



11 June 2009

*USDOT Update: American Recovery and Reinvestment Act*  
Alexandra P. Fox, David Jones, Roger Garren, and Rosalyn  
Alleman National Transportation Library



# Agenda

- The Recovery Act & NTL's DOT Reference Service
- Infrastructure & Workflow
- Use of Customer Relationship Management (CRM) software
- Questions, Customers & Reporting
- Our Value Proposition





# The Recovery Act (ARRA)

- The American Recovery and Reinvestment Act of 2009 (ARRA)
  - Preserve and create jobs
  - Promote economic recovery
  - Invest in transportation, environmental protection, and other infrastructure that will provide long-term economic benefits
  - Stabilize state and local government budgets and avoid reductions in essential services
  - Ensure that recovery spending is transparent and accountable





# The Recovery Act & DOT

- The Recovery Act provided a total of \$48.1 billion to be administered by DOT
- “Transportation is the public face of the Recovery Act.”
  - Secretary Ray LaHood, in a letter to Governors, April 20, 2009





# The Recovery Act (ARRA) Resources

- Recovery.gov  
<http://www.recovery.gov>  
[http://twitter.com/Recovery\\_dotgov](http://twitter.com/Recovery_dotgov)
- DOT's Recovery website <http://www.dot.gov/recovery>





# Transportation Investment Generating Economic Recovery (TIGER) Team

- Mission
  - Identify and prioritize highway, bridge, transit, rail, aviation and other transportation spending
  - Distribute funds to state and local governments quickly
  - Monitor the distribution of funds
  - Report on standards tracking for financial reporting, measuring performance management, address risk management, and report job creation by program
  - Implement guidance issued by Office of Management & Budget (OMB)





# TIGER Team

- Logistics
  - Composed of 60+ officials from USDOT's operating administrations and offices at HQ
  - Working or stewardship groups created to address functional areas: Financial Assistance Management, Financial Management, IT, Communications, Data Consolidation, Executive Accountability Board, Geographical Information System (GIS) Mapping, Jobs Reporting
  - Weekly meetings to report modal administration and working group challenges, milestones, and deliverables
  - Co-Chairs submit weekly reports to recovery.gov and brief Secretary LaHood on weekly accomplishments



# TIGER Team work in the Context of the NTL/DOT Library Merger

- Staff
- Responsibilities
- Office Space and Equipment





# Contact Points at <http://www.dot.gov/recovery>

- Personal
- Phones
- Email





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**DOT Modal Recovery Websites:**

- [FAA](#)
- [FHWA](#)
- [FRA](#)
- [FTA](#)
- [MARAD](#)
- [OST](#)

**[DOT Recovery-Related Plans and Reports](#)**

**[Interactive Map](#)**



**[Map of DOT Recovery Act Projects - Number of Projects](#)**



**[Map of DOT Recovery Act Projects - Approved Funds](#)**

## DOT Information Related to the American Recovery and Reinvestment Act of 2009 (Recovery Act)

### TIGER Discretionary Grants

The Department published a notice for the new \$1.5 billion TIGER Discretionary Grants program on Monday, May 18, 2009. The notice announces funding availability, project selection criteria, application requirements, and the deadline for submitting applications, which is September 15, 2009. Funds will be awarded competitively to State and local governments who submit applications for capital investments in surface transportation infrastructure, including highway or bridge projects, public transportation projects, passenger and freight rail, or port infrastructure investments. [View more information.](#)

### U.S. DOT Guidance on Recovery Act Certifications

A number of certifications are necessary under the Recovery Act to permit the timely release of funds. [View Department's guidance on these certifications](#), including the section 1201 Maintenance of Effort certification.

### Overview of the American Recovery and Reinvestment Act of 2009

The American Recovery and Reinvestment Act of 2009 (Recovery Act) was signed into law by President Obama on February 17th, 2009. It is an unprecedented effort to jumpstart our economy, create or save millions of jobs, and put a down payment on addressing long-neglected challenges so our country can thrive in the 21st century. The Act is an extraordinary response to a crisis unlike any since the Great Depression, and includes measures to modernize our nation's infrastructure, enhance energy independence, expand educational opportunities, preserve and improve affordable health care, provide tax relief, and protect those in greatest need.

### Implementing the American Recovery and Reinvestment Act of 2009

Transportation is a great enabler of economic growth, the lifeblood of commerce. It moves people to jobs and goods to the marketplace. Without strong transportation arteries, economies stagnate. We will use the transportation funding in the Act to

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**Responsible Officers:**

**Ms. Lana Hurdle**  
**Acting Assistant Secretary for Budget and Programs**  
**Chief Financial Officer**

**Mr. Joel Szabat**  
**Deputy Assistant Secretary for Transportation Policy**

**1200 New Jersey Ave, SE**  
**Washington, DC 20590**

**For additional assistance:**

**E-mail the DOT Recovery and**

[State and other ARRA Funding Certifications](#)

[Final ARRA Legislation](#)

**How to apply:**


- [Grants.gov](#)
- [FBO.gov](#)

will invest in jobs to expand transit capacity and modernize transit systems. We will invest in jobs to allow Amtrak to add and modernize cars and engines and upgrade its tracks. We will invest in jobs to expand airport capacity and make safety improvements. We will invest in jobs to build and rehabilitate and make safer roads, highways, bridges and ports. And we will invest in jobs to launch high-speed rail in America.

### **DOT Plans and Reports**

The Recovery Act and related guidance include several provisions that require DOT to take steps beyond standard practice, including reporting, information collection, budget execution, risk management, and specific action related to award type.

DOT Reporting and Plans will include the following:

- [Major Communications](#)
- [Formula Block Grant Allocation Reports](#)
- [Weekly Updates](#) – starting March 3rd; provides a breakdown of funding, major actions taken to date, and major planned actions
- [Monthly Financial Reports](#) – starting May 8th; provides obligations, expenditures, and other financial data by Treasury Account, vendor, and award number, as well as information on allocations of mandatory and entitlement programs by State, county or other appropriate geographical unit
- [Agency Transaction Data Feeds](#) – starting May 5th; provides all Recovery Act assistance transactions (primarily grants, loans, and loan guarantees)
- [Agency Recovery Plan](#) - [HTML](#) | [PDF](#)  – no later than May 15th; provides both broad recovery goals and the agency's coordinating efforts
- [Recovery Program Plans](#) – no later than May 15th; provides a separate plan for each Recovery Act program named in the legislation

### **Learn More about our Programs**

This information will be posted soon.



[Tiger Team Contact](#)  
**Or call:**  
**202-366-0747**  
**(9AM-5PM Eastern Time, Monday-Friday)**

[Report Fraud, Waste, and Abuse](#)

**Have a procurement or financial assistance question?**

**E-mail the Senior Procurement Executive Helpdesk:**  
[recovery.grantee@dot.gov](mailto:recovery.grantee@dot.gov)



# Answering Questions

- FAQs
- Points of contact



# Customer Relations Management (CRM) Software

- RightNow Technologies
- SAAS (software as a service) or “hosted” product.
- Software product used to manage communications/questions/answers with your customers



# CRM Workflow

- Link from your library's webpage to webform, FAQs, etc.
- Customer asks question through email or webform
- Agent/librarian logs into the software application, opens question, compiles answer/info for customer, then replies.





Updated 04:34 PM EDT, June 10, 2009

Hot Topics

- Livability, Sustainable Growth and Smart Growth Bibliography (PDF | HTML) (NEW)
Climate change (NEW)
New Print Titles for May 2009
Innovative, energy-efficient lighting for New York state roadways : opportunities for incorporating mesopic visibility considerations into roadway lighting practice
Dual mode vehicle and infrastructure alternatives analysis
Configurations of EMS systems : a pilot study
Railroad-highway grade crossing handbook
Development of effective strategies to alleviate traffic congestion for the barrier islands

Spotlights



Agenda for Joint TKNs Annual Meeting on June 18, 2009 available
More info >>
On May 14, the topic of the Transportation Librarians Roundtable was How to make your resources 508 compliant.
Watch the session >>
More info >>
On April 9, the topic of the Transportation Librarians was How to Raise your library profile for free (or cheaply).
More info >>
Spotlights Archive

Search Our Collections

- NTL Integrated Search
HQ Catalog

Search input field and button

Quick Links

- NTL Integrated Search
TRISOnline
Headquarters Catalog
TRT
TLCat
Transportation Search Engines
Special Collections
Electronic Journals (Restricted)
eBook Collection (Restricted)
Electronic Databases (Restricted)

Note: Items marked "Restricted" are for DOT employees only.

Browse by Audience

- General Public
Legal Profession
Librarians
Researchers
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\* Denotes a required field.

### Identification (For reply purposes only; information not shared outside the US DOT)

\* Email Address:

### Question Data (Do not enter any personal contact information here)

\* Subject:

\* Question:

### Additional Information

Mode of Transportation:

### Attach Documents to Question ( 7mb maximum file size )

1

### When You are Done...

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2	<a href="#">Financial Information/Procurement Office Scam</a>
3	<a href="#">Economic Stimulus/Recovery Information</a>
4	<a href="#">Federal Trucking/Motor Carrier Regulations</a>
5	<a href="#">File a Complaint against a Motor Carrier</a>
6	<a href="#">Company Names and DOT Numbers on Commercial Trucks</a>
7	<a href="#">DOT Drug and Alcohol Testing Policy</a>
8	<a href="#">Physical Standards for Truck and Bus Drivers</a>
9	<a href="#">Hazardous Materials Regulations &amp; Contacts</a>
10	<a href="#">Vehicle Safety Standards</a>
11	<a href="#">Possession of Firearms in Commercial Motor Vehicles</a>
12	<a href="#">Monthly Highway Vehicle Miles Traveled Statistics</a>

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- Incidents
- My Inbox (default)**
- Today's Incidents
- Search Knowledge Base
- Contacts

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- 090609-000080
- 090610-000032
- 090529-000041
- 090529-000020
- 090520-000091
- 090520-000086
- 090520-000101
- 090520-000052
- 090520-000039
- 090518-000073

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**090609-000080**

New Save Save and Close Offer Advisor Propose Help

**Subject\*** car seats

**Reference #** 090609-000080

**Status\*** Unresolved

**Mode\*** [No Value]

**Disposition\*** [No Value]

**Contact\***

**Customer Type\*** [No Value]

**Agency**

**Assigned** NTL Margaret Hawes

Messages Contacts **Details** Session (2) Attachments Audit Log

Source Ask A Question Queue NTL SLA Instance [No Value]

**Categories**

Compliment	No	ILL	No	Statistics	No
Economics/Finance	No	Infrastructure	No	Stimulus/Recovery	No
Education/Employment	No	Passenger Travel	No	Technology	No
Energy/Environment	No	Policy/Regulations	No	Traffic	No
Freight	No	Publications/Product	No	Travel Information	No
General/Other	No	Safety/Security	No	Website Comments	No
GIS/Maps	No	State/Local Issue	No		

**Publications**

Admin's Fact Book	No	ERG	No	Online Special Coll.	No
Aerospace Forecasts	No	FAF	No	Pocket Guide	No
Airline Fin. Stats	No	FARS	No	Railroad Fin. Data	No
Airline Fuel Cost...	No	GAATAA	No	Safersys	No
Airline D+D Survey	No	GeoMiler	No	Safestat	No
Airline OnTime Stats	No	GTFS	No	State Transp. Stats	No
Airline Traf. Stats	No	Highway Statistics	No	Traffic Safety Facts	No
Air Trav. Cons. Rpt.	No	HQ Catalog	No	Traffic Vol. Trends	No
ATADS	No	ITS Deployment Stats	No	Transborder Surf. Fr	No
ATPI	No	MC Financial	No	TranStats	No
Border Crossing	No	MUTCD	No	TRIS/NTL Int. Srch.	No

# Pros and Cons

- Keeps cost down
- Provides better service to customer and better control to library; Allows for detailed reporting on your activities, types of customers, and branches/divisions served.
- Can login from work or home securely
- FAQ database
- Smart Assist feature
- Learning curve
- Hidden costs depending on your situation



# Recovery Act Customers and Questions

## Customers:

- Congressional offices
- State and local governments
- Businesses
- Private citizens

## Questions:

- Is my project/organization eligible for ARRA funding?
- What type of funding is available, and from which agency?
- How do we apply for/spend/report on funding?
- Submitting required certifications/reports



# Recovery Act FAQ Library - Introduction

- Stakeholders looking for answers to urgent questions about ARRA funding, many questions not unique
- NTL had knowledgebase set up already in RightNow
- Modal administrations had FAQ's scattered all over
- RightNow Knowledgebase allowed storing and searching all FAQ's at the same site
- NTL required to respond to inquiries within 24 hours, needed streamlined processes



# Creating FAQ's Customers Need

- Created basic FAQ right after ARRA passed, with links to DOT agencies, legislation, states, etc. in response to customer inquiries before TIGER Team initiated program
- Created other FAQ's based on mode-specific Q&A; checked for updates regularly
- Created FAQ's based on answers to our questions by specialists within DOT



## Questions & Answers on American Recovery and Reinvestment Act of 2009 (ARRA) Issues Raised by State DOTs

**Originally issued:** 1/23/09

**Latest Revision:** 5/20/09

The dates of additions or updates to specific Questions and Answers are indicated with the individual questions.

### Planning and Environment

**Question PE-1: What should local agencies be doing to ensure their projects are "ready to go" as part of the American Recovery and Reinvestment Act of 2009 (ARRA)?**

**Answer PE-1:** In order for a surface transportation infrastructure project to advance for Federal funding, it must be included in the relevant metropolitan Transportation Improvement Program (TIP) or Statewide Transportation Improvement Program (STIP). Therefore, we strongly encourage you to reach out to your Metropolitan Planning Organization (MPO) or State Department of Transportation (State DOT) to begin work **as soon as possible** to ensure your projects are included in an approved TIP or STIP, so they are ready and available to advance upon the President signing economic recovery legislation. Please note that transit related projects should be coordinated with the relevant transit operating agency as well as relevant MPOs or State DOTs.

**Question PE-2: Can the State and MPOs do public involvement; demonstrate fiscal constraint; determine conformity and other planning process steps that are needed for various scenarios prior to passage by Congress so MPOs can vote approval literally hours after the President signs the bill?**

**Answer PE-2:** Yes, the State and the MPOs can do the necessary planning work such as model runs; analysis work needed for conformity, if necessary; and public involvement prior to the passage of the recovery bill by Congress. **This work should have already begun. If it has not, it should be started immediately.** These planning activities are eligible for SPR and PL funds. For purposes of fiscal constraint, it is reasonable to assume a doubling of Federal highway dollars based on last year's program size. Once the planning and necessary conformity work has been completed, the MPO policy boards and State DOTs may amend their plans, TIPs and STIPs even before the recovery bill is passed. FHWA, in coordination with FTA, can make any necessary conformity findings on the amended plans and TIPs, and approve the STIP amendment request prior to the bill's passage.





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## Summary of Answers

- 1 [Recovery Act Discretionary \(TIGER\) Grants](#)
- 2 [Economic Stimulus/Recovery Information](#)
- 3 [Recovery Act Airport Project Overruns](#)
- 4 [State DOT Recovery Act Web Sites](#)
- 5 [Recovery Act Pre-Grant Award Certifications \(transit\)](#)
- 6 [Recovery Act Planning and Environment Issues \(highway\)](#)
- 7 [FAA Recipient Reporting under the Recovery Act, Section 1201\(c\)](#)
- 8 [Guidance on Recovery Act Certifications](#)
- 9 [Recovery Act High Speed Rail Issues](#)
- 10 [Recovery Act Funding and Eligibility Guidelines \(highway\)](#)
- 11 [Transit Funding Available for Long-Term Recovery](#)
- 12 [Program Administration of Recovery Act Funds \(transit\)](#)



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Print Answer



Email Answer

## Economic Stimulus/Recovery Information

## Question

Economic Stimulus/Recovery Information

## Answer

You can find general federal information on the American **Recovery** and Reinvestment Act of 2009 (**Recovery Act**) at:

The White House's economic stimulus information web site: <http://www.recovery.gov/>

American **Recovery** & Reinvestment Act (text of H.R.1, Public Law 111-5) [http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=111\\_cong\\_bills&docid=f:h1enr.txt.pdf](http://frwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=111_cong_bills&docid=f:h1enr.txt.pdf)

To find information from the US DOT on the **Recovery Act** or to ask specific questions, please see the following sites:

DOT **Recovery** site: <http://www.dot.gov/recovery/> (includes contact information)

Federal Aviation Administration: <http://www.faa.gov/recovery/>

Federal Highway Administration: <http://www.fhwa.dot.gov/economicrecovery/>

Federal Railroad Administration: <http://www.fra.dot.gov/us/content/2153>

Federal Transit Administration: [http://www.fta.dot.gov/index\\_9118.html](http://www.fta.dot.gov/index_9118.html)

Maritime Administration: [http://www.marad.dot.gov/about\\_us\\_landing\\_page/marad\\_recovery\\_act/recovery.htm](http://www.marad.dot.gov/about_us_landing_page/marad_recovery_act/recovery.htm)

Office of the Inspector General, Notification of Review of Oversight Challenges Associated with Economic Stimulus Funding for Transportation Projects: <http://www.oig.dot.gov/item.jsp?id=2417>

Statement of U.S. Transportation Secretary Ray LaHood On President Obama's Signing of the American **Recovery** and Reinvestment Act: <http://www.dot.gov/affairs/dot2009.htm>

You may also want to view the information available from the National Conference of State Legislatures:

<http://www.ncsl.org/statefed/2009economicstimulus.htm>

(Note: This private-sector site and/or company is not necessarily recommended, maintained, or endorsed by the US DOT or any US Government office. We offer this suggestion strictly as a convenience, should you be interested in exploring their services)

How well did this answer your question?

 100%  75%  50%  25%  0%

Submit Rating



ntl - RightNow CRM

New View Go Preferences Admin Community Help

### Answers

434 - Economic Stimulus/Recovery Information

Summary\* Economic Stimulus/Recovery Information Status\* Public Language\* English (US)

Assigned NTL Margaret Hawes Access Level Everyone

Keywords stimulus,recovery,arra

Answer Type  HTML  URL  File Attachment

Question **Answer** Quick Preview

Normal Times New Roman 16

**Answer Actions**

- Insert Answer Link
- Conditional Section
- Search KnowledgeBase
- Smart Merge

**HTML**

- Hyperlink
- Image
- Horizontal Rule
- Table
- Div
- Field Set
- Button
- Insert Symbol
- Manage Anchors

You can find general federal information on the American Recovery and Reinvestment Act of 2009 (Recovery Act) at:

The White House's economic stimulus information web site: <http://www.recovery.gov/>

American Recovery & Reinvestment Act (text of H.R. 1, Public Law 111-5) [http://fwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=111\\_cong\\_bills&docid=fh1enr.txt.pdf](http://fwebgate.access.gpo.gov/cgi-bin/getdoc.cgi?dbname=111_cong_bills&docid=fh1enr.txt.pdf)

To find information from the US DOT on the Recovery Act or to ask specific questions, please see the following sites:

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Federal Aviation Administration: <http://www.faa.gov/recovery/>

Federal Highway Administration: <http://www.fhwa.dot.gov/economicrecovery/>

Federal Railroad Administration: <http://www.fra.dot.gov/us/content/2153>

Federal Transit Administration: [http://www.fta.dot.gov/index\\_9118.html](http://www.fta.dot.gov/index_9118.html)

Maritime Administration: [http://www.marad.dot.gov/about\\_us\\_landing\\_page/marad\\_recovery\\_act/recovery.htm](http://www.marad.dot.gov/about_us_landing_page/marad_recovery_act/recovery.htm)

Office of the Inspector General, Notification of Review of Oversight Challenges Associated with Economic Stimulus Funding for Transportation Projects: <http://www.oig.dot.gov/item.jsp?id=2417>



# TIGER Team Reporting - Objectives

- Indicates volume of questions we answer and for which DOT agencies (FHWA, FRA, etc.)
- Shows who our customers are (specific government agencies)
- Shows what the hot issues are for a given week (top FAQ's)
- Based on the classifications given to each incident as it is resolved





# Recovery Act Reporting: Daily

- Counts total questions answered in last 24 hours
- Report is run in RNT Analytics module, then data transferred to Excel spreadsheet





# Recovery Act Reporting: Weekly Reports

- Graph showing weekly totals
- Summary of customer types including list of all federal/state/local governments that contacted us
- Summary of top FAQ's on the web site (ranked by usage)
- Top 3 FAQ's for the week (# times used by Reference team to answer questions)
- Number of e-mails vs phone calls
- Summary of subjects and number of questions handled for each administration
- 1-page report e-mailed to all TIGER Team members across the US DOT





# NTL's Value Proposition

- US DOT Reference Service is a “professional solution.”
  - Lana Hurdle, Deputy Assistant Secretary for Budget and Programs/Acting CIO & Co-Chair, TIGER Team
- NTL's support "is one of [the TIGER Team's] unheralded successes. It was up faster than we thought it would be and the team was ready to answer questions earlier than we thought they would be."
  - Joel Szabat, Deputy Assistant Secretary for Transportation Policy & Co-Chair, TIGER Team
- Secretary LaHood mentions NTL's FAQ in a C-SPAN [interview](#) (April 14, 2009)
- NTL's effort is listed in the [100 Day Progress DOT Report](#).





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TO WORK

PROJECT FUNDED BY THE  
**American Recovery**  
and  
**Reinvestment Act**

