

REGIONAL SUPPORT CENTERS

DESCRIPTION

A briefing on TxDOT's implementation of Regional Support Centers geared toward improving operational and project development support.

ISSUES

An internal Pre-Sunset Audit revealed several operational improvement opportunities within the agency. The executive director appointed a team to develop a plan to address the issues outlined from the audit. The plan was designed to provide solutions to issues identified during the audit. Deloitte was engaged to review and validate audit findings before the implementation occurred. The issues addressed by the implementation of Regional Support Centers include:

- Consolidating redundant operational support functions
- Reducing the cost of operational support
- Improving the department's ability to manage the project development process
- Developing resources to provide accurate, timely and meaningful project development data

REFERENCES:

- September 2007 Deloitte LLP Audit – Field Operations. In this report Deloitte recommended, *“(1) Services and functions could be more efficiently and effectively provided from a regionalized or centralized shared services environment, (2) look for opportunities to consolidate and /or coordinate redundant functions, (3) modify roles of divisions and districts and consider functional areas where consolidation makes good business sense.”*
- September, 2007 Deloitte LLP Audit – Management and Support Operations. In this report, Deloitte state, *“TxDOT's decentralized organization creates autonomous units that do not easily share knowledge, skills, and abilities throughout the organization.”*
- July 2008 Sunset Hearing Material stated as part of their recommendations. *“(1) Establish a transparent, well-defined, and understandable system of project programming within TxDOT that integrates project milestones, forecasts, and priorities. (2) TxDOT would provide a formal process for staff with similar responsibilities to share best practices information. (3) Reduce contract risk and improve TxDOT's contract management by increasing staff overseeing professional services contracts.”*
- March 2009 commission approval to create four regional support centers.
- January 2010, department's Field Operations Review 2009 - Revised

DESIRED RESULTS:

Brief the commission on the status and successes of regionalization efforts to ensure efficiency, accountability, and transparency.

- Implementation activities
- Cost savings
- Implementation of best practices
- Workload balancing / sharing

FURTHER ACTIONS

This is an internal business operation. No commission action is required. However, administration would like to receive commission input.