

## Program Description

The Operations Academy has been modeled after successful leadership training programs offered in other fields. It includes an initial pre-study program followed by a two-week (ten-day) total immersion program.

The two-week total immersion program includes the following mix of activities:

- Formal Classroom Training - Organized around the six fundamental principles of management and operations:
  - (1) Operations as a system
  - (2) Leveraging Improved Mobility and Safety through Operations
  - (3) Performance Measurement
  - (4) Customer Service
  - (5) Organization and Management
  - (6) Policy and Planning
- Workshops – Working in teams, participants will address difficult transportation management and operations challenges, and propose solutions based on the principles provided during the classroom training.
- Field Studies – Visits will be made to at least three transportation operations facilities. Participants will be required to analyze these facilities and recommended improvements.

### FOR MORE INFORMATION:

[www.operationsacademy.org](http://www.operationsacademy.org)

**Kathleen Frankle, Program Manager**

Center for Advanced Transportation Technology  
University of Maryland  
410-414-2925  
kfrankle@comcast.net

The development of the Operations Academy has been funded by the I-95 Corridor Coalition. Other supporting organizations include: the American Association of State Highway and Transportation Officials (AASHTO), the National Transportation Operations Coalition (NTOC), the Federal Highway Administration (FHWA), and the Institute of Transportation Engineers (ITE).

# Transportation Operations Academy

## Senior Management Program

OFFERED BY:



at the University of Maryland

## About the Academy

THE OPERATIONS ACADEMY IS A TWO-WEEK, TOTAL IMMERSION TRANSPORTATION MANAGEMENT AND OPERATIONS PROGRAM. IT WAS DEVELOPED IN RESPONSE TO THE INCREASING DEMAND FOR PERSONNEL WITH SKILLS IN THESE AREAS. THE PROGRAM USES A MIX OF CLASSROOM INSTRUCTION, WORKSHOPS, AND ANALYSIS OF EXISTING SYSTEMS TO ENSURE THE RETENTION OF THE PRINCIPLES PRESENTED. THE ACADEMY WILL PROVIDE OPPORTUNITIES TO PRACTICE AND INTERNALIZE THE PRINCIPLES LEARNED WHICH IS NOT POSSIBLE IN TRADITIONAL CLASSES AND SHORT COURSES.

ACCEPTANCE TO THIS PRESTIGIOUS PROGRAM IS COMPETITIVE, AND REQUIRES THE NOMINATION OF A LOCAL, STATE OR FEDERAL TRANSPORTATION AGENCY. IT ALSO REQUIRES A COMMITMENT ON THE PART OF THOSE ATTENDING THE PROGRAM TO SATISFY THE PRE-STUDY REQUIREMENTS, AND TO SPEND TWO UNINTERRUPTED WEEKS PARTICIPATING IN THE ACADEMY'S ACTIVITIES. THE ACADEMY WILL PROVIDE A SIGNIFICANT DEVELOPMENT OPPORTUNITY TO CAREER PROFESSIONALS IN TRANSPORTATION MANAGEMENT AND OPERATIONS.

## Objectives

Upon completion of this two-week total immersion program, participants will be able to:

- Describe the impact of transportation management and operations on the mobility and safety of the highway system.
- Manage an organization whose primary mission is transportation management and operations, or an organization that includes operations as one of its key activities.
- Effectively advocate the creation of an operational focus within their agencies.

- Demonstrate knowledge of the technical tools of management and operations and the conditions under which they can be effectively applied and managed.

In addition, participants will have the opportunity to develop relationships with peers from other jurisdictions. Participants and their organizations will also benefit from an evaluation of their agency's operations program.

## Participant Profile

The Senior Management Program is designed for mid to high level managers whose existing or future responsibilities include transportation management and operations.

## Participant Recognition

Upon successful completion of the program, participants will receive:

- Published recognition in transportation industry publications and web sites.
- Continuing Education Units (CEUs) from the University of Maryland.
- A certificate of completion.
- Recognition will be encouraged by the participant's employer.

## Nomination Information

Individuals interested in attending the Senior Management Program require the nomination of a local, State or Federal transportation agency. Acceptance is competitive, and submission of an application is not a guarantee of admission. Below is the application process schedule.

Nomination Form Due: 6/24/11  
Participants Notified of Acceptance: 7/22/11  
Due Date of Fees: 8/26/11

**Nomination forms are available at**  
**[www.operationsacademy.org](http://www.operationsacademy.org)**

## Dates

November 8-18, 2011

## Fees

**Program Fee:** \$3,875 (required)

### Food and Lodging

Food and Lodging for 11 days: \$1,896 (required)

### Please note

Travel costs are the responsibility of the participants or their employers.

### Cancellation

All fees will be due four weeks after notification of acceptance into the program. Any cancellation must be received 60 days prior to the start of the program to receive a refund of all fees, less a non-refundable amount of \$500. No refund of any fees will be granted if cancellation occurs with less than 60 days prior to the start of the program.

### Food and Lodging includes

Dinner and breakfast for each night of lodging, lunch each program day, complimentary use of recreational facilities (indoor pool, fitness center, game room), complimentary parking, shuttle service to/from BWI airport and BWI Amtrak station, and up to 30 minutes of complimentary local and toll-free phone calls.

## Location

The Conference Center at the Maritime Institute  
692 Maritime Boulevard  
Linthicum Heights, MD 21090  
Phone: 410-859-5700  
<http://www.ccmi.org/>