

Bridge Management AASHTOWare Overview



2020 BrMUG Virtual Meeting

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Bridge Management Licensees (FY20)

License Type	Number of Licenses
BrM Super Site	45
BrM Local/Small Agency	2
BrM Developer	4
BrM Educational	4

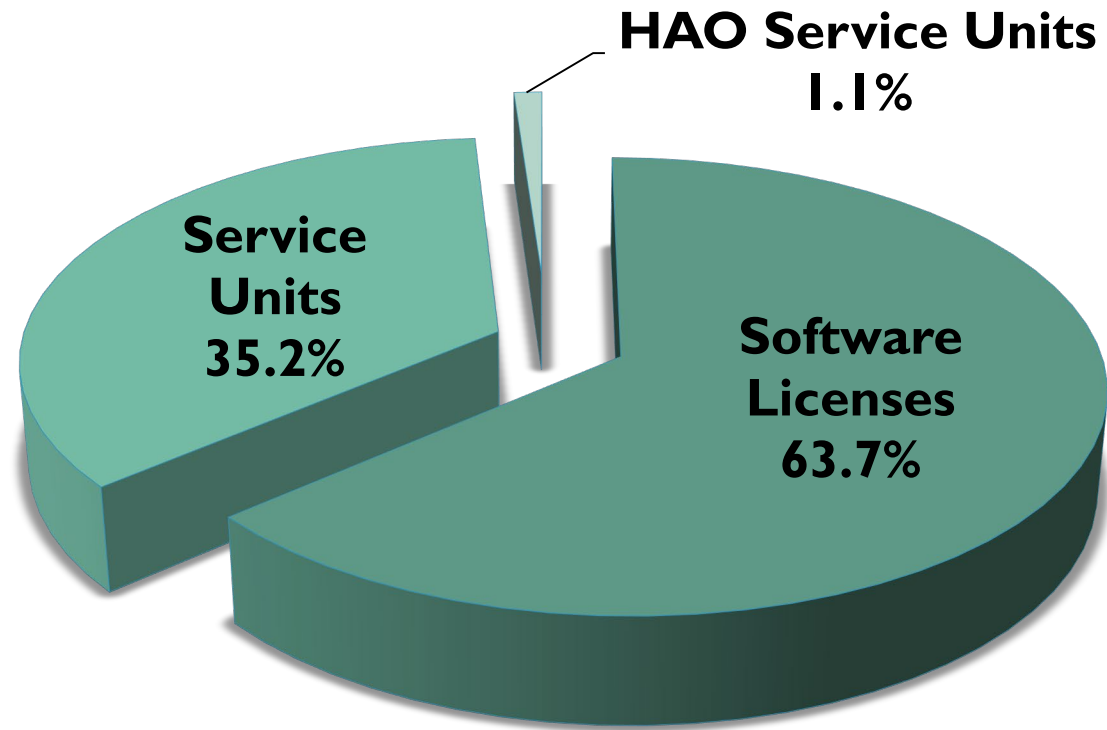
New Member Agency Licensing in FY21

- Montana Department of Transportation

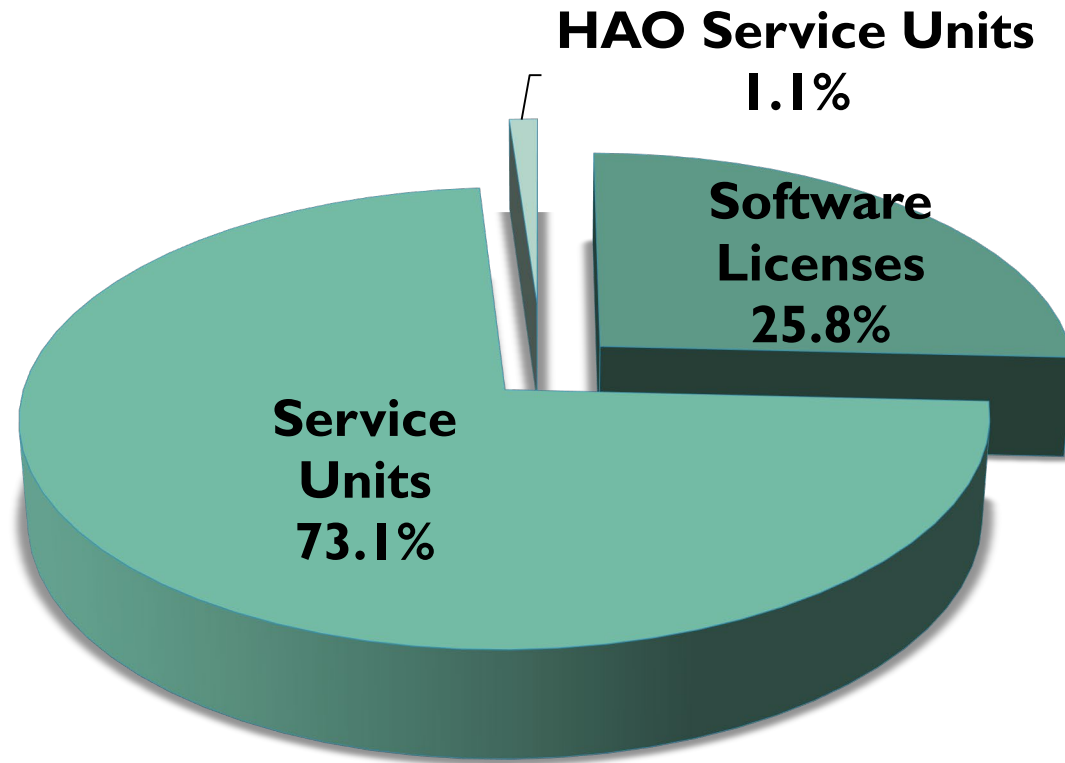
New Member Agency Considering BrM

- Nova Scotia Department of Transportation

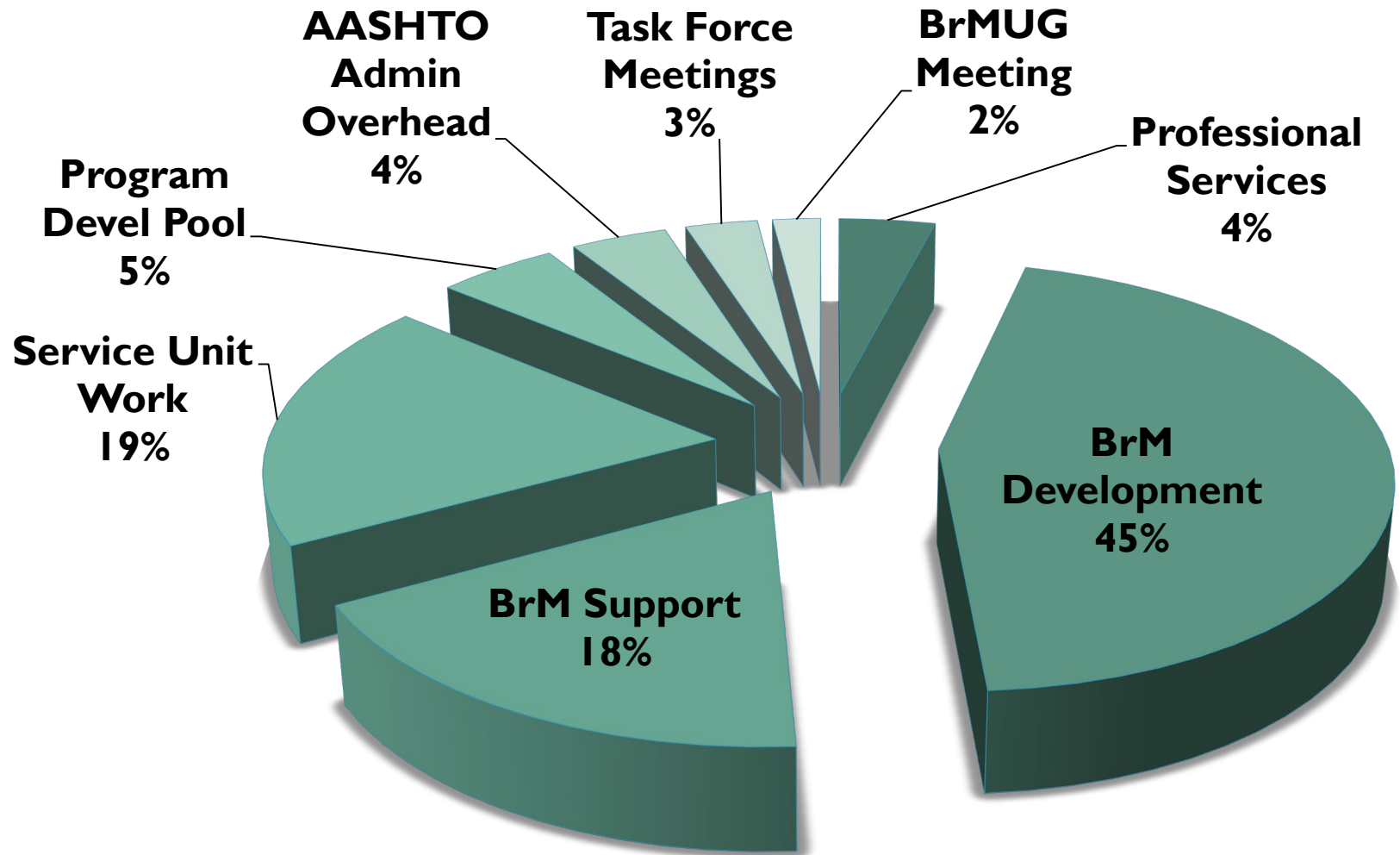
FY2019 Revenue



FY2020 Revenue

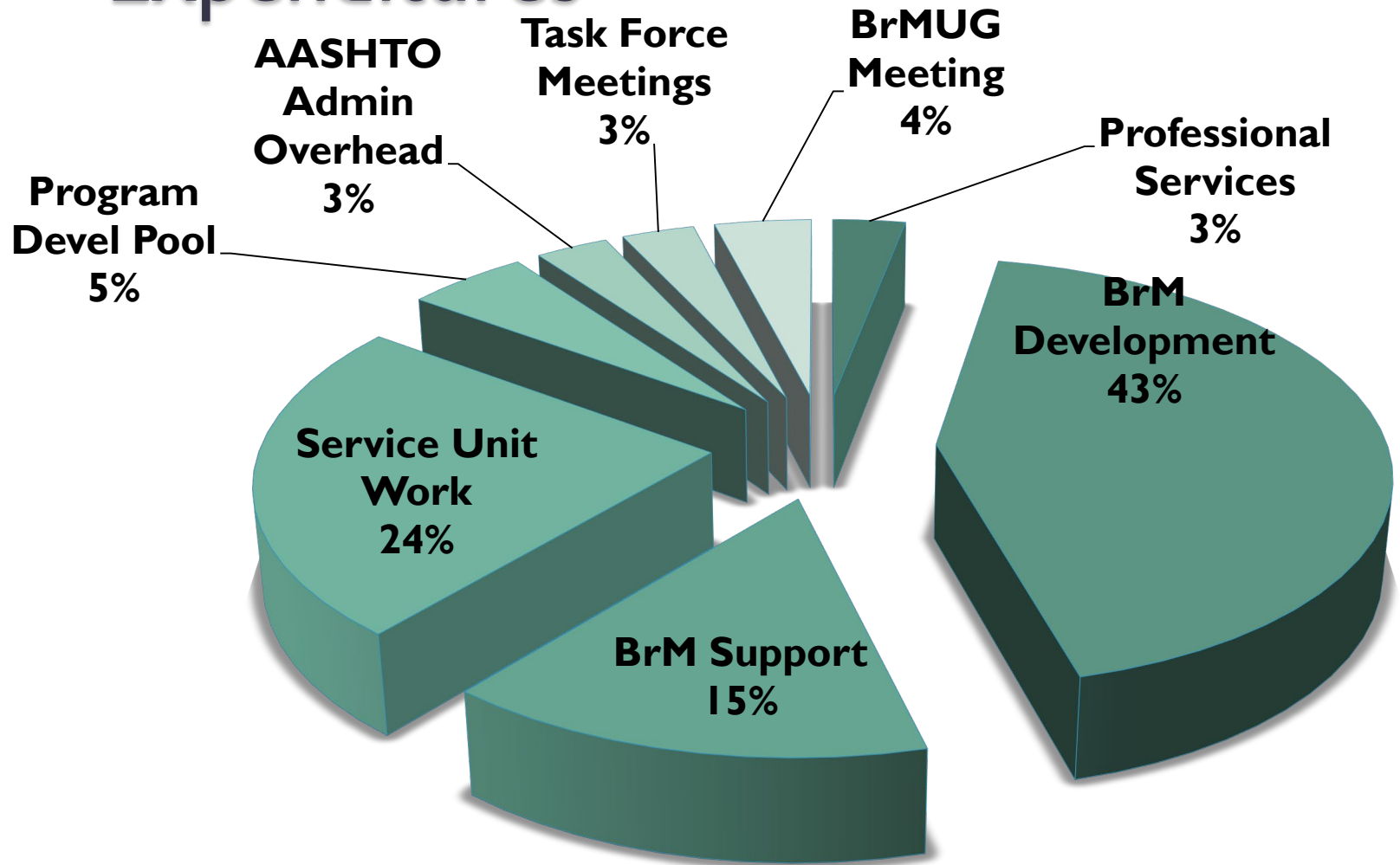


FY2019 Expenditures

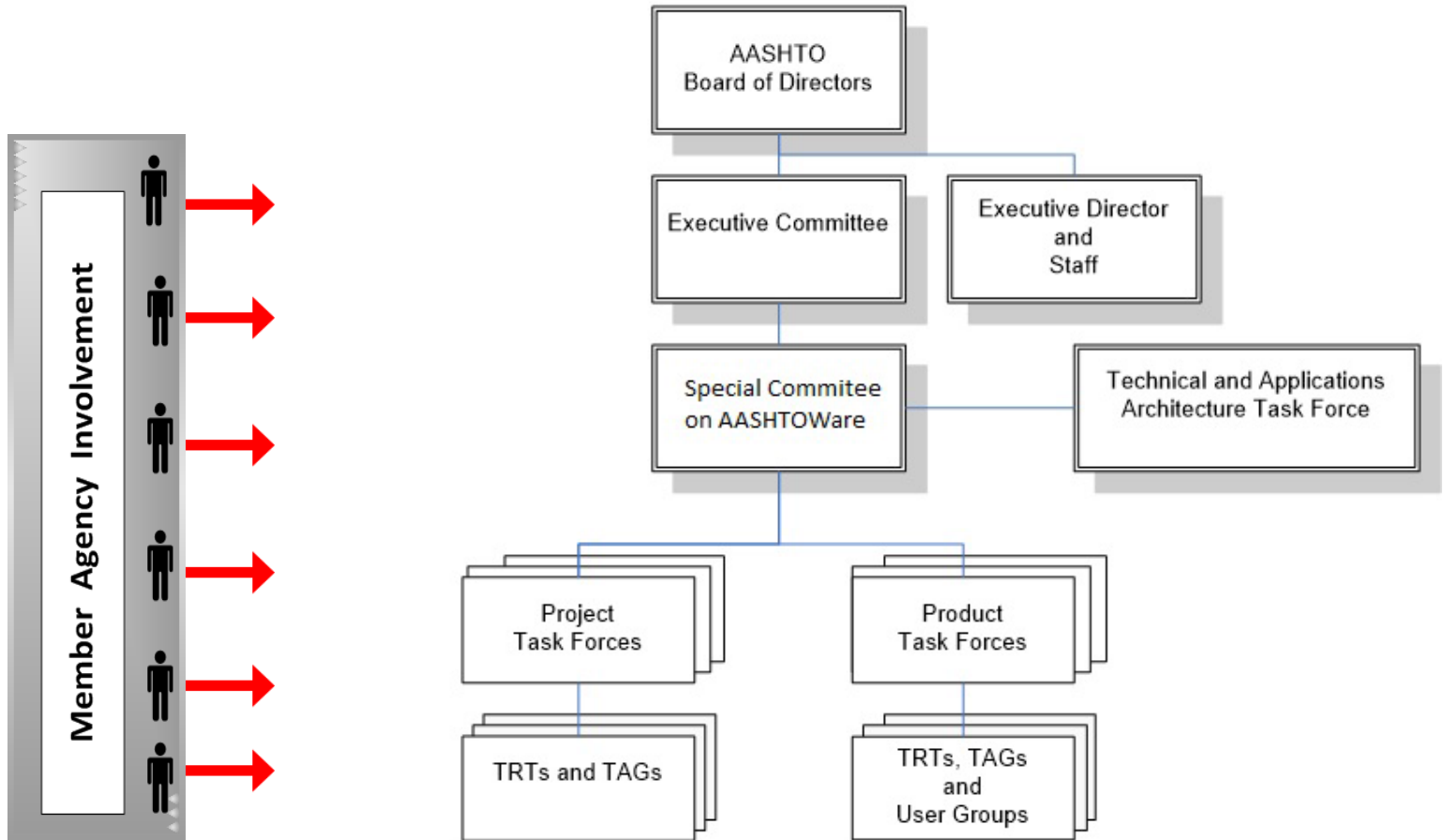


FY2020

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



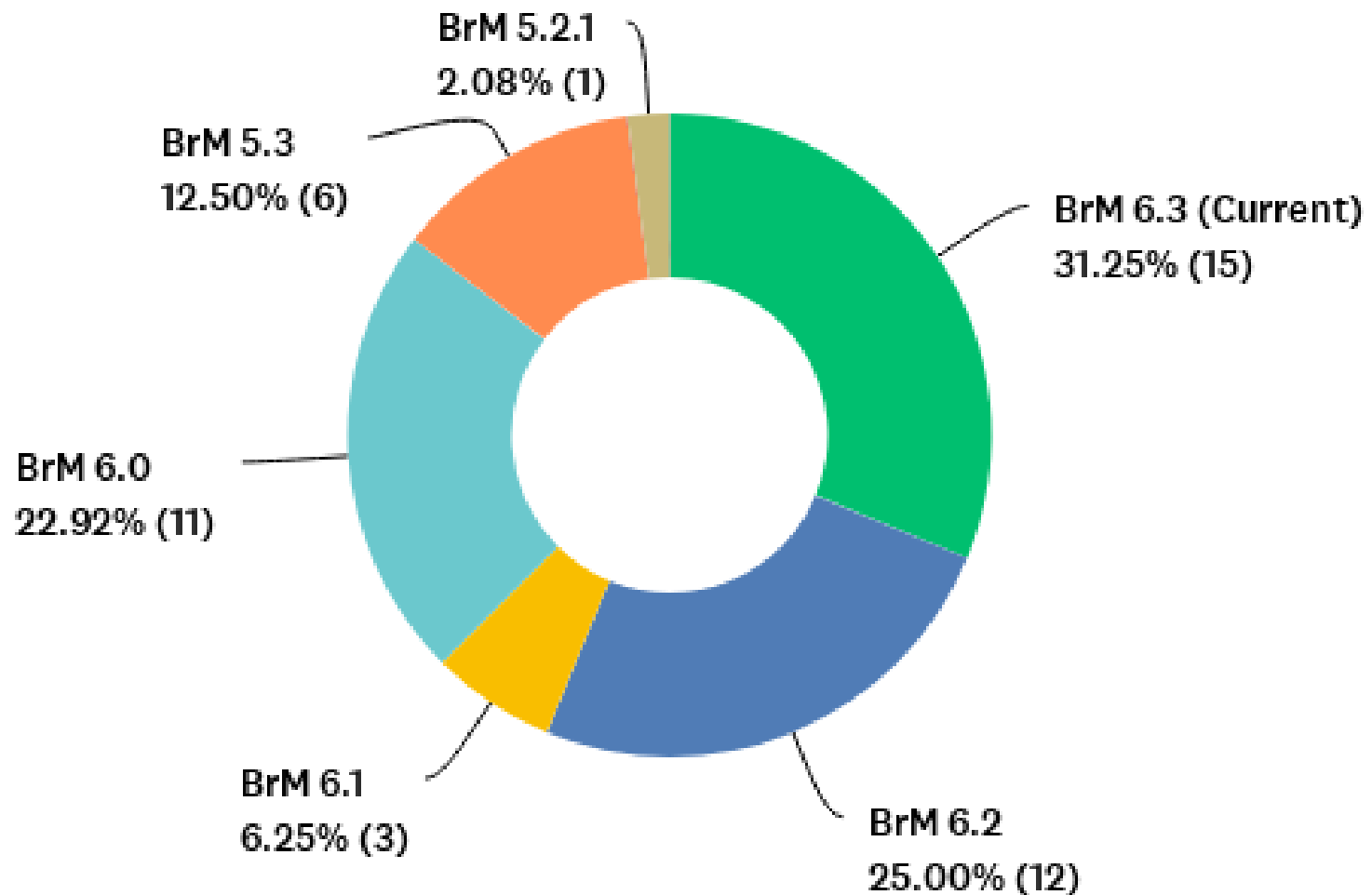
2020 Bridge Management Customer Satisfaction Survey Results

Conducted July 21 – August 25, 2020

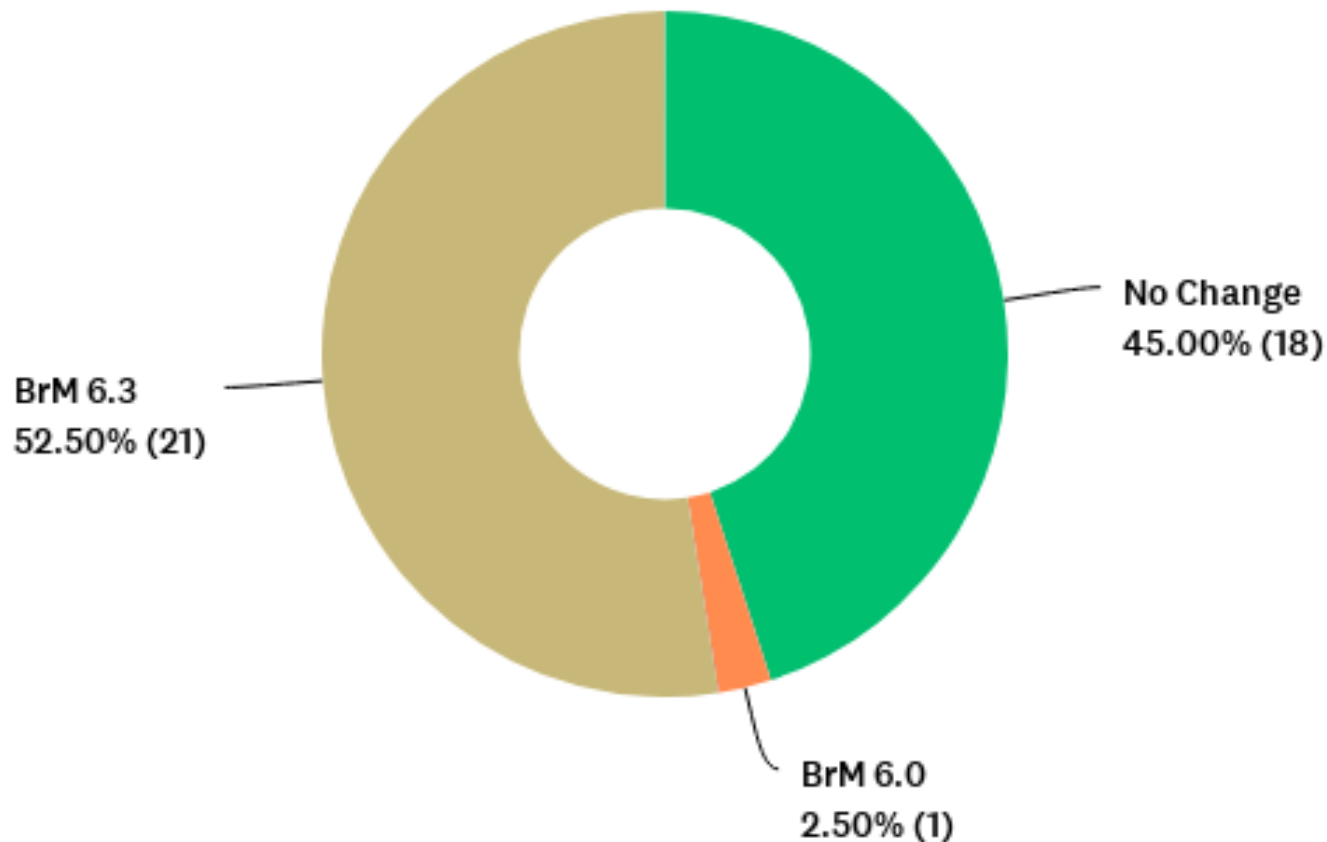
Survey Participation

- Member Agency End User Designees were surveyed
 - capture member agency software environment / configuration information
 - 27 Member Agencies responded
 - 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

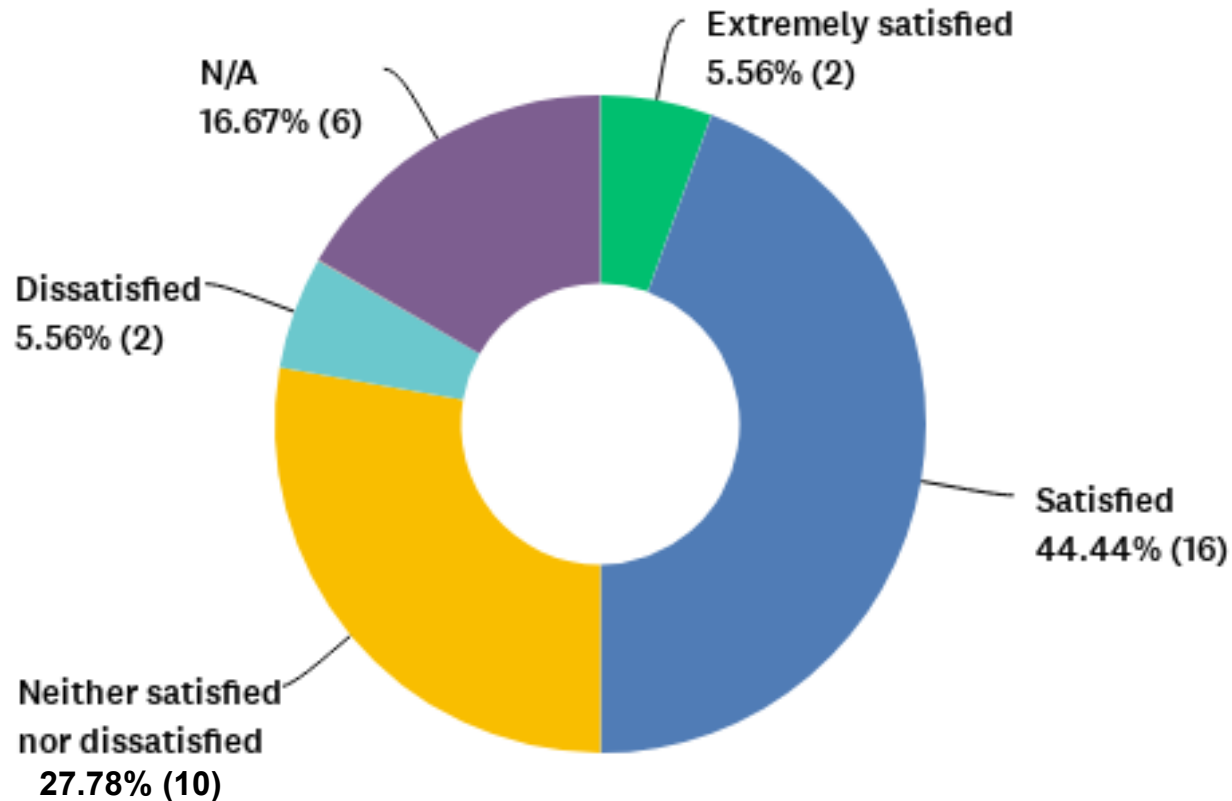
Software Version Used



Version planned to move to within the next year



Satisfaction with the inspection features

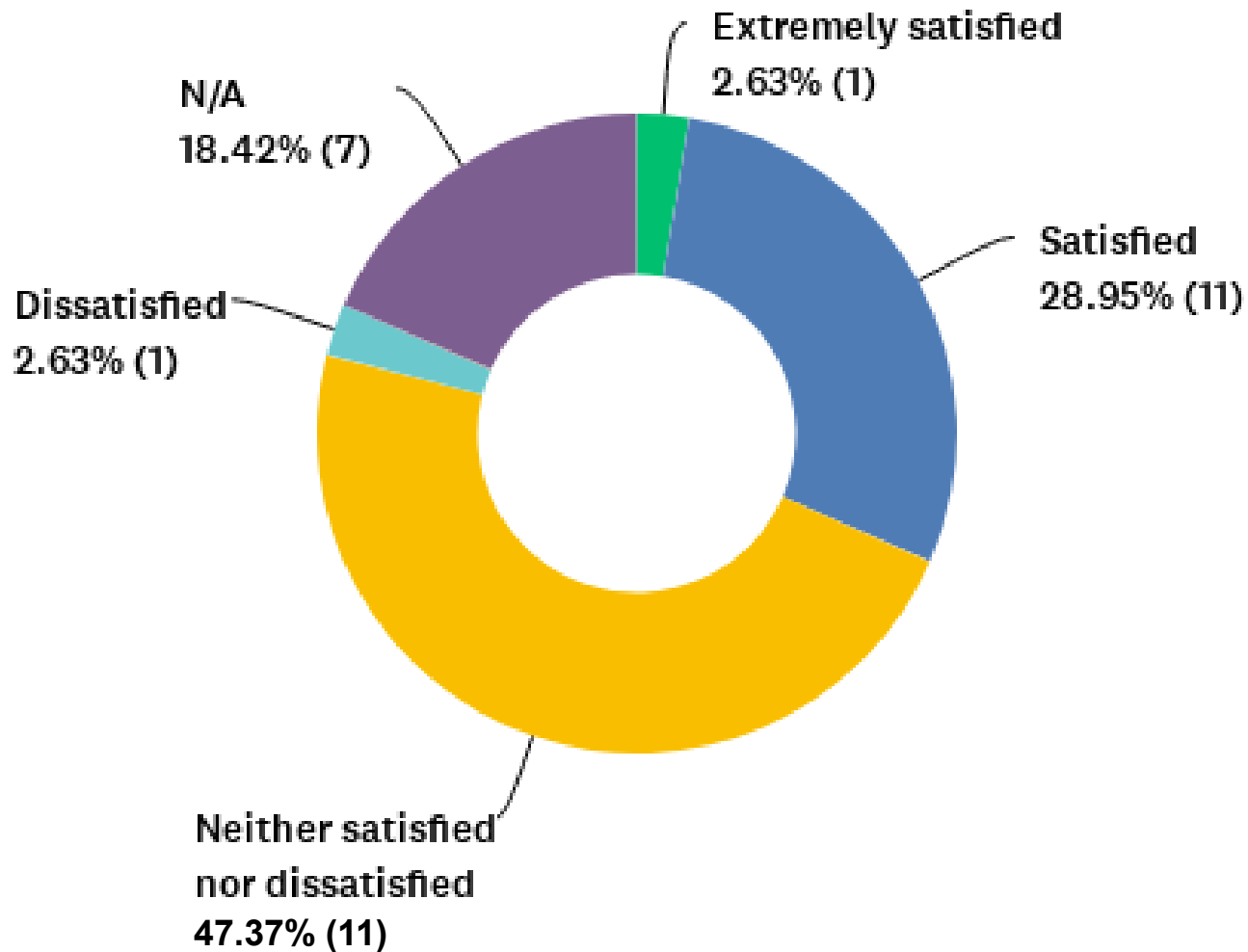




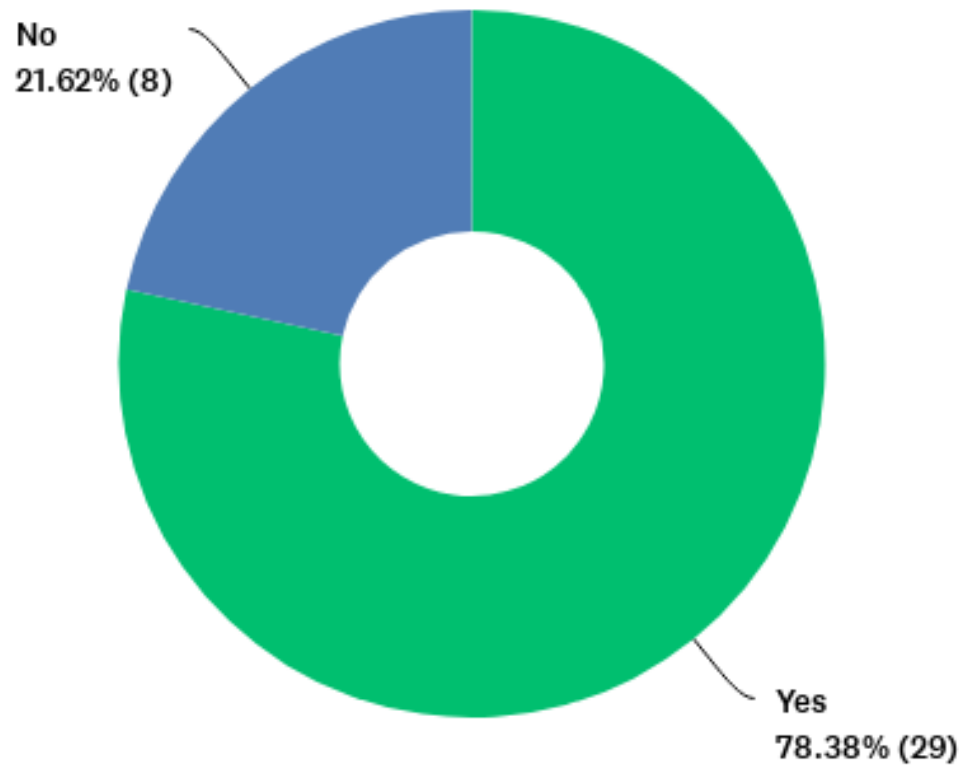
How could the inspection features be improved?

- Include a workflow to enter/check/approve inspection reports
- Provide for better storage of completed inspection reports
- Include features that match our existing software capabilities, i.e. mobile app, additional data-validation upon inspection entry, additional reporting, etc.

Satisfaction with the modeling, analysis, & optimization features



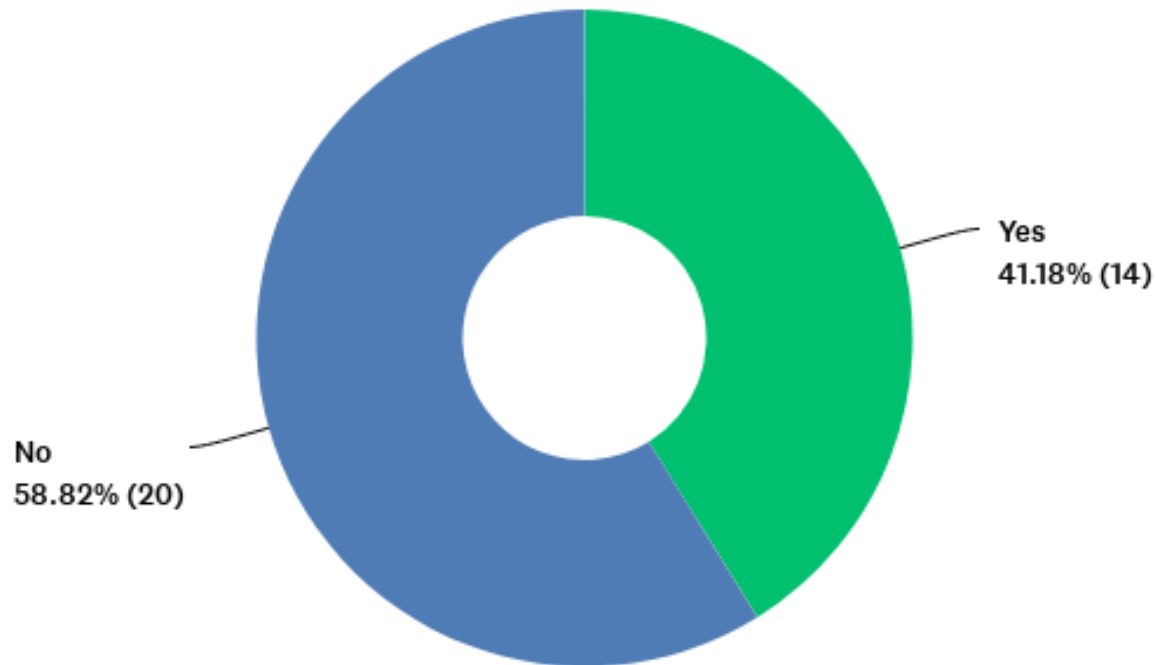
Have you used end user technical support services from Mayvue?



Satisfaction with Mayvue's technical support services

	Extremely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Extremely dissatisfied
a) quality of the support provided	44% 38%	56% 50%	0% 12%	0% 0%	0% 0%
b) contractor communication and follow-up	41% 42%	48% 42%	7% 16%	4% 5%	0% 3%
c) effectiveness of contractor telephone & e-mail support	41% 35%	56% 48%	3% 17%	0% 0%	0% 0%
d) knowledge of the contractor help desk staff	52% 61%	44% 35%	4% 4%	0% 0%	0% 0%
e) overall quality of contractor problem resolution	37% 31%	56% 61%	7% 4%	0% 4%	0% 0%

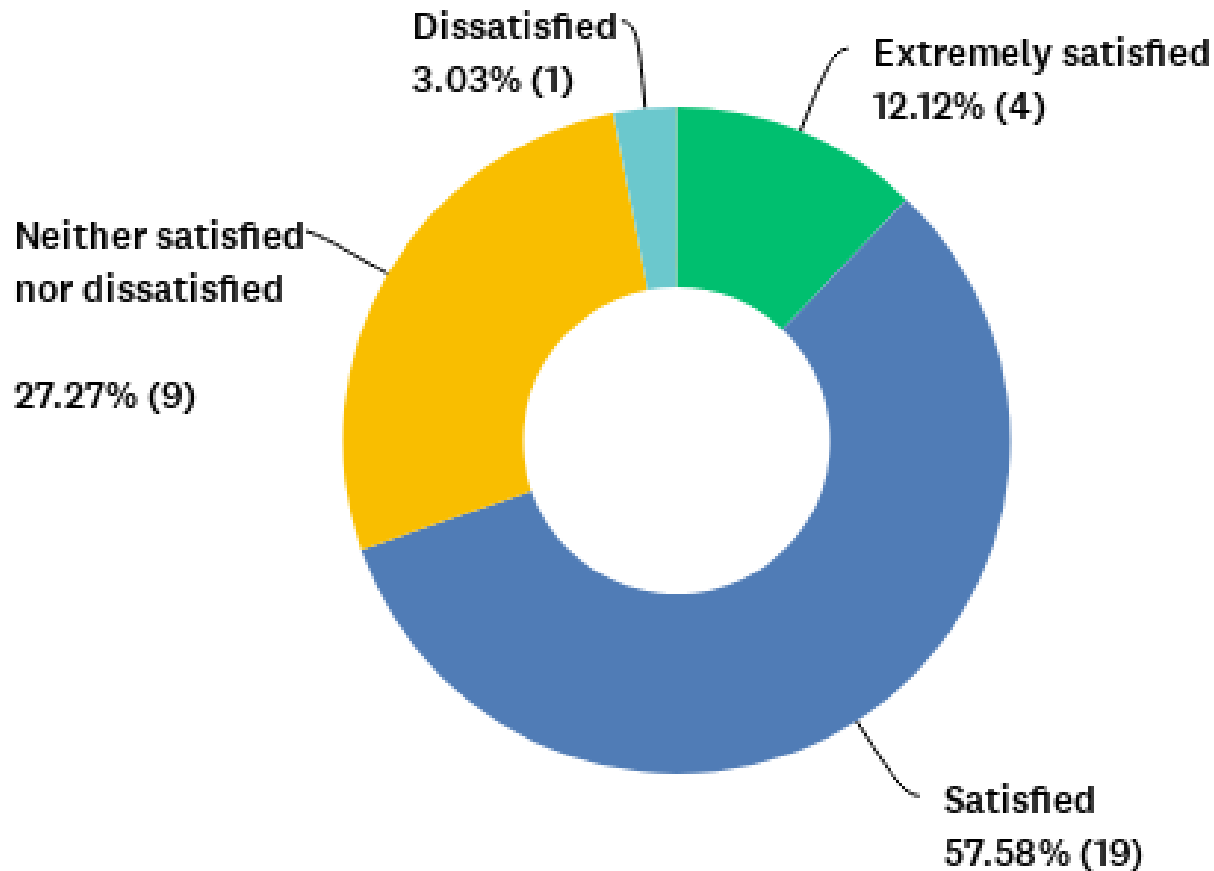
Have you used development or customization services from Mayvue?



Satisfaction with Mayvue's development / customization services

	Extremely satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Extremely dissatisfied
a) quality of the support provided	47% 36%	40% 55%	13% 9%	0% 0%	0% 0%
b) contractor communication and follow-up	27% 36%	53% 55%	20% 9%	0% 0%	0% 0%
c) effectiveness of contractor telephone & e-mail support	29% 36%	57% 55%	14% 9%	0% 0%	0% 0%
d) knowledge of the contractor help desk staff	50% 55%	36% 18%	14% 27%	0% 0%	0% 0%
e) overall quality of contractor problem resolution	36% 27%	50% 55%	14% 18%	0% 0%	0% 0%

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





Suggestions for the Task Force to improve contact with your agency

- Prioritization does not seem to be objective relative to inspection needs
- Communication should only be done when necessary, and kept as concise as possible.

Plan to participate in the upcoming solicitation

