Technology Readiness & Resilience

MDOT Tech Talk

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Why?

The Task

Help the many small transit agencies in the US improve around their readiness to apply technology in service to their missions.

The Problem

Assessment is a critical first step to improvement, but access to human expertise for this is severely constrained.

The Solution

Develop a comprehensive, user-friendly Technology Readiness and Resilience Assessment tool that standardizes the evaluation process for small to mid-sized transit agencies.

Overview

- Fully web-based
- SurveyMonkey-like experience
- Free to use
- Usually takes about 60 minutes or less
- Delivers PDF report at the end with results and prioritized action steps

Format & Features

The assessment was designed to follow the Capability Maturity Model Integration (CMMI) framework developed at Carnegie Mellon University.

The following features were also included based on agency feedback:

- A progress meter
- Ability to save and come back later
- Mobile compatibility
- Conditional logic — no unnecessary questions

- Contract Management & Organization
- Systems & Culture
- Performance Measurement
- Organizational Resilience
- Cybersecurity

Assessment Outcome

The assessment rates each agency on a scale of 1 to 4 in each category:

- Level 1: Initialized & Ad Hoc
- Level 2: Managed & Repeatable
- Level 3: Integrated & Documented
- Level 4: Measuring & Optimizing

Goals

Provide an understanding of the agency's baseline in each area

Make it clear that not all agencies are meant to be at a Level 4 in all areas

Provide practical and actionable steps to answer the question:

What should I do next?

Goals cont.

Make assessment easy.

Easy Assessments Can Break the Logjam

1. Assess
2. Plan
3. Act

(then assess ***again***)

‘Tis a Gift to be Simple

The straightforward 5-category, 4-level design means:

- It’s easy to grasp
- It’s easy to share

Legibility is underrated.

Getting the Most From the Results

- Focus on **improving the lowest rated areas**
- Aim for **consistency** across your program - get everything to the same level before aiming for a 4 in one area
- Consider your specific **agency goals** – what level is right for you?

Access the Assessment

- www.n-catt.org
- Search "Readiness assessment"
- Click "Technology Readiness Assessment" in the results
- Click "Take the assessment here"

Thank you!

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