

History of Agility

The Agility Program is a way of doing business that enables PennDOT and its partners to respond quickly and efficiently to its customers while helping them build strong and rewarding relationships. Agility allows the exchange of services, instead of money, between PennDOT and municipalities and other eligible partners.

The Agility Program has been underway since January 1996. With support from all levels of PennDOT and AFSCME, a “Proof of Concept” (a six-week pilot in Northwestern PA) was held to test the usefulness of Agility in delivering transportation services with local governments. This “Proof of Concept” created an appetite for more Agility applications in PennDOT’s highway maintenance community. Over the next five years – 1996 through 2002-Agility would be implemented statewide in each of PennDOT’s 11 engineering districts.

In the beginning...Lehigh University’s Iacocca Institute provided academic support for applying the principles of Agility in the workplace. Dr. Roger Nagel, of the Iacocca Institute and his fellow business consultants helped to implement the Agility principles across the Department and served as guides to PennDOT’s field staff.

Through Agility, PennDOT continues to realize the long-term impacts of improved relationships. These relationships foster cooperative planning and service delivery that bring about better public services through hundreds of service exchanges.

Trading services for services among eligible community organizations and local governments allow PennDOT and their partners to stretch limited resources. For example, PennDOT might pave a portion of a volunteer fire department’s parking lot and the fire department would use their water trucks to flush state-owned bridges. As a result, both PennDOT and the partner are able to save money. Over 2,600 partners statewide have been attracted to this “bartering” program since its creation in 1996.