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# NATIONAL HIGHWAY INSTITUTE YEAR END REPORT FISCAL YEAR 2010

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## THE NATIONAL HIGHWAY INSTITUTE OF 2010

The National Highway Institute (NHI) was commissioned by Congress in 1970 to develop and deliver high-quality training to the transportation industry. When NHI first opened its doors, only a handful of courses were available. Today, NHI offers more than 300 courses across 15 program areas and develops and delivers training via classroom-based and distance learning methods. As a leader in training for the transportation industry, NHI's course content and training instructors are unmatched by similar technical training organizations. NHI celebrated its 40 Year Anniversary in 2010 and made several significant upgrades. NHI moved its offices to an updated and larger facility in an effort to provide customers with an improved training experience. NHI also upgraded its Web site to make training courses more accessible. The newly redesigned Web site makes it easier for NHI customers to access their training courses and learn more about what the organization has to offer. In addition to these improvements, NHI continued to provide innovative training to the transportation workforce that addresses new information about materials, processes, technology, and practical solutions to problems faced in the field.



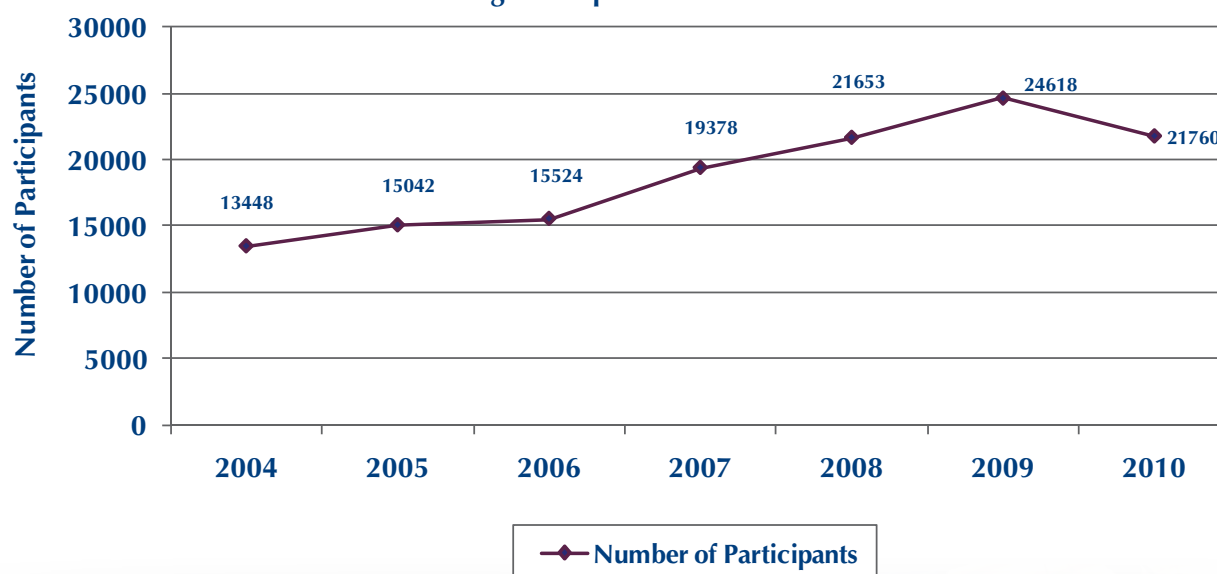
FHWA Administrator Francis C. Turner (left) poses with Emmett H. Karrer, the first Director of the National Highway Institute. (September 20, 1971)

# COURSE DELIVERY PERFORMANCE

## OVERALL PARTICIPATION IN NHI COURSES

In 2010, 21,760 people participated in NHI training courses. The chart below demonstrates participation overall for the last 6 years. As shown, overall participation decreased in 2010 from the highest participation year (2009); however, participation in Web-based training increased dramatically. The increase in Web-based training participation reflects the increased number of new Web-based trainings developed and delivered by NHI in 2010.

**NHI Training Participants: Fiscal Year 2004 to 2010**



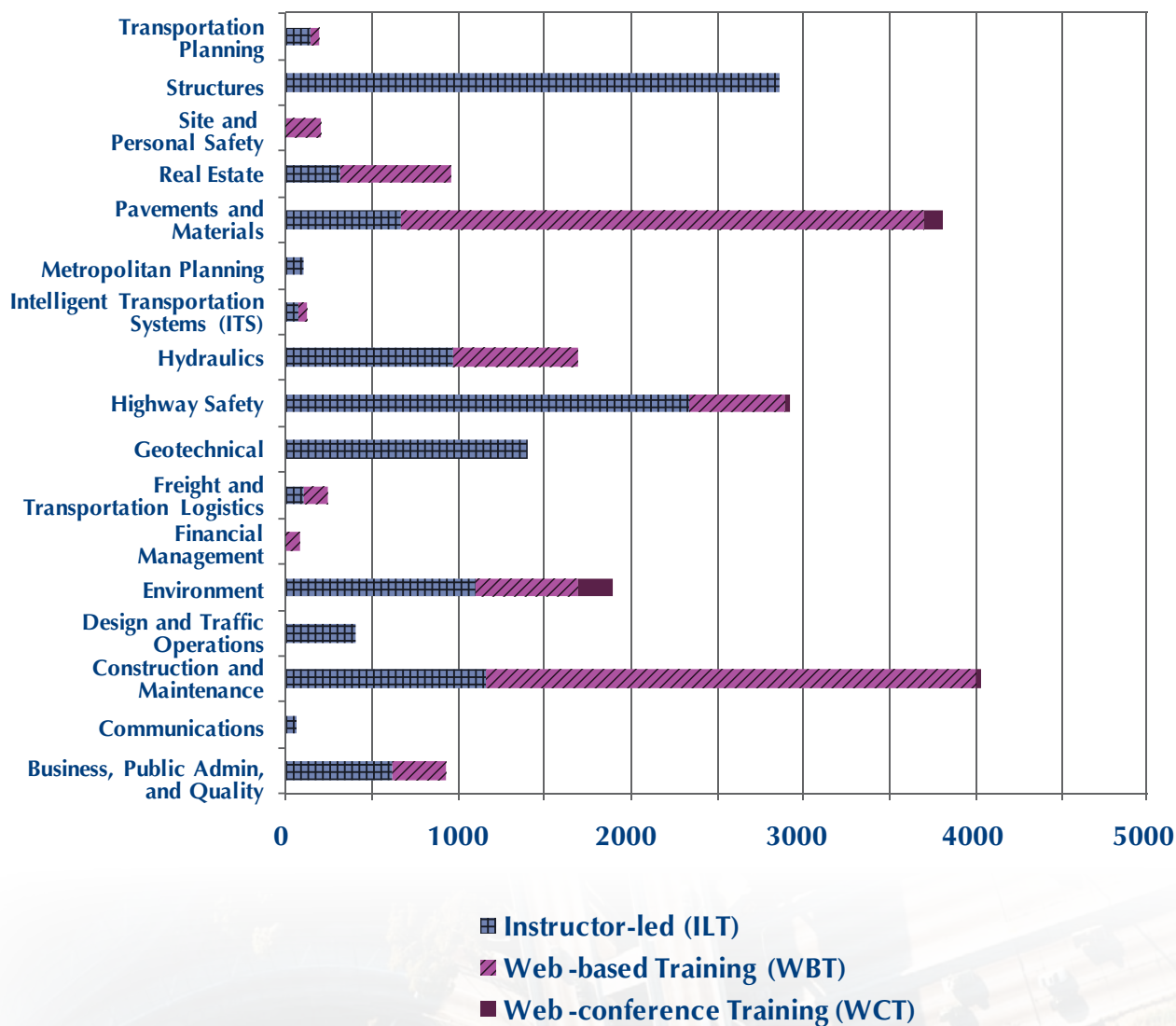
Participation varied across delivery types in 2010:

- 12,334 attended Instructor-led training (ILT).
- 9,207 participated in Web-based training (WBT).
- 372 took Web-conference training (WCT).

Highest participation levels varied across programs:

- The Structures Program Area saw the highest number of ILT participants with 2,859 attendees.
- The Pavements and Materials Program Area had the highest number of WBT participants: 3,023.
- The Environment Program Area had 204 WCT participants, the highest number of participants for that delivery type.

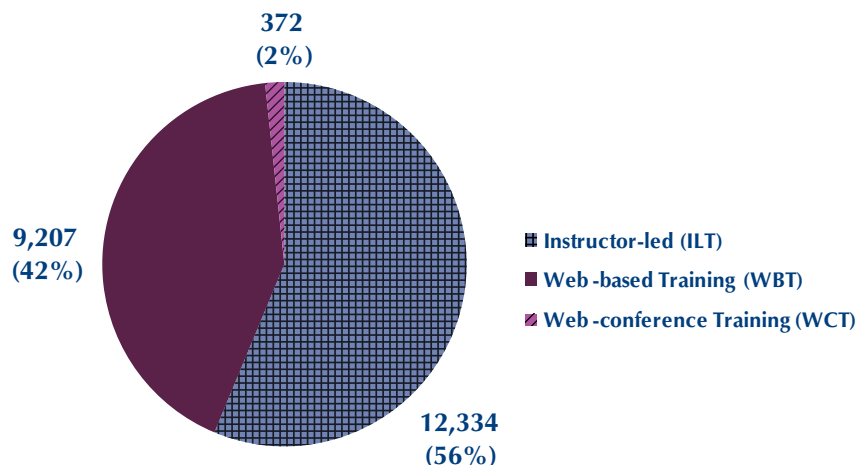
Number of Participants by Delivery Type and Program Area



## WEB-BASED TRAINING (WBT) PARTICIPATION

NHI significantly increased its WBT offerings in 2010 to 85; in 2009, potential participants could choose from 41 WBTs. As a result of the increased number of WBTs, participation in this delivery type has risen from 6,300 in 2009 to 9,207 in 2010.

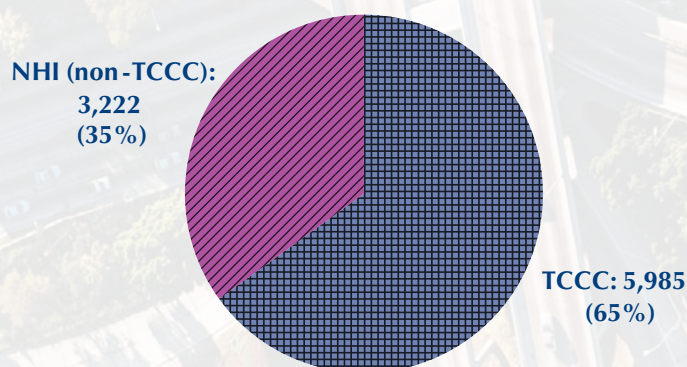
### Total Participants



The majority of new WBTs NHI offered in 2010 were created through a partnership with the Transportation Curriculum Coordination Council (TCCC).

- Of the 85 WBTs created, 65 were developed and delivered through the NHI-TCCC partnership.
- In 2010, there were 5,985 participants in NHI-TCCC WBTs.
- 3,222 people participated in NHI (non-TCCC) WBTs.

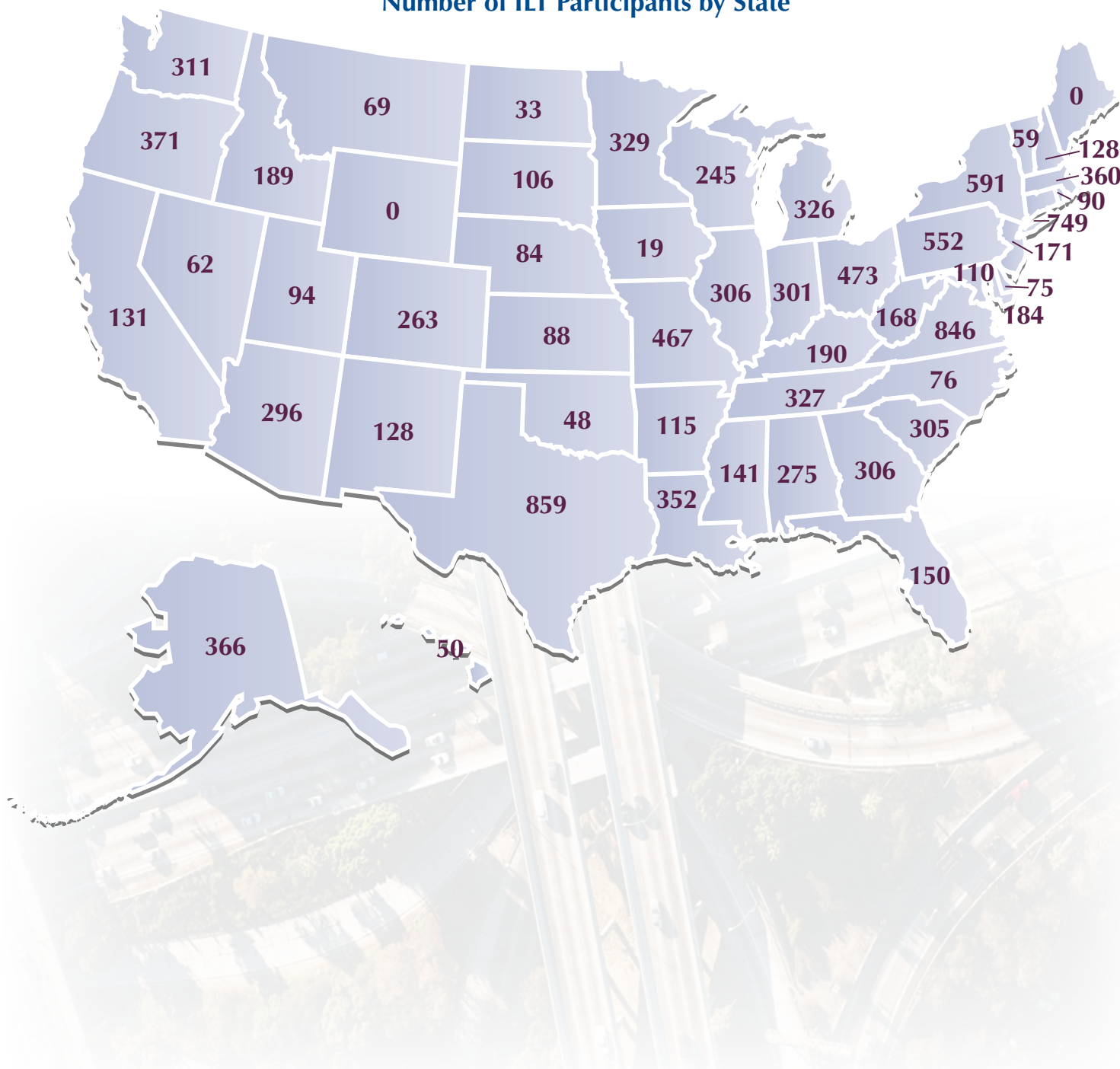
### NHI and TCCC WBT Participants



## INSTRUCTOR-LED TRAINING (ILT) PARTICIPATION

Overall participation in ILTs decreased slightly from 14,089 in 2009 to 12,334 in 2010. The map below lists ILT participation numbers for each State.

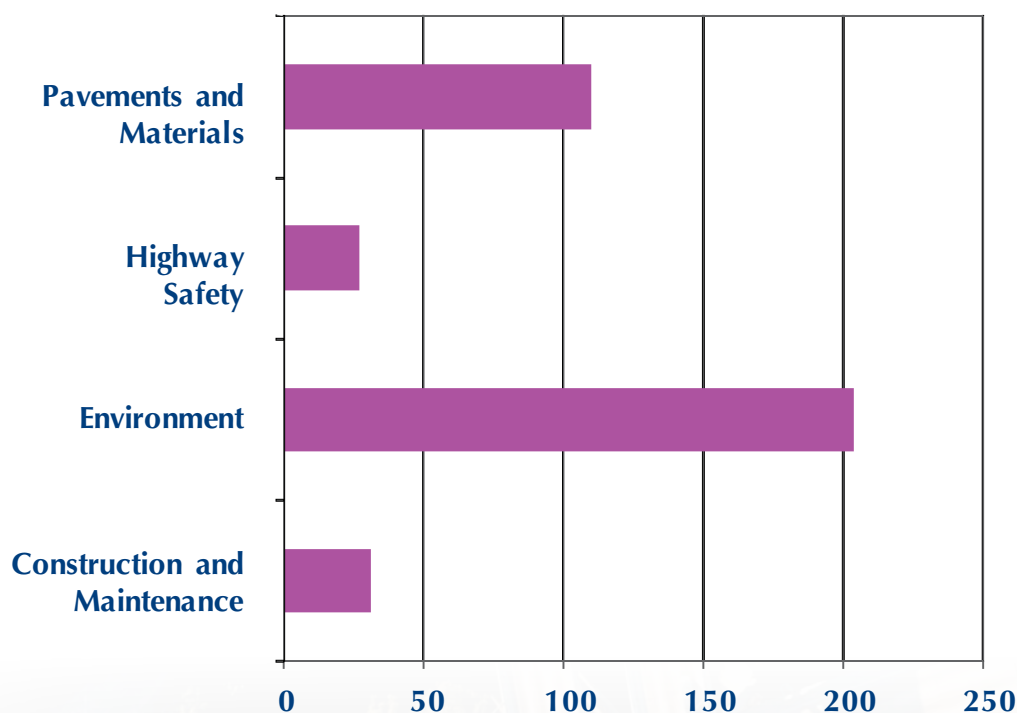
Number of ILT Participants by State



## WEB-CONFERENCE TRAINING (WCT) PARTICIPATION

Web-conference training participation totaled 372 people in 2010, with the highest participation rates in the Environment (204 participants) and Pavements and Materials (110 participants) Program Areas. In 2010, there were four Program Areas that developed and delivered WCTs: Construction and Maintenance, Environment, Highway Safety, and Pavements and Materials.

Number of Participants in WCTs by Program Area



## DELIVERY QUALITY

### 2010 COURSES OF EXCELLENCE

NHI values participant feedback. In fact, each course participant is surveyed about various aspects of the training, including content, delivery, instructors, and materials, at the end of each training session. NHI recognizes the highest rated courses—those that receive an overall score of at least 4.5 out of 5—as Courses of Excellence. There were 48 Courses of Excellence in 2010. The highest rated courses were *Basic Relocation under the Uniform Act* and *Highways in the Coastal Environment*, both received scores of 4.81. (For the complete list, see Appendix A.)



## 2009 INSTRUCTORS OF EXCELLENCE

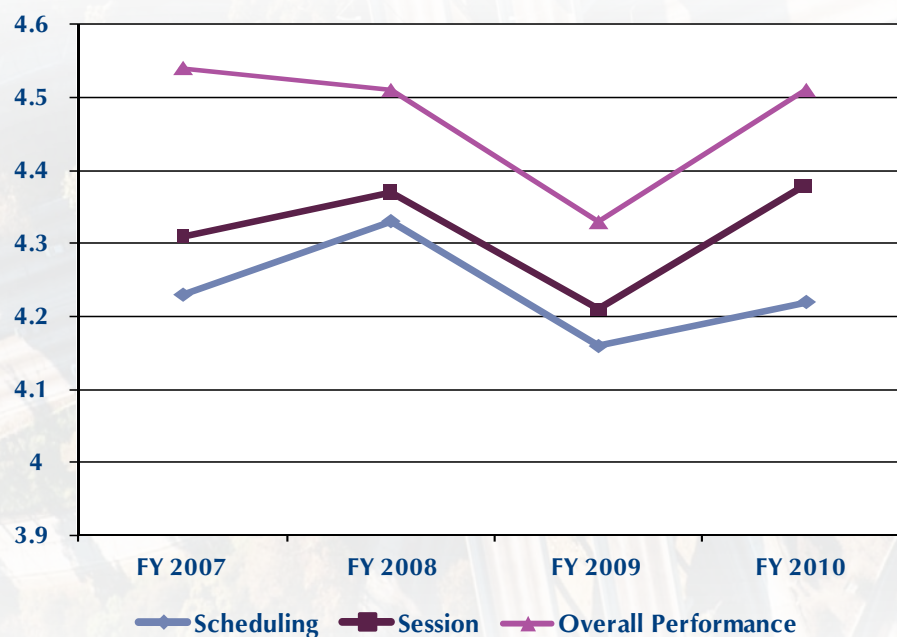
Enlisting expert instructors is critical to delivering the highest quality training. At NHI, instructors from FHWA and its contractors bring real-world experience and deep technical knowledge from the frontlines to train the Nation’s transportation workforce. For the third year running, NHI recognized its top-performing instructors and administrative teams for their ongoing commitment to quality instruction. To earn an award, instructors must consistently achieve participant satisfaction rankings of 4.5 or above (on a 5-point scale), be nominated by an NHI training program manager, attend and pass the NHI Instructor Development course, and achieve or be in the process of achieving NHI certification. In 2009, the number of honorees hit an all-time high, with NHI recognizing 66 individual recipients and 6 administrative teams. (For the complete list, see Appendix B.)

## HOST SATISFACTION RATINGS

NHI also values the feedback from hosts/local coordinators and asks that hosts complete satisfaction surveys, which are evaluated on a 5.0 scale. Since 2009, NHI’s overall host satisfaction ratings have risen for Scheduling, Session Quality, and Overall Performance:

- 4.22 for Scheduling
- 4.38 for Session Quality
- 4.51 for Overall Performance

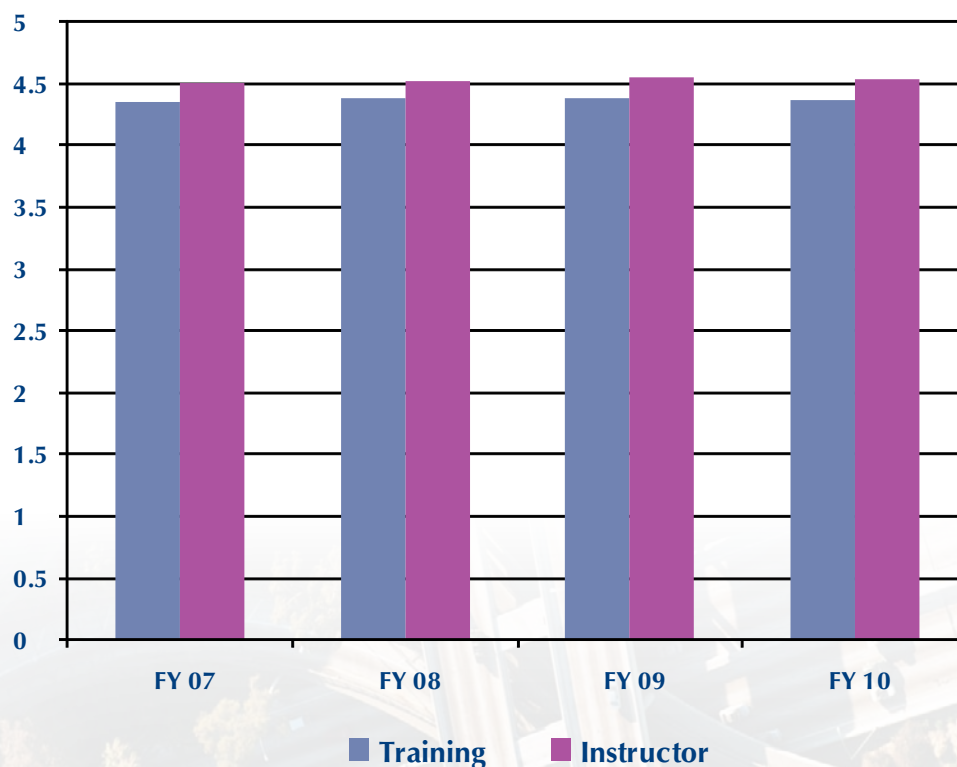
Host Satisfaction Ratings 2007–2010				
	FY 2007	FY 2008	FY 2009	FY 2010
Scheduling	4.23	4.33	4.16	4.22
Session	4.31	4.37	4.21	4.38
Overall Performance	4.54	4.51	4.33	4.51



## PARTICIPANT SATISFACTION RATINGS

NHI course participants are asked to rate training content and instructors after each training session within their course evaluation surveys. The following ratings and chart represent the average score for NHI’s training content and instructors from 2007–2010.

Participant Satisfaction Ratings 2007–2010				
	FY 2007	FY 2008	FY 2009	FY 2010
Training	4.36	4.39	4.39	4.37
Instructor	4.50	4.52	4.55	4.53



## THE “NEW” NHI WEB SITE

With the growing importance of the Web site as a hub for all things NHI, the organization knew that an improved site style and navigation was vital to continuing to deliver high-quality customer service. NHI entered into the redesign process in 2009 and completed the majority of the site redesign by the end of 2010. NHI plans to finish the final phases of the site enhancements over the next few years. The first phase was completed by March 2010 and included the implementation of a new single sign-on feature, “My Training.” The second phase of the process was completed in August 2010 and presented improved sign-on functionality and updates to the home page style and navigation features.

### “MY TRAINING” FEATURE

“My Training” directly launches Web-based and Web-conference trainings on the site, and enables customers to view a list of Web-based and Web-conference trainings they have scheduled and those they have already taken. The new feature also enables customers to:

- View their course history for current and past Web-based and Web-conference trainings.
- Easily obtain personalized certificates for successfully completed Web-based and Web-conference trainings.
- View printable, unofficial transcripts for Web-based and Web-conference trainings.
- Request an official transcript from the NHI Registrar.
- View and download electronic materials ordered from the NHI Store.



40  
NHI  
NATIONAL HIGHWAY INSTITUTE  
40 Years of Training Excellence

Improving the Performance of the Transportation Industry Through Training

Logout | My Training | My Profile | Checkout ✓

Home | Contact Us | Help

Hello Mallory, you are logged in.

More Information ⓘ

Register For a Course

Host a Course

Order Materials

About Us

Search for a Course

Enter keywords

more search options

Connect with us

eSubscribe  
Receive regular email updates

Tell Me More ⓘ

### Welcome to My Training

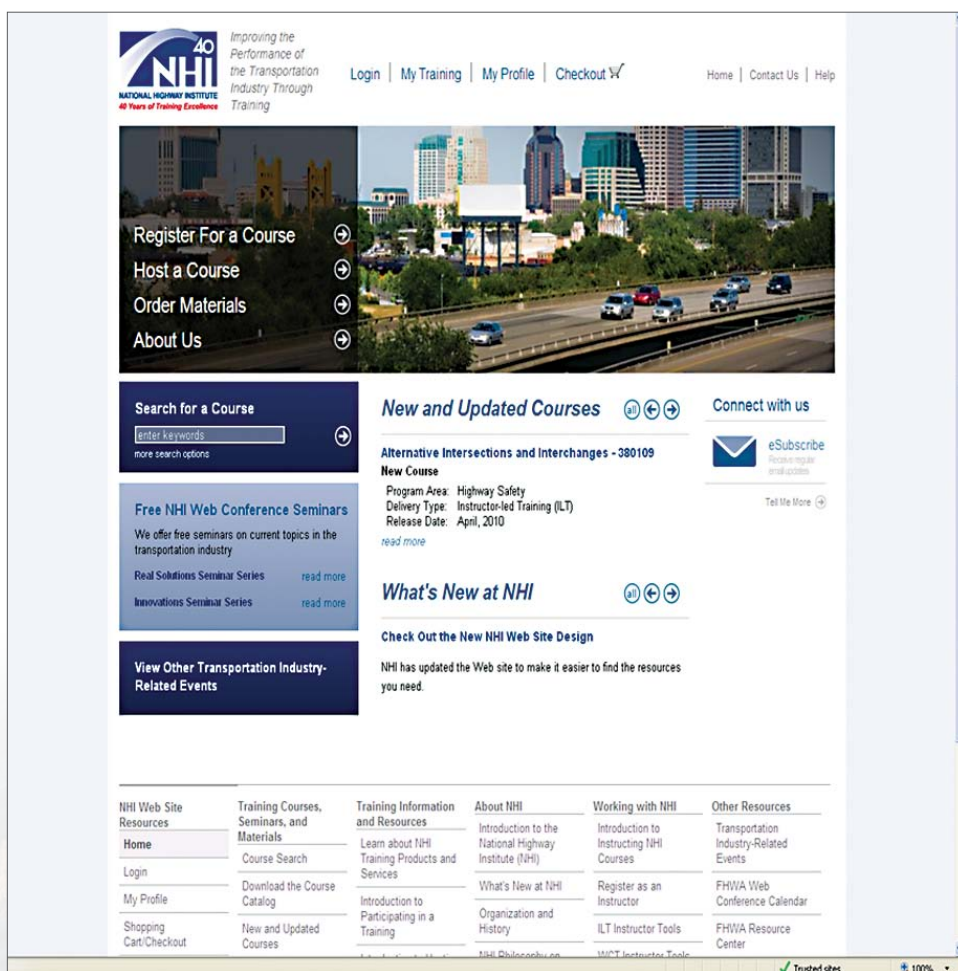
My Courses | Unofficial Transcript | Official Transcript | My Downloads | My Training Help

	Course Title	Course Number	Type	Start Date	Progress	Launch	Certificate
Show Additional Information	AASHTO Roadside Design Guide - WEB-BASED	380079	WBT	4/7/2010	Completed	Launch	View Download
Show Additional Information	Highway Performance Monitoring System: An Introduction - WEB-BASED	151045	WBT	4/27/2010	In Progress	Launch	
Show Additional Information	Introducing Highway Federal-Aid - WEB-BASED Standard Version	310115	WBT	3/25/2010	In Progress	Launch	
Show Additional Information	Introduction to Value Engineering - WEB-BASED	134005A	WBT	8/31/2010	Completed	Launch	View Download
Show Additional Information	Pavement Preservation Treatment Construction - WEB-BASED	131110	WBT	5/10/2010	In Progress	Launch	
Show Additional Information	Pavement Preservation Treatment Series: Chip Seals - WEB-BASED	131110E	WBT	3/25/2010	In Progress	Launch	
Show Additional Information	Pavement Preservation Treatment Series: Crack Sealing & Filling, and Joint Sealing - WEB-BASED	131110C	WBT	4/7/2010	In Progress	Launch	

Trusted sites 100%

## STYLE AND NAVIGATION REDESIGN

During the second phase of updates, NHI launched the home page and navigation redesign. The improved style and navigation features enhance the user experience, as well as increase Web site capabilities—making login, scheduling, searching, and completing NHI trainings easier for all users. The updates included changes to home page fonts, colors, and images; a new left-side navigation bar and site map at the bottom of each page; navigation options in the center-right of the home page; and a course search box on each page, which enables site users to find courses on any page at any time.



By the end of 2011, site users can expect to see updates such as Really Simple Syndication (RSS) feeds that enable customers to set preferences to receive e-mail updates on specific NHI subject areas, print and share features, and improvements to the NHI Store to make downloading electronic documents faster and easier.

## PARTNERSHIPS

In an effort to continue to provide innovative training, NHI reaches out to its counterparts in the transportation industry and forges partnerships to develop and deliver courses. NHI's partners include:

- American Society of Civil Engineers' Geo-Institute (ASCE's G-I)
- Deep Foundations Institute (DFI)
- Federal Highway Administration's Resource Center (FHWA's RC)
- Local Technical Assistance Program (LTAP) and Tribal Technical Assistance Program (TTAP)
- National Transportation Training Directors (NTTD)
- Transportation Curriculum Coordination Council (TCCC)

In 2010, NHI formed two new partnerships with DFI and ASCE's G-I to assist in the delivery of Geotechnical training. NHI, DFI, and ASCE's G-I developed official Memorandums of Understanding stating the organizations' common goals:

- To advance the common mission of FHWA, DFI, and ASCE's G-I to provide more training and education for practicing engineers, technicians, contractors, and other geo-professionals.
- To establish a framework for coordinated delivery of NHI geotechnical engineering training through DFI and ASCE's G-I.
- To promote a coordinated effort to build the professional capacity of practitioners designing, constructing, and inspecting foundations and geotechnical features for roadways, bridges, and other transportation structures.



Amy Lucero, director of FHWA's Office of Technical Services, and John Casazza, ASCE managing director for continuing education, at the ASCE-NHI partnership agreement signing ceremony.

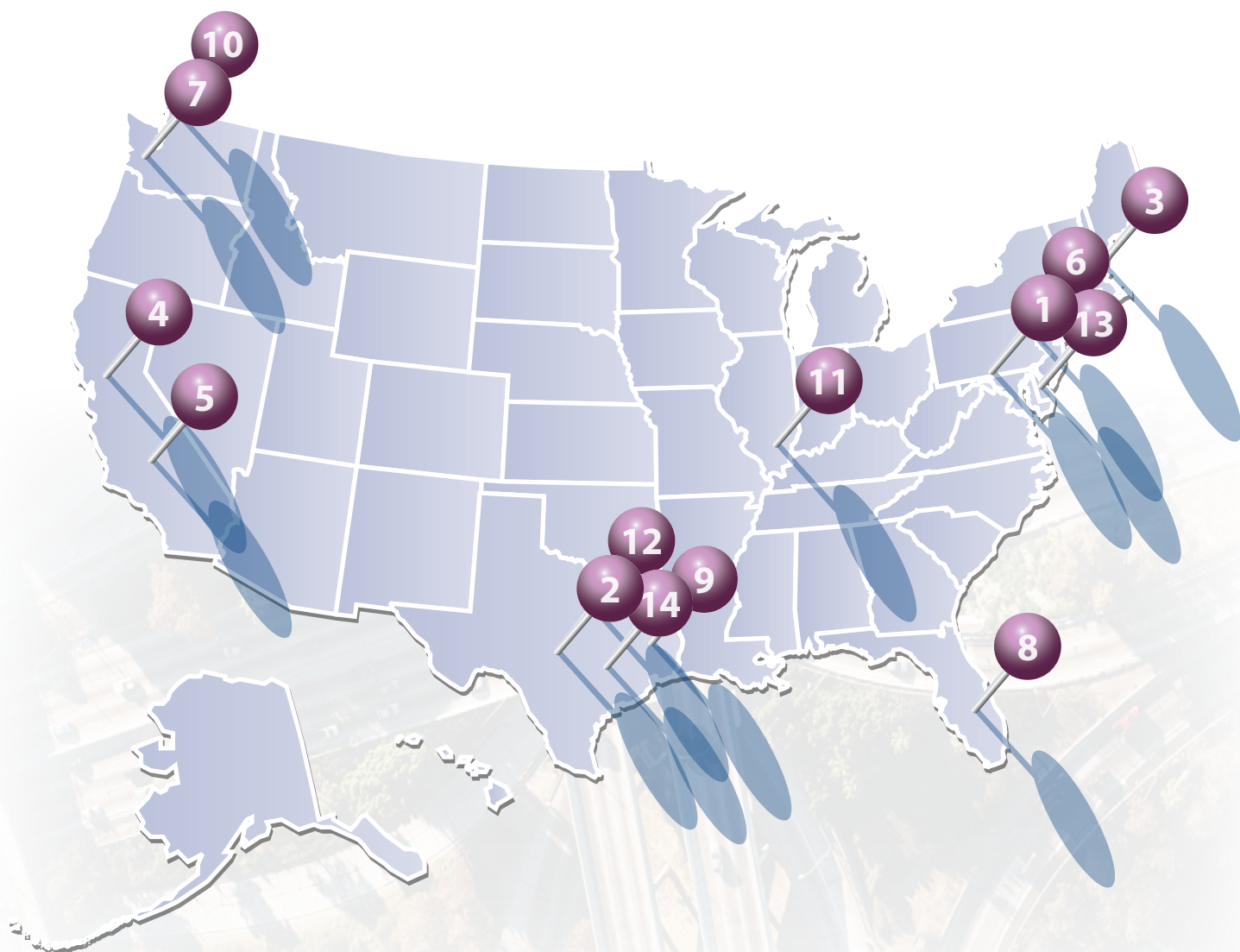


NHI Director of Training Rick Barnaby (front left) and DFI President Rudolph P. Frizzi (seated, right) sign a partnership agreement. (From back left) NHI Training Program Manager Louisa Ward, FHWA Senior Bridge Engineer Silas Nichols, and DFI Executive Director Theresa Rappaport also participated in the signing ceremony.

## NHI AT TRANSPORTATION CONFERENCES

In 2010, NHI attended and/or exhibited at 14 conferences across the United States:

- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. <i>American Council of Engineering Companies</i>, Washington, DC</li> <li>2. <i>American Public Transportation Association</i>, San Antonio, TX</li> <li>3. <i>American Public Works Association</i>, Boston, MA</li> <li>4. <i>ASCE Scour</i>, San Francisco, CA</li> <li>5. <i>Deep Foundations Institute</i>, Hollywood, CA</li> <li>6. <i>DOT Trans-Expo</i>, Washington, DC</li> <li>7. <i>Earth Retention 2010</i>, Bellevue, WA</li> </ol> | <ol style="list-style-type: none"> <li>8. <i>GeoFlorida</i>, West Palm Beach, FL</li> <li>9. <i>Intelligent Transportation Services</i>, Houston, TX</li> <li>10. <i>Institute of Transportation Engineers</i>, Vancouver, CA</li> <li>11. <i>M-TRAC Conference</i>, St. Louis, MO</li> <li>12. <i>NTTD Annual Conference</i>, Austin, TX</li> <li>13. <i>Transportation Research Board</i>, Washington, DC</li> <li>14. <i>TRB International Bridge Conference</i>, San Antonio, TX</li> </ol> |
|---|---|



# APPENDIX A

## 2010 COURSES OF EXCELLENCE

### Highest Rated ILTs

Course	# Trainees	Course Title	Training Type	Average
141029	429	Basic Relocation under the Uniform Act	Instructor Led	4.81
135082	101	Highways in the Coastal Environment	Instructor Led	4.81
132078	423	Micropile Design and Construction	Instructor Led	4.8
420018A	140	Instructor Development Course (4.5-Day)	Instructor Led	4.79
134065	196	Risk Management	Instructor Led	4.75
133099	112	Managing Travel for Planned Special Events (2-Day)	Instructor Led	4.72
310109	607	Federal-Aid 101 (FHWA Employee Session)	Instructor Led	4.72
135041A	479	HEC-RAS, River Analysis System (3.5-Day)	Instructor Led	4.71
130053A	30	Bridge Inspection Refresher Training	Instructor Led	4.7
380069	438	Road Safety Audits/Assessments	Instructor Led	4.7
135046	806	Stream Stability and Scour at Highway Bridges	Instructor Led	4.69
380085	67	Guardrail Installation Training	Instructor Led	4.68
142051	274	Highway Traffic Noise	Instructor Led	4.68
135048	515	Countermeasure Design for Bridge Scour and Stream Instability (2.5-Day)	Instructor Led	4.67
380109	57	Alternative Intersections and Interchanges	Instructor Led	4.64
380060	1036	Work Zone Traffic Control for Maintenance Operations (Short Term)	Instructor Led	4.64
142054	777	Design and Implementation of Erosion and Sediment Control	Instructor Led	4.64
141030	445	Advanced Relocation under the Uniform Act	Instructor Led	4.64
131103A	236	Pavement Preservation: Design and Construction of Quality Preventive Maintenance Treatments	Instructor Led	4.62
134037A	899	Managing Highway Contract Claims: Analysis and Avoidance	Instructor Led	4.62
380032A	1374	Roadside Safety Design (3-Day)	Instructor Led	4.62
132070	804	Drilled Shaft Foundation Inspection	Instructor Led	4.61
380003A	687	Design and Operation of Work Zone Traffic Control (3-Day)	Instructor Led	4.6
132040	260	Geotechnical Aspects of Pavements	Instructor Led	4.6
142049	343	Beyond Compliance: Historic Preservation in Transportation Project Development	Instructor Led	4.59

## 2010 COURSES OF EXCELLENCE CONTINUED

Course	# Trainees	Course Title	Training Type	Average
380003	258	Design and Operation of Work Zone Traffic Control (1-Day)	Instructor Led	4.59
380073	644	Fundamentals of Planning, Design and Approval of Interchange Improvements to the Interstate System	Instructor Led	4.59
142048	109	Managing Road Impacts on Stream Ecosystems: An Interdisciplinary Approach	Instructor Led	4.59
133078	656	Access Management, Location and Design	Instructor Led	4.58
310110	814	Federal-Aid Highways–101 (State Version)	Instructor Led	4.58
132035	125	Rock Slopes	Instructor Led	4.58
131032	914	Hot-Mix Asphalt Construction	Instructor Led	4.57
135067	674	Practical Highway Hydrology	Instructor Led	4.57
134088	63	Asset Management for Local Agencies	Instructor Led	4.57
142036	538	Public Involvement in the Transportation Decisionmaking Process	Instructor Led	4.55
135041	238	HEC-RAS, River Analysis System (3-Day)	Instructor Led	4.55
135065	793	Introduction to Highway Hydraulics	Instructor Led	4.54
141044	520	Appraisal Review for Federal-Aid Highway Programs	Instructor Led	4.54
139003	125	Advanced Freight Planning	Instructor Led	4.54
151043	479	Transportation and Land Use	Instructor Led	4.54
130092	294	Fundamentals of LRFR and Applications of LRFR for Bridge Superstructures	Instructor Led	4.53
132043	300	Construction of Mechanically Stabilized Earth Walls and Reinforced Soil Slopes	Instructor Led	4.52
142045	481	Pedestrian Facility Design	Instructor Led	4.51
142046	368	Bicycle Facility Design	Instructor Led	4.51
130092A	106	Load and Resistance Factor Rating for Highway Bridges	Instructor Led	4.51
380075	585	New Approaches to Highway Safety Analysis	Instructor Led	4.51
132014	447	Drilled Shafts	Instructor Led	4.51
130081D	704	LRFD for Highway Bridge Superstructures–Steel and Concrete (4.5-Day)	Instructor Led	4.51



## APPENDIX B

### INSTRUCTORS OF EXCELLENCE AND TEAM ADMINISTRATIVE AWARDS

2009 Instructors of Excellence		
Instructor	Company	
Dean Testa	Applied Pavement Technology	
Kathryn Zimmerman		
Andrew Fickett	Ayers Associates, Inc.	
John Hunt		
Peter Lagasse		
Johnny Morris		
Jerry Richardson		
James Ruff		
James Schall		
Jonathan Bartsch		CDR Associates
Louise Smart		
James Collin	Collin Group, LTD	
Terence Browne	Collins Engineers	
Kenneth Craig Allred	FHWA	
Angel Correa		
Mark Doctor		
Michael Duman		
Frank Julian		
Owen Lindauer		
Keith Moore		
Larry O'Donnell		
Fred Ranck		
Jeff Shaw		
Douglas Townes		
Christopher Webster		
Stuart Stein		GKY
Christopher Huffman		Huffman Corridor Consulting Inc.
Joseph McKool	Infrastructure Engineering, Inc.	
David Reser		
Jeffery Rowe	ITERIS	
Richard Denney		
Tamim Atayee	Kilgore Consulting and Management	
Roger Kilgore		
Bert Cossaboon	McCormick Taylor	
Stephen Nieman		

2009 Instructors of Excellence	
Instructor	Company
Darrell Burnett	Metric Engineering
Milo Cress	Michael J. Baker, Inc.
William Gedris	
George Gorrill, Jr.	
Ronald Ladyka	
J. Eric Mann	
Thomas Ryan	
John Wackerly	O.R. Colan
Elissa (Lisa) Barnes	
Robert Merryman	Parsons Brinckerhoff
Ted Pluta	
Dan Brown	Pavement Solutions
Susan Killen	
Steve Plano	PerformTech
Dennis Jackson	
William Fitzgerald	
Le'Angela Ingram	
Dane Ismart	
Charles O'Connell	
Carlene Reid	
Nancy Rosenshine	Ryan R. Berg, Associates
Dee Spann	
Patrick Hannigan	Sprinkle Consulting Co.
Bruce Landis	
Theodore Petritsch	The Keystone Center
Mike Hughes	
Brian Furniss	Trauner Consulting Services, Inc.
Scott Lowe	
Mark Nagata	H. C. Phoenix Group/Trauner Consulting Services, Inc.
Bruce Falk	
Gary Thomas	TTI
Paula Dowell	Wilbur Smith Associates

## INSTRUCTORS OF EXCELLENCE AND TEAM ADMINISTRATIVE AWARDS CONTINUED

2009 Team Administrative Awards	
Instructor	Company
Kathryn Zimmerman	Applied Pavement Technologies
Dean Testa	
David Grachen	FHWA
Deborah Suci-Smith	
Joseph McKool	Infrastructure Engineering, Inc.
Sean Patrick	
Rick Donnelly	Parsons Brinckerhoff
Andrew Stryker	
Le'Angela Ingram	PerformTech
Nancy Rosenshine	
Mark Nagata	Trauner Consulting Services, Inc.



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