Bridge Management AASHTOWare Overview

2021 BrMUG
Virtual Meeting

Ryan Fragapane
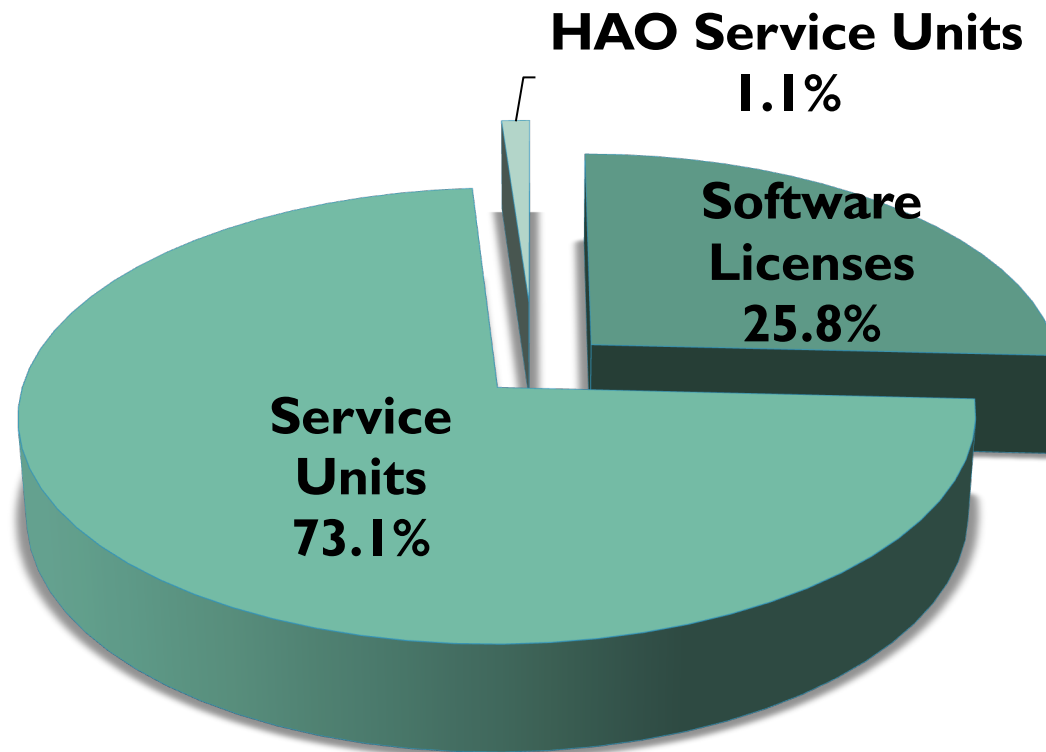
Project Manager Changes

- Full PM Transition January 1st
  - Ryan Fragapane
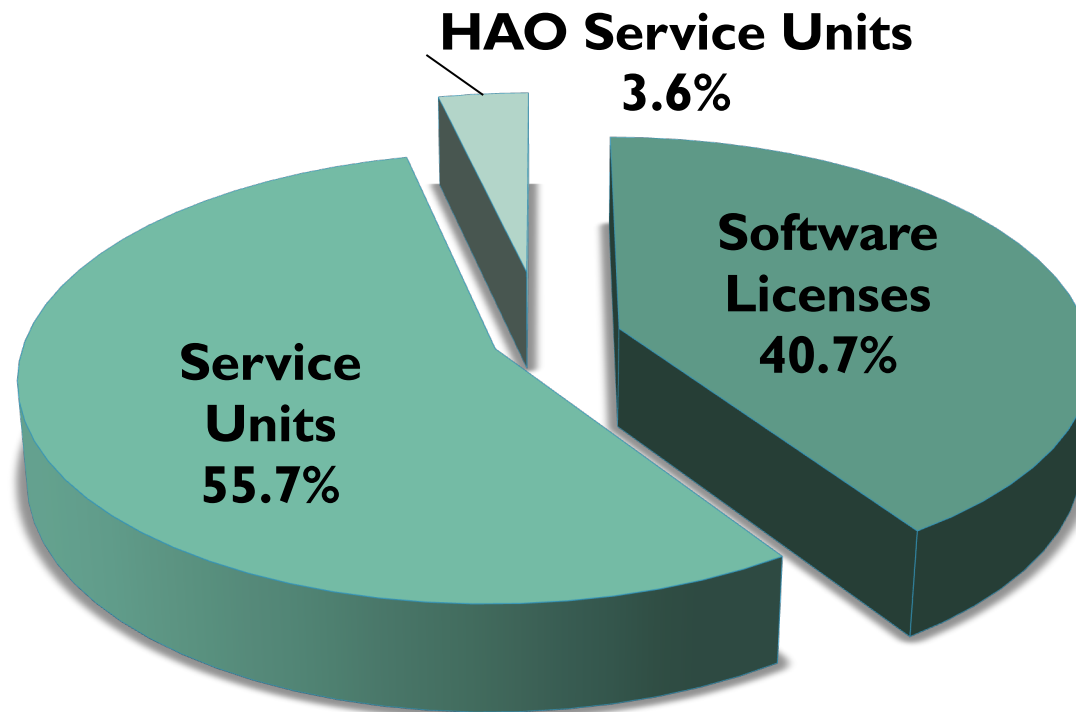 - (202) 624 – 3632
  - rfragapane@aashto.org

Bridge Management Licensees (FY21)

License Type	Number of Licenses
BrM Super Site	45
BrM Local/Small Agency	3
Hosted Instances	5
BrM Developer	2
BrM Educational	3

FY2020 Revenue

HAO Service Units 1.1%

Software Licenses 25.8%

Service Units 73.1%

FY2021 Revenue
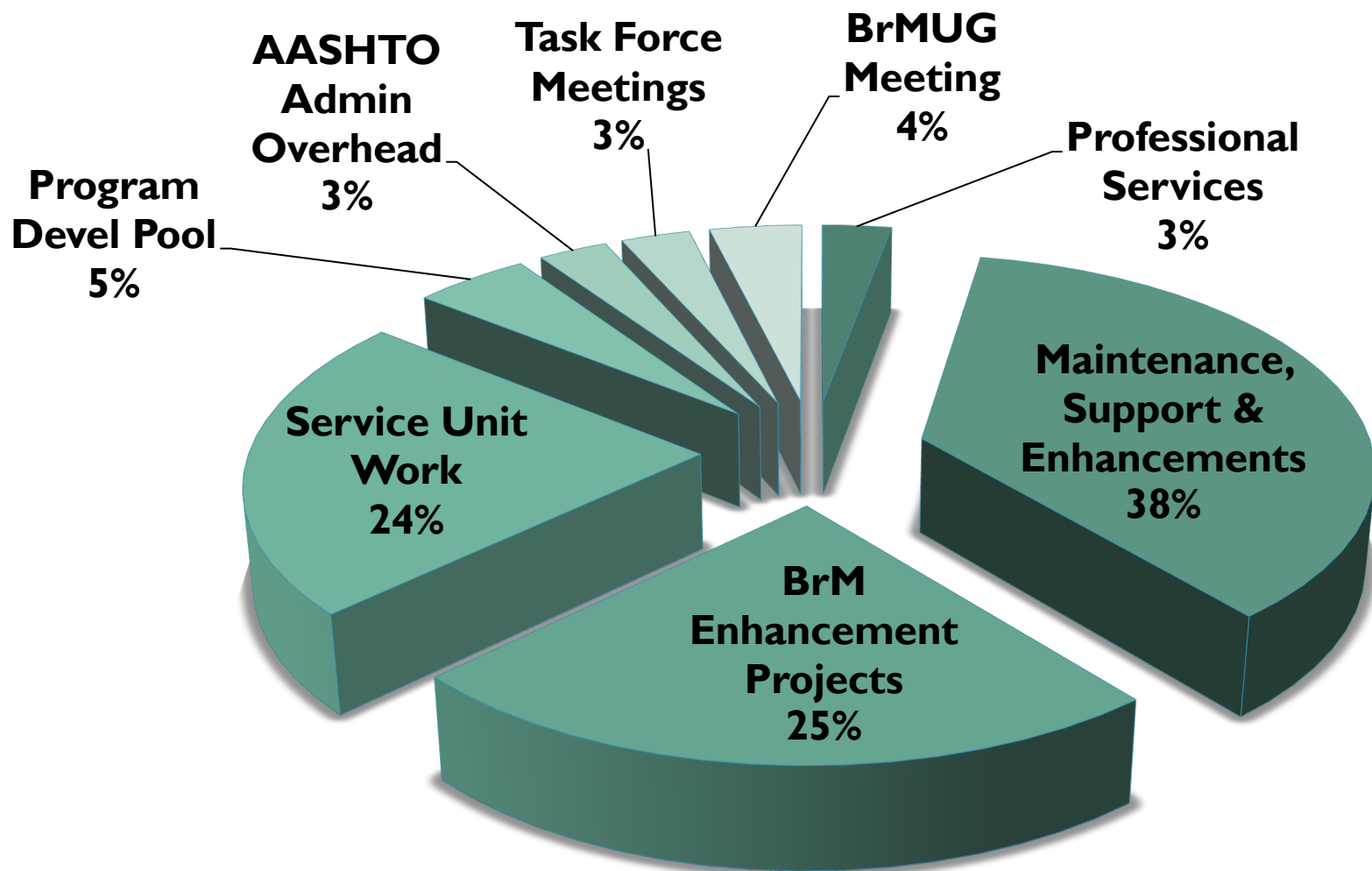

HAO Service Units
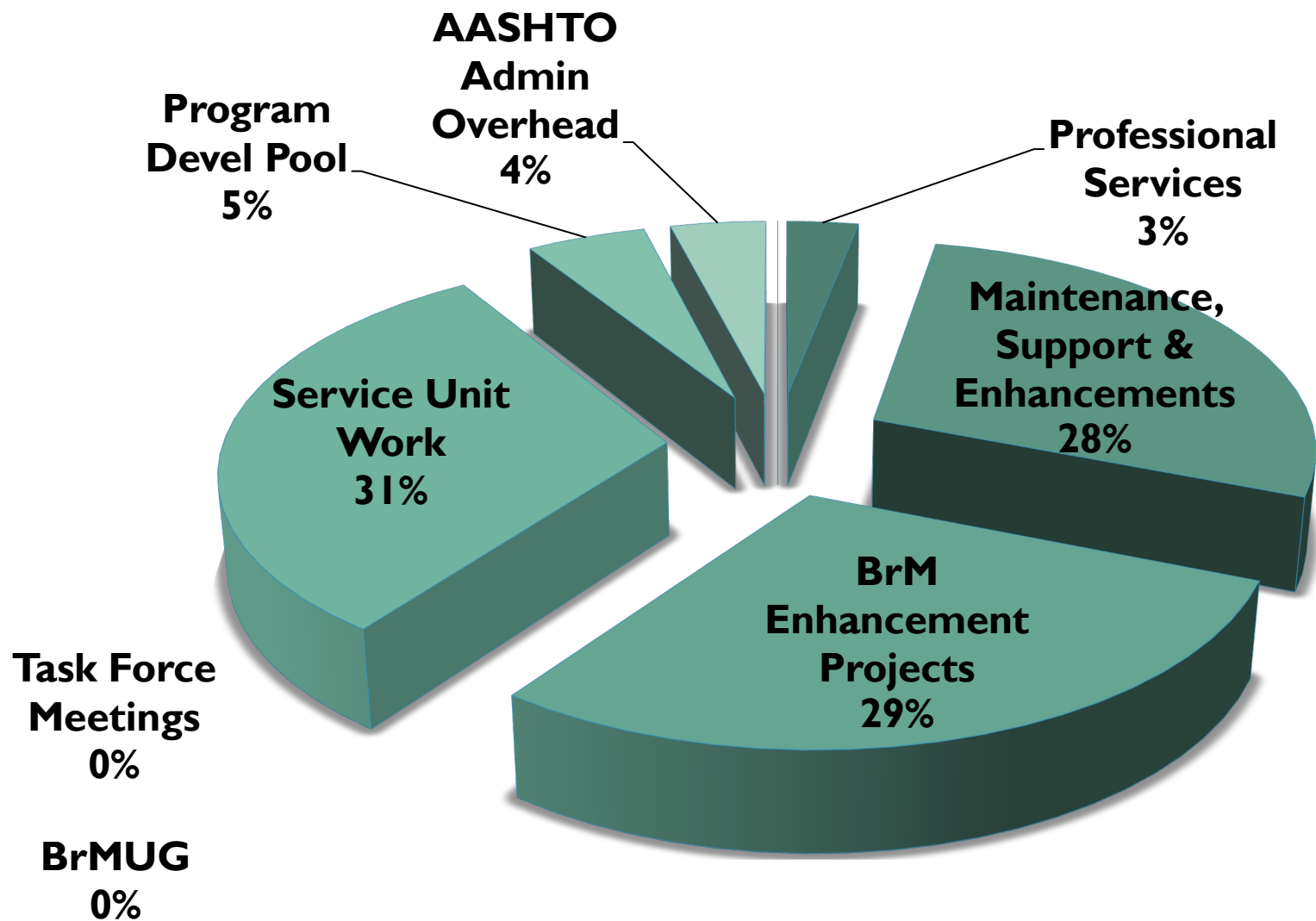3.6%

Software
Licenses
40.7%

Service
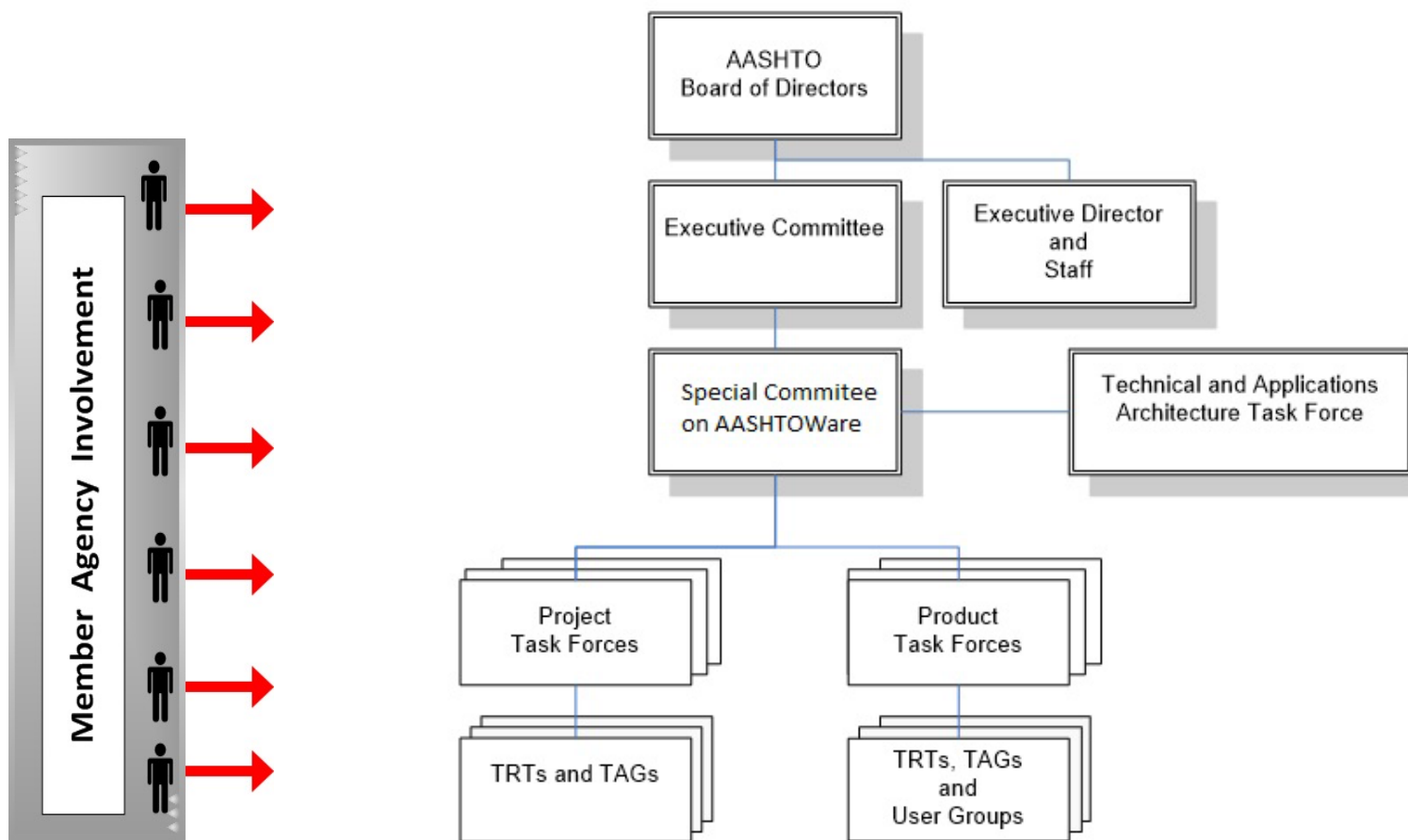Units
55.7%

FY2020 Expenditures

FY2021 Expenditures

DOT Driven
Software Solutions

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

2021 Bridge Management
## Customer Satisfaction Survey Results

Conducted July 23 – August 31, 2021

Survey Participation

- Member Agency End User Designees were surveyed
  - capture member agency software environment / configuration information
  - 53 Member Agencies responded
    - 27 Member Agencies responded in 2020
    - 31 Member Agencies responded in 2019
    - 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

53 Responses
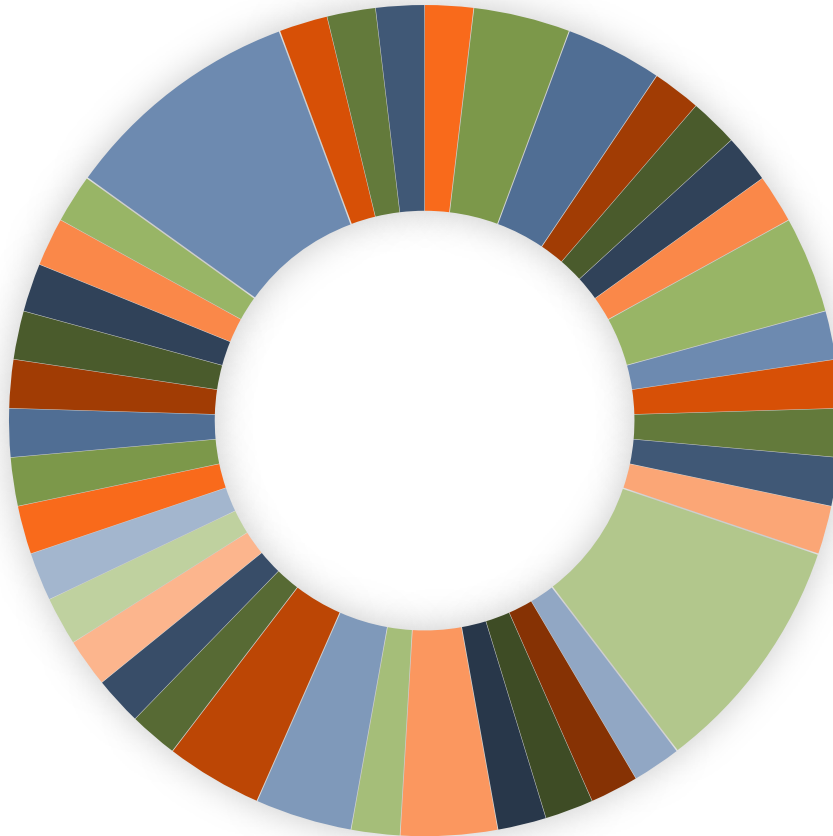
Legend:
- Alaska
- Arizona (2)
- Colorado (2)
- Connecticut
- Delaware
- District of Columbia
- FHWA
- Florida (2)
- Hawaii
- Idaho
- Illinois
- Iowa
- Kansas
- Kentucky (5)
- Louisiana
- Massachusetts
- Minnesota
- Mississippi
- Nebraska (2)
- New Hampshire
- New Jersey (2)
- New Mexico (2)
- North Dakota
- Ohio
- Oklahoma
- Oregon
- Puerto Rico
- Rhode Island
- RMTA
- South Carolina
- South Dakota
- Tennessee
- Texas
- Utah
- Vermont
- Virginia (5)
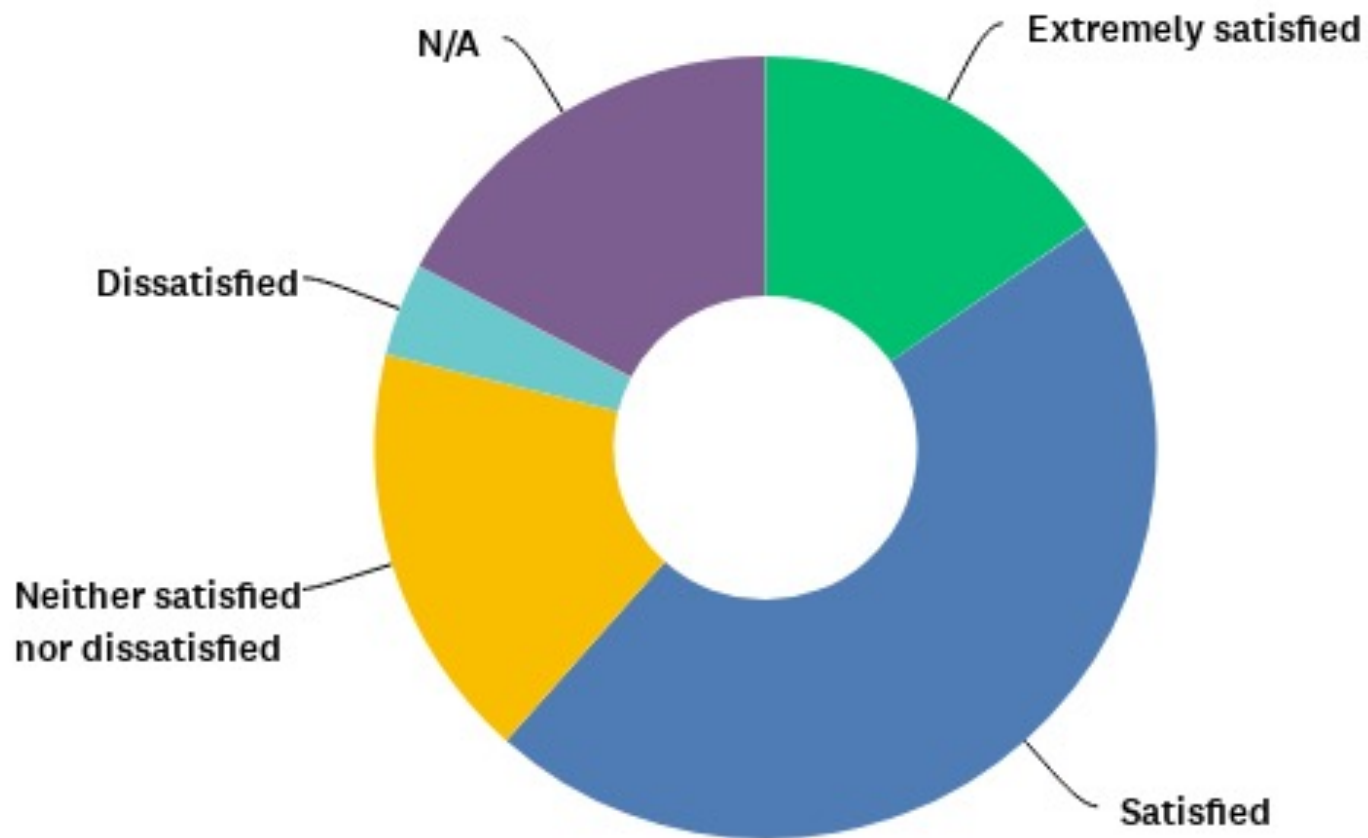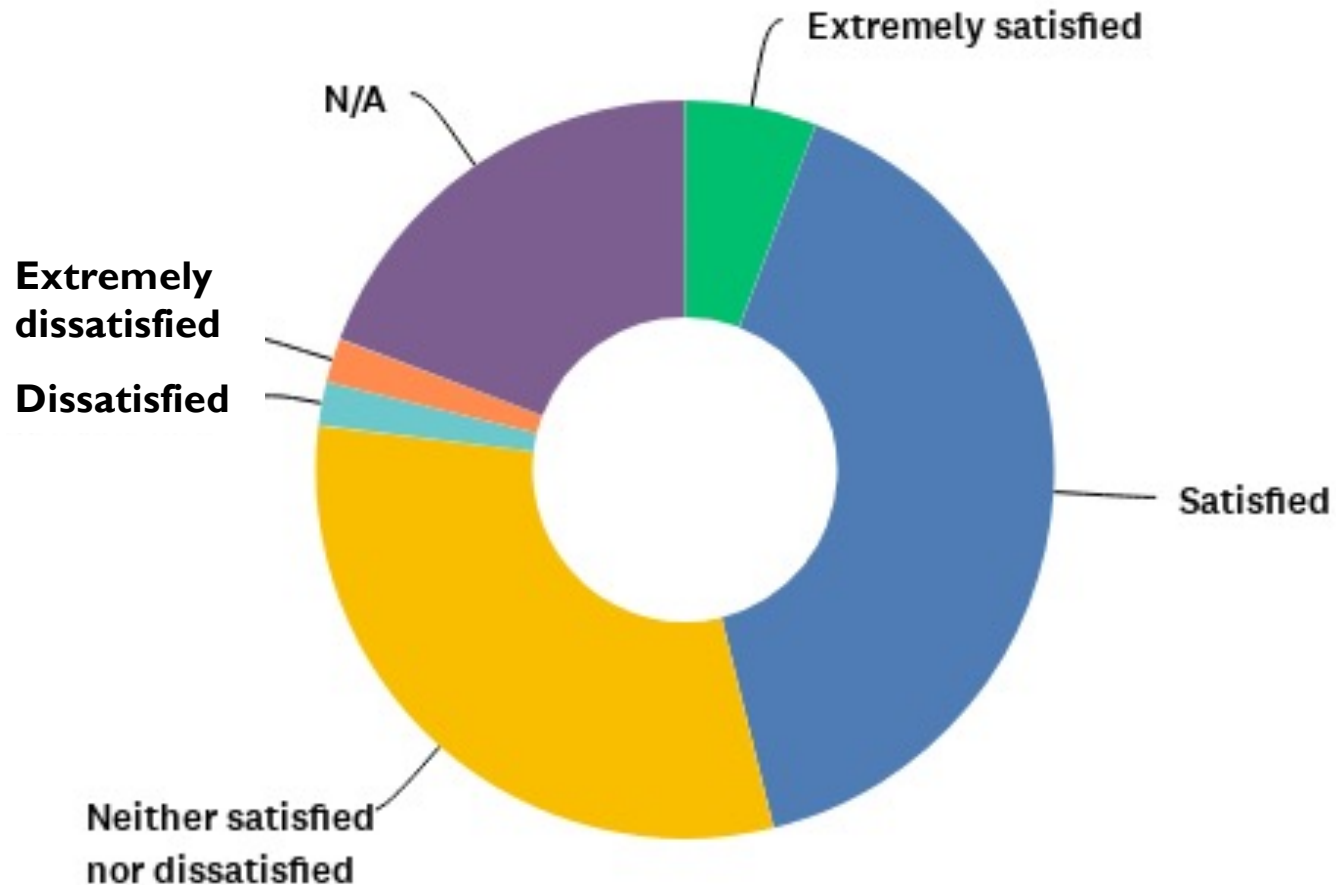- Washington
- Wisconsin
- Wyoming

Software Version Used
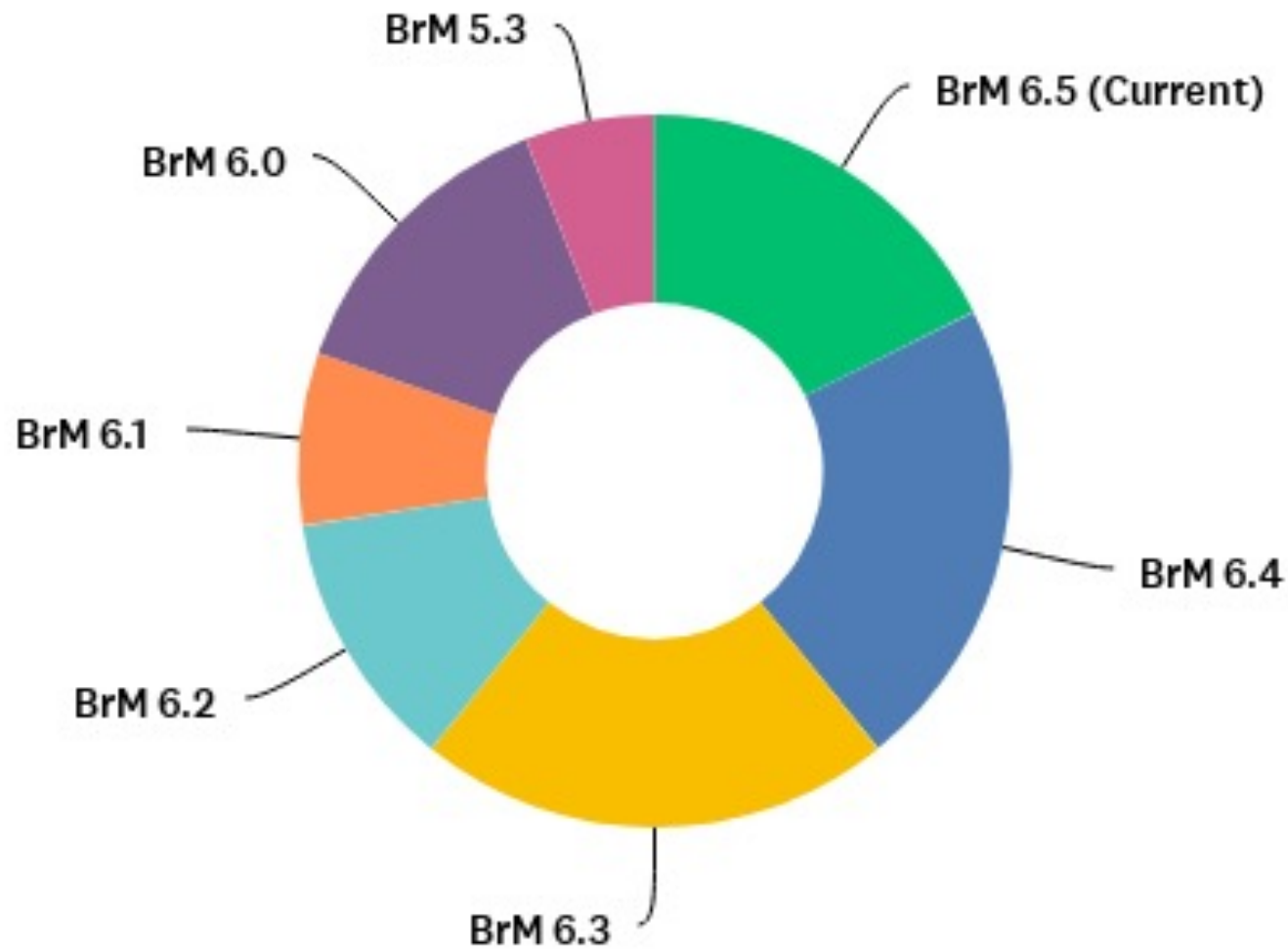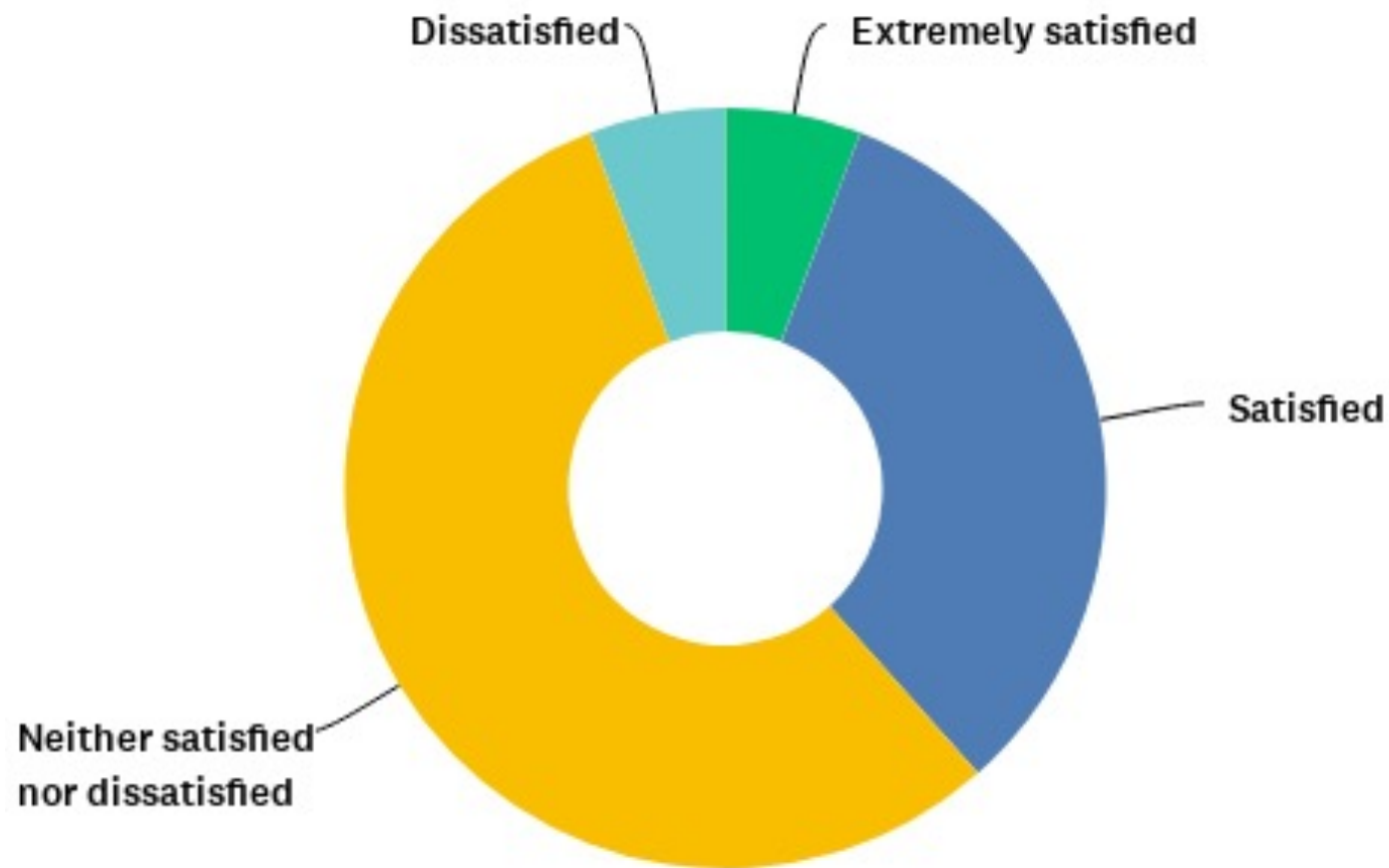
Version planned to move to within the next year
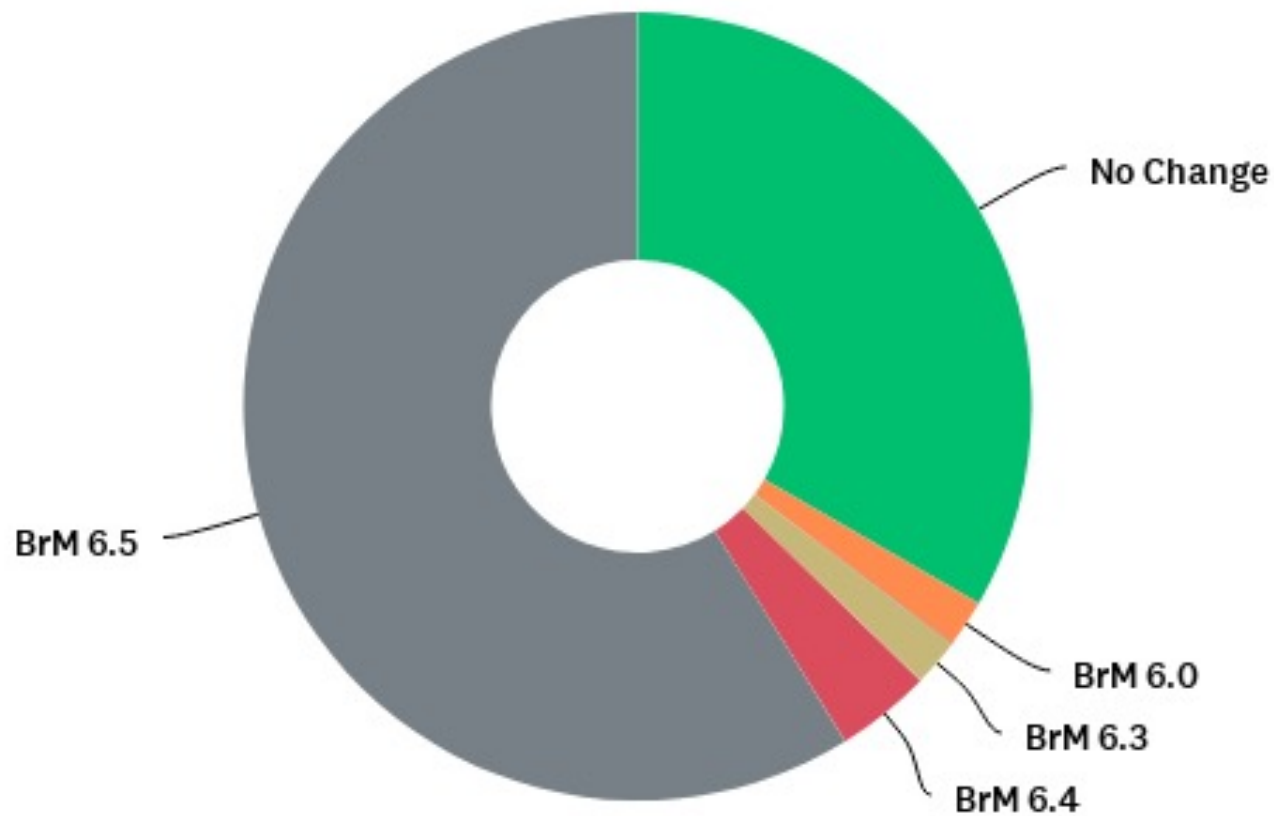
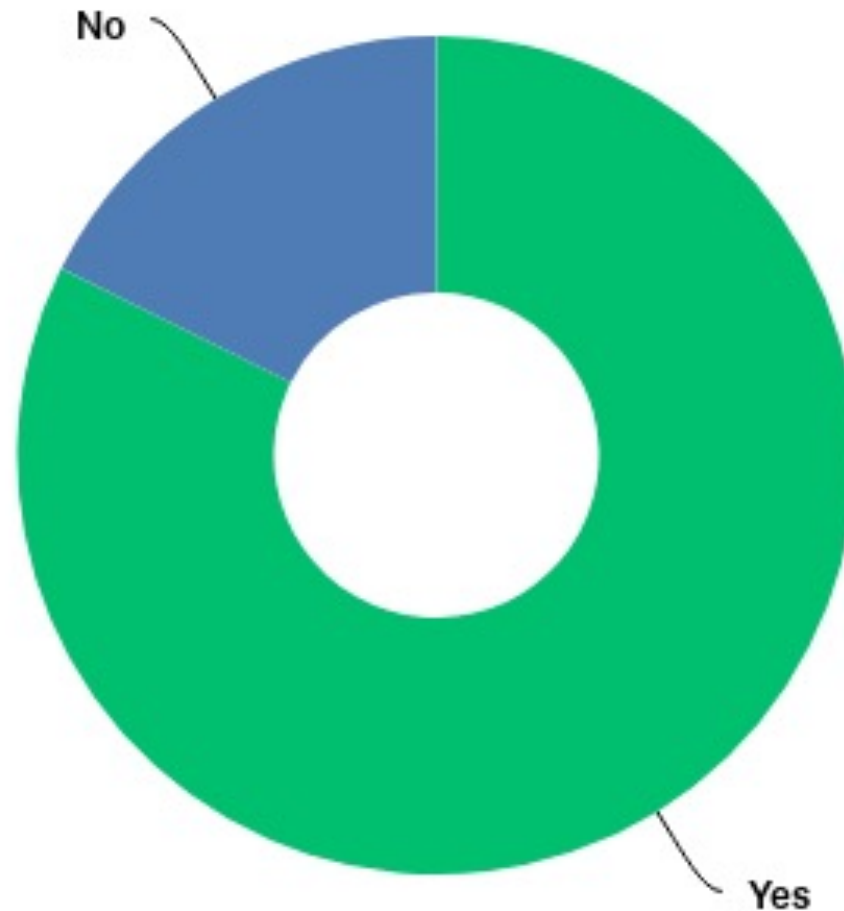# Satisfaction with the inspection features

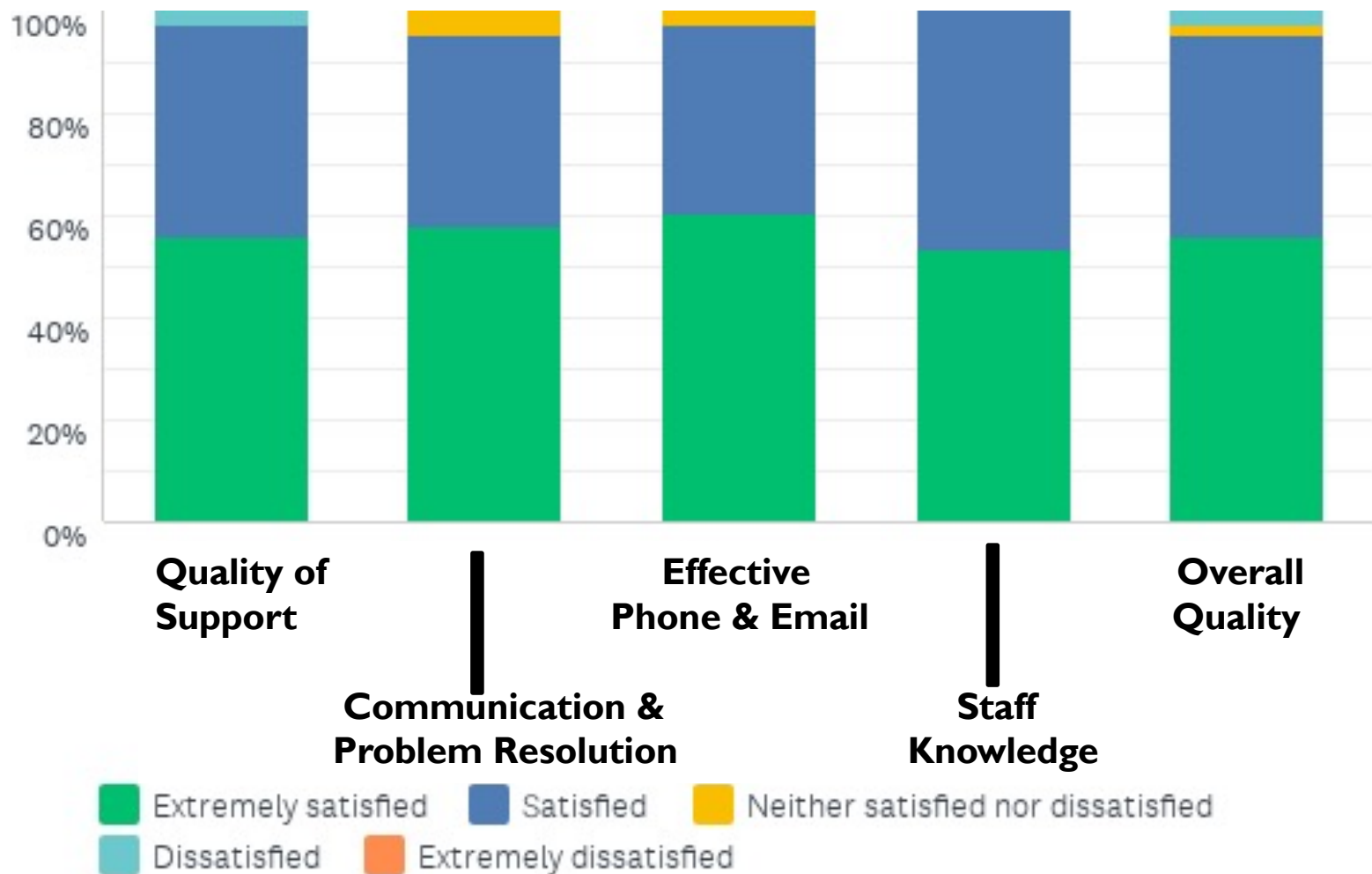# Satisfaction with the modeling, analysis, & optimization features

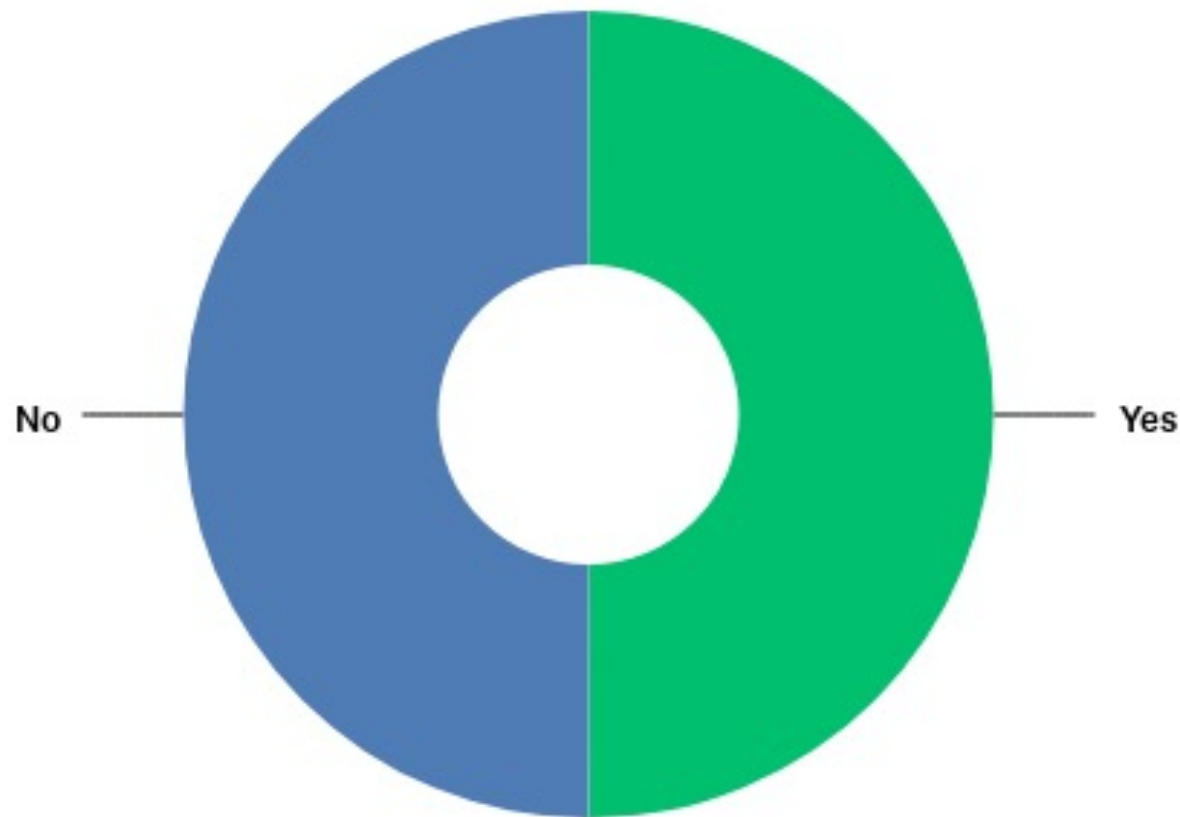# Satisfaction with the process / delivery, quality and completeness of output reports

Have you used end user technical support services from Mayvue?

Satisfaction with Mayvue's technical support services

Quality of Support   **Effective Phone & Email**   **Overall Quality**

Communication & Problem Resolution   **Staff Knowledge**

Legend:
- Extremely satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Extremely dissatisfied

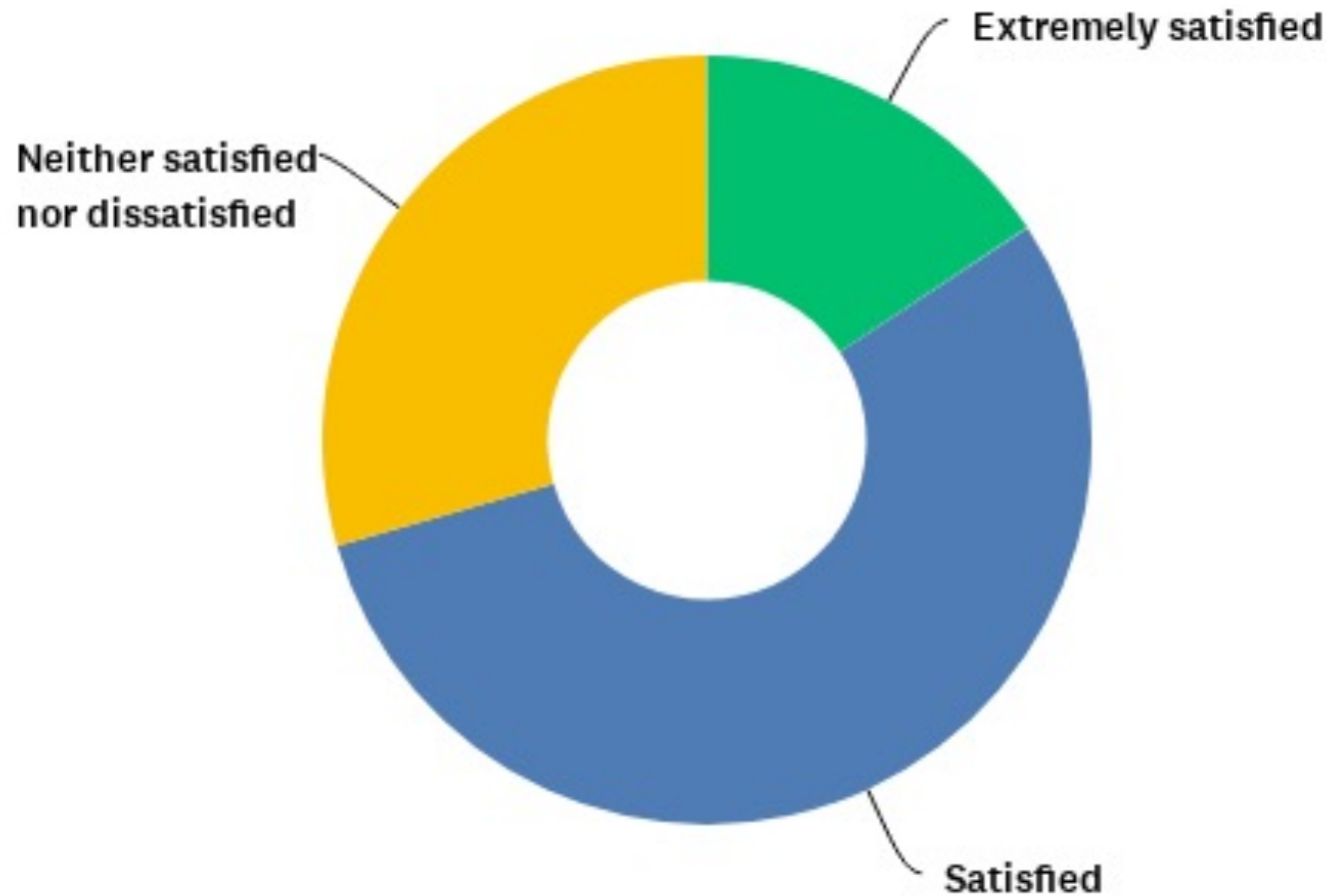# Have you used development or customization services from Mayvue?

Satisfaction with Mayvue's development / customization services

Chart legend:
- Extremely satisfied (green)
- Satisfied (blue)
- Neither satisfied nor dissatisfied (yellow)
- Dissatisfied (light blue)
- Extremely dissatisfied (orange)

Categories: Quality of Support, Communication & Problem Resolution, Effective Phone & Email, Staff Knowledge, Overall Quality
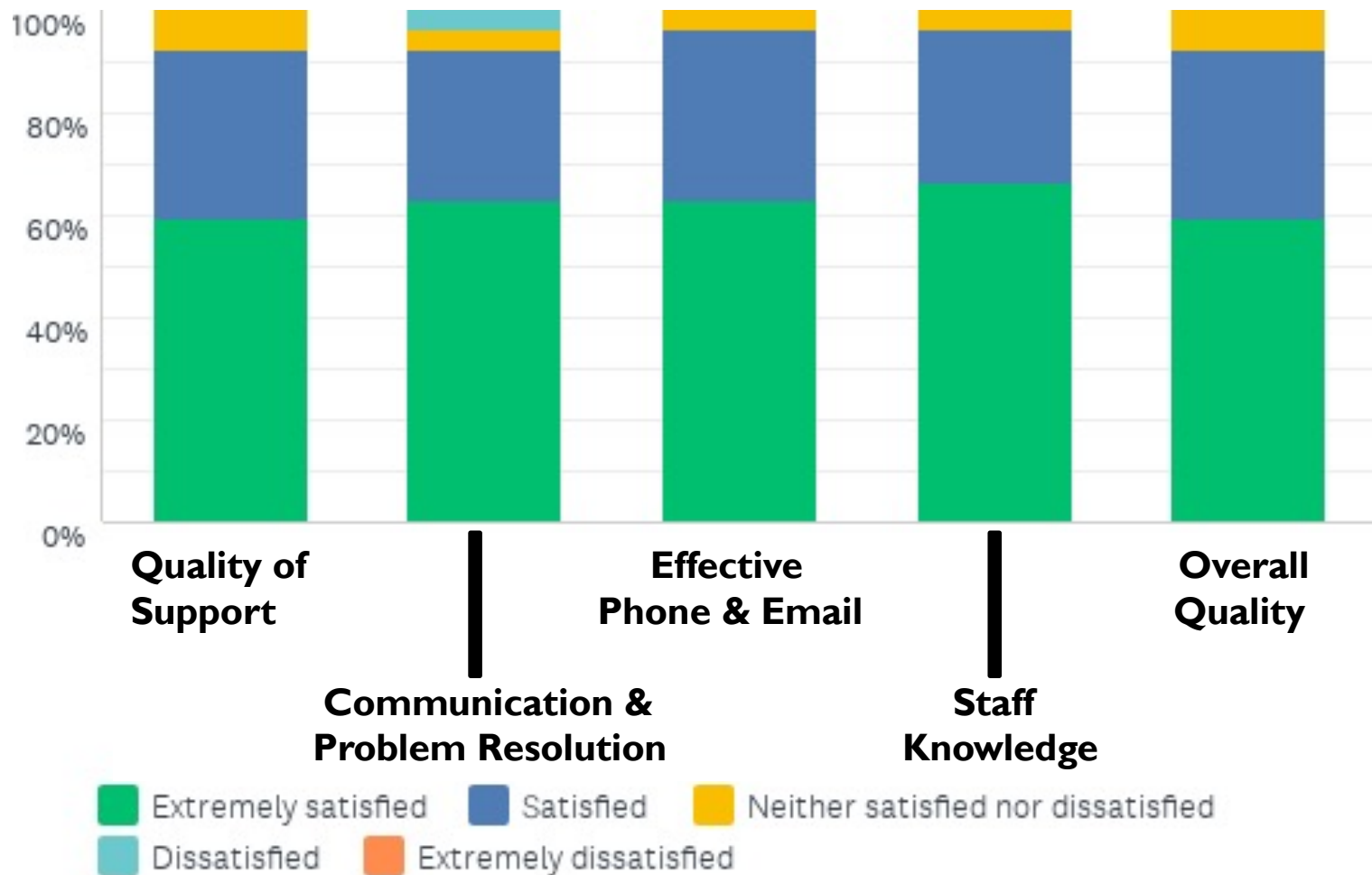
Satisfaction with the contact between your agency and the Bridge Task Force

Plan to participate in the upcoming solicitation

Questions / Comments?