

Bringing service to life



## **It's Time to Look Around** **(Performance Measures for ITS From a Different Perspective)**

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# What's the Big Deal??????

- **We Already Have Standards That We Apply to Measure Success**
- **Performance Measures Are Becoming Ever More Prevalent**
- **We are Now in the Deployment Stage for ITS**
- **Most of the Large MPOs have at Least a Base Case ITS Deployment**
- **The Auto OEM are Supporting ITS Via the VII**
- **There is an Ever-Increasing Linkage with Public Safety and Emergency Management Officials at All Levels of Government**

# Some Real Questions

- **What Does ITS Mean to Other Governmental Agencies?**
- **How Does ITS Impact the Day-to-Day Operation of the Overall Governmental Function?**
- **What Does ITS Do For the Community At Large?**
  - **Economic Development**
  - **Efficiency of Operation**
  - **Quality of Life**
  - **Tourism**
  - **Safety and Security**

***Are We Really Measuring the Full Impact of ITS?***

# The Quandary

***The Current Focus of the Design, Development, Ownership and Management of ITS is Vertical***

# Today's Focus

***“Performance of the transportation system will become a key metric. Today, we largely measure performance in terms of the condition of the physical system. Increasingly, performance measures such as reliability and delay will be important determinants of how well the system is meeting customers’ needs. These measures are in the early stages of development, and we have much to learn about the measures and their uses.”***

USDOT FHWA Operations Website

# What Are We Offering Today?

- Level of Service
- Incident Response Time
- Clearance Times
- Etc., etc. . . . .

***These Mean a Lot to Us But Not to The Public at Large Nor to Our Governmental Partners***

# What Do We Have to Offer?

## ■ Information

### – Static

- ▶ Construction
- ▶ Long Term Degradation

### – Dynamic

- ▶ Traffic Conditions
- ▶ Weather (Rain, Ice, Dust, Obscuration, etc.)
- ▶ Special Event(s) Impact
- ▶ Hazardous Cargo Routing and Timing

## ■ Infrastructure

- Roadside and In-pavement Equipment (RWIS, CCTV, DMS, HAR, etc.)
- Facilities
- Communication Networks (Wire-line and Wireless)
- Mapping (GIS-based Systems)

## Some Good Examples

- Salt Lake City, New York City & Austin – Interconnection to First Responder Community
- School Bus Fleet Dispatch – Ties to the RWIS and Control Centers Facilitate Decisions on School Closings/Delays and Bus Operation
- Conditions Reporting System (CRS) – Tied to Public Safety Dispatch
- Transit Properties – Sharing Communication Networks and Information About Traffic and Construction Delays
- Child Welfare Agencies – Amber Alerts
- Principal Responding Agencies (PRA) – Use Field Equipment, Communication Networks and Control Centers

***Many More Exist in the Rural than in Urban Settings !!!***



## Some Bad Examples

- **The Northeast Blackout, August 2003 – No Cooperative Contingency Plans in Place Which Caused a Slow, Inefficient Response**
- **An Un-named Southern US City Public Safety Agency Was Given Access to the Regional ATMS and Experienced Significant Performance Benefits and Cost Savings Which Remained Hidden to Preclude Budget Reductions**
- **Plans to Build a Joint Transportation/Emergency Management/Public Safety Center Failed Because of a Lack of Budgetary Commitment**
- **Hurricane Katrina Response**

# Where Do We Go From Here?

- **Categorize What We Have Available**
- **Understand Other Agencies' Measures of Success**
- **Identify How What We Do Impacts Their Current Performance Measures; Help Them Achieve Success**
- **Collaborate on Developing New Multi- Agency Performance Measures**

***Advertise, Coordinate and Cooperate!!!!***