once in spring. The last meeting was held on November 30, 2012. The following performance indicators will be used to ensure effective Advisory Committee meetings:

1. Assure that all four focus areas, which include safety, workforce development, infrastructure management and organizational excellence (see page 5) are discussed and evaluated for response to client needs, potential areas for participant improvement, and overall cost-benefit;
2. Circulate minutes of the meeting to Advisory Committee members and reference them throughout the year to assist the center management team in planning;
3. Increase the role of and the working relationship with the Advisory Committee to make sure the members are a good fit;
4. Analyze the role of the Advisory Committee in order to develop a realistic set of goals and expectations;
5. Determine how the Advisory Committee can best help the Missouri LTAP program.

Current Advisory Committee members:

Benz, Larry – Director, Cole County Public Works & MACTO representative
Broyles, Phil – Assistant Director, City of Springfield Public Works & APWA representative
DeLong, Tony – County Council Coordinator, University of Missouri Extension
Frevort, Larry – Vice President, HDR, Inc.; Past President, American Public Works Association
Geisel, Mike – Director, City of Chesterfield Public Works
Holthaus, Bob – Loss Prevention Coordinator, Missouri Association of Counties
McCord, Bonnie – Presiding Commissioner, Vernon County
Miller, John P. – Traffic Safety Engineer, MoDOT
Morris, David – Local Projects Administrator, FHWA Missouri Division
Prigge, Bonnie – Executive Director, Meramec Regional Planning Commission & MACOG representative
Ross, Dan – Executive Director, Missouri Municipal League
Sager, Greg – Director, Platte County Public Works
Scheipeter, Gary – Superintendent of Public Works, City of Clayton & APWA representative
Stone, Bill – Research Administrator, Construction and Materials, MoDOT
Thornsberry, Marc – Safety & Mobility Engineer, FHWA Missouri Division
Voss, Kenny – Local Programs Administrator, MoDOT
White, Randy – Executive Director, Pioneer Trails Regional Planning Commission & MACOG representative
Wilson, James “Skip” – District Bridge Inspector, District 3, MoDOT

MoDOT Ambassadors

Missouri LTAP also relies on a team of MoDOT ambassadors that represent each of the seven MoDOT districts. The MoDOT Ambassadors are a direct link to the local agencies within their districts and can therefore provide a very necessary connection to LTAP’s customers in those areas. They can help communicate information as well as provide feedback to us on the customers’ needs. For example, they can find out what types of programs are necessary, how well existing programs are received, and help make introductions between the LTAP staff and county commissioners and other pertinent local government officials. An ambassador’s meeting is held every December. The last meeting was held on December 8, 2010. A meeting was not held in 2011. New ambassadors were assigned because of the changes in MoDOT staffing and the reorganization of MoDOT districts. New ambassadors were assigned in early 2012. The next meeting will be held in early 2013 now that the new ambassadors have been named.

MoDOT District Ambassadors:

Northwest – Darby Logan

Northeast – Ron Watts

Kansas City – Marisela Ward

St. Louis – Greg Wilhelm

Central – Dion Knipp

Southwest – Chad Zickefoose

Southeast – Elquin Auala

Objectives

Four Focus Areas

The objectives of this Work Plan centers on the four focus areas of all LTAP centers as defined by FHWA. Additional details for each of the four areas are found under this section, with budget information provided at the end of the Work Plan. The four focus areas are:

- I. Safety
- II. Workforce Development
- III. Infrastructure Management
- IV. Organizational Excellence

I. Safety

It is the intent of the current Missouri LTAP Center to promote and improve safety throughout the state at the local level. Missouri LTAP offered 59 safety related training sessions in 2009, 89 in 2010, 136 in 2011, and 109 in 2012. Missouri LTAP currently offers many safety related classes as part of our Missouri “Show-Me” Road Scholar Program, which promotes Missouri LTAP training to local agencies throughout the state. The Road Scholar Partnering Committee sees safety as a cornerstone to the training that is offered under Level I.

Safety-specific training

The following is a list of safety-specific training currently offered:

- Work Zone Safety & Flagger Training
- Workplace and Job Site Safety (Worker Safety)
- Defensive Driving
- Equipment Operation and Safety
- Roadway Safety Fundamentals
- Chain Saw Safety
- Tractor Mower Safety

The following is a list of safety-specific training also available:

- Rural Roads Safety Assessments
- OSHA 10-hour training

Safety-related training

MO LTAP also currently offers several classes that incorporate safety as part of the material covered. The following is a list of training that incorporate safety into the course material:

- Bridge Incident Inspection
- Motor Grader Training
- Preventive Pavement Maintenance
- Signing and Pavement Marking
- Snow and Ice Control
- Materials Inspection – in partnership with MoDOT

Safety-related activities

Most of the activities carried out by Missouri LTAP incorporate safety in some manner. The following is a list of some of these activities:

- Newsletter articles (see Activity 2 for more detail);
- Library materials – safety DVDs available for loan to local agencies; titles include “Defensive Driving”, “Motorcycle Safety” and “Seat Belts & Airbags”;
- Being involved with Road Safety Assessments;
- Working with safety organizations.

Special safety-related projects

In order for Missouri LTAP to continue to grow, it is imperative that we continue to develop new projects that respond to our growing group of customers. These projects need to respond to our customers’ needs. The following is a list of safety-related projects that the current Missouri LTAP Center has implemented in order to further advance safety and related training:

- **Missouri “Show-Me” Road Scholar Program – Level I & Level II**
The focus of Level I is the enhancement of skills in local transportation. All participants will be required to learn the basis of good and sound transportation practices with an emphasis in safety. Many of the classes promote and advance safety in the workplace. The focus of Level II is to provide a more advance level of training in maintenance topics with a focus on safety.
- **Every Day Counts (EDC)**
One of the goals of EDC is to enhance the safety of our roadways along with identifying and deploying innovation aimed at shortening project delivery and protecting the environment. These goals directly correspond to the mission of LTAP as stated in the Strategic Plan to foster a safe, efficient, and environmentally sound surface transportation system. Heath Pickerill, Director, is part of the Missouri EDC team and attended the regional summit in 2010. Missouri LTAP has been running articles on EDC topics in newsletter articles. In addition, Missouri LTAP assisted MoDOT and Missouri Division FHWA in reaching out to local agencies throughout 2012 by assisting with the EDC-Exchange, which is a regularly scheduled series of webinars. The first exchange was held in December 2011. The next four exchanges will describe effective project development and delivery practices, tools and “market ready” technologies that local transportation agencies can readily implement into their programs. The exchanges were scheduled from February through August 2012. A meeting was held on December 10, 2012 to discuss and finalize the EDC 2 State Implementation Plan.

II. Workforce Development

Missouri LTAP at Missouri S&T plans to work with the Missouri Chapter APWA to promote programs they offer and also assist in providing information and training to their members. More Road Scholar Level II classes will be offered. The intent of the Road Scholar Level II is to provide a higher level of training for those wanting the additional knowledge necessary to become more qualified for their position or to advance to a supervisory or administrative position.

Workforce development-specific training

The following is a list of training that incorporate workforce development into the course material, which is currently being offered:

- Communication Skills
- Community and Media Relations
- Human Resource Management
- Legal Aspects of Supervision
- Math Skills
- Project Planning and Management
- Supervisory Communication Skills

The following is a list of training that directly relates to workforce development, which will be offered in the future as part of Road Scholar Level II:

- Asset Management and Cost Accounting
- Enhancing Cooperative Work Relationships
- Innovative Financing
- Intergovernmental Financing
- Managing Employee Performance

Workforce development-related activities

Missouri LTAP plays an important role as a technical assistance provider to local agencies throughout the state. The following are activities that enable Missouri LTAP to provide workforce development to local agencies:

- Library materials – Workforce development-related DVDs available for loan to local agencies; titles include “Responsibilities of a Supervisor”

Workforce development-related projects

In order for Missouri LTAP to continue to grow, it is imperative that we continue to develop new projects that respond to our growing group of customers. These projects need to respond to our customers’ needs. The following is a list of workforce development-related projects that Missouri LTAP has implemented in order to further increase local agencies’ knowledge in workforce development:

- **Missouri “Show-Me” Road Scholar Program – Supervisory Skills (Level III)**
The focus of the Supervisory Skills Tract (Level III) is to provide a higher level of training for those wanting the additional knowledge necessary to become more qualified for their position or to advance to a supervisory or management position. It offers courses at an advanced level for participants who want to excel in the public works or local transportation industry. Many of the classes promote and advance workforce development.
- **Missouri Career Center**
Develop a partnership with the Missouri Career Centers and Missouri Department of Higher Education and explore a certification program for workforce development. Workforce Investment Act (WIA) funding is available.

III. Infrastructure Management

Pickerill is an active member of the Missouri Coalition for Roadway Safety Infrastructure Subcommittee. The subcommittee worked to make crash data more easily accessible to local agencies. The focus now is helping local agencies make good engineering decisions as they relate to their infrastructure maintenance and improvement. Missouri LTAP also worked with the State Emergency Management Agency (SEMA) to develop the Emergency Management course. We plan to strengthen this partnership and explore more options for developing training and providing resources.

Infrastructure-specific training

The following is a list of 2013 trainings that incorporate infrastructure management into the course material:

- Bridge Management and Maintenance
- Culvert Installation and Maintenance
- Emergency Management for Public Works Officials
- Gravel Road Maintenance
- Motor Grader Training
- Preventive Pavement Maintenance
- Retroreflectivity Guidelines Training and Inspection Workshop

Infrastructure-related activities

Missouri LTAP plays an important role as a technical assistance provider to local agencies throughout the state. The following are activities that enable Missouri LTAP to provide technical assistance to local agencies:

- Newsletter (see Activity 2 for more detail)
- Library materials – Infrastructure related DVDs available for loan to local agencies; titles include “Emergency Preparedness: Knowing What to Do” and “Disaster Preparedness: Hurricanes, Tornadoes and Floods”
- Website
- Site visits
- Referring locals to various resources and experts
- Providing technical materials
- Developing technical materials

Infrastructure-related projects

In order for Missouri LTAP to continue to grow, it is imperative that we continue to develop new projects that respond to our growing group of customers. These projects need to respond to our customers’ needs. The following is a list of infrastructure-related projects that Missouri LTAP has implemented in order to increase technology transfer to local agencies:

- **Equipment Loan Program**
 - Equipment, includes a retroreflectometer, a portable traffic device and material inspection equipment
 - Available to local agencies
 - Modeled after successful programs in other states, such as Indiana and Colorado
- **Training Resource Center and Clearinghouse**
 - Develop in cooperation with MoDOT
 - Meet training needs of MoDOT agencies
 - Serve as a clearinghouse for training resources and courses, such as ATSSA, NHI & APWA
- **Second Round of Every Day Counts (EDC 2)**

Every Day Counts (EDC) initiatives made substantial progress toward delivering highway transportation projects in a safer, smarter and faster way. FHWA is moving forward with implementing the second round of EDC (EDC 2) to shorten project delivery and related provisions as described in the newly signed transportation authorization bill: Moving Ahead for Progress in the 21st Century (MAP-21). The EDC 2 initiatives include the following: Programmatic Agreements II, Locally Administered Federal-Aid Projects, 3D Modeling for Construction Means and Methods, Intelligent Compaction, Accelerated Bridge Construction, Design Build, Construction Manager/General Contractor, Alternative technical Concepts, High Friction Surfaces, Intersection and Interchange Geometrics, Geospatial Data Collaboration, Implementing Quality Environmental Documentation and First Responder Training. Missouri LTAP will assist in providing information on all of these innovations to local agencies in the state as the directive is finalized by FHWA as to the LTAP centers involvement in EDC 2. Missouri LTAP will assist MoDOT with the EDC 2 activities as they become more clearly defined.

IV. Organizational Excellence

Organizations, efforts, and other positions of center employees

In order to ensure that Missouri LTAP is meeting its goals and ultimately reaching our target audience, we will continue to hold two Advisory Committee meetings a year. One will be held in the spring and the other in late fall. In addition, we will rely on feedback from our MoDOT district ambassadors. A list of Advisory Committee members and district ambassadors is listed under the Operations section of this Work Plan. We will make every effort to visit the ambassadors in their districts whenever possible to maintain a close working relationship and gather information on the

needs of the local agencies in their district. We will also hold an ambassadors' meeting each year. This is normally held the first week of December. This meeting allows the ambassadors to provide input and feedback and discuss issues and ideas as a group.

We will continue to rely on feedback from our Advisory Committee and our MoDOT district ambassadors as a means of evaluating our effectiveness and the relevance of what we are providing to local agencies. The Advisory Committee is made up of a broad range of individuals representing the counties, cities, regional planning committees, MoDOT, FHWA and various organizations from across the state. They will be able to provide feedback based on a wide variety of viewpoints. In addition, our MoDOT district ambassadors will provide information that is relevant to each of their respective districts which ensures that we are covering the entire state with our information and resources.

We collect evaluation surveys from participants at all of our training sessions. As we issue new contracts for training services, we include the requirement that our trainers engage in Kirkpatrick Level I and II questioning to ensure that their audience has learned the intended course material. This gives us a tool to assess the information being presented, as well as a means to evaluate the effectiveness of the instructors.

We will also rely on input from our customers, their attendance at our training sessions and responses on our surveys, and their willingness to contact us when they have technical questions and concerns. We will continue to be very adaptable to any and all needs of our customers.

Pickerill is a member of the National Local Technical Assistance Program Association (NLTAPA) Advisory Committee on Partnership and serves as co-chair of the committee. He also serves on the Education Committee for APWA. We will continue to take every opportunity to provide presentations about the program at various events across the state. Our partnerships with a variety of organizations in the state give us an excellent means of access to our customer base. We have been able to help plan and host conferences and then use the conferences as an opportunity to hold training sessions. The following is a list of conferences that we have served on the planning committee:

- Missouri Association of County Transportation Officials (MACTO) Conference
- Traffic and Safety Conference
- Traffic Engineers Association of Missouri (TEAM) Conference
- Local Roads Conference – Missouri, Iowa, Nebraska & Kansas (MINK)

We have implemented a new center database. This tool tracks the Road Scholar participants and the classes they have completed. It allows us to generate reports based on a variety of categories, such as location, class, agency or participant. More information on Center evaluation information can be found under Activity 6, Evaluate Effectiveness of Program.

Activities

The activities of this Work Plan are centered on the six tasks of all LTAP Centers as previously defined by the FHWA. These task-level activities are meant to advance the four focus areas in order to align the Work Plan with both the national program and program performance reporting. Additional details for each of the planned activities are found on the following pages. The six activities are:

1. Compile and Maintain a Mailing List
2. Publish a Quarterly Newsletter and Quarterly Status Report
3. Provide Technology Transfer Material
4. Provide Information Service
5. Conduct and/or Arrange Seminars and Workshop Training Sessions
6. Evaluate Effectiveness of the Program Center Administration

1. Compile and Maintain a Mailing List

The MO LTAP mailing list includes approximately 4,870 customer addresses. The focus of the mailing list is the distribution of newsletters, promotion of upcoming training courses and conferences, technical updates, and general notices of interest to our client base. We currently email flyers on upcoming trainings to all agencies that are within one to two hours of the training location. Our contact list is divided into regions.

The mailing list has been updated to remove all duplicate or outdated mailing addresses, while adding a substantial number of new addresses. We are in the process of expanding our customer mailing list to include additional counties and county commissioners, municipalities, consulting engineers, as well as national and international LTAP centers. We are working with our partners to reach additional customers. Mailing list additions will be made each quarter along with deletions and changes. We have a fax-back page in our quarterly newsletter to encourage notification of address changes. We have also recently added all of the Emergency Management Directors (EMDs) throughout the state, which amounts to almost 700 individuals.

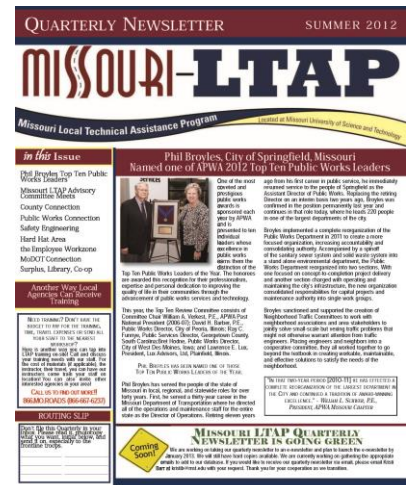
We have recently developed an email list serve of all of the contacts that we have with email addresses. This has allowed us to start alerting many of the agencies of upcoming trainings through email. This has especially been effective for the Emergency Management for Public Works Officials course. Many of the EMDs have email addresses as part of their contact information. We are also discussing the advantages of developing an electronic newsletter for those readers who have email addresses. Many LTAP centers are finding this to be a successful way to reach many of their readers and save money on postage. We will continue to explore this as an option in the future.

Goals for Activity 1:

- Maintain the current data base to insure a realistic customer base is being reached
- Increase the number of addresses included in our mailing list by a minimum of 15% each year, which is tracked in our database

2. Publish a Quarterly Newsletter and Quarterly Status Report

A quarterly status report is issued to MoDOT and Missouri Division of FHWA to report budget updates, training and technical transfer activities and other center updates. The Missouri LTAP newsletter is published quarterly in the months of April, July, October, and January. It is printed in full color and serves as the primary method of advertising workshop schedules, upcoming conferences and training classes, new library items (free and lending publications, training videos, software, etc.), along with cooperative and surplus purchasing opportunities. "Surplus Savings" is a regular feature that highlights surplus equipment available through MoDOT and the Missouri State Agency. This feature details the items currently available to local constituents, and references the MoDOT web resources regarding surplus property. Our newsletter also serves as Missouri's public forum to advertise the availability of historically significant bridges.



Our newsletters feature articles on safety, best practices, new technology, upcoming conferences of interest to our readership, successful events sponsored by Missouri LTAP, and upcoming seasonal activities. Articles are chosen and tracked to ensure that content meets Program Assessment Requirements for FHWA.

Our newsletter also includes current practices at the local level in Missouri. The "County Connections" page highlights at least one article from a county road agency each quarter. The goal

is to highlight accomplishments in all 7 MoDOT Districts over a two year period. The “Public Works Connection” focuses on cities, and the “MoDOT Connection” covers current practices at the state level.

We have expanded our article resource pool by utilizing the expertise that resides within our support structures and partnerships: our Advisory Committee and district ambassadors, our NUTC partners, NLTAPA, FHWA, MACTO, NACE, and APWA.

- Our 2012 circulation was approximately 12,000 printed newsletters annually. The anticipated circulation for 2013 is 11,000. The decrease is due to a new eNewsletter format. We anticipate an ever increasing number of agencies to request the eNewsletter format versus a printed copy. Significant effort was made in 2012 to reduce the number of multiple copies being sent to an agency location. In order to ensure that everyone still receives the newsletter, we focused our effort on building our email contact list. This allows us to send electronic copies to multiple personnel within the same agency.

Goals for Activity 2:

- Maintain the size of the newsletter at a minimum of the current 12 pages
- Expand the size of the newsletter as needed to provide relevant and timely information to our customer base
- Continue to increase newsletter circulation to ensure that we are reaching the widest possible audience
- Increase the number of eNewsletter recipients to decrease printing costs
- Reduce the number of printed copies by another 1200 in 2013

3. Provide Technology Transfer Material

Technology transfer represents an important service that Missouri LTAP provides to local agencies as well as Missouri S&T NUTC. Missouri LTAP will continue to help Missouri S&T NUTC meet its requirements for technology transfer through materials distributed, courses conducted and attending relevant regional and national conferences. In 2012, we held 187 classes and trained 6,785 attendees, which includes 53 MERC classes and 991 MERC attendees. This was important in helping the Missouri S&T NUTC meet their requirements of holding 50 transportation seminars, symposia or distance learning classes and serving at least 402 transportation professionals who participated in such events.

Technical information services are available through Missouri LTAP’s Technical Reference Library, the quarterly newsletter, by personal correspondence with our client base and in response to client requests. Agencies were surveyed on the usefulness of information and materials being provided in a client satisfaction survey completed in cooperation with MoDOT. All DVDs, publications and reference materials are made available to local agencies free of charge. We also distribute training packages at every training course, which contains course specific material, LTAP information and promotional items.

Missouri LTAP distributes the Winter Maintenance Manual, which was last published in May 2008. It is in our library and available free of charge to our customers. We distribute copies of the manual at conferences and meetings and will provide copies to each of our MoDOT District Ambassadors for their distribution and use. In addition to this manual, we will also continue to distribute the Workzone Safety Booklet (2008).

Missouri LTAP will continue to build our Technical Reference Library in order to provide the most up-to-date information to our client base. Emphasis will be placed on DVD’s and resources that can be used in training courses. We will continue to review and analyze DVDs, publications, research reports and other documents for inclusion in the library. Only

relevant information will be added so that the integrity of the library is maintained. We will continue to market the library publications through newsletters and our website.

We will continue to supply our MoDOT district ambassadors with publications to distribute during their routine work with cities and counties. Guide booklet/sheet publications (such as those provided by the LTAP Clearinghouse) will continue to be produced and distributed throughout the year.

We managed the rewrite of the “Traffic Practices: A Guidebook for City & County Agencies” manual for the Missouri Coalition of Roadway Safety (MCRS) Infrastructure Subcommittee in 2012. A printable, publishable version was produced and integrated into MoDOT’s Engineering Policy Guide (EPG). \$30,000 was awarded by the MCRS Executive Committee for this project. We subcontracted a large portion of the work while managing the project. An additional \$9,000 in Accelerating Safety Activities Program (ASAP) funding was awarded to develop and host 10 training classes throughout the state: one at each MoDOT district office and three at various conferences. Classes were held in the Northwest, Kansas City, Southwest, Northeast and Southeast districts in the fall of 2012 as well as at the OCITE Conference at Springfield in May and the Missouri Chapter APWA Fall Conference/MACTO Conference at Lake Ozark in October. Classes will be held in spring 2013 in the central and St. Louis district as well as at the Traffic and Safety Conference in Columbia.

MISSOURI LTAP TECHNOLOGY TRANSFER MATERIALS COMPARISON					
	2008	2009	2010	2011	2012
	Annual	Annual	Annual	Annual	Annual
Materials Distributed	5,467	6,527	7,013	6,936	12,309
Technical Assists*	20%**	20%**	20%**	20%**	20%**

**Measured by percentage of quarterly time spent on technical assists

Missouri LTAP Regular Publications	
Publication	Frequency, every
Workzone Safety Booklet	1 year
Winter Maintenance Manual	1 year
Highway Maintenance Manuals	2 years
Guidelines for Temporary Traffic Control	2 years

Goals for Activity 3:

- Distribute timely and relevant publications to our customer base at conferences, meetings, and through our partners
- Continue a cooperative relationship with our MoDOT Ambassadors in order to improve promotion of Missouri LTAP services and distribution of technical information
- Work closely with Missouri S&T National University Transportation Center (NUTC) to provide technology transfer by sharing information and resources
- Manage the rewrite of the “Introduction to Traffic Practices, a Guidebook for Local Agencies” manual for the Missouri Coalition of Roadway Safety Infrastructure Subcommittee
- Provide support as it becomes defined by FHWA for the second round of EDC (EDC 2), which is aimed at shortening project delivery and related provisions as

described in the newly signed transportation authorization bill: Moving Ahead for Progress in the 21st Century (MAP-21). LTAP centers are uniquely positioned to leverage their local agency network to bring more focus and commitment to technology transfer and to the rapid deployment of proven solutions and technologies.

4. Provide Information Service

Missouri LTAP provides technical information services as requested by our client base, incorporating MoDOT, Missouri S&T, NUTC, and FHWA resource staff when needed.

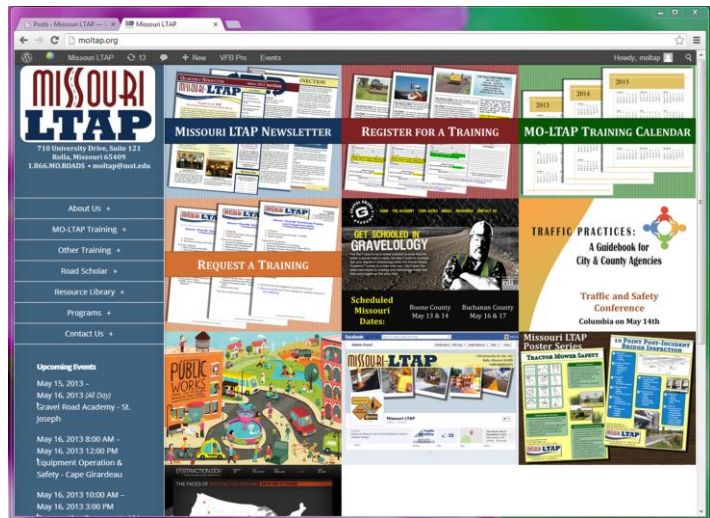
The Missouri LTAP website provides one forum for information services. We have updated our website to reflect the new logo and to provide a more professional appearance. The website now includes online registration for workshops.

Missouri LTAP web site: www.moltap.org

Features of the website include:

- Updated training calendar
- Headlines
- Vision and Mission Statement
- Profiles of all staff members
- Links to major transportation libraries
- Calendar of events
- Links to other transportation related sites
- Information on the TEAP & BEAP Program
- Information on the Coop & Surplus Programs
- Library list of DVD's
- 2012 Work Plan
- Advisory Committee information

Soon to include the following features:
Online e-learning courses



Cooperative and surplus procurement of equipment has become a heavily requested service by county, city and port authorities. The Missouri LTAP will continue to publicize cooperative procurement agreements that are available to local agencies. Information on these agreements and surplus equipment are published regularly in the newsletter and on the website. The website will also provide referrals to the official cooperative procurement program web pages maintained by the state. The Missouri LTAP library contains printed materials on the program for visitors. We also provide referrals to appropriate contacts in the state administration for customers calling about the program.

Missouri LTAP will continue to work closely with MoDOT to investigate other funding sources available within MoDOT. The intent is to develop a well established training partnership in order to share resources for both MoDOT employees and local agencies. The details will be developed in order to make training more accessible and establish Missouri LTAP into a training clearinghouse for MoDOT agencies. This is listed under Focus Area II, Infrastructure Management.

Missouri LTAP provides an on-call response service during business hours to local agencies to provide information and answers to questions on a variety of topics. We also work to provide services that are useful and relevant to a wide variety of customers. In order to do this, we have to

know our customers and provide useful services. Following is a list of activities on which we currently focus, as well as ones that we propose for the future:

▪ **Providing an information display booth at affiliate conferences and workshops**

Working closely with other professional associations has always been a priority at Missouri LTAP. As in past years, we plan to attend as many meetings of these associations as possible. Certainly, we will attend and set up the display booth and distribute promotional items at the following meetings and conferences:

- Missouri Municipal League (MML)
- Missouri Association of County Transportation Officials (MACTO)
- Missouri Association of Counties (MAC)
- American Public Works Association (APWA)
- Law Enforcement Traffic Safety Advisory Council (LETSAC)
- Missouri Association of Councils of Government (MACOG)
- Safe Schools and Colleges Conference
- State Emergency Management Agency (SEMA)
- Transportation Engineers Associate of Missouri (TEAM)

LTAP staff members will contribute to the program at each of the conferences as requested. Staff members will also attend the LTAP Regional meeting, the National Conference and the NLTAPA Winter Meeting held during TRB. Every effort will be made to attend NACE, ITE, and APWA meetings either locally or nationally by at least one member of the staff.

▪ **Getting to know our customers**

In order to be a successful LTAP center, it is critical that we know who best will benefit from our services and has a need for the information that we can provide. To do this, we will analyze our current customers to ensure that we are serving them adequately and efficiently and have a close working relationship with them. The client satisfaction survey was an excellent means of collecting information on the needs of our customers and gives us a reference for developing new programs that will best benefit agencies. We will also use programs such as meet & greets, office visits, working with district ambassadors, and presentations to RPC's to increase our customer base to reach those entities that don't yet know about LTAP.

▪ **Getting LTAP recognized by customers**

In order to increase our customer base, it is important that we continue to develop name recognition for LTAP. In order to do this, we continue to take advantage of every opportunity to attend conferences and meetings to speak about Missouri LTAP and the programs that we manage, are developing and have recently implemented. We will distribute promotional items at such events in order to continue to develop name recognition. We continue to attend events such as the County Commissioners Association of Missouri conference where we presented a breakout session on Clearing up the Confusion of the Retroreflectivity Guidelines in February. In addition, we attended the MACTO conference to recognize the most recent Road Scholar graduates. We also attended numerous Transportation Advisory Committee meetings in order to reach regional planning commissions and their membership to make them aware of the services that Missouri LTAP provides to the local agencies that they represent.

▪ **Partnering & networking**

In order to be a more effective center and increase our resources, it is beneficial to form partnerships with other organizations and entities associated with the transportation field, which will in turn allow for useful networking opportunities. These partnerships will allow us to utilize existing resources more effectively, as well as, develop new resources more cost effectively. In addition, partnerships are at the center of Missouri LTAP's vision.

In an effort to expand our involvement in MoDOT's Safety Programs, Missouri LTAP has become partners with MoDOT's "Blueprint for Safer Roadways" safety campaign. We attend all regional and state meetings and help spread the word to our local agencies.

We have developed lasting partnerships with the Missouri Association of County Transportation Officials (MACTO), the Missouri Association of Councils of Government (MACOG), Missouri Chapter of the American Public Works Association (APWA), the Missouri Association of Counties (MAC), the Missouri Municipal League (MML), the Missouri Public Entity Risk Management (MOPERM), and Linn State Technical College. Examples of networking opportunities which will attend include the, MINK Conference, MACTO Conference, Missouri Chapter APWA Fall Conference and the Mid-America APWA Conference.

Partnering/networking opportunities include:

American Public Works Association (APWA) – attend state and national conference; serve on national committee

Linn State Technical College –partner in the development and delivering of courses

Missouri Association of Counties (MAC) – attend the County Commissioners Association of Missouri (CCAM) annual meeting; present training during break-out sessions

Missouri Association of Councils of Government (MACOG) – continue a joint effort in training & awareness; present at RPC meetings

Missouri Association of County Transportation Officials (MACTO) – attend annual conference; serve on conference committee

Missouri Municipal League (MML) – utilize their mailing list; MO LTAP is a current member

MoDOT – partner to share resources and develop training

MOPERM - partner to reach a broader range of customers based on their list of insured agencies

University of Missouri Extension – partner in the delivery of computer skills training

▪ **Demonstrations**

Working closely with other entities, such as vendors, local agencies and MoDOT, to provide demonstration workshops/projects will be a good way to provide useful information to local agencies. We would also like to explore opportunities to hold motor grader and backhoe demonstrations for local agencies.

Goals for Activity 4:

- Maintain Missouri LTAP Web page to include dynamic capabilities
- Provide improved response time through increased staffing
- Increase advertisement of the cooperative and surplus equipment purchasing program
- Examine the possibility of adding a part-time Safety Circuit Rider
- Strengthen partnership with Missouri S&T NUTC by sharing information and deploying programs that will increase the scope of workshops and provide increased outreach

5. Conduct and/or Arrange Seminars and Workshop Training Sessions

Missouri LTAP will offer training for a cost of \$35/person in 2013 for Level I classes, which is an increase from \$30, for all government entities and \$70/person for all non-government entities. Level II classes will be \$50/person including lunch and Supervisory Skills (Level III) will be \$75/person including lunch. Training is offered on a number of topics that aim to focus on the needs and concerns of local agencies. Some of these topics include Gravel Road Maintenance, Roadway Safety Fundamentals, Work Zone Safety & Flagger Training, Motor Grader Training and Equipment Operation & Safety. We have expanded the number of

training classes offered to our client base. See the Road Scholar brochure in Appendix G for a complete listing of classes. Much of the training has been targeted toward agencies with specific needs in the area of safety and local roads maintenance. The scope of our training will continue to be increased in the future and be tailored to participant demographics. As stated previously, 187 classes serving 6,785 attendees were held in 2012, which included 53 MERC classes and 991 MERC attendees. The chart below illustrates the increase in training classes held each year during the current contract.

MISSOURI LTAP TRAINING COMPARISON					
	2008	2009	2010	2011	2012
	01/01-12/31/08	01/01-12/31/09	01/01-12/31/10	01/01-12/31/11	01/01-12/31/12
Number of Trainings	61	110	162*	200**	187**
Number of Attendees	1,883	2,594	4,692*	6,728**	6,785**

*Includes ATSSA Incident Traffic Control for Responders training

**Includes MERC (Missouri Emergency Response Commission) training

In 2009, we developed a participant training database that allows us to track everyone who has taken a Missouri LTAP class. It includes all participants who have attended a class since 2006. The database allows us to generate reports, monitor trends in attendance, track the classes being offered in various training locations, and monitor the progress of Road Scholar participants. It has been a very valuable planning tool in scheduling training classes to ensure that we are reaching as large of audience as possible with each class.

We have been examining the best methods for course delivery for our training. Currently the majority of our trainings are held in the traditional classroom setting. We have been exploring using videoconferencing to reach a wider audience with our training using MoDOT's Polycom videoconferencing system, which allows us to reach a larger audience in multiple locations while saving resources. We will continue to utilize this system. We are also discussing the advantage of developing on-line training which has been developed in other LTAP states with much success. This will allow us to offer and promote traditional educational opportunities through distance education.

Throughout 2012, Missouri LTAP developed and offered educational training programs that included training courses, workshops and conferences in support of both MoDOT and Missouri S&T NUTC. We also co-hosted two large training conferences in 2012: the 12th Annual Local Roads Conference with the Iowa, Nebraska, and Kansas LTAP centers (MINK12), and the Seventh Annual Missouri Association of County Transportation Officials (MACTO) Conference. Both of these are annual events in which we will have regular participation. Missouri LTAP will seek other opportunities to further our involvement in planning and managing conferences in the future as well.

Our in-state instructor portfolio supporting these activities has grown in the last year, and contracts have been developed with new instructors. In addition, there is an extensive list of instructors available through NLTAPA.

Additional resources for potential instructors include the following:

- Retired DOT personnel
- Retired County Engineers
- Retired Public Works Directors
- Consultants who will provide training services for free

- The academic community
- Instructors at Linn State Technical College

Courses developed in 2012 include:

- Chainsaw Safety (Road Scholar Level II course) – Linda Webb
- Retroreflectivity Guidelines (Road Scholar Level II course) – Matt Cowell

Goals for Activity 5:

- Develop the following courses in 2013:
 - Materials Inspection (Road Scholar Level I course) – MO LTAP and MoDOT
 - Construction Documents 101 (Blueprint Reading)
- Utilize the LTAP Clearinghouse National Instructor Base until the portfolio is fully developed.
- Work with national and in-state partners to promote partnered training whenever possible. APWA's "Click, Listen & Learn" web-based training is one example of available training resources.
- Develop a course review panel – panel of city/county officials to evaluate course content and value to better assess LTAP courses before establishing them in the program. This was done successfully for the Motor Grader Training and Emergency Management for Public Works Officials courses. The objectives of this panel are to:
 - Provide feedback
 - Offer suggestions on additional courses
 - Evaluate effectiveness of instructors
- Develop a training schedule at least 6 months in advance

6. Evaluate Effectiveness of the Program Center Administration

There are several indicators that are useful in measuring the success and effectiveness of a LTAP program. These include, but are not limited to: the experience of the staff, the ability to secure matching funding, understanding the client base, building trust with clients, as well as the ability to leverage and build a trusting relationship with in-state partners, developing a productive Advisory Committee and being able to assess the program progress to ensure continued success. The Missouri LTAP program at Missouri S&T has demonstrated success in all of these areas.

Missouri S&T is able to bring matching funding to Missouri LTAP to expand the program. The breakdown of the matching funding as well as the overhead rate is shown in the 2013 annual budget. The ability to leverage in-state partners is also very important in making the funding and resources available go further. The Missouri LTAP program has demonstrated its ability to do just that. See Activity 4, Provide Information Service, for more detail. The experience of the staff is also critical in determining the success of a program. The trust we have built with our client base indicates our success and effectiveness as a center as well as the other means we use for evaluation as outlined below.

Recommendations from the Advisory Committee, course evaluation ratings and comments from workshop attendees as well as feedback from the Missouri LTAP Ambassadors are currently used to determine the program's effectiveness. See the Operations section of this Work Plan for a list of the current Advisory Committee.

We must continually evaluate progress to ensure that staff time and resources are invested in training products that are a client priority. Continual evaluation will allow the center to immediately sense fluctuations and adapt quickly. Below are techniques which will be used to assure that evaluation is a continual process:

- Post Event Immediate Assessment
- Kirkpatrick 1st Level
- Kirkpatrick 2nd Level

- Instructor Evaluations
- Advisory Committee recommendations/input
- MoDOT Ambassador recommendations/input
- FHWA Division Office recommendations/input

All participants in Missouri LTAP-sponsored training classes are asked to complete a class evaluation form. Each evaluation form is reviewed to assist in the evaluation of instructors, class materials and the training program in general. The evaluation form will be updated to capture Kirkpatrick Level II evaluations.

Quarterly reports are prepared to summarize center activities. The quarterly reports follow the format of the Program Assessment Report (PAR) required by FHWA.

Goals for Activity 6:

- Continue to evaluate effectiveness of the program through course evaluations and other customer feedback
- Seek guidance on center operations from the Advisory Committee and the MoDOT Ambassadors
- Review membership on the Advisory Committee to ensure that it reflects our customer base
- Fully utilize MoDOT Ambassadors

Conclusion and Summary

The process of preparing this Work Plan has served to help the current Missouri LTAP Center plan the activities for the coming year. This Work Plan clearly outlines and demonstrates our vision as well as how we will continue to successfully manage the LTAP program. In addition, it will serve our efforts in reporting our activities in the annual reports to MoDOT and FHWA, as well as in the Performance Assessment Report (PAR) and Center Assessment Report (CAR). It is also the hope of Missouri LTAP that it will serve in strategic planning opportunities, program planning and activity prioritization, resource and budget justification, documentation of operational activities to meet customer needs, confirmation of administrative and reporting requirements and marketing and promotion of Missouri LTAP to funding and/or oversight agencies.

LTAP 2013 Budget Request:

Revised 12/5/12	Total Costs	FHWA & MoDOT Funds	MST UTC Match
Salaries:			
Director (Remaining 15% RTAP Grant)	66,500	33,250	33,250
Program Development Specialist	40,900	20,450	20,450
Admin Assistant (Remaining 40% RTAP Grant)	22,008	11,004	11,004
Student Assistant/Aide	18,000	9,000	9,000
Total Salaries	147,408	73,704	73,704
Total Eligible Fringe	129,408		
Fringe (30.65%):	39,664	19,832	19,832
Total Salaries + Fringe	187,072	93,536	93,536
Operating Expenses:			
Conference Materials	7,500	4,000	3,500
Newsletter	17,000	8,500	8,500
Office Supplies & Expenses (Phone, Postage, Supplies)	9,500	6,500	3,000
Training/Conferences	102,820	76,470	26,350
**Business mtgs expense	7,370	7,370	
*Bus. travel-domestic-in state	12,820	12,820	
Dues/memberships	580	380	200
Faculty & staff training & dev	1,000	800	200
Instructors Fees	67,500	47,500	20,000
Postage	5,200	2,600	2,600
Training Supplies	8,350	5,000	3,350
Training & Resource Development	12,000	7,500	4,500
Travel	10,814	5,158	5,656
Bus. travel-domestic-in state	5,000	2,500	2,500
Bus. travel-domestic-out state	2,600	1,200	1,400
Insurance	626	314	312
Gasoline	2,418	1,059	1,359
Vehicle Maintenance	170	85	85
Total Operating Expenses	159,634	108,128	51,506
Total Direct Costs:	346,706	201,664	145,042
Indirect Costs:			
MoDOT Overhead = 34%		71,626	
UTC Overhead = 50.5%			73,246
Total Overhead	144,872		
Total Indirect Costs:	144,872	71,626	73,246
Estimate of Training Fees Collected	-55,000	-55,000	0
ASAP Funding Grant for Local Traffic Practices Manual Training		9,000	
GRAND TOTAL COSTS:	\$ 436,577	\$ 227,289	\$ 218,288

* Instructors Travel Only

** Includes morning catering for each training and committee meeting (Advisory, Road Scholar, Ambassador, etc.)