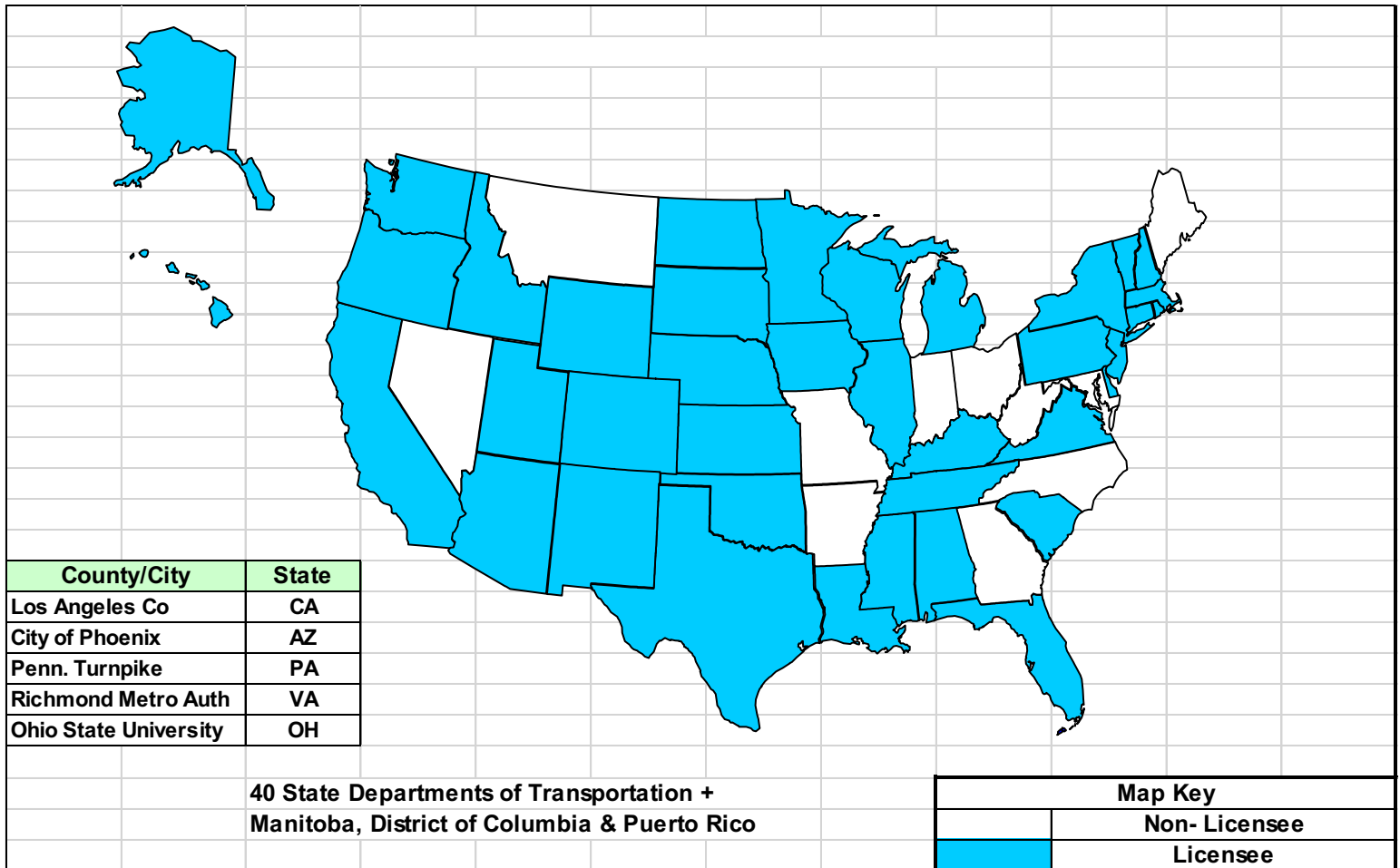




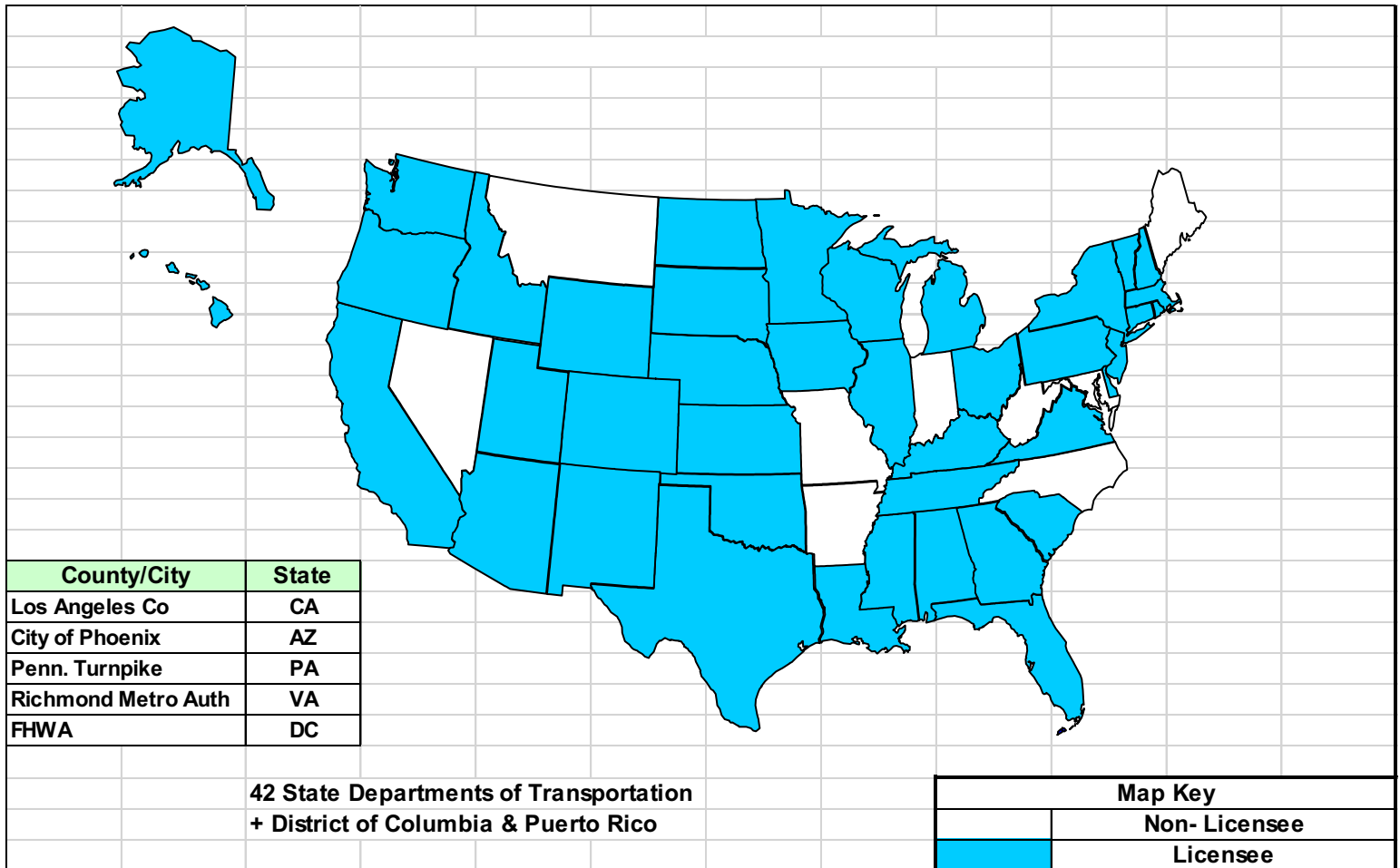
Bridge Management 2019 Administrative Overview

BrMUG Meeting
Louisville, KY

FY2018 Licensees



FY2019 Licensees



Bridge Management Licensees (FY19)

License Type	Number of Licenses
BrM Super Site	46
BrM Local/Small Agency	2
BrM Educational	5

New Member Agencies Considering BrM

- Nova Scotia Department of Transportation
- Montana Department of Transportation

Outreach / Marketing

Opportunities to expand the Bridge Management user base.

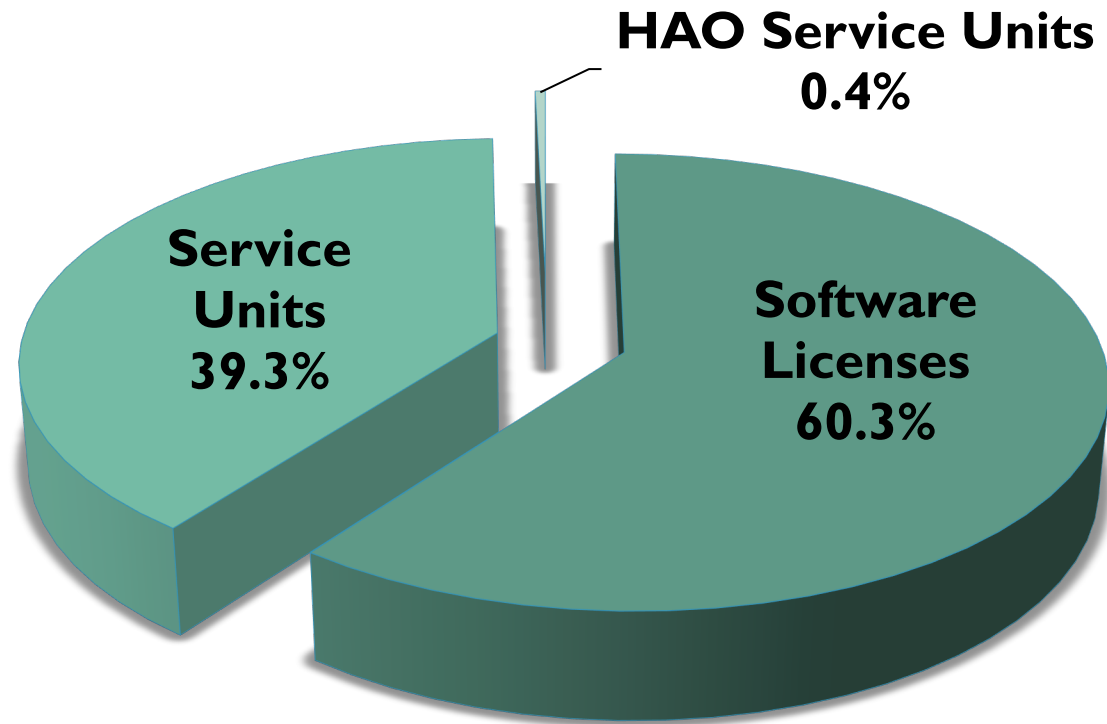
- Use of BrM license by The Kercher Group to support FHWA project HIF180062PR, Bridge Management Systems Workshop.
- Product presentations at numerous meetings and conferences
- Invitations extended to DOT personnel to attend Task Force meetings in their home locales
- Communication tailored for specific audiences



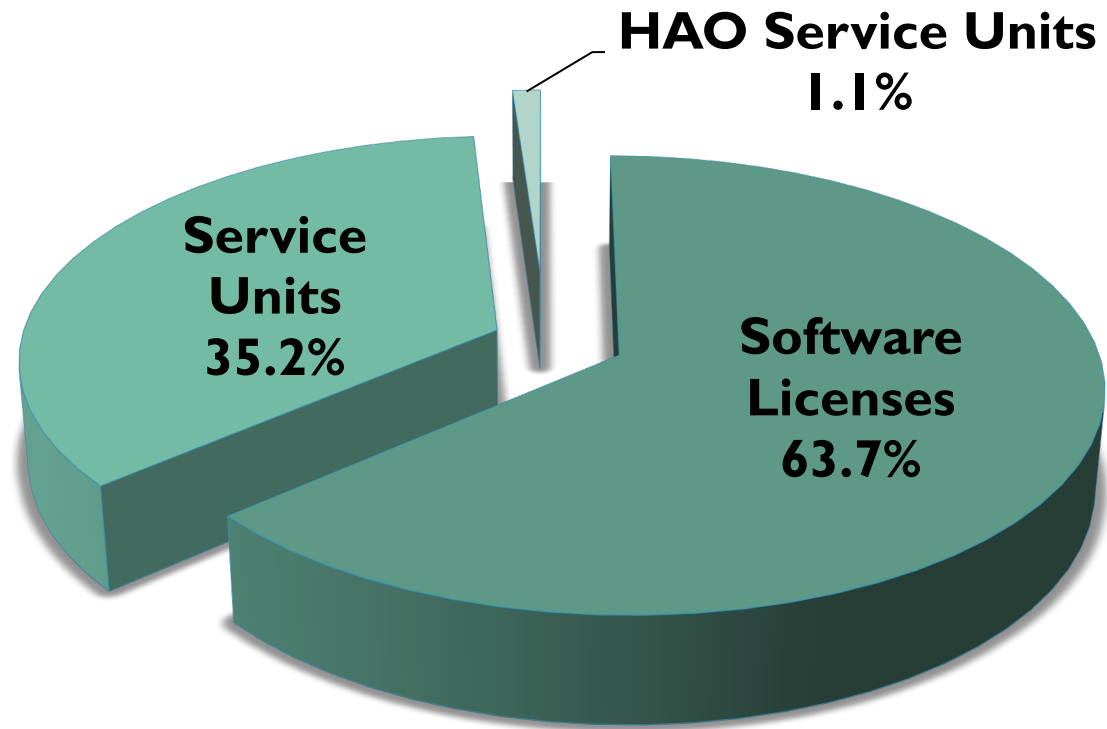
Outreach / Marketing

- Newsletters – hardcopy for conference distribution and online for wider consumption
- AASHTOWare web site
- Incorporation of Ideas / suggestions from the BrM Community
- Enhancements and new features delivered with the release of 6.0
- Quarterly Task Force updates (emailed to the BrM community)
- AASHTOWare Marketing Manager
- AASHTOWare Customer Success Manager

FY2018 Revenue

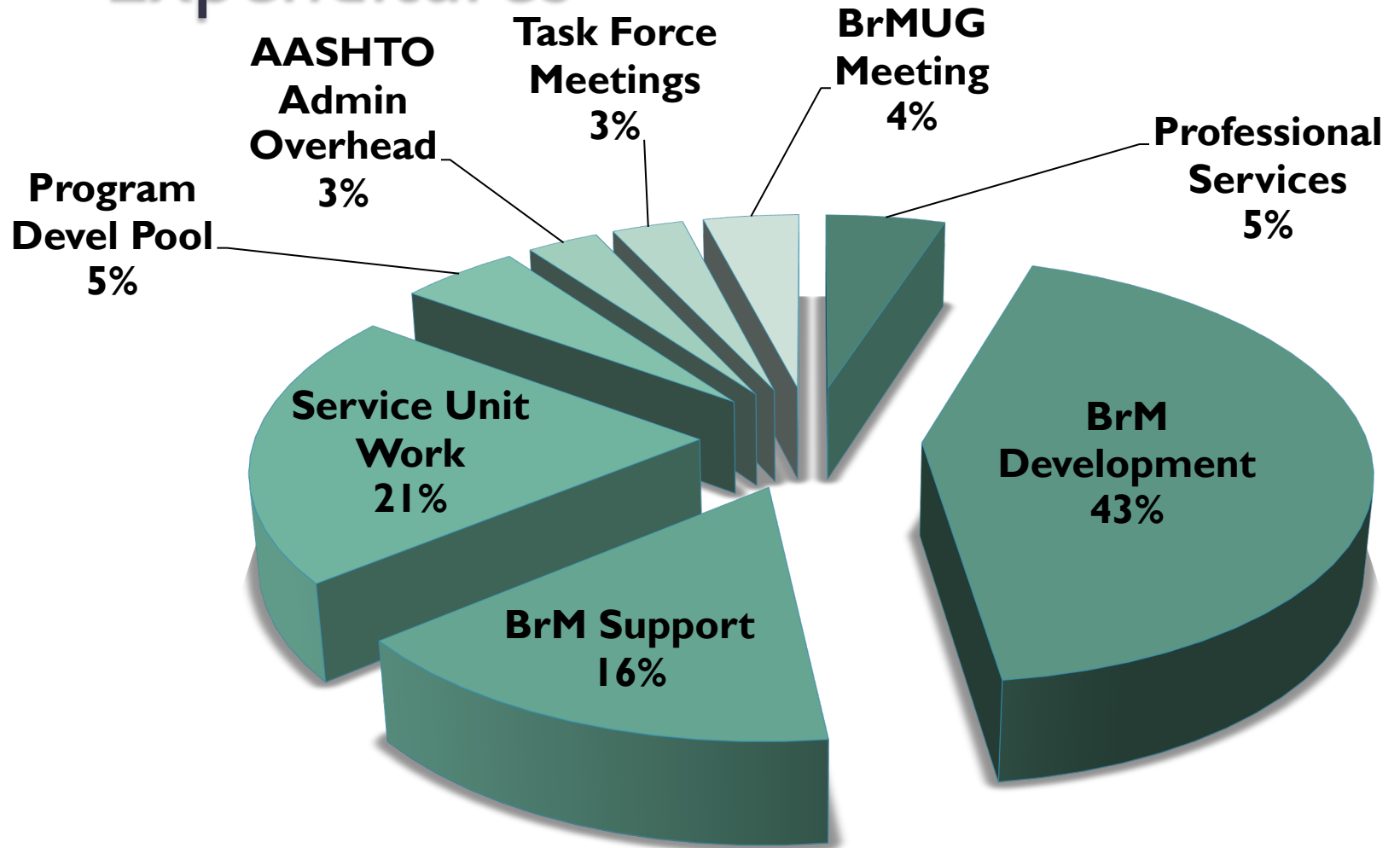


FY2019 Revenue

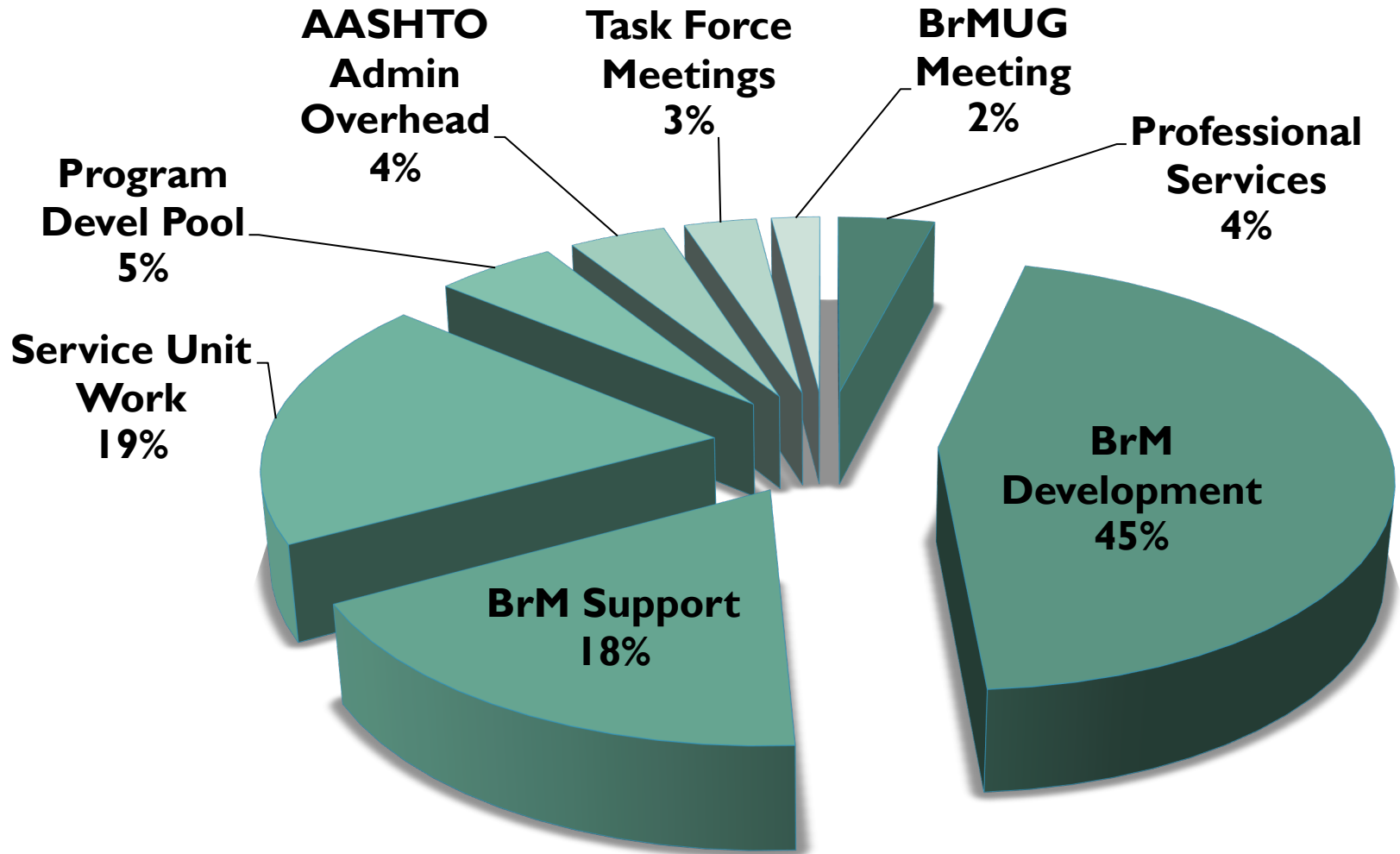


FY2018

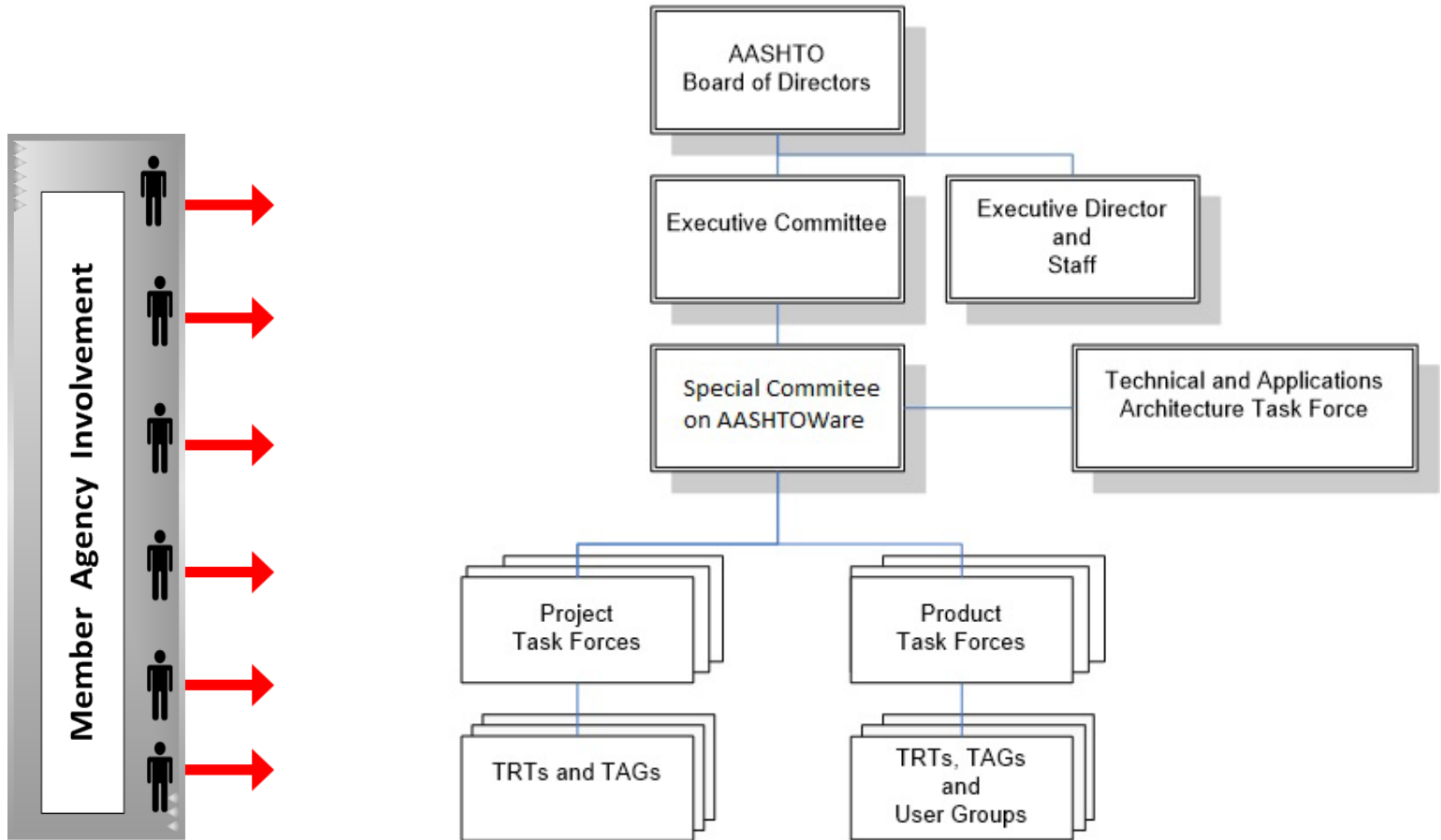
Expenditures



FY2019 Expenditures



AASHTOWare Program Management



AASHTO Administrative Overhead

- AASHTO Administration & Overhead
 - Staff salaries, benefits, and overhead
 - Contracted Project Manager
 - Proportional share of SCOA, T&AA and indirect costs
 - Legal Services
- Technical and Applications Architecture Task Force
 - Technical resource for SCOA 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



Task Force Member Appointment Process

- Conduct broad solicitation of interest to member community
- Candidate resumes reviewed by Task Force Chair, SCOA Liaison, and AASHTO Project Manager
- Interviews conducted by same to find subject matter expertise needed to compliment the current Task Force membership
- Candidate recommendation and all resumes received submitted to SCOA for approval

Members allowed to serve two, three-year terms. Special terms may be extended at the direction of the SCOA



AASHTOWare Service Units

- Overview
- Process

AASHTOWare Software Renewals



2019 Bridge Management Customer Satisfaction Survey Results

Conducted July 25 – August 30, 2019

Survey Participation

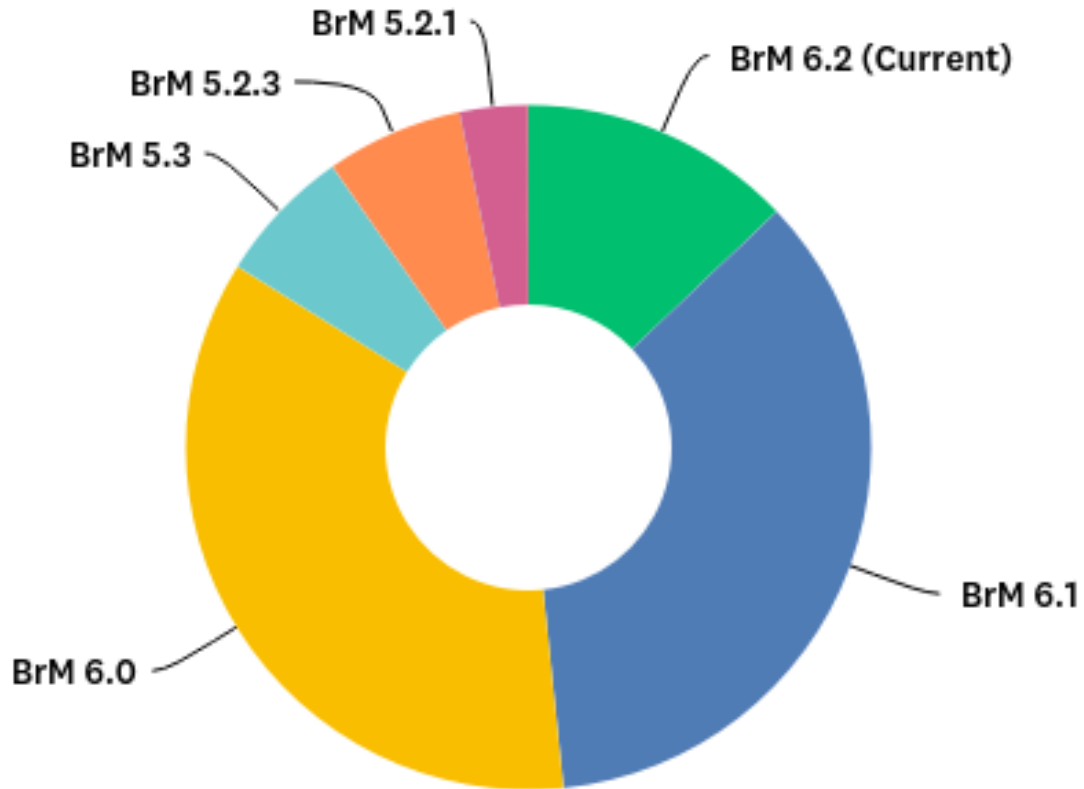
- Member Agency End User Designees were surveyed
 - capture member agency software environment / configuration information
 - 31 Member Agencies responded
 - 43 Member Agencies responded in 2018
 - 31 Member Agencies responded in 2017
 - 43 Member Agencies responded in 2016
 - 29 Member Agencies responded in 2015
 - 33 Member Agencies responded in 2014



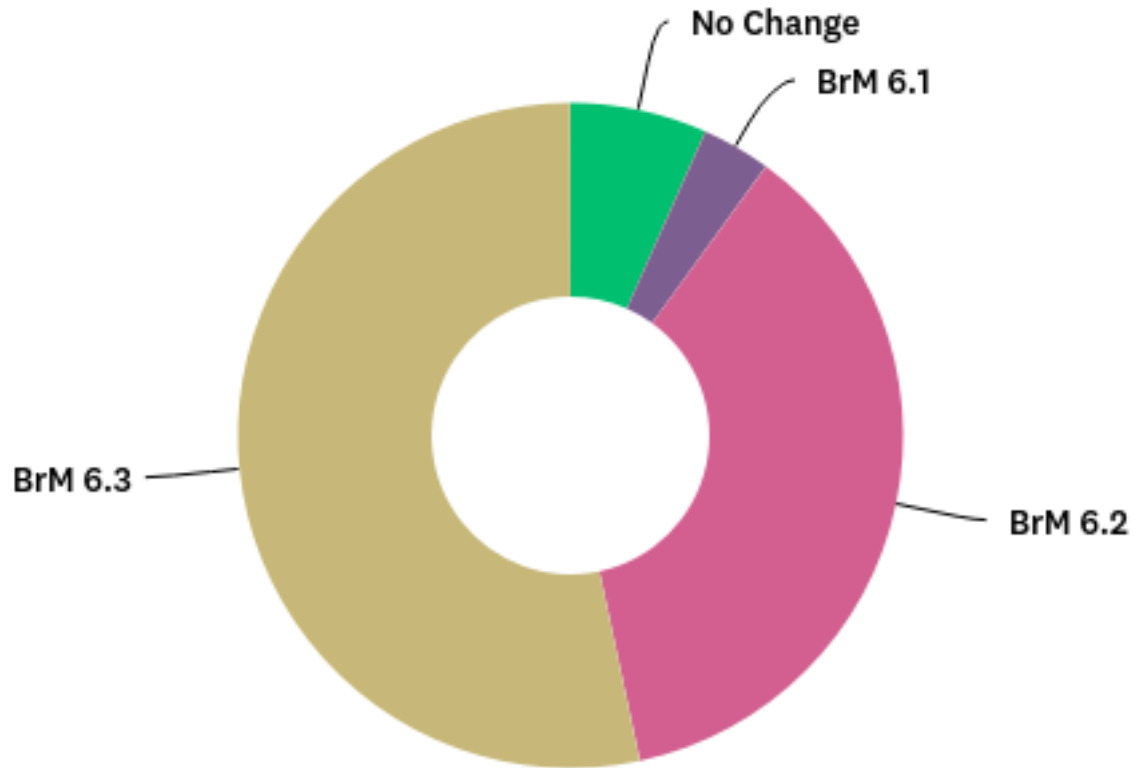
Member Agencies Not Participating in the Survey

- California DOT
- City of Phoenix
- Hawaii DOT
- Kansas DOT
- Michigan DOT
- Mississippi DOT
- New York DOT
- Oklahoma DOT
- Pennsylvania Turnpike Commission
- Puerto Rico Highway & Transp Authority
- Richmond Metro Transp Authority
- South Carolina DOT
- Tennessee DOT
- Texas DOT
- Vermont AOT

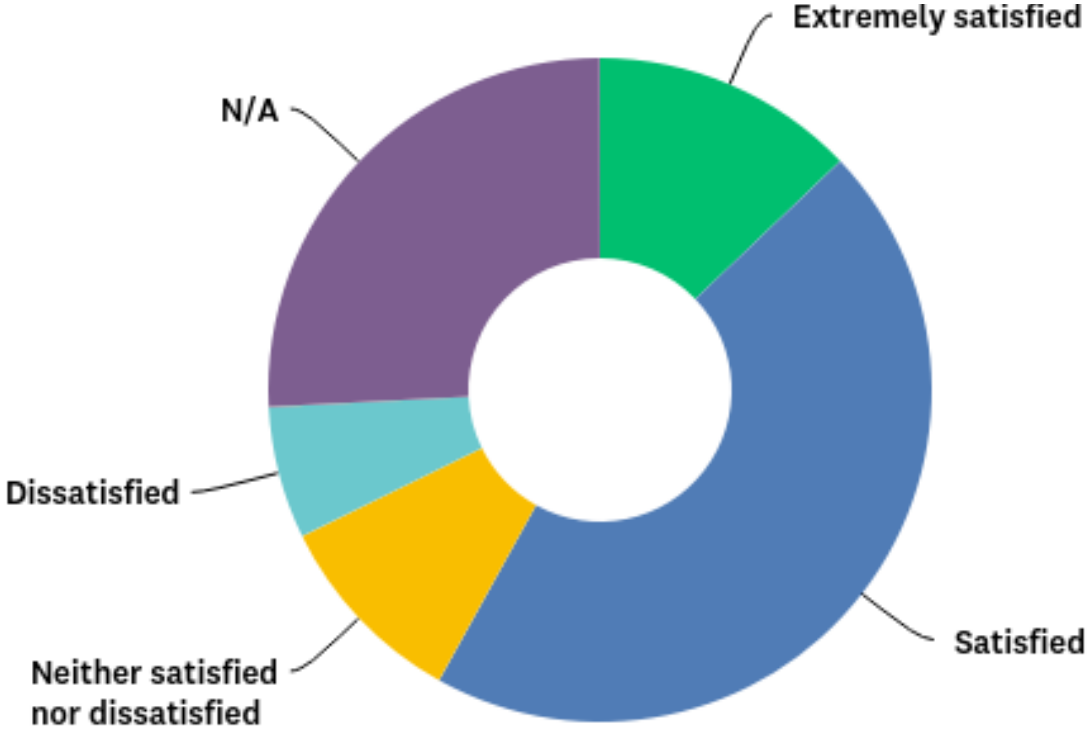
Software Version Used



Version planned to move to within the next year



Satisfaction with the inspection feature

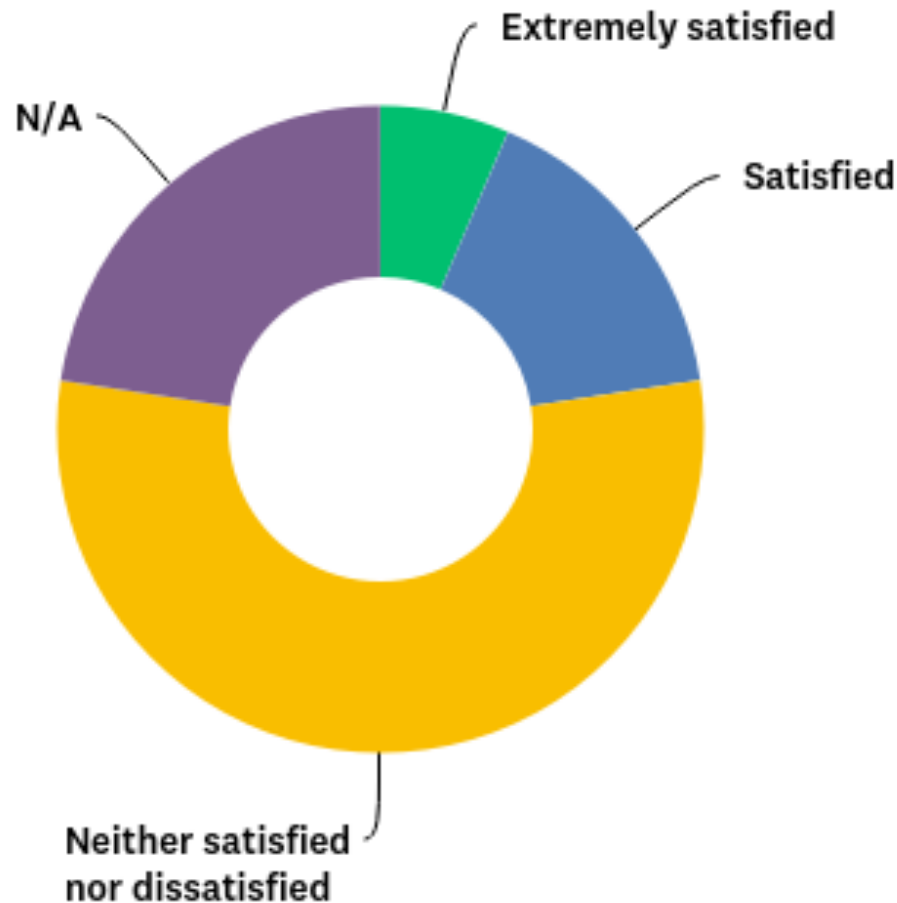




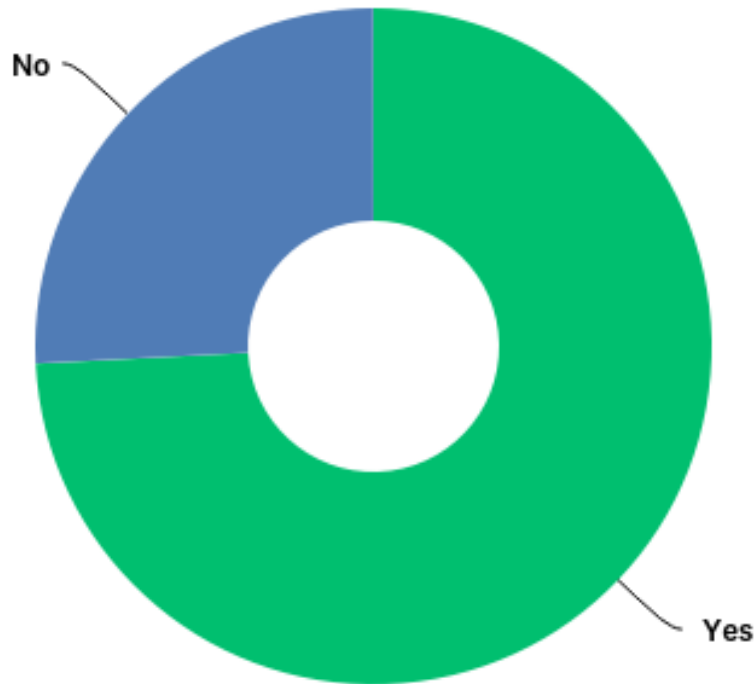
How could the inspection features be improved?

- Check in / Check out process with standalone is difficult to use Ergonomic/intuitive for field inspectors
- Improved customization of validation function
- Review workflow functionality
- Improved scheduling and past due functionality
- Functionality and validation of schedule tab
- Speed of data entry
- Speed of navigation between inspection tabs
- Integrated report development functionality (more robust than simple Crystal reporting)

Satisfaction with the modeling, analysis optimization features



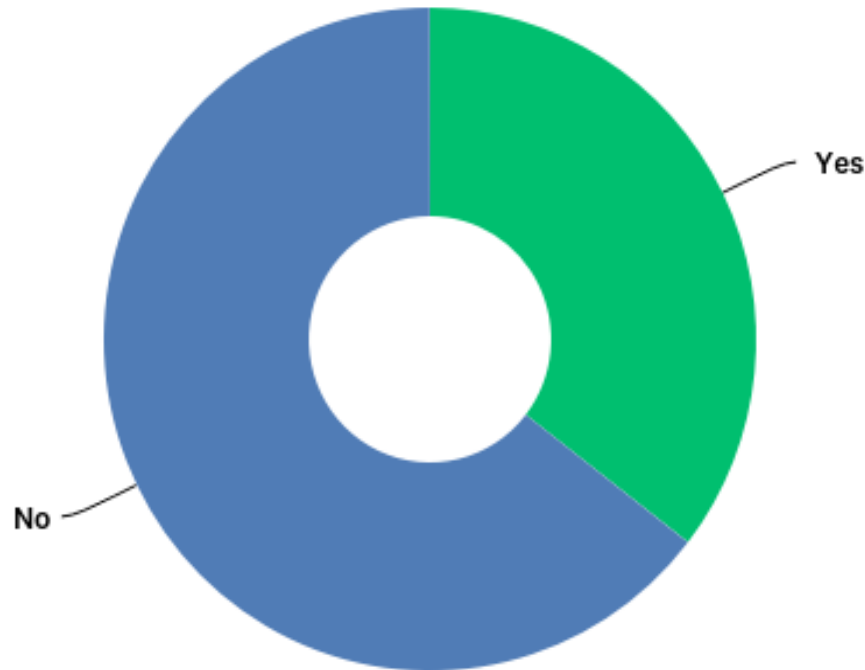
Have you used end user technical support services from Mayvue?



Satisfaction with Mayvue's technical support services

	Extremely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Extremely dissatisfied
a) quality of the support provided	38% 26%	50% 53%	12% 18%	0% 0%	0% 3%
b) contractor communication and follow-up	42% 21%	42% 53%	16% 18%	5% 5%	3% 3%
c) effectiveness of contractor telephone & e-mail support	35% 24%	48% 47%	17% 26%	0% 3%	0% 0%
d) knowledge of the contractor help desk staff	61% 35%	35% 50%	4% 15%	0% 0%	0% 0%
e) overall quality of contractor problem resolution	31% 21%	61% 53%	4% 21%	4% 5%	0% 0%

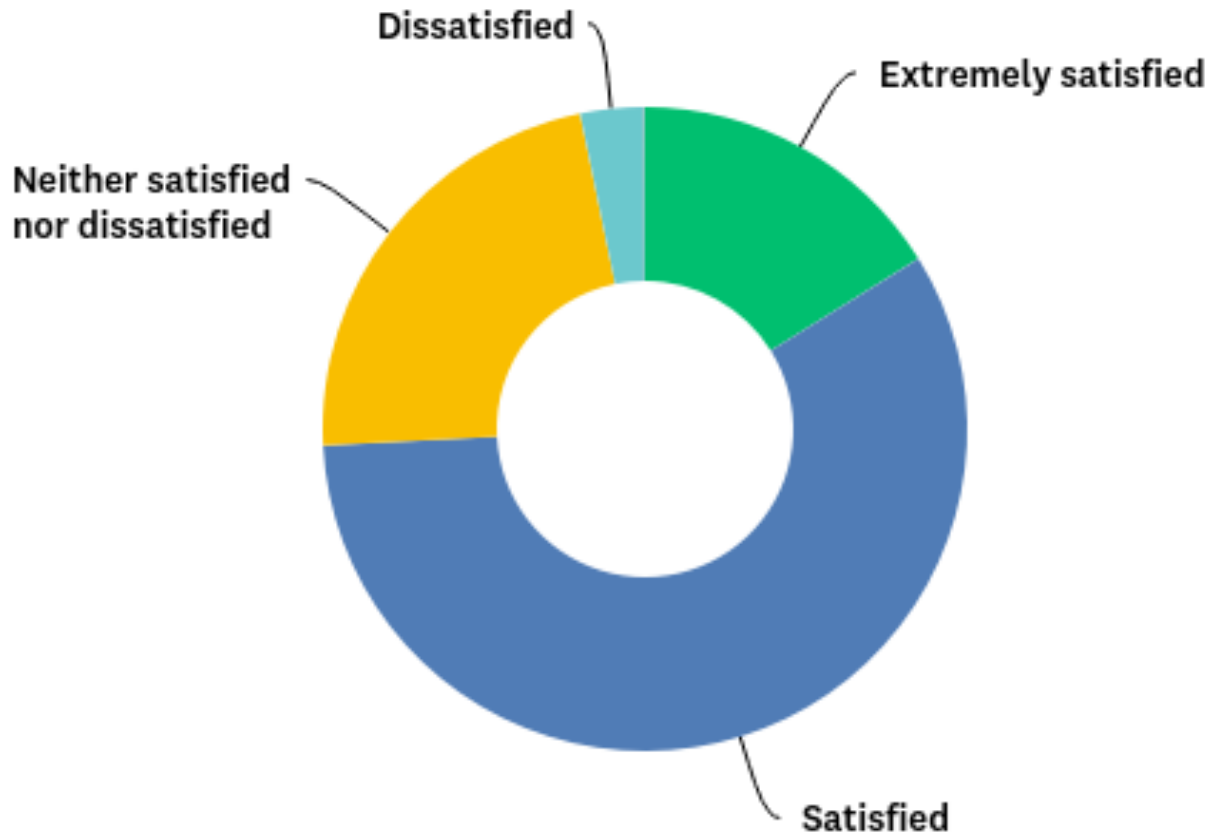
Have you used development or customization services from Mayvue?



Satisfaction with Mayvue's development / customization services

	Extremely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Extremely dissatisfied
a) quality of the support provided	36% 38%	55% 13%	9% 44%	0% 5%	0% 3%
b) contractor communication and follow-up	36% 19%	55% 31%	9% 25%	0% 25%	0% 0%
c) effectiveness of contractor telephone & e-mail support	36% 25%	55% 25%	9% 38%	0% 12%	0% 0%
d) knowledge of the contractor help desk staff	55% 31%	18% 38%	27% 31%	0% 0%	0% 0%
e) overall quality of contractor problem resolution	27% 27%	55% 13%	18% 47%	0% 7%	0% 6%

Satisfaction with the contact between your agency and the Bridge Task Force





Suggestions for the Task Force to improve contact with your agency

- Communication should not be through social media. Archived searchable press releases on a company website or email communication would be a better solution.



Questions / Comments?

AASHTO Expense Reimbursements

Concur – A majority of the AASHTO travel reimbursements will be handled via electronic input, submission, and approval.

- Judy Tarwater will conduct a brief Concur “how-to” session this afternoon at 5:00 for AASHTO member agency attendees.

Current Travel Reimbursement form on the BrMUG website

- For those AASHTO-reimbursable attendees who require travel reimbursements to go through their agency, the manual travel expense reimbursement process may be used. Sign reimbursement form, scan form and receipts, email submission to Judy Tarwater jtarwater@ashto.org