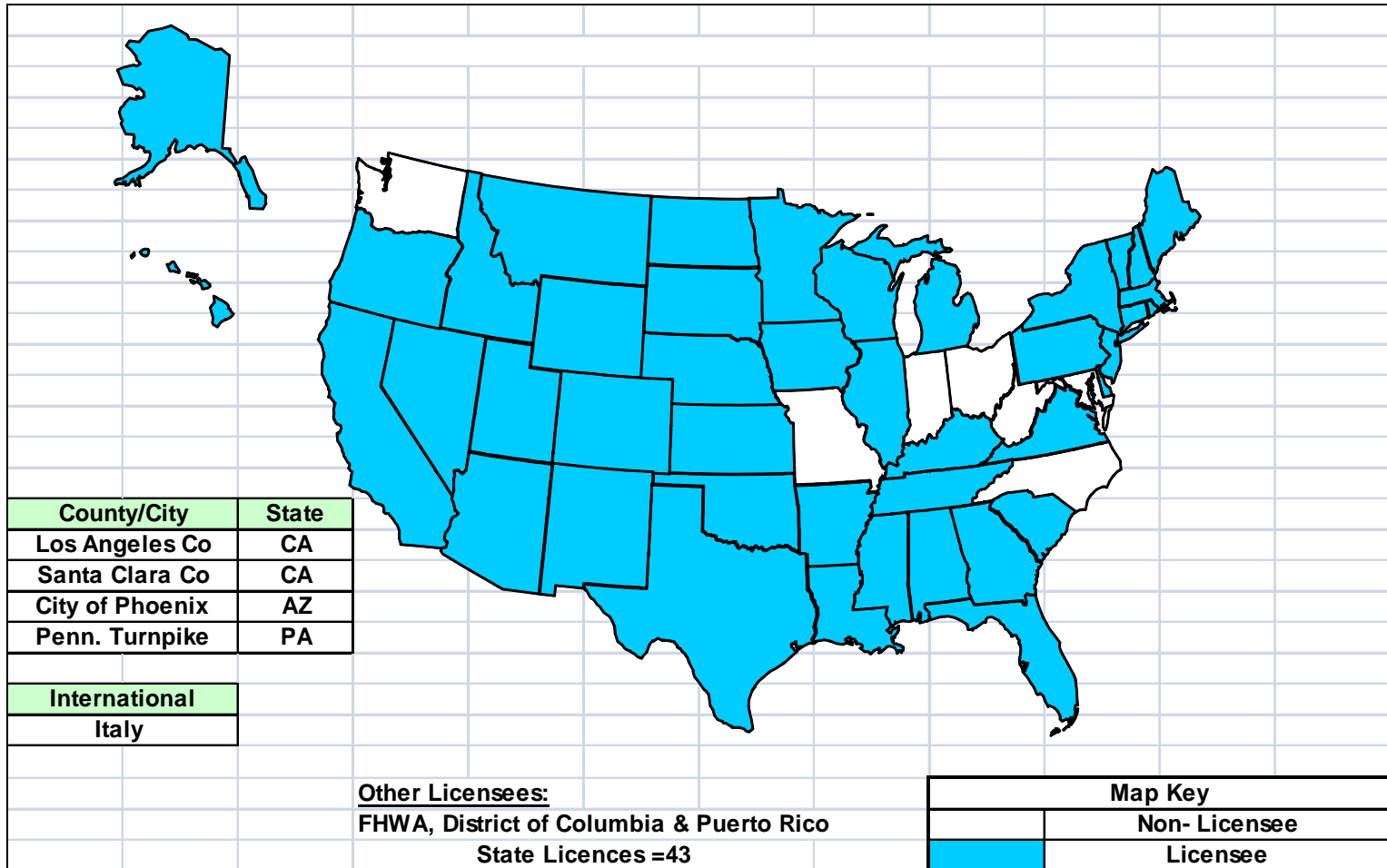




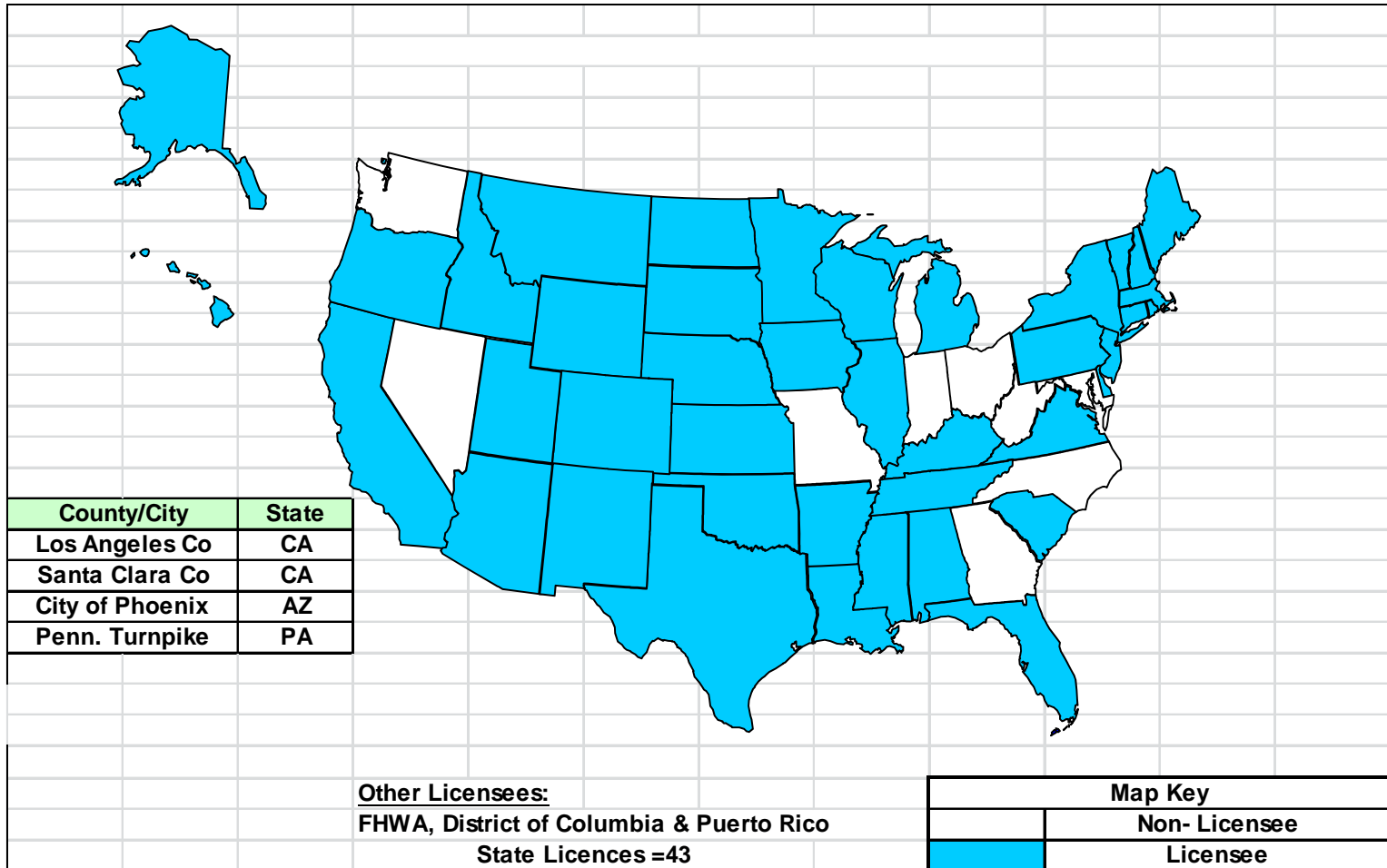
# Bridge Management 2013 Administrative Overview

Bridge Management Users Group Meeting  
Portland, OR

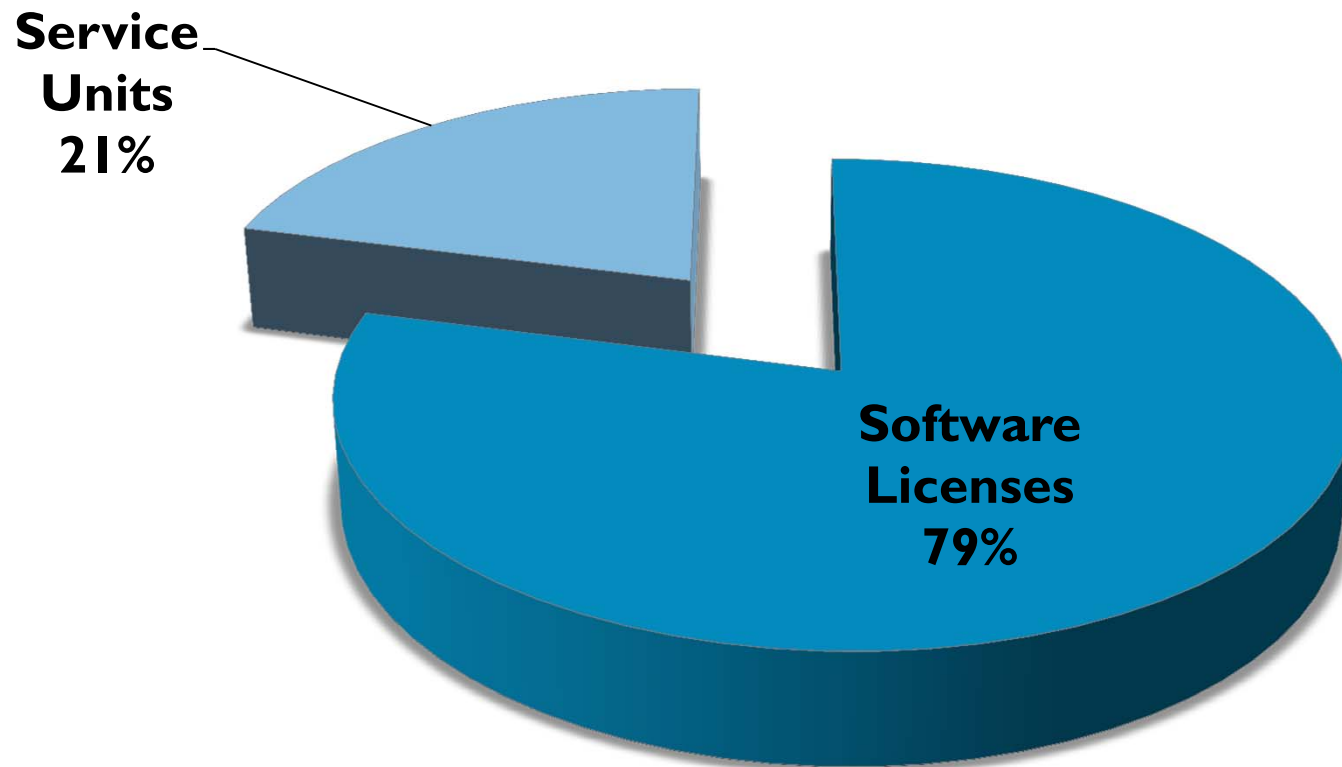
# FY2012 Licensees



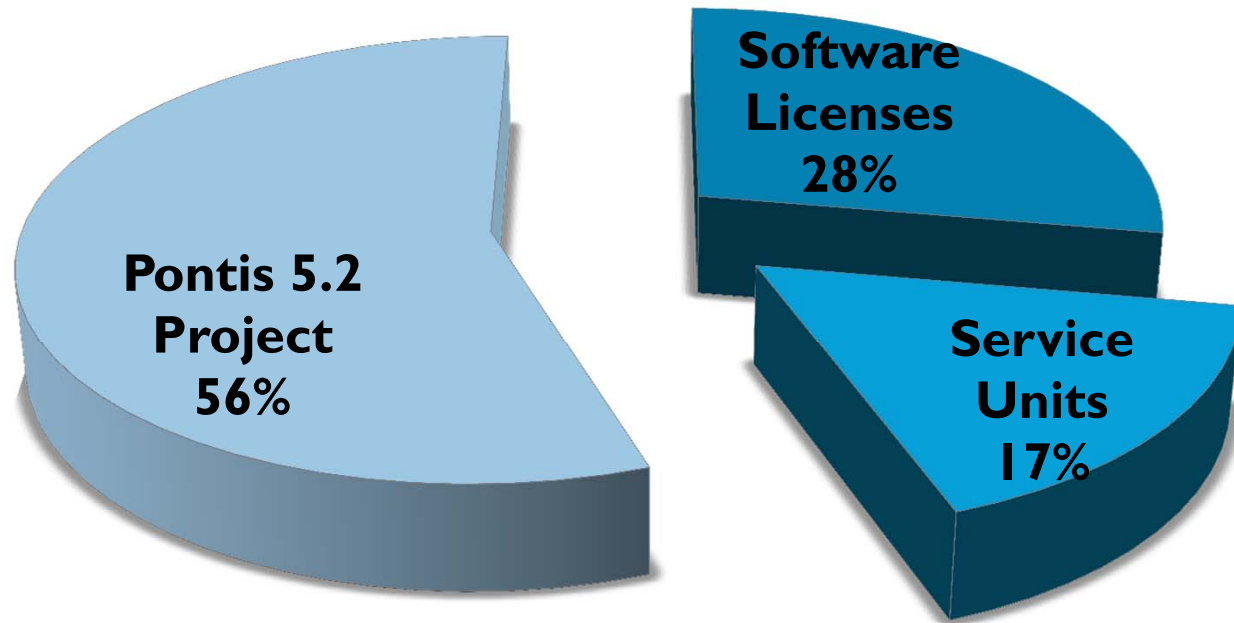
# FY2013 Licensees



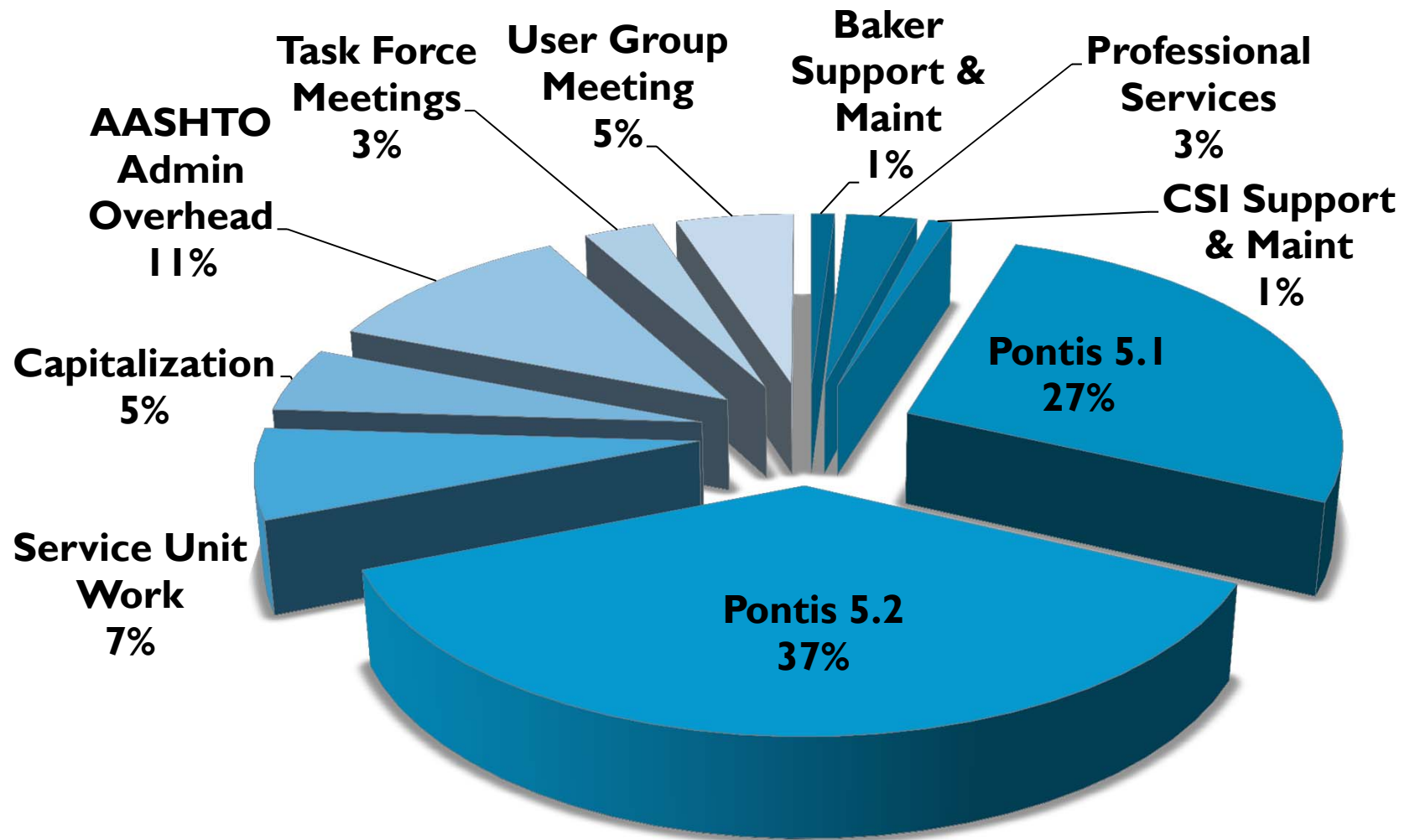
# FY2012 Revenue



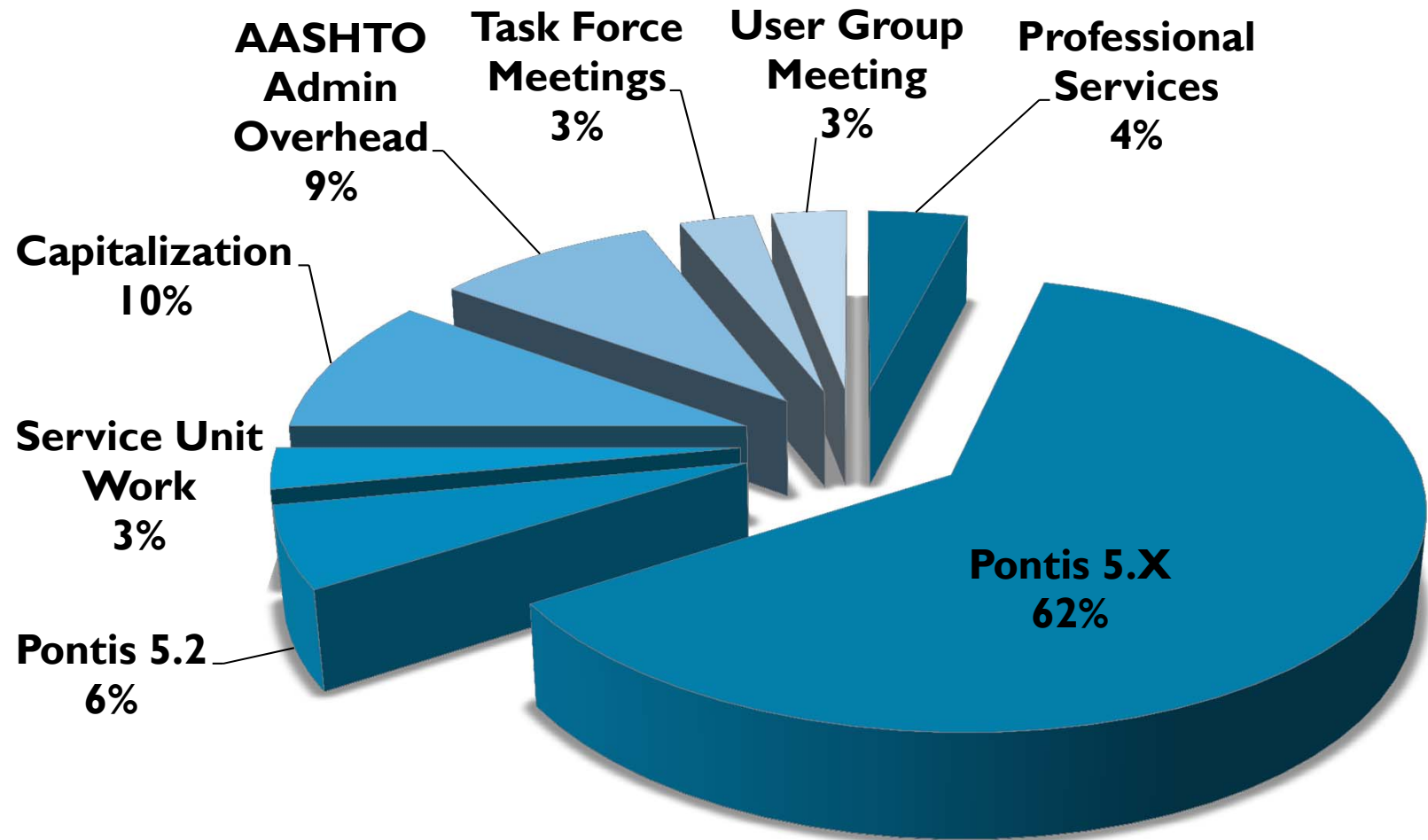
# FY2013 Revenue



# FY2012 Expenditures



# FY2013 Expenditures





# AASHTO Administrative Overhead

- AASHTO Administration & Overhead
  - Staff salaries, benefits, and overhead
  - Contracted Project Manager
  - Proportional share of SCOJD, T&AA and indirect costs
  - Legal Services
- Technical and Applications Architecture Task Force
  - Technical resource for SCOJD and product task forces
  - Develop and maintain software standards and perform QA Reviews

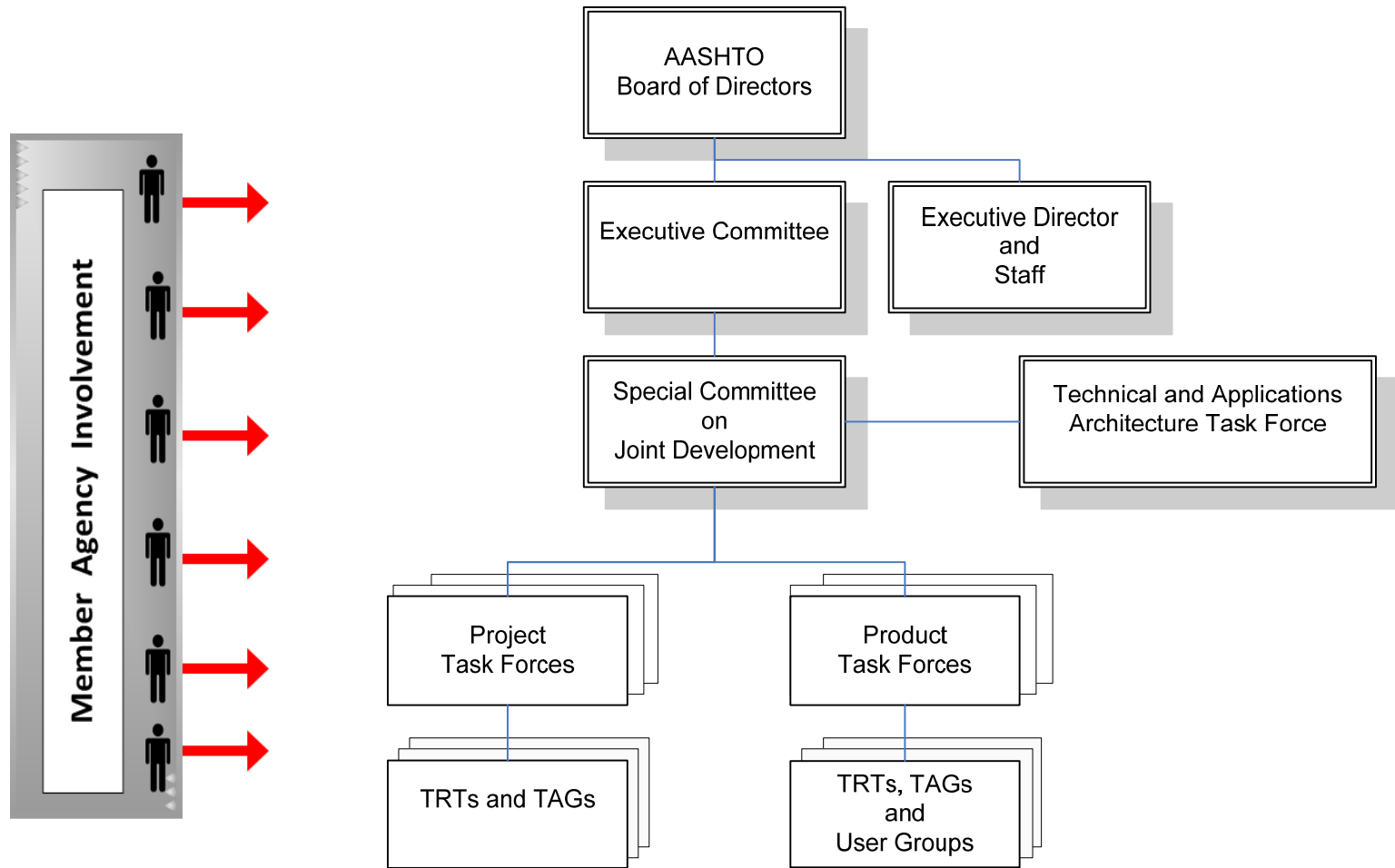




# Why Use AASHTOWare?

- Incorporates “best practices”
- Users share solutions and costs
- License fees cover overall expenses ensure software products are kept current with technology and functional requirements
- Each product is self-supporting
- Non-profit operation
- Management and oversight by agency (DOT) personnel
- AASHTO staff project management/assistance

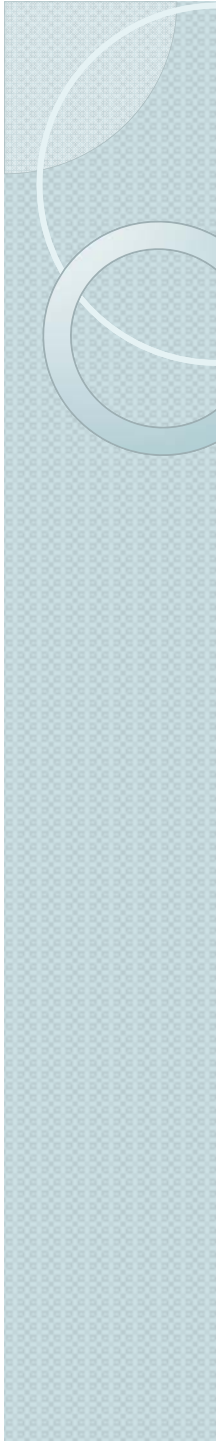
# AASHTOWare Program Management





# AASHTOWare Capitalization

- 5% of Revenues
  - Governed and controlled by AASHTO Executive Committee
  - Covers risks associate with software development
  - Seed money for new projects
  - Legal expenses associated with trademark activities and third-party testing
  - National Transportation Marketing Campaign (Federal Transportation Bill)
  - AASHTOWare Rebranding Effort



# AASHTOWare Branding and TradeMark Guidelines





# Brand Identity

AASHTOWare Branding and Trademark Guidelines have been established to ensure the strength of our brand is maintained

- Internal Communication –
  - Task Force Meeting discussion
  - Task Force / Licensee Emails
  - SharePoint workspace folders and files
  - Internal presentations at Task Force and User Group Meetings
  - User Group websites, etc.



# Brand Identity

- **External Communication –**  
communication to groups outside the AASHTOWare community, including other AASHTO committees, AASHTO member agencies and the public
  - Presentations
  - Advertisements
  - Product Brochures
  - Product Newsletters
  - AASHTOWare Website, etc.

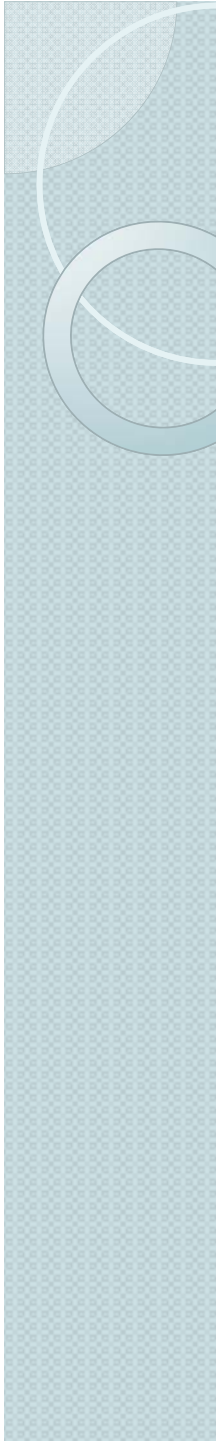


# Brand Identity - Naming

- Full Name (External)
  - AASHTOWare Bridge Management™
- Abbreviated Name (Internal only)
  - BrM

Strictly speaking, a trademark should always be used as an adjective, never as a noun or verb; however, if the product name is used repeatedly, the full name should be presented every time, but the name may be used as a noun







# AASHTOWare Service Units

A Brief Overview



# AASHTOWare Service Units

- Agencies can gain convenient access to services provided by the AASHTOWare contractor via service units.
- AASHTO serves as facilitator by accepting the commitment for contractor-provided services, invoicing and receiving payment from the agency and forwarding the order to the contractor for the appropriate number of service units.
- AASHTO makes payment for services rendered to the contractor following agency approval of the invoice.
- Service units remaining at the conclusion of a fiscal year are carried forward into the next fiscal year.



# AASHTOWare Service Units

Service units are intended to provide consultation and support to incorporate functional enhancements or to assist the licensee in the implementation of AASHTOWare products.



# Service Unit – Example Activities

- Service Unit work by the contractor may include the following types of activities:
  - Adding new agency-specific features to the system
  - Developing custom reports
  - Providing specialized training in the use of AASHTOWare products
  - Updating prior releases of product databases



# Service Unit – Example Activities

- Supporting common software enhancements unfunded through product licensing fees that will become part of the code base and will be supported by Maintenance, Support and Enhancement (MSE) costs
- Incorporating analytical or specification engines into AASHTOWare products
- Funding software development projects / solicitations



# Use of Service Units

- The examples activities outlined previously may require more than one Service Unit each, depending on the specific agency requirements.
- Service Units may not be used to provide reimbursement for travel expenses by agency personnel.
- Service Units should not be used for work involving major new software development by member agencies.
- Service Units may be converted to provide additional enhancement funding under the guidance of the Task Force.



## Fee for Service Units

- Service Units can be ordered in unit increments of \$11,600 (this fee includes AASHTO administrative costs).
- Service Units must be paid upon receipt of the invoice.
- Each service unit provides \$10,000 in routine contractor services.



# Service Units – Routine Use

<b>86.2</b>	<b>the percentage of the Bridge Products Service Unit fee directly allocated to the software service provider</b>
<b>8.8</b>	the percentage of the Bridge Products Service Unit fee used to offset AASHTO internal administrative costs <ul style="list-style-type: none"><li>• staff salaries, benefits, and overhead</li><li>• contracted project manager</li><li>• proportional share of SCOJD, T&amp;AA and indirect costs</li><li>• legal services</li></ul>
<b>5.0</b>	the percentage of the Bridge Products Service Unit fee dedicated to support the Cooperative Development Capitalization Fund as required by governing policy approved by the Board of Directors <ul style="list-style-type: none"><li>• covers risks associate with software development</li><li>• provides seed money for new projects</li><li>• funds expenses associated with trademark activities and third-party testing</li><li>• supports product branding / marketing initiatives</li></ul>



# Hosting and Add-On Service Units

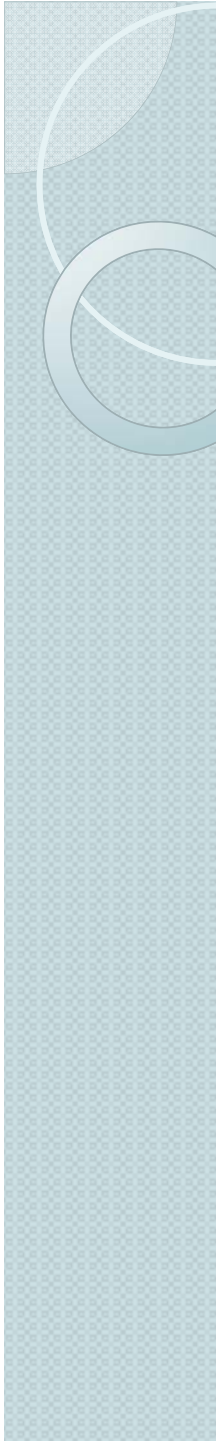
## **New for FY14!**

- Hosting and maintenance of 5.1.3 on contractor servers
- Purchase of approved plug-in modules for 5.1.3 (as they become available)
- Can be ordered in unit increments of \$3,000
- Each service unit provides \$2,500 in HAO contractor services
- HAO Service Units must be paid upon receipt of the invoice.



# Service Unit Process

- Partnership between requesting agency, Task Force and contractor.
- Task Force approval to ensure contractor resources are available.
- Analyze opportunities for collaboration between agencies and Task Force product work plans.





# 2013 Bridge Management Customer Satisfaction Survey Results

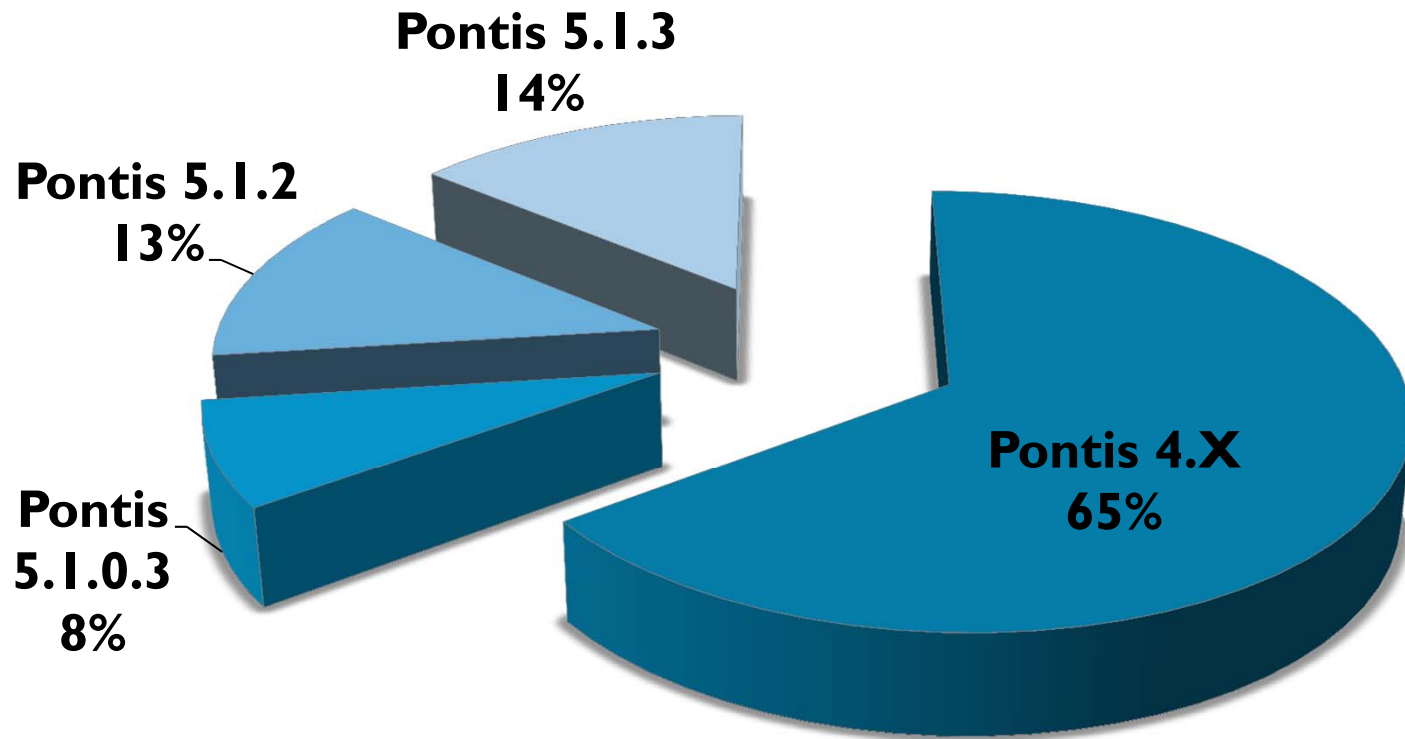
Conducted August 6 – September 6, 2013



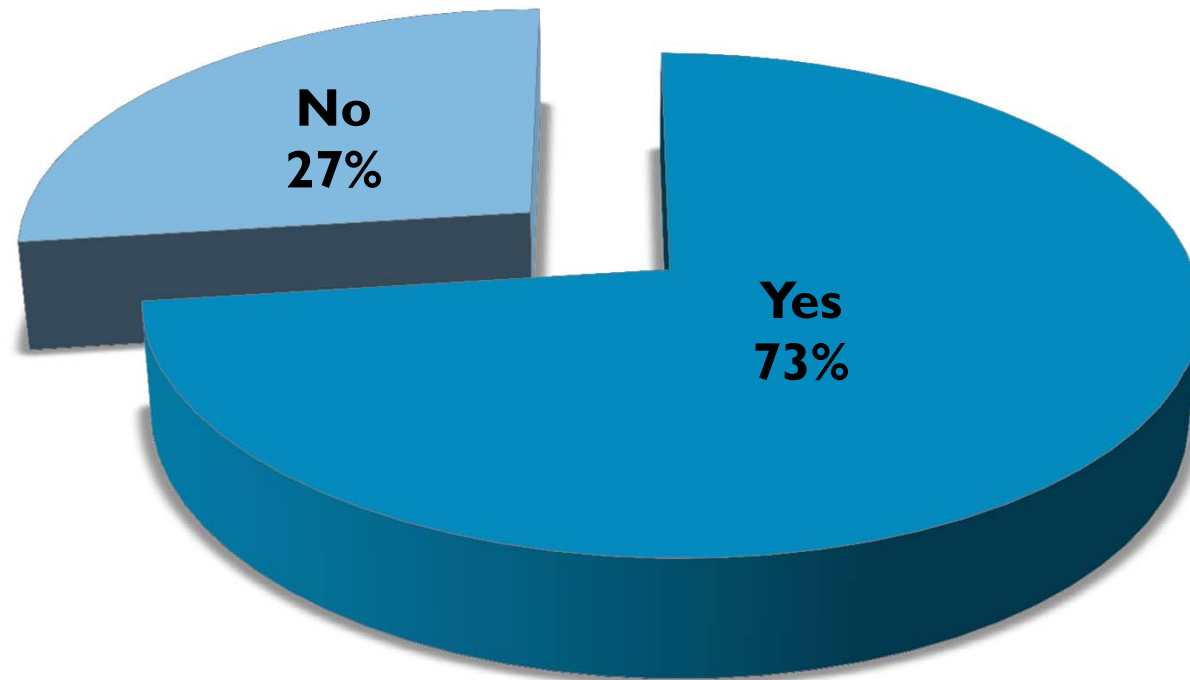
# Survey Participation

- **55 Responses (55 in 2012)**
  - 46 member agencies (47 in 2012)
  - 9 consultants (8 in 2012)

# Software Version Used



If you are not currently using 5.1.3, do you plan to move to version 5.1.3 in the next year?







## What do you need to start using 5.1.3? (1 of 3)

- Properly working enterprise version
- Agency needs to develop a plan to cut over to new version
- Need to create agency forms and reports and transfer data
- Do not use Pontis for inspection but look forward to the analysis capabilities of 5.2
- 5.1.3 is not stable – hopefully 5.2.1 will address known issues



## What do you need to start using 5.1.3? (2 of 3)

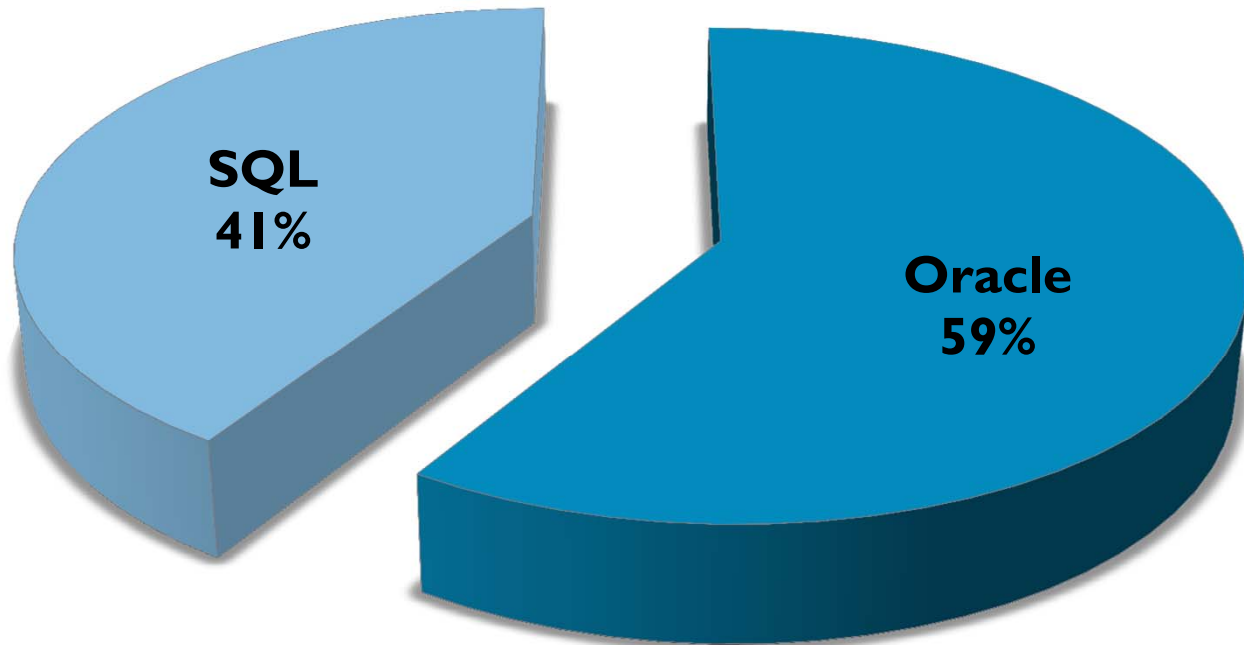
- Waiting on work candidate and user form fixes
- Local agency – need permission from DOT
- Conversion is in progress but will take 2 to 3 years to complete
- Will need help migrating data from 4.1 to 5.1.3 – no staff expertise
- Still considering
- Need modules of 4.x that do not exist in 5.x



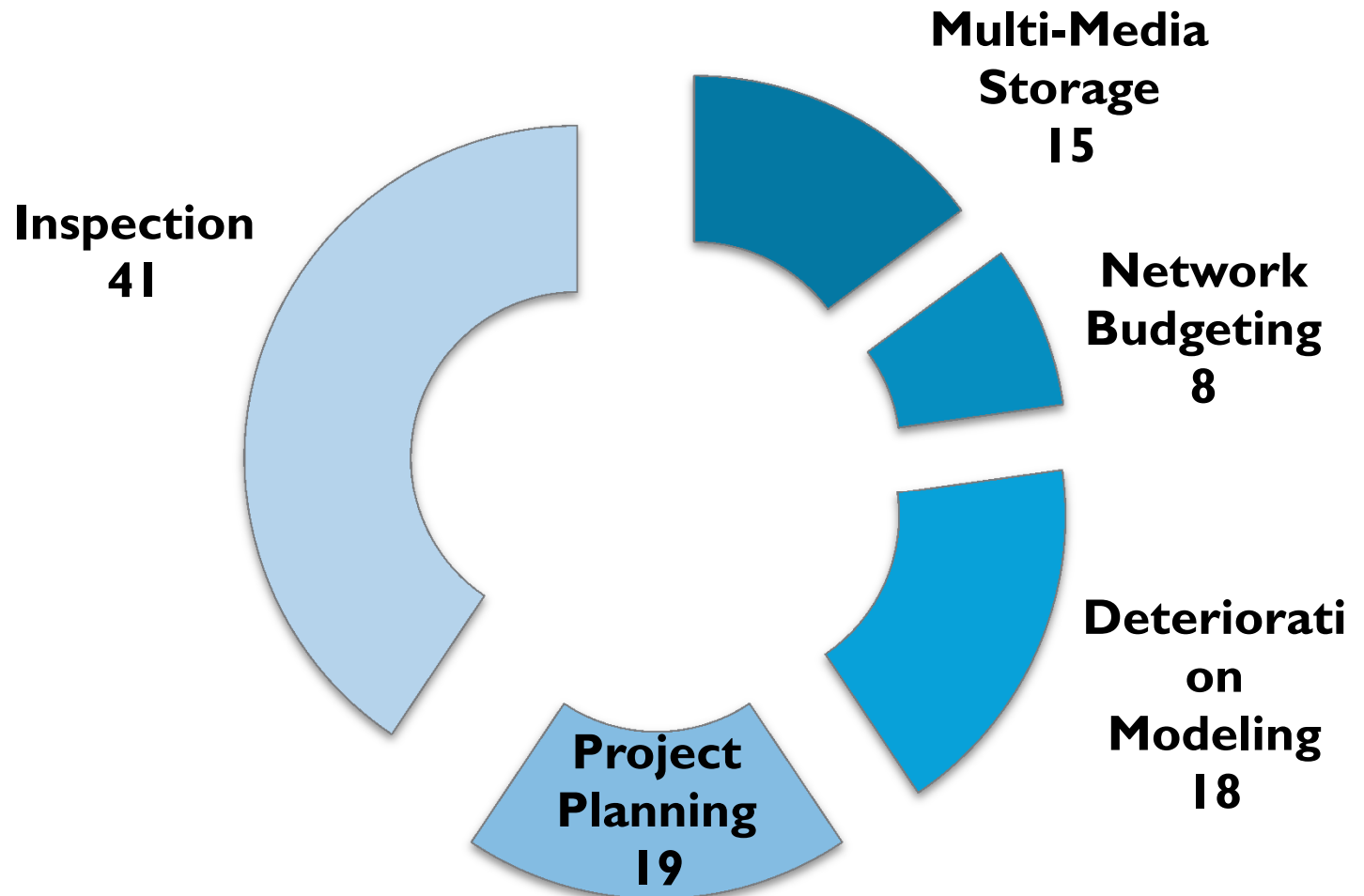
## What do you need to start using 5.1.3? (3 of 3)

- **Waiting until 5.2.1**
- **Waiting for API enrichment**
- **Need full documentation**
- **Need version that is easy to install on a Windows 7, 64-bit machine**
- **Lack of upper management commitment**

# Database Used

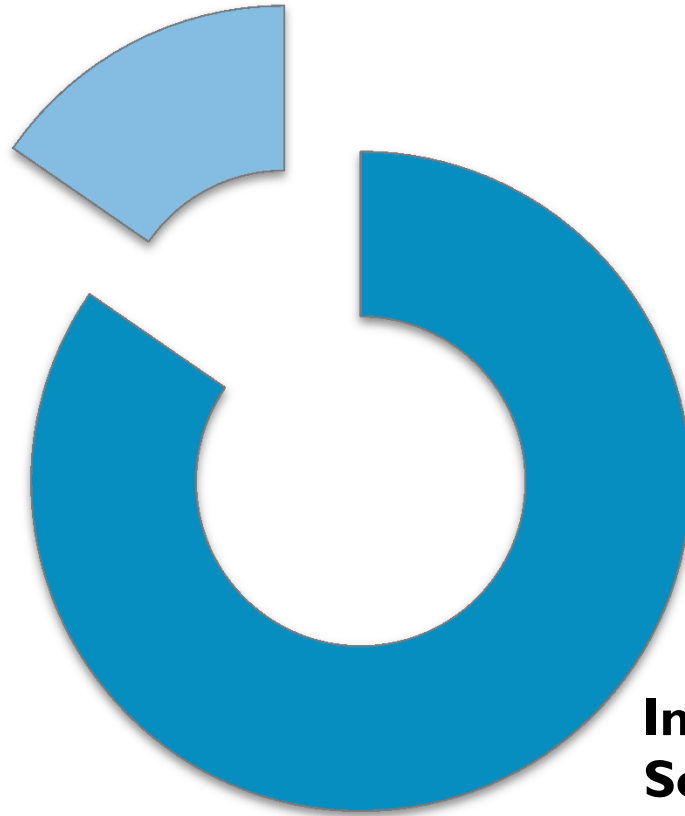


# Features Used



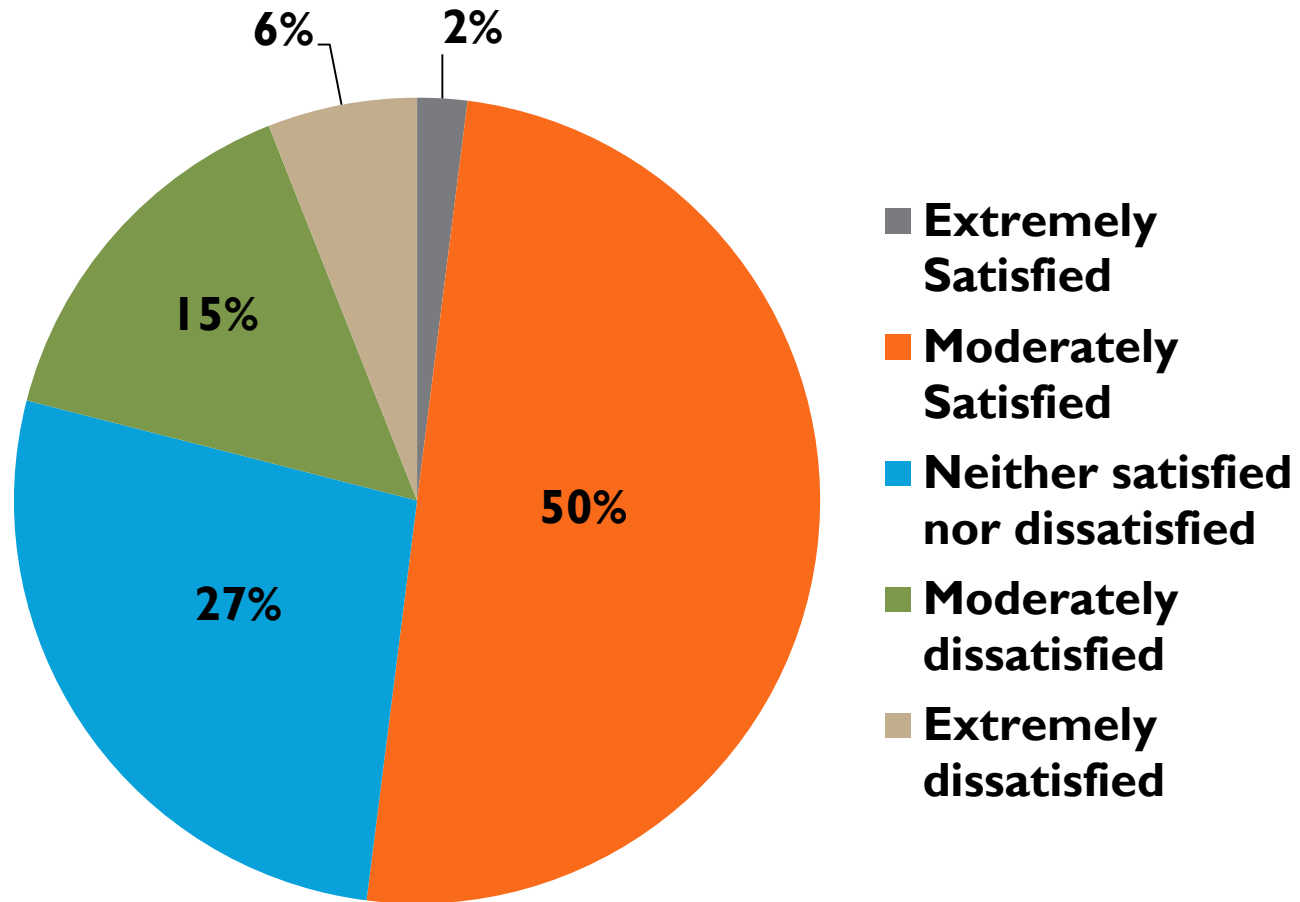
# Inspection Software Used (if not using Pontis)

**InspectTech  
2**

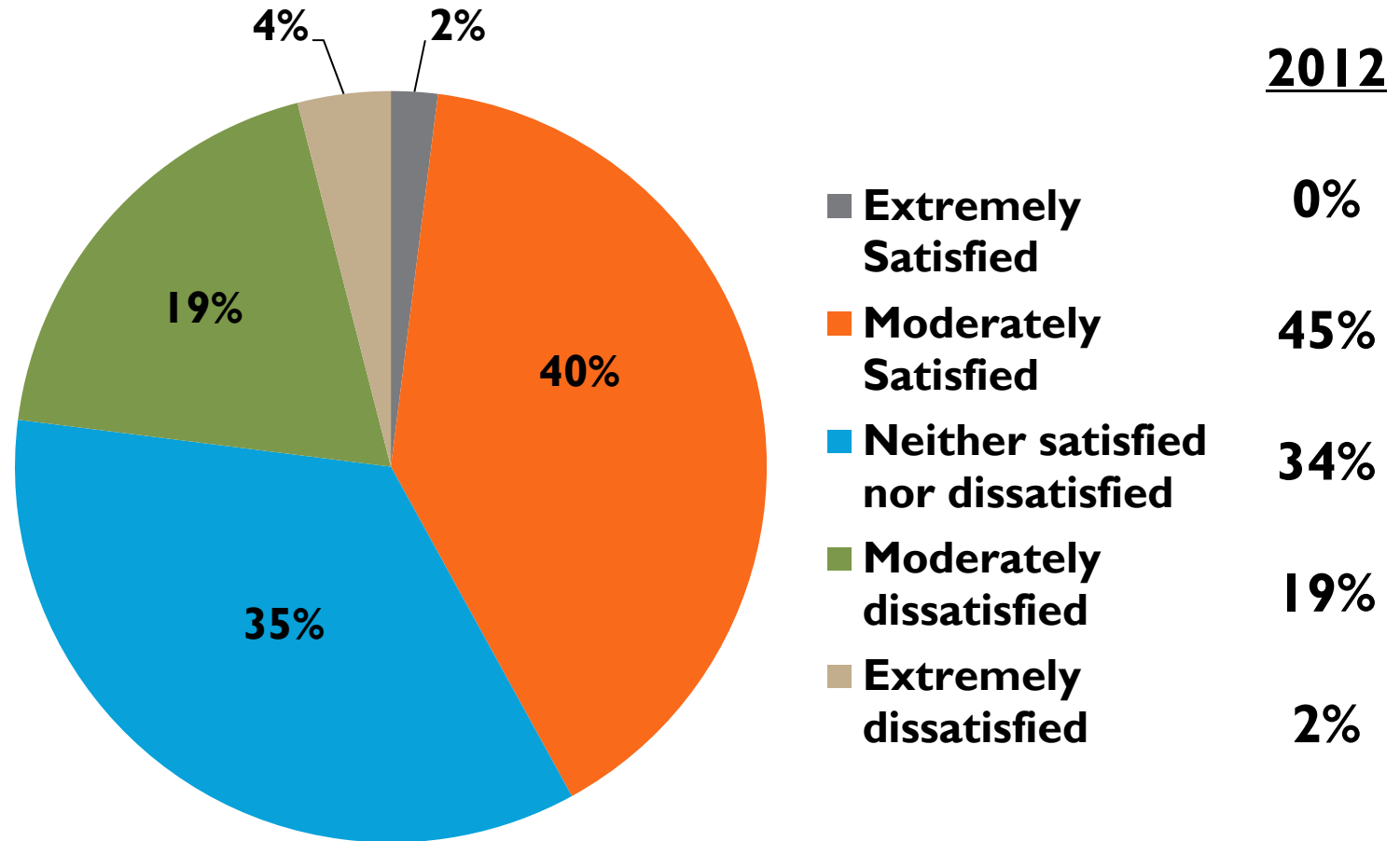


**In-House  
Software  
11**

# Ease of Installation

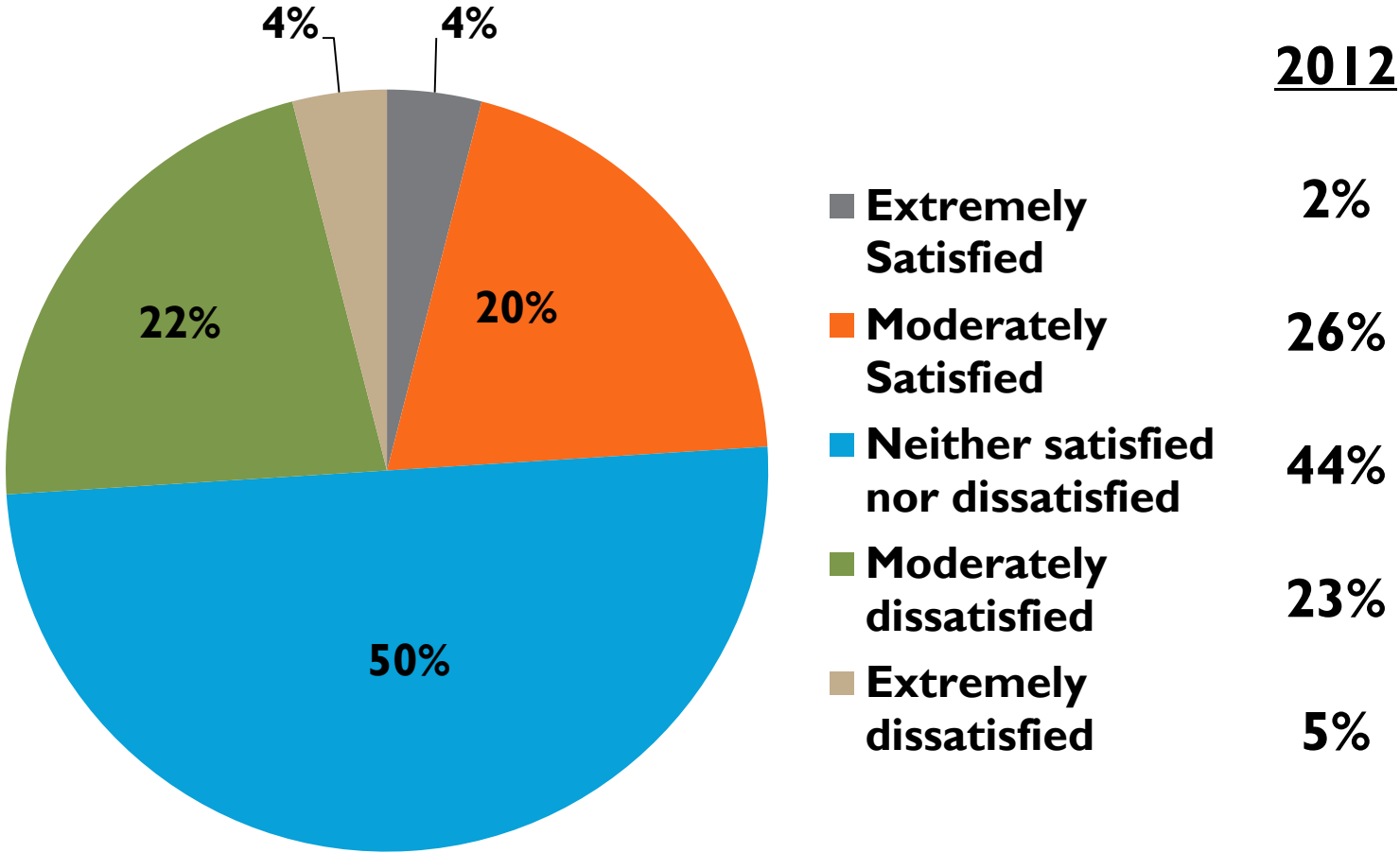


# Software Operation (speed, ease of use, reliability)

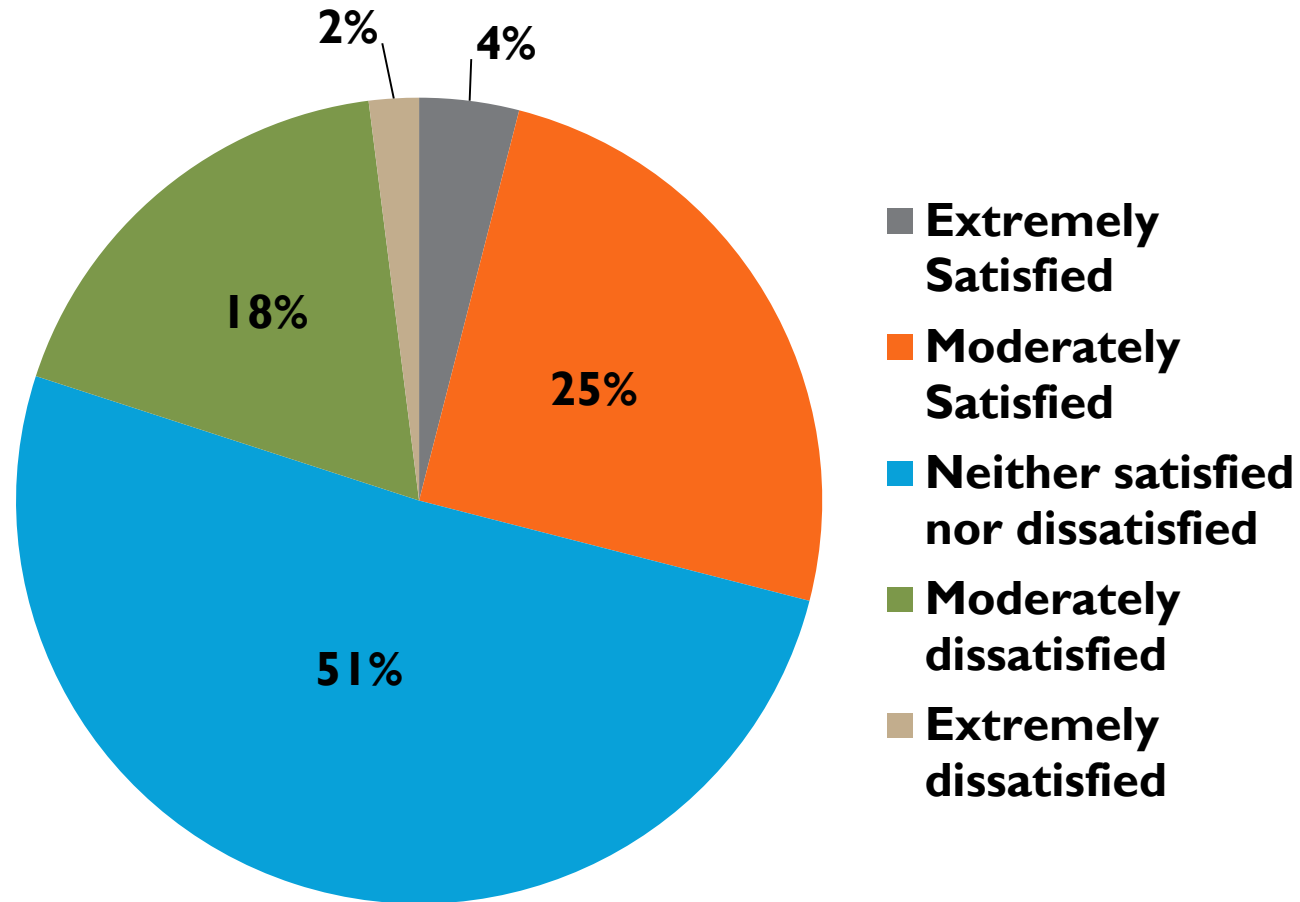




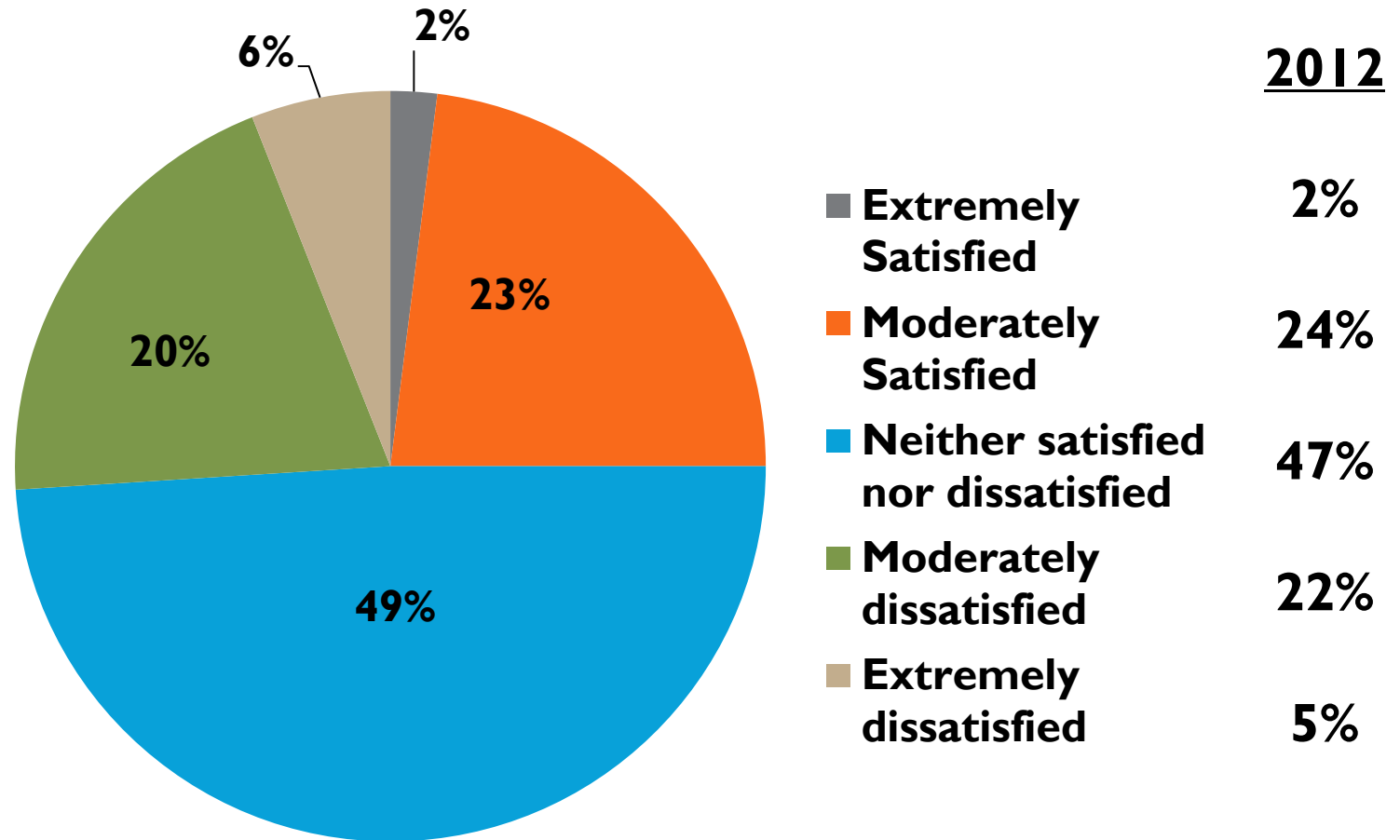
# Analysis Features of Pontis 4.X



# Inspection Features of Pontis 5.1.2 / 5.1.3



# Reports (delivery, quality and completeness)





# Enhancements to support using features not currently using (1 of 4)

- Application working properly
- Stable, bug-free inspection and inventory module
- Better deterioration modeling
- Simplify the modeling in 5.1.x
- Network budgeting
- Project planning
- Analysis that doesn't operate on a least-cost, lowest condition basis
- Better reporting based on solid modeling
- Report generator needs to be sped up



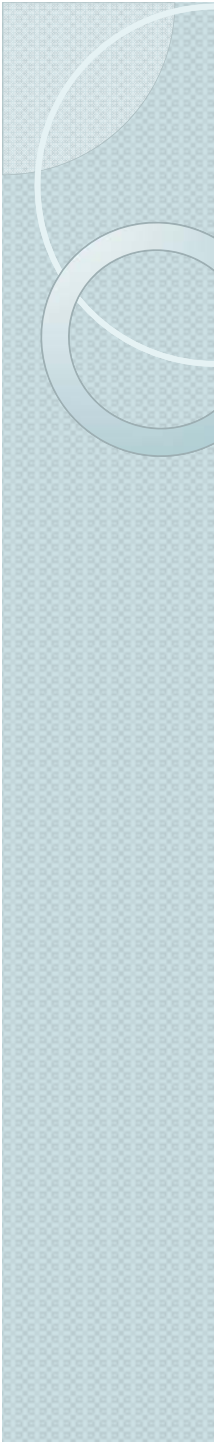
## Enhancements to support using features not currently using (2 of 4)

- Fix the export feature for xml and NBI data – does not prompt for a file name or folder location
- Migration does not recognize enhancements and new screens added to Pontis 5.1.2
- Elements and their condition state language need to remain constant and/or allow agencies to use the system as they developed it. Changes to the element condition state language results in historical data not being usable to determine deterioration models.



## Enhancements to support using features not currently using (3 of 4)

- Include all elements defined in the AASHTOWare Manual for Bridge Inspection
- Include default layouts without use of parameter tables
- Populate parameter tables for NBI items
- Mobile application – better online/offline sync (pdi import/export is outdated)
- Enhancements should be as easy to use as any phone app
- Better training and manuals



## Enhancements to support using features not currently using (4 of 4)

- API and agency systems integration
- Running different scenarios is possible in 4.1.1 but not in 5.1.3
- Easier installation of 5.1.3 on a Windows 7, 64-bit machine
- Not sure there is formal consensus on which bridge or asset management really looks like
- Need a resource commitment from our upper management



# Comments on Software Use

(1 of 4)

- Making progress but not enough focus on fixing basic issues – causes loss of confidence when basic things are overlooked
- Bridge level security in 4.x is not carried over into 5.x, i.e., ability to assign a direct SGL to a user without creating filter/groups
- Using element level inspections as a replacement for the NBI safety inspection is not appropriate
- Inspection features need to be improved





# Comments on Software Use

(2 of 4)

- Inspection module in 5.1.3 is slow and cumbersome compared to the 4.x versions – the dropdown search for bridges does not start with the current bridge (it always starts at bridge number 1)
- Cumbersome to move between tabs and tasks
- Pontis 5.x needs a bridge layout more in appearance and functionality like that provided in Pontis 4.x – should be able to retrieve all bridges in a county and scroll through them



# Comments on Software Use

(3 of 4)

- Use of the analysis and programming functionality seems to be labor intensive. Output is not intuitive.
- Limited IT resources have delayed the installation of 5.1.3 in our DOT – these limits may require us to have the program hosted. In the ‘cloud’
- Our use of 5.1.3 has been limited due to installation and operation issues – how easy would it be to replace the AASHTO CoRe elements with the elements from the AASHTOWare Manual for Bridge Element Inspection, First Edition, 2013 in Pontis 4.x?



# Comments on Software Use

(4 of 4)

- Report building in Crystal Reports has to be made easier
- Pontis is not the issue. Upper management in our DOT is not making the decision switch to Pontis
- Does anyone test the enterprise version?

# Use of Technical Support from Bentley - 45%

	Extremely satisfied	Moderately satisfied	Neither satisfied nor dissatisfied	Moderately dissatisfied	Extremely dissatisfied
a) quality of the support provided	<b>40%</b> 25%	<b>32%</b> 50%	<b>25%</b> 21%	<b>8%</b> 4%	<b>0%</b>
b) contractor communication and follow-up	<b>28%</b> 18%	<b>40%</b> 54%	<b>16%</b> 14%	<b>16%</b> 4%	<b>0%</b>
c) effectiveness of contractor telephone & e-mail support	<b>28%</b> 26%	<b>36%</b> 52%	<b>24%</b> 18%	<b>12%</b> 4%	<b>0%</b>
d) knowledge of the contractor help desk staff	<b>40%</b> 36%	<b>24%</b> 43%	<b>32%</b> 14%	<b>4%</b> 7%	<b>0%</b>
e) overall quality of contractor problem resolution	<b>32%</b> 18%	<b>32%</b> 50%	<b>24%</b> 25%	<b>12%</b> 7%	<b>0%</b>

# Use of Development or Custom Technical Support - 11%

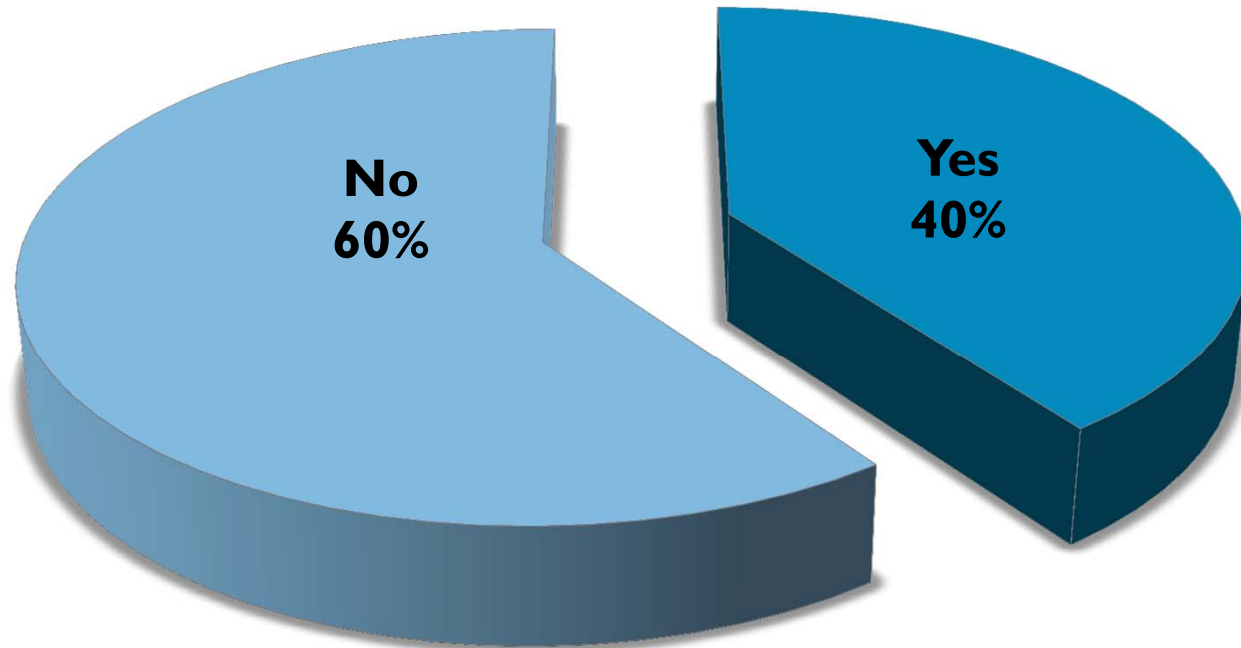
	<b>Extremely satisfied</b>	<b>Moderately satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Moderately dissatisfied</b>	<b>Extremely dissatisfied</b>
<b>a) quality of the support provided</b>	<b>72%</b>	<b>14%</b>	<b>14%</b>	<b>8%</b>	<b>0%</b>
<b>b) contractor communication and follow-up</b>	<b>57%</b>	<b>29%</b>	<b>14%</b>	<b>0%</b>	<b>0%</b>
<b>c) effectiveness of contractor telephone &amp; e-mail support</b>	<b>57%</b>	<b>29%</b>	<b>14%</b>	<b>0%</b>	<b>0%</b>
<b>d) knowledge of the contractor help desk staff</b>	<b>72%</b>	<b>14%</b>	<b>14%</b>	<b>0%</b>	<b>0%</b>
<b>e) overall quality of contractor problem resolution</b>	<b>57%</b>	<b>29%</b>	<b>14%</b>	<b>0%</b>	<b>0%</b>



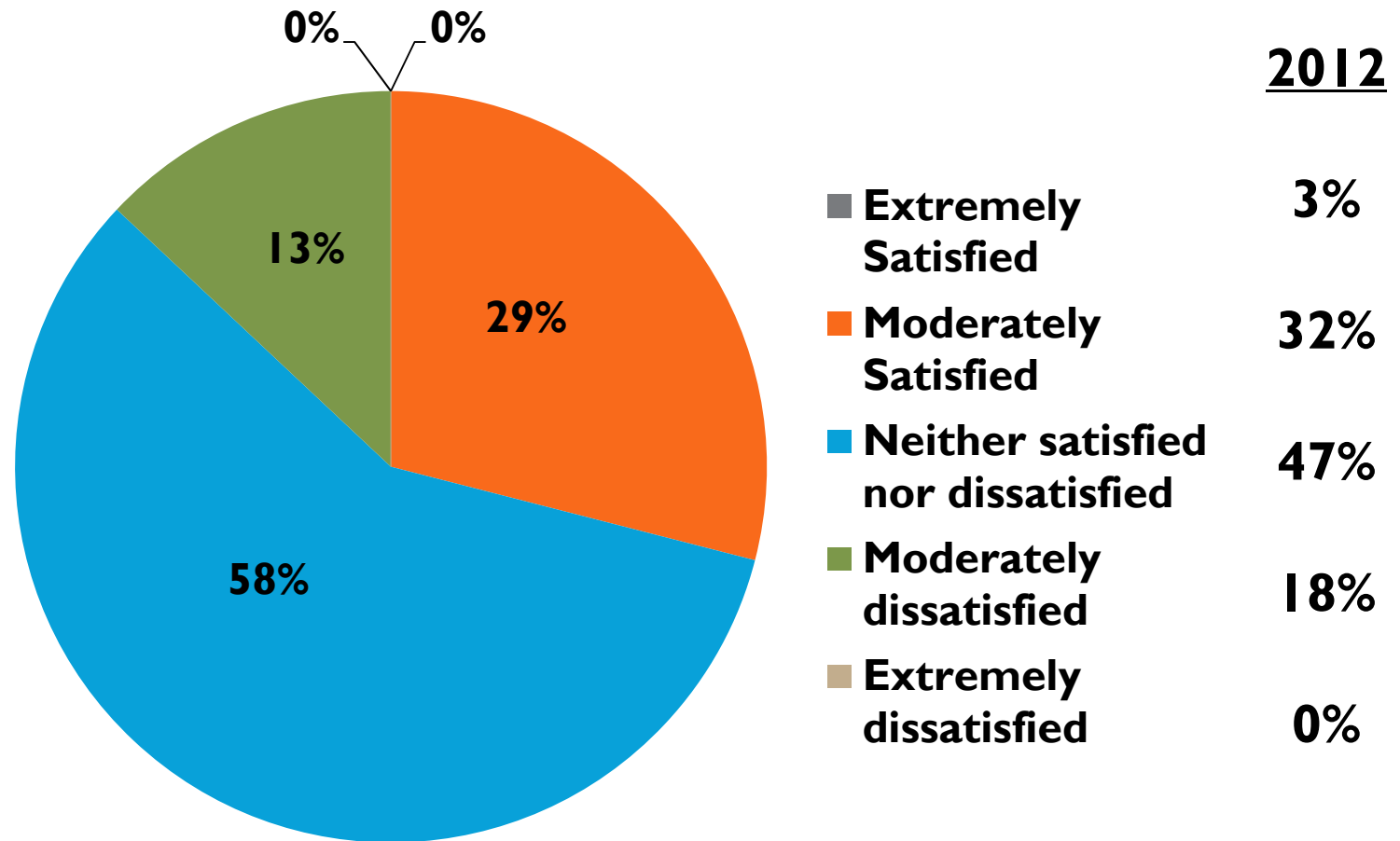
# Comments on Contractor Support

- Great technical team – extremely helpful
- Task Force is too focused on modeling and getting something out the door
- My questions have been answered quickly
- General response to issues is that they can't replicate the issue on their end or it works for them and they are not sure why it doesn't work for me

# Exposure to Pontis 5.1.3 Documentation

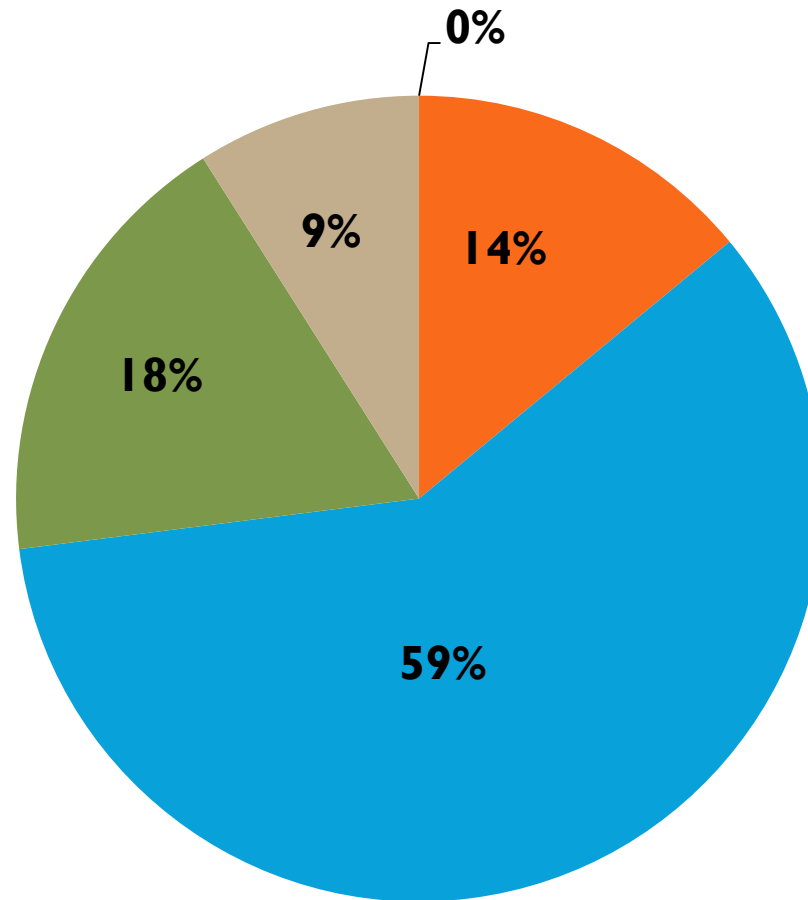


# Pontis 5.1.2 Documentation Quality





# Pontis 5.1.2 Documentation Usefulness



**2012**

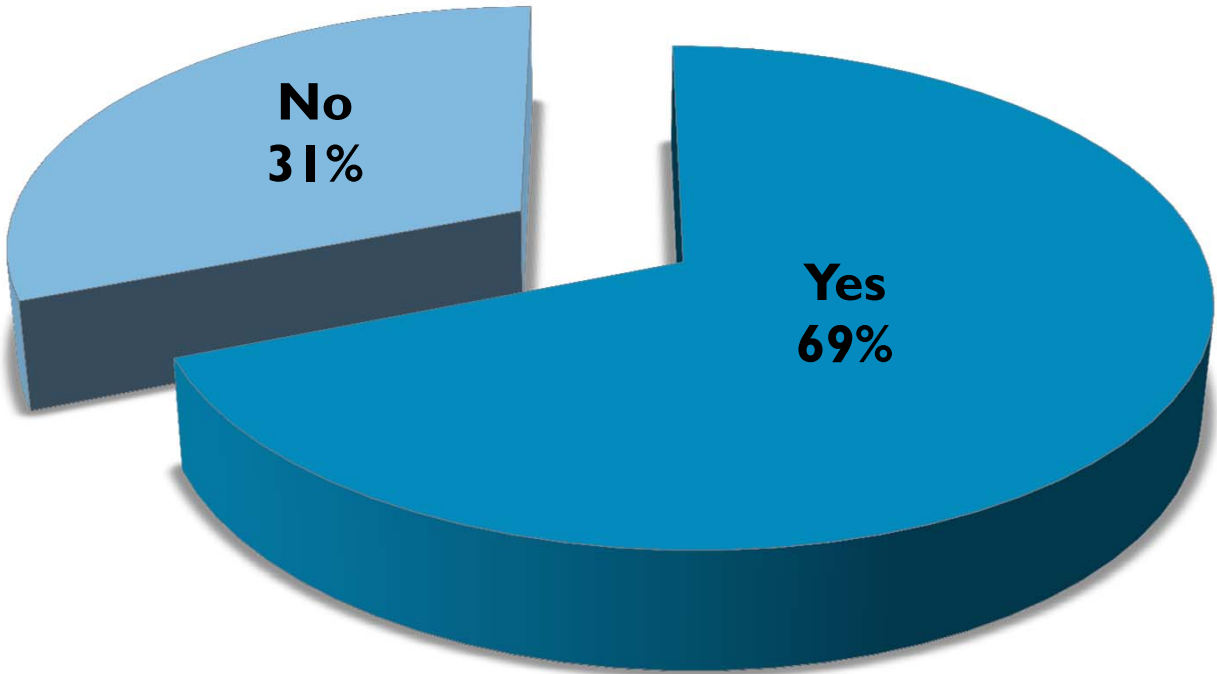
■ Extremely Satisfied	3%
■ Moderately Satisfied	17%
■ Neither satisfied nor dissatisfied	66%
■ Moderately dissatisfied	8%
■ Extremely dissatisfied	6%



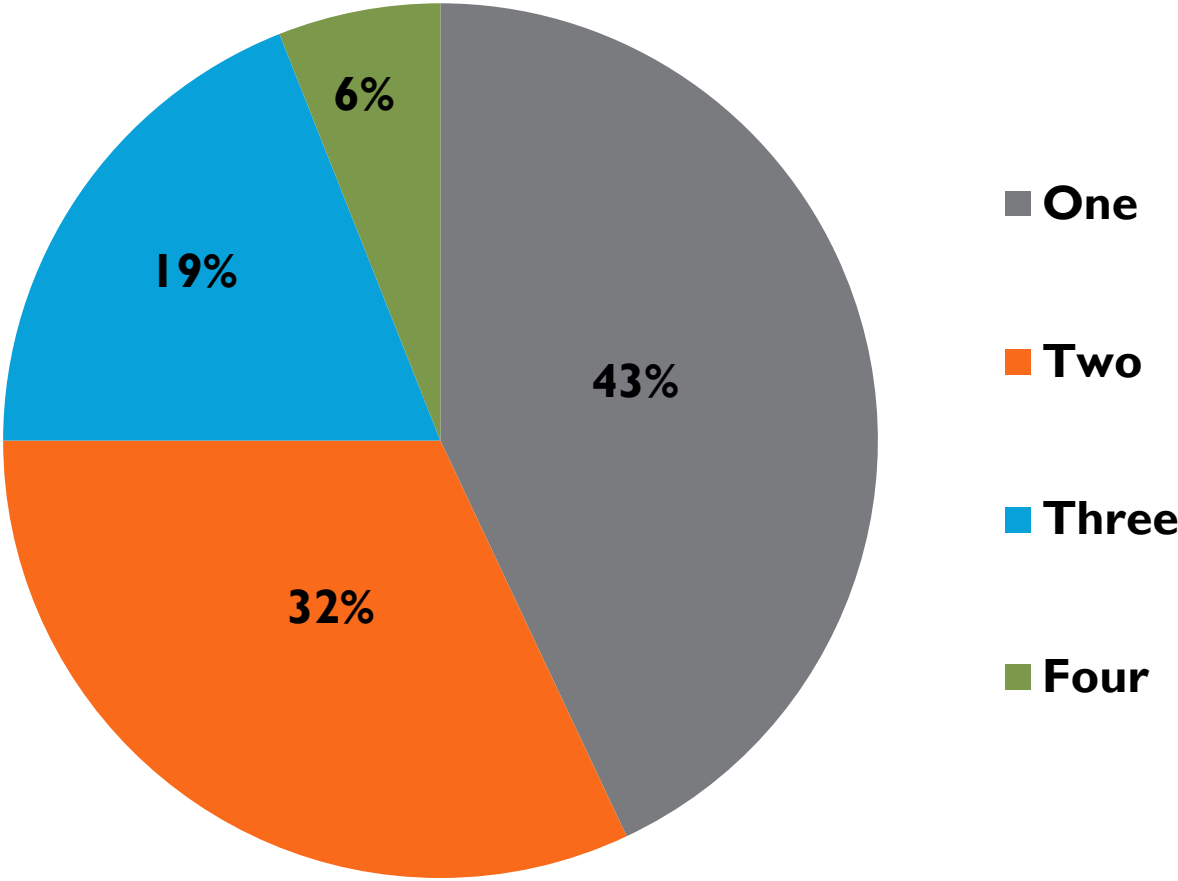
# Comments on Documentation

- Not much has changed since 5.0.x
- Online help is good but the manuals need work
- Should not reference both 4.x and 5.x version (separate and don't mix these up.)
- Include more detail on agency screen creation
- Documentation is out of date and is developed with archaic technology
- Actual operation of 5.1.3 does not coincide with the documentation

# Participation in Contractor-led Webinars



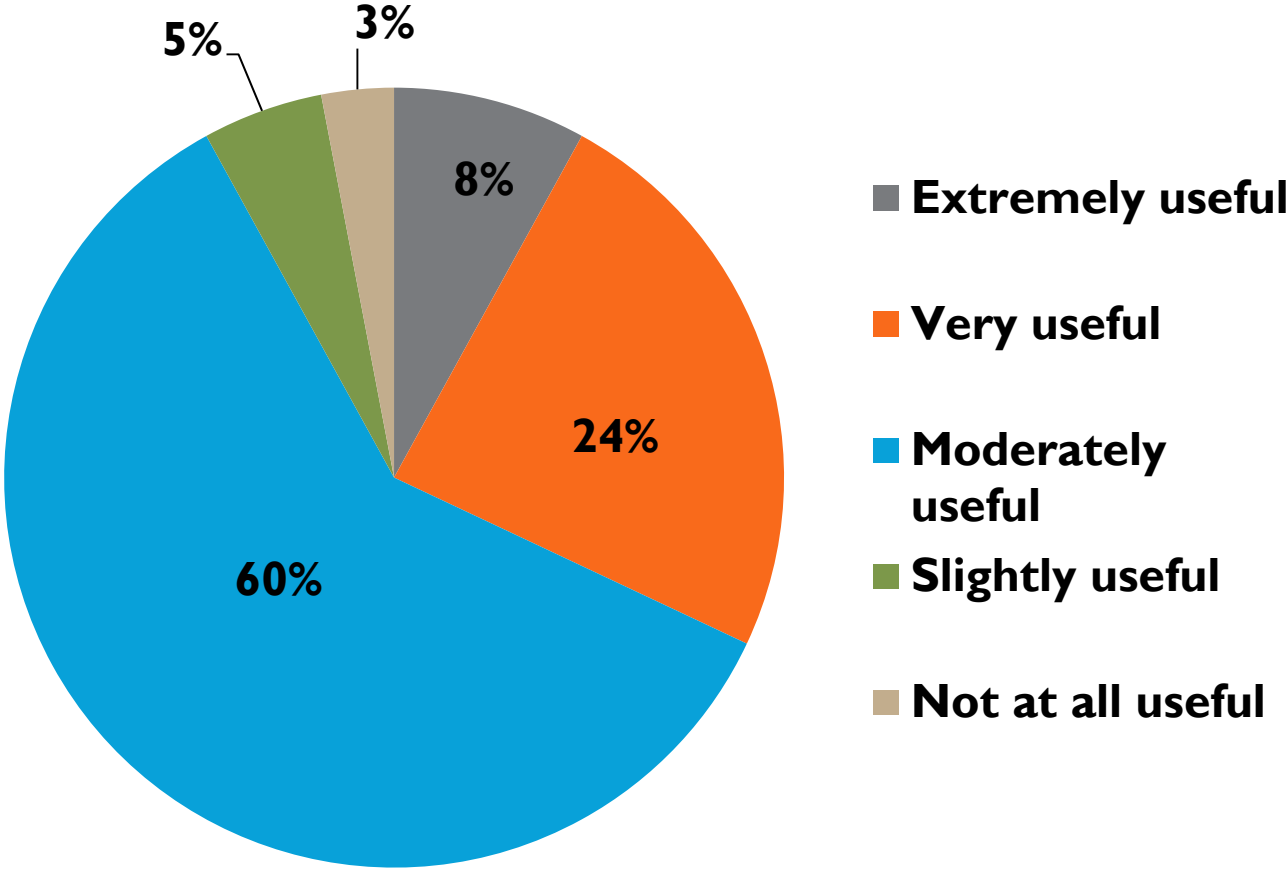
# Webinar Participation (number of webinars attended)



# Webinars

	<b>Extremely satisfied</b>	<b>Moderately satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Moderately dissatisfied</b>	<b>Extremely dissatisfied</b>	<b>Don't Know</b>
<b>a) Quality</b>	<b>28%</b>	<b>46%</b>	<b>23%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>
<b>b) Length</b>	<b>31%</b>	<b>33%</b>	<b>33%</b>	<b>3%</b>	<b>0%</b>	<b>0%</b>
<b>c) Frequency</b>	<b>17%</b>	<b>25%</b>	<b>44%</b>	<b>14%</b>	<b>0%</b>	<b>0%</b>
<b>d) Recordings</b>	<b>17%</b>	<b>22%</b>	<b>47%</b>	<b>3%</b>	<b>0%</b>	<b>11%</b>

# Webinars - Usefulness





## Comments on Webinars (1 of 2)

- Develop additional webinars for the release of 5.2
- A variety of levels should be developed (basic to advanced)
- Webinars cover the basics but gloss over the difficult areas
- Should not market add-on products (i.e., hosting, inspection tools) until the core product is finished.
- Send a reminder email to webinar participants a day in advance and on the morning of the webinar
- Offer more webinars
- I have not mastered learning by webinar

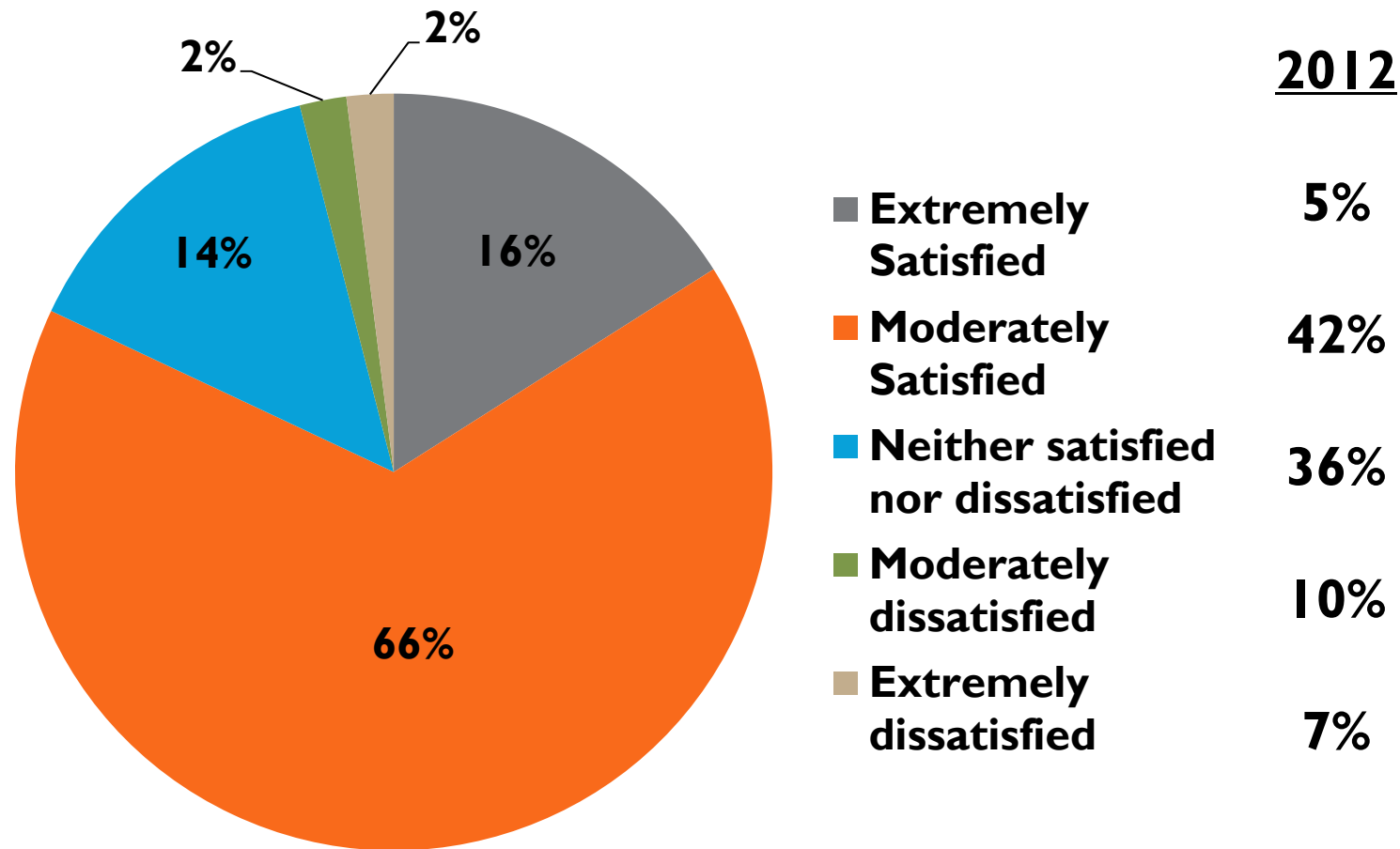


# Comments on Webinars (2 of 2)

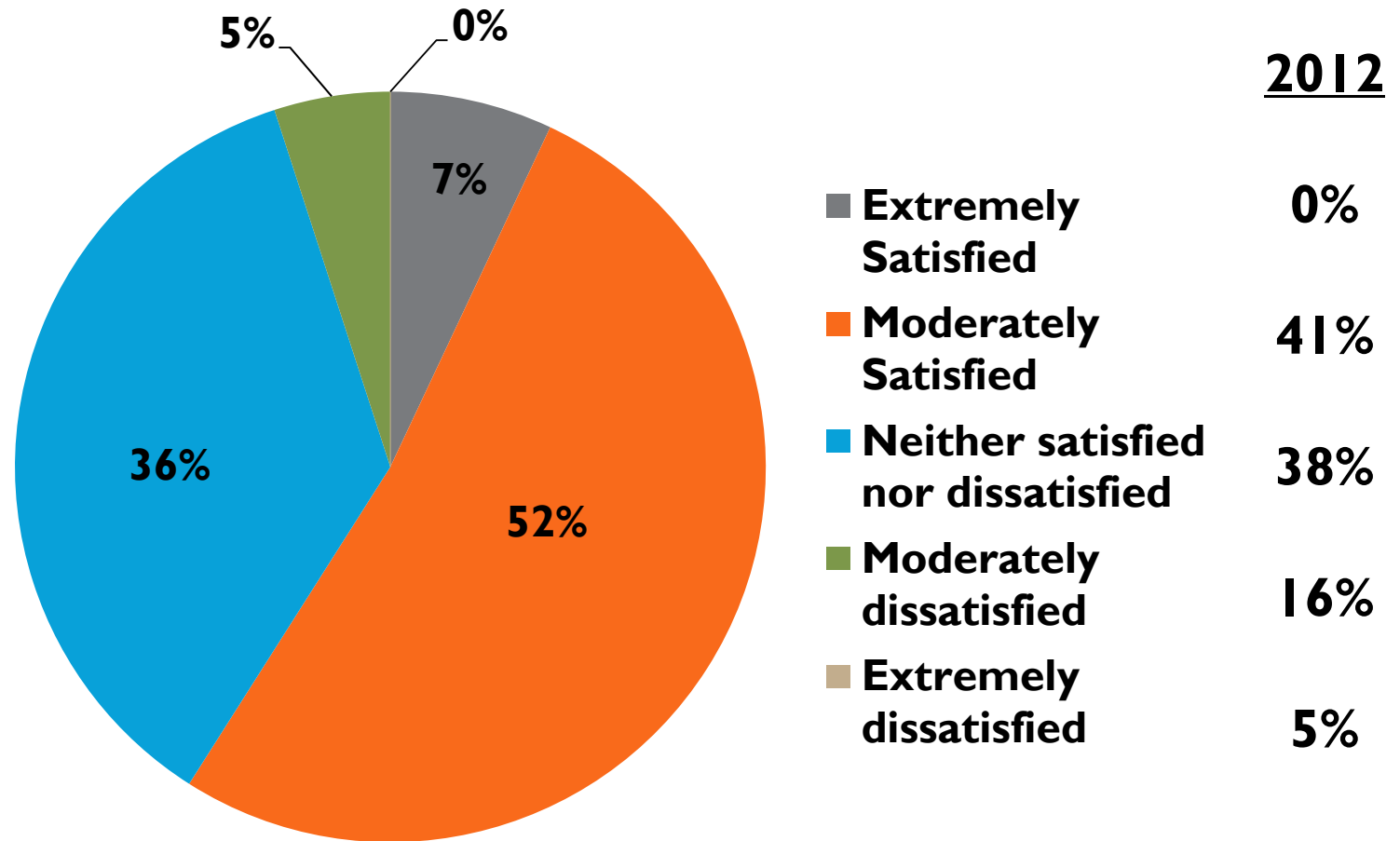
- Webinars focused on specific functions:
  - Agency screen creation
  - Inspection event creation
  - Using multi-media
  - Work candidates
  - Modeling
  - Project Planning
  - Database Migration
  - Server Configuration and support
  - Setting up multiple users with unique permissions
  - Features of Crystal Reports
  - Customizable features of Pontis 5



# Agency / Task Force Contact



# Task Force Responsiveness

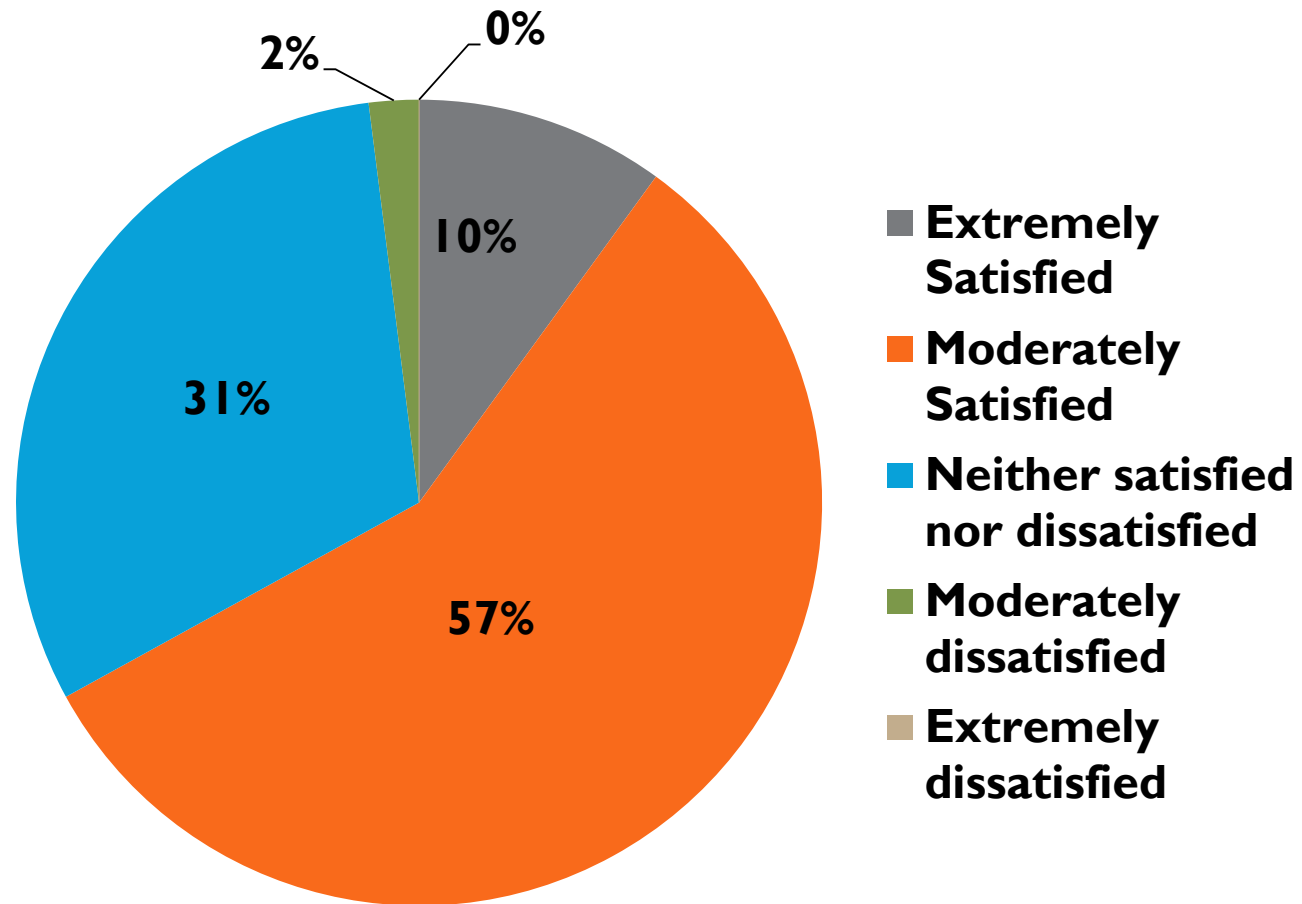


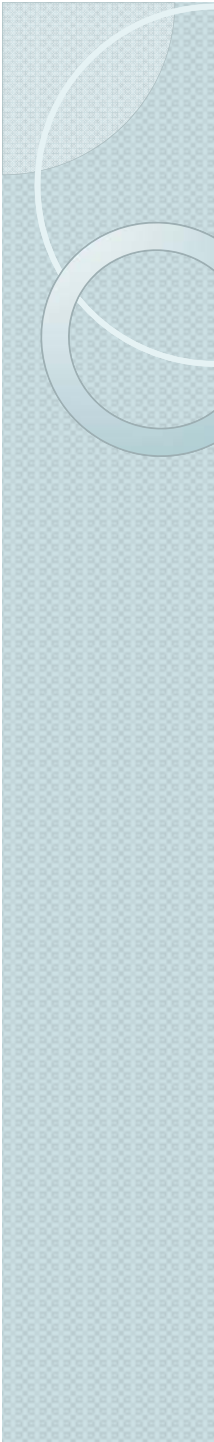


# Suggestions for Improvement Agency / Task Force

- Distribute Task Force meeting summaries via email
- Keep the Pontis User Forum up to date
- Updates to the Pontis User Forum should kick off an automatic email to End User Designees to make them aware of the update
- Focus more on modeling functionality
- Agencies are wondering how BrM will meet FHWA asset management requirements without deterioration or modeling capabilities
- Mike Johnson's update in August was very helpful

# User Group / Task Force Relationship





# Suggestions for Improvement

## User Group / Task Force (1 of 2)

- User Group comments and recommendations appear to only be ‘taken under advisement’ by the Task Force. More serious consideration would be appreciated.
- User Group and Task Force appear to be on different ‘pages’. They need to be reconciled to move forward rather than pushed forward.
- Continue to have the User Group vote on the proposed work that is outside the software requirements already defined.
- Continue TRT involvement



# Suggestions for Improvement

## User Group / Task Force (2 of 2)

- There appears to be a gap between where the Task Force is working and where an average agency is working
- Changes are being made at a fast pace and users are not able to keep up (network analysis and deterioration modeling)
- Recommend establishing a mentor group to help struggling agencies – to fill the gap between the Task Force vision and individual agency needs (FHWA Resource Center to take a leadership role?)



## Specific Issues / Concerns (1 of 2)

- Focus on delivering a stable product
- Deliver software in time for agencies to adapt and implement to meet FHWA mandates for MAP-21 element reporting requirements. Incorporate the ‘fancy stuff’ later.
- More definitive time line for software delivery
- Modeling has been promised; however, the product can’t yet support this. Ensure there is an easy method to set goals and not just let the network deteriorate to average condition
- Increased training opportunities



## Specific Issues / Concerns (2 of 2)

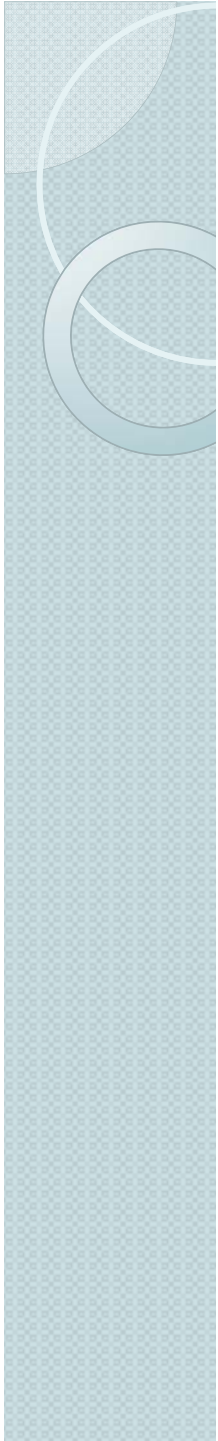
- ‘Enterprise’ software is hard for DOTs to install and maintain (supported by an external IT agency) – usefulness is questionable
- Software installation should not be so difficult that assistance from the contractor is required
- Pontis 5 seems to be much more complicated and difficult to install compared to Pontis 4
- User Group should be more involved in the database model. (need to restart the Database User Group TAG)





# Follow-up Actions

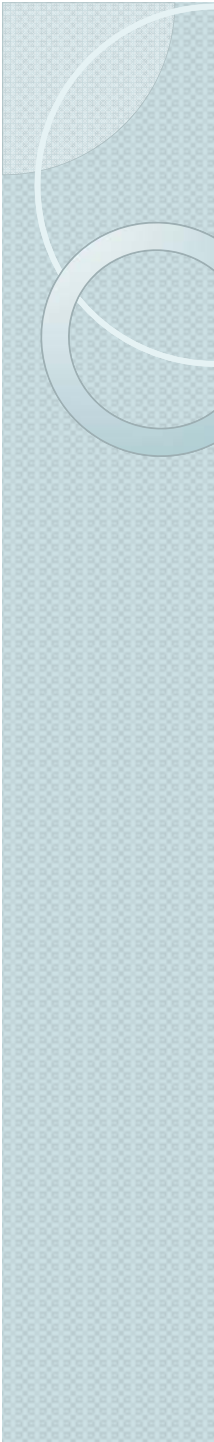
- **AASHTOWare Bridge Task Force Meetings (September 19 and November 5-6, 2013)**
  - Review the detailed results of the survey
  - Discuss opportunities for improvement
  - Assign action items to implement changes
  - Incorporate changes into FY14/15 work plans as appropriate
- **Special Committee on Joint Development (January 23-24, 2014)**
  - Bridge Management survey results presented/discussed





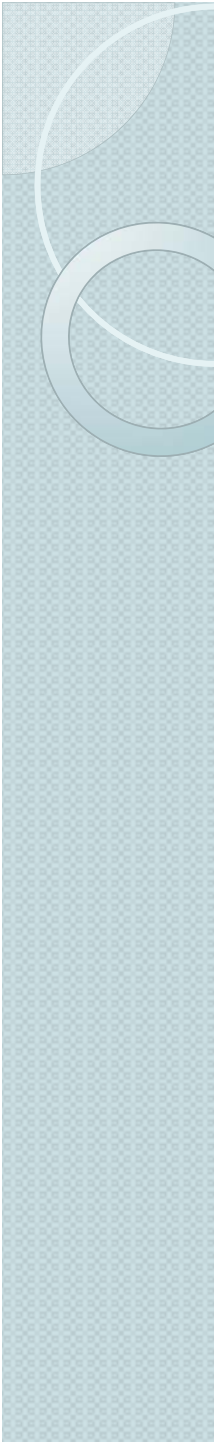
# Conference Attendee List Changes

- Add: Lee Tanase, Bentley Systems, Inc.  
[lee.tanase@bentley.com](mailto:lee.tanase@bentley.com)
- Email address change: Kristina Larosa  
(Maricopa County)  
[kristinalarosa@mail.maricopa.gov](mailto:kristinalarosa@mail.maricopa.gov)



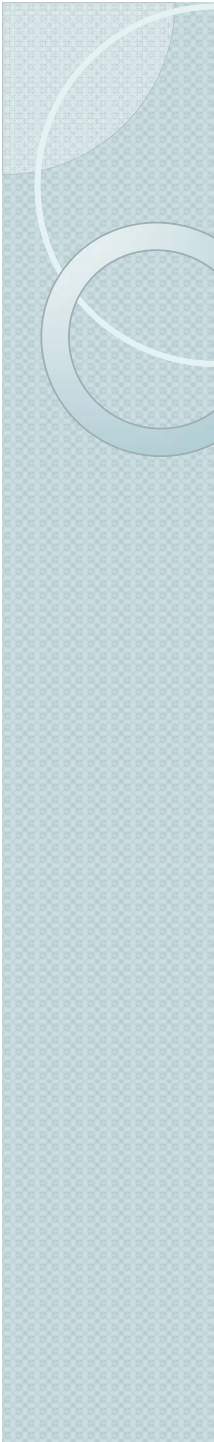
## Travel Expenses (AASHTO Reimbursement)

- One representative per **AASHTO Member** agency licensing the Super Site License
- **Receipts are REQUIRED for all reimbursable expenses regardless of the amount.**
  - Original receipt
  - Debit/credit card transaction record or statement of account is not acceptable



## Travel Expenses (AASHTO Reimbursement)

- Meals during the conference (i.e., Breakfast and Lunch on Tuesday and Wednesday) are provided by the conference.
- Other meals reimbursed at actual cost with maximum reimbursement limited to an average not to exceed \$46 total per day. **(receipts required)**



# Travel Expenses (AASHTO Reimbursement)

- Sign the travel expense form
- Scan the form and all receipts
- **Email** to Judy Skeen  
[jskeen@aaashto.org](mailto:jskeen@aaashto.org)



# Thank You

- Questions?
- Comments?