



DISTRICT 4

EMPOWER | INNOVATION | CHAMPIONS  
**2014 INNOVATION FAIR**

DIVISION OF  
**PROGRAM/PROJECT MANAGEMENT**





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**Deputy District Director: Doanh Nguyen**

**Number of Division Employees: 202**

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## NEW “i-TEAM” BUSINESS MODEL FOR SANTA CLARA CO.

The California Department of Transportation (Caltrans) and the Valley Transportation Authority (VTA) established a collaborative decision-making structure called the Innovative Delivery Team (iTEAM) Demonstration Program to improve the project delivery and highway operations within Santa Clara County.

The i-TEAM is an innovative business model for the cooperative delivery of transportation projects, operation of State highways and local assistance within the county. It incorporates existing staff, new positions, new decision-making responsibilities, improved processes, the testing and use of new technologies, and training.

"Successful partnerships create successful public transportation projects," said Caltrans Director Malcolm Dougherty. "By increasing communication, sharing resources, and partnering closely with local agencies like VTA, we can overcome obstacles and deliver much-needed projects faster."

Three cooperative agreements were signed on September 9, 2013, between Caltrans and VTA authorizing the hiring of new staff members that are dedicated to the following three focus areas:

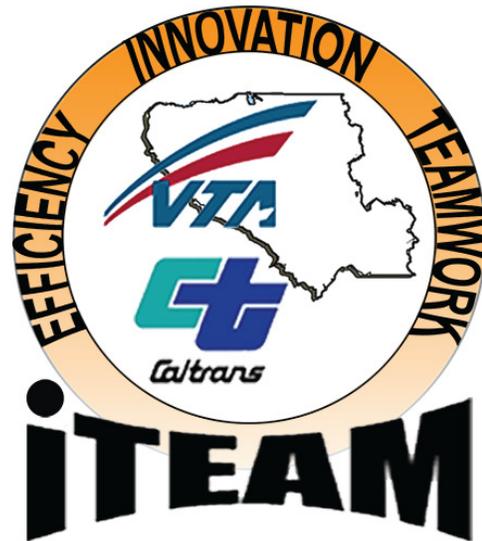
- Project Delivery
- Traffic Operations
- Local Assistance

The organizational structure of the iTEAM consists of three levels:

- Focus Teams
- Leadership Team
- Executive Steering Committee (ESC)

Goals of the iTEAM are as follows:

- Serve as an organization of combined Caltrans & VTA staff to address traffic operations' challenges.
- Improve the process by which State and federally funded projects are delivered in Santa Clara County.
- Improve communication and the timeliness of decision-making.
- Optimize current staff positions to improve efficiency



and effectiveness.

- Scope and test process improvements to utilize materials, funds, resources and/or services of both agency's members of the iTEAM.
- Enhance the VTA Quality Assurance/Quality Control (QA/QC) Program to incorporate Caltrans input requirements into this program.
- Streamline the collaborative decision-making structure to improve the project delivery, highway traffic operations, and local assistance services within Santa Clara County.

### i-TEAM INITIATIVES:

In an effort to achieve the above listed goals, the staffs of both agencies have been engaged in providing a list of enhancement opportunities that were summarized on the basis of category, priority, start-up time, implementation time, and level of effort required. Categories included program-wide opportunities in traffic operations, local assistance, and project development. This list, in addition to the Capital Delivery Workplan, are live documents and will serve as the roadmap to iTEAM work.

