Georgia Department of Transportation

Performance Measures - A Case Study in Progress

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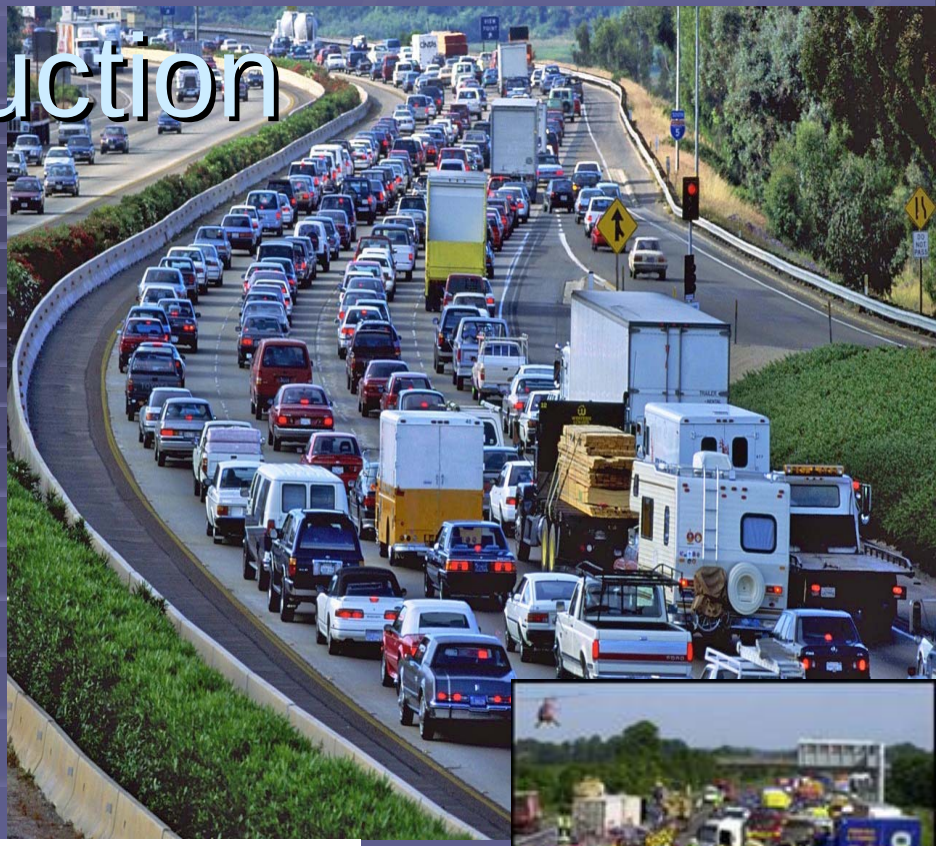
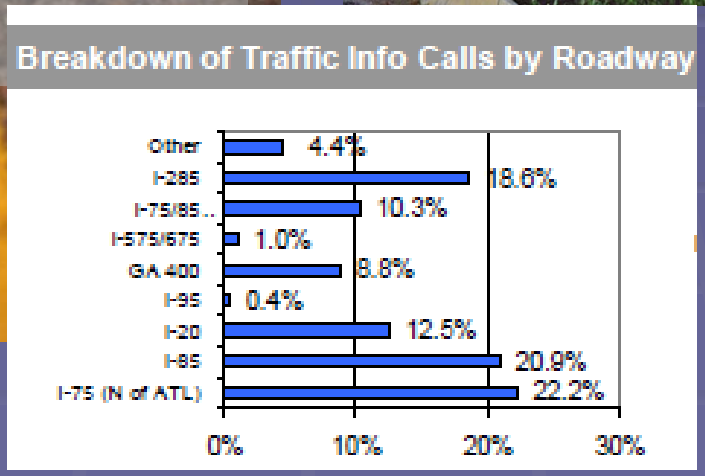
Introduction

- Vision
- ITS Deployments
- Weekly Report
- Framework
- User Interface Preview
- Challenges
- Questions





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Vision

"The purpose of measuring is not to know how a business is performing but to enable it to perform better." [I-95 Corridor Coalition]

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ITS Overview

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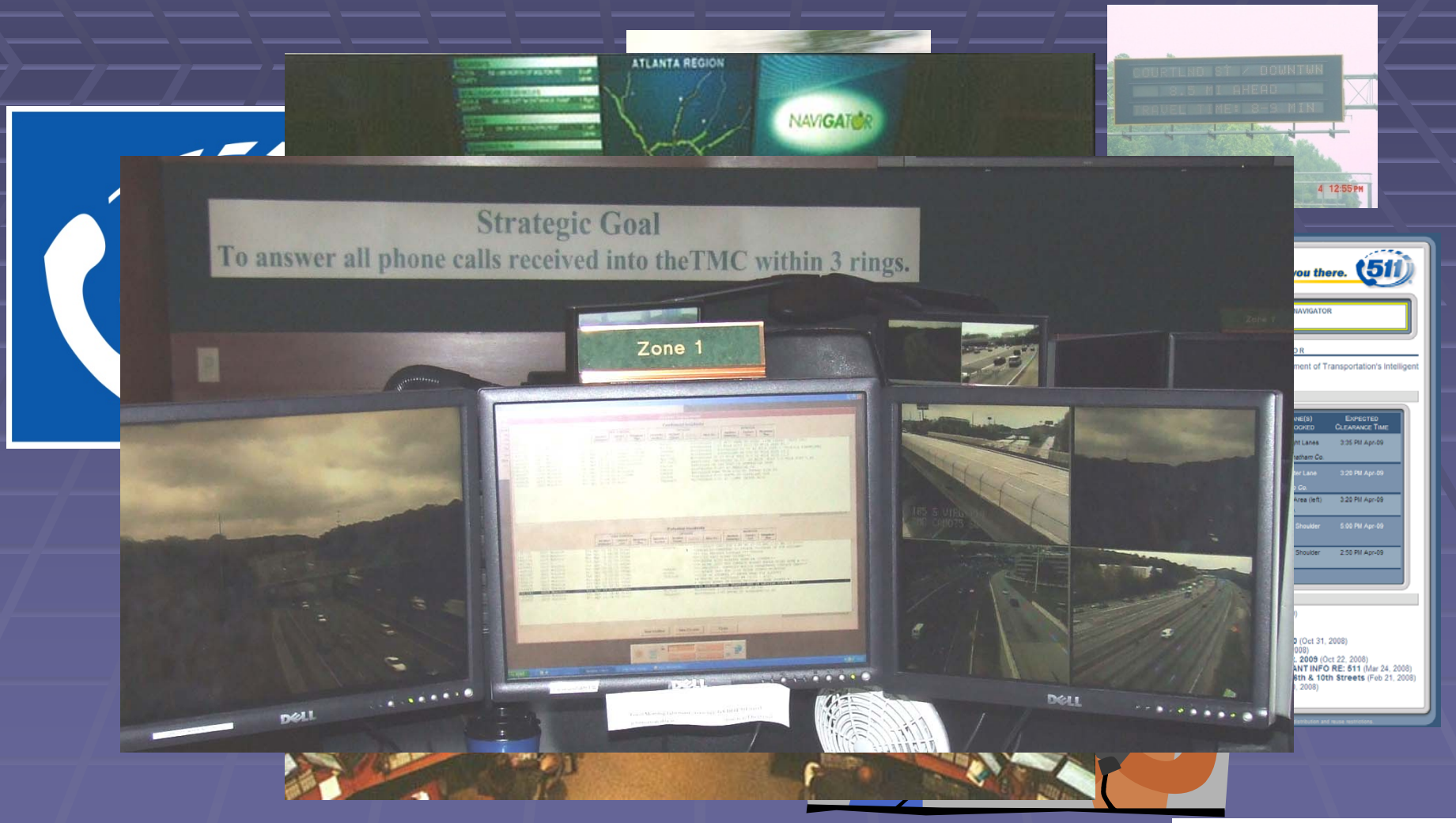
ITS Overview – TMC



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ITS Overview – Field Equipment

- 487 CCTV Cameras
- 1645 VDS Cameras
- 548 Video Processors
- 86 Radar Units
- 135 Message Signs
- 25 Network Hubs
- 145 Ramp Meters

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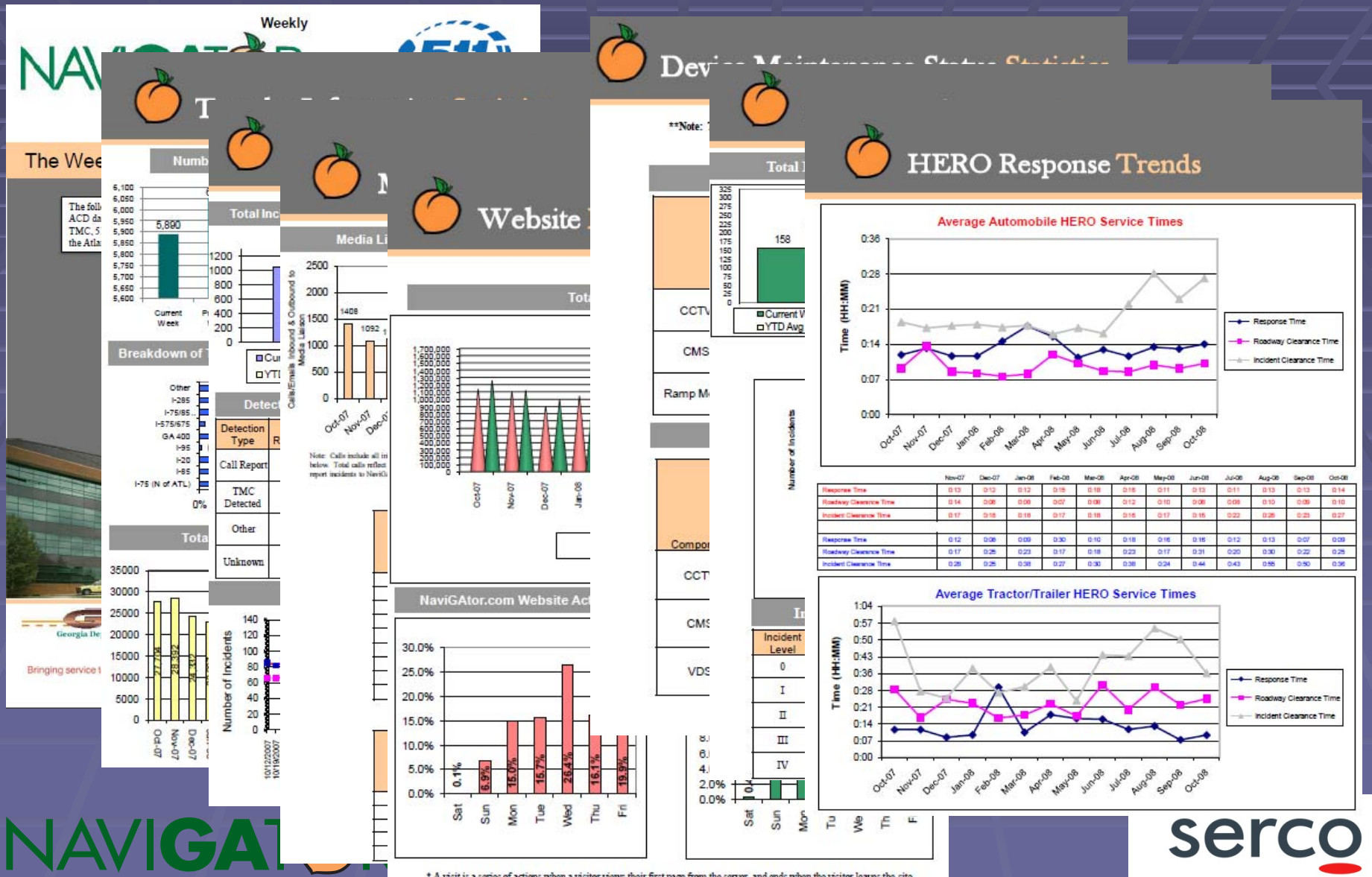
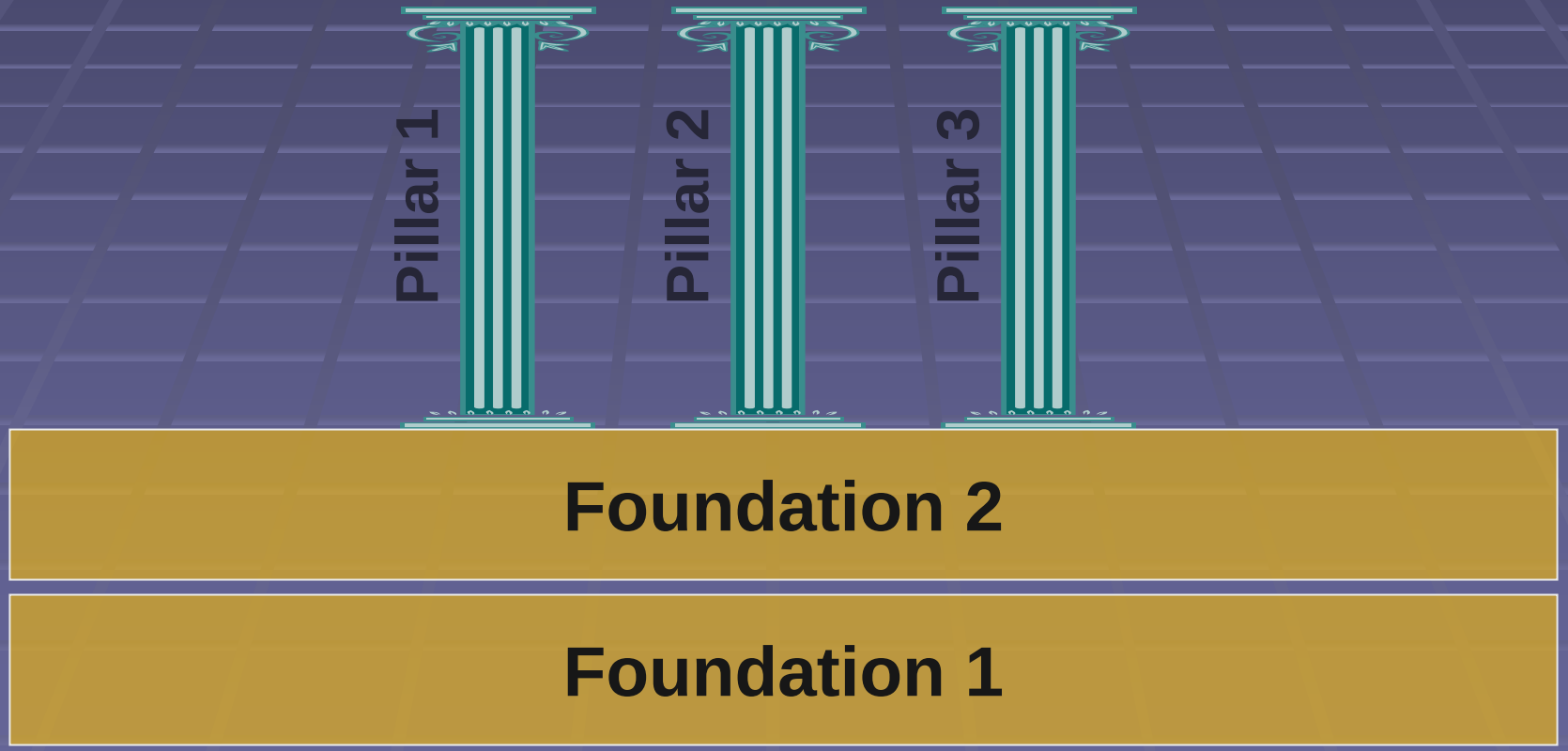
Current Performance Measures

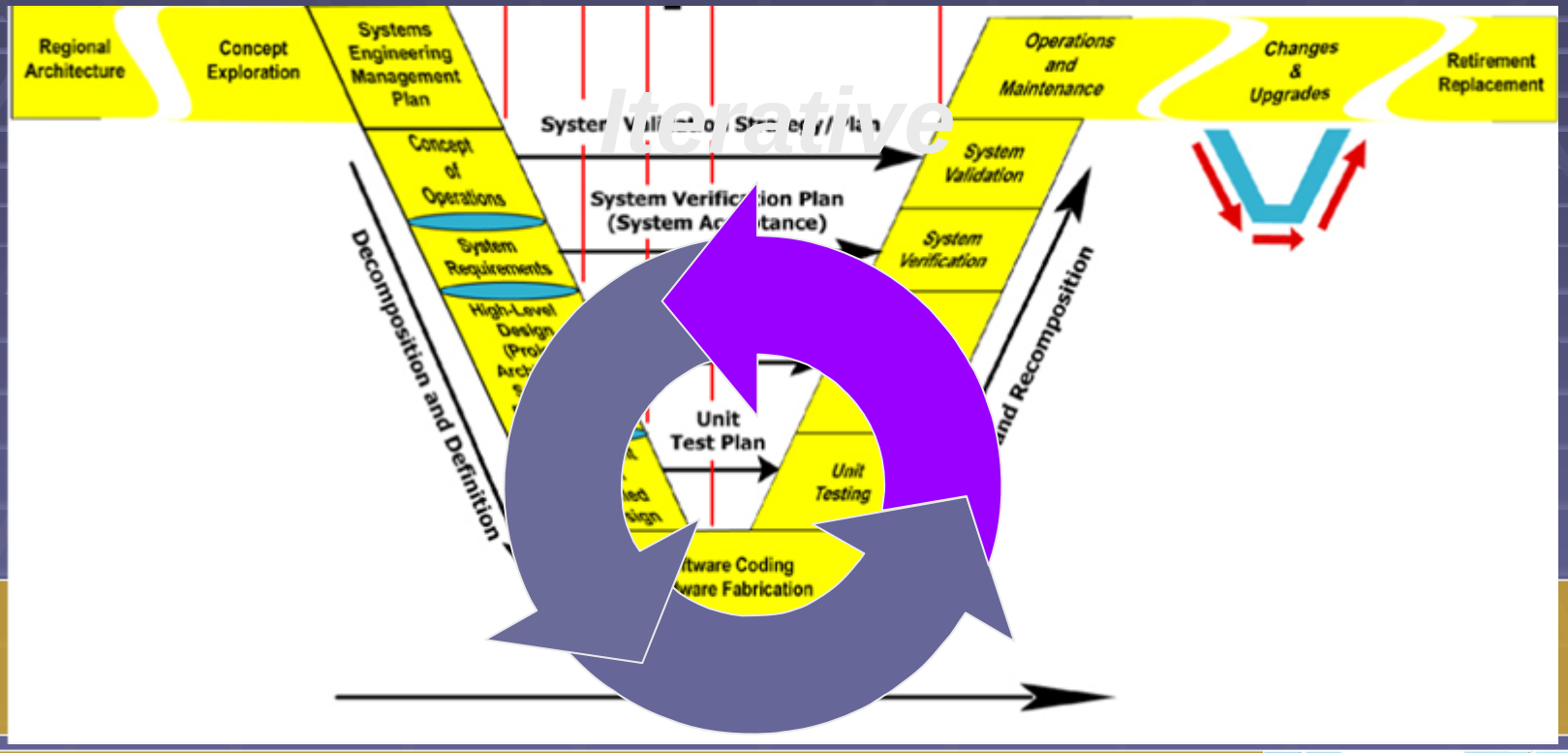


Framework

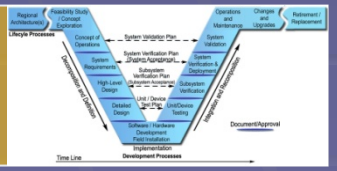


Framework

Foundation



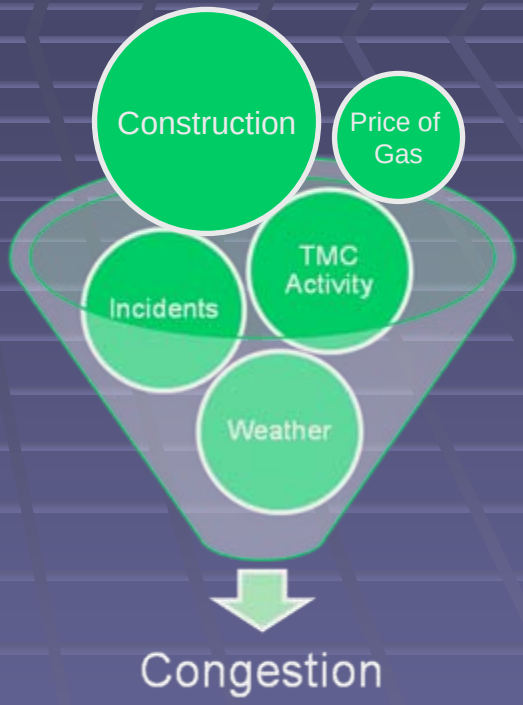
ITS Systems Engineering



Framework

Pillar I – Outcomes

- Three Initial Categories
  - Mobility
  - Safety
  - Customer Services
- Three Types of Outcomes
  - Congestion
  - Incidents
  - Customer Satisfaction
- Many possible variables impact each Outcome



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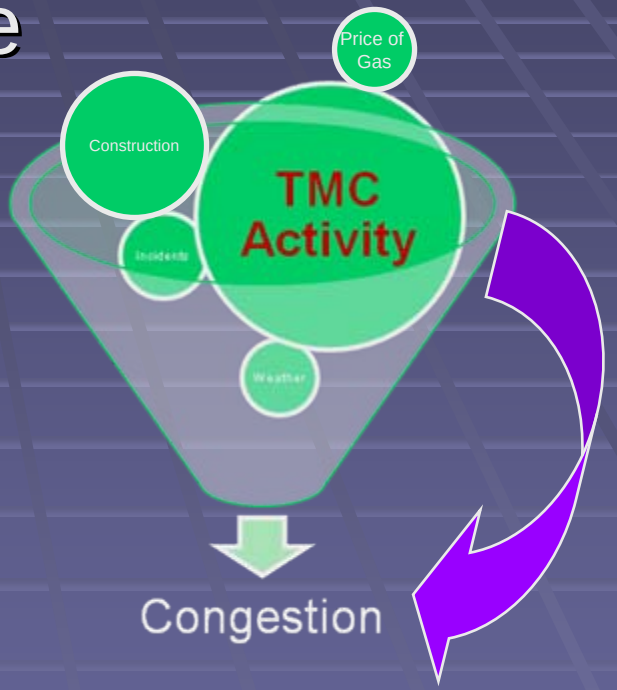
Framework

Pillar II – Outputs (Activities)

- TMC activities are one of the variables that impact Outcomes
- Output metrics measure TMC activities
- Output metrics need to be traceable to Outcomes



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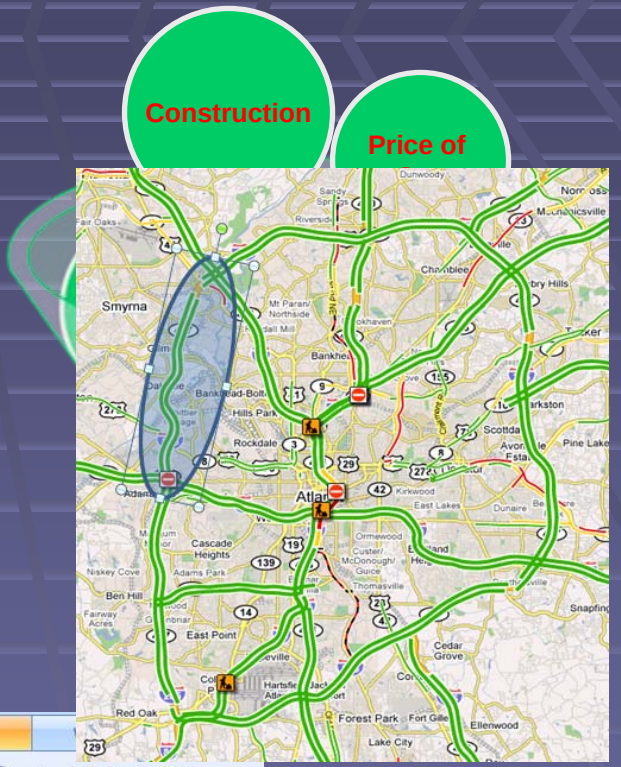
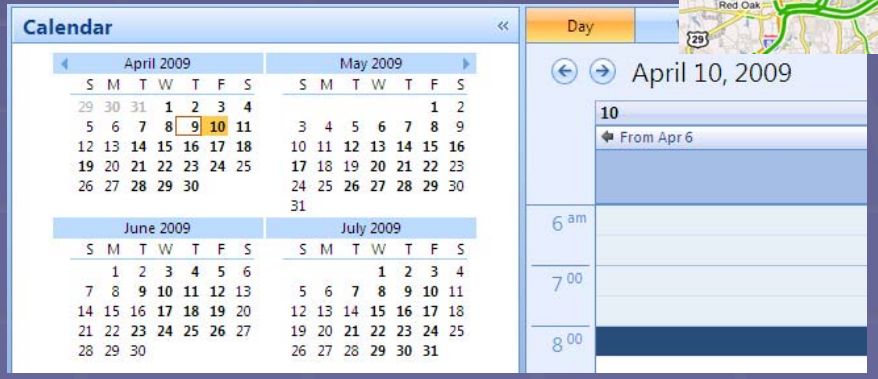
Framework
Pillar III - Context

- Outcome Metrics have Spatial attributes
- Outcome Metrics have Temporal attributes
- Outputs should contain these attributes to support traceability between Outputs and Outcomes
- Other Contextual Variables should be captured





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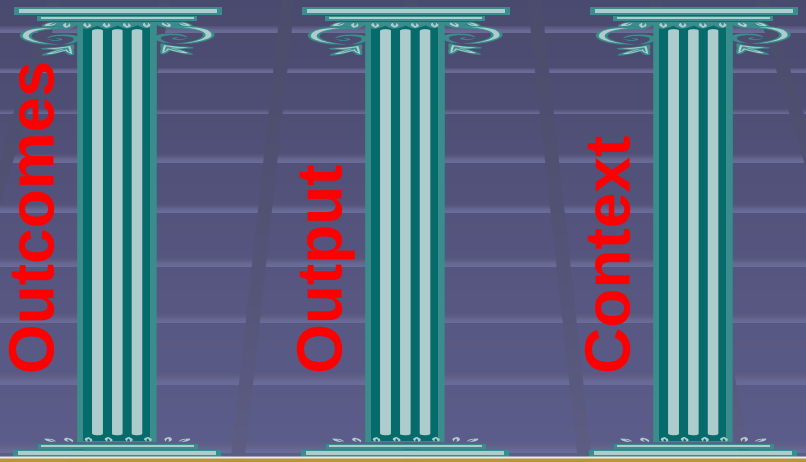
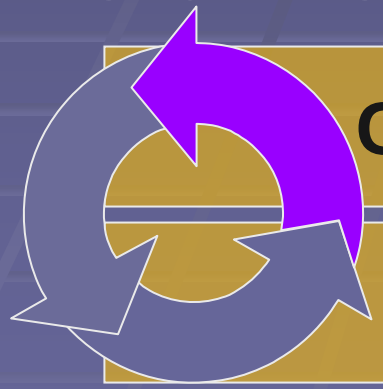
Framework

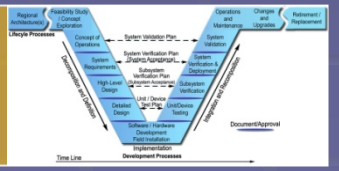


Iterative



Continual Process Improvement

ITS Systems Engineering



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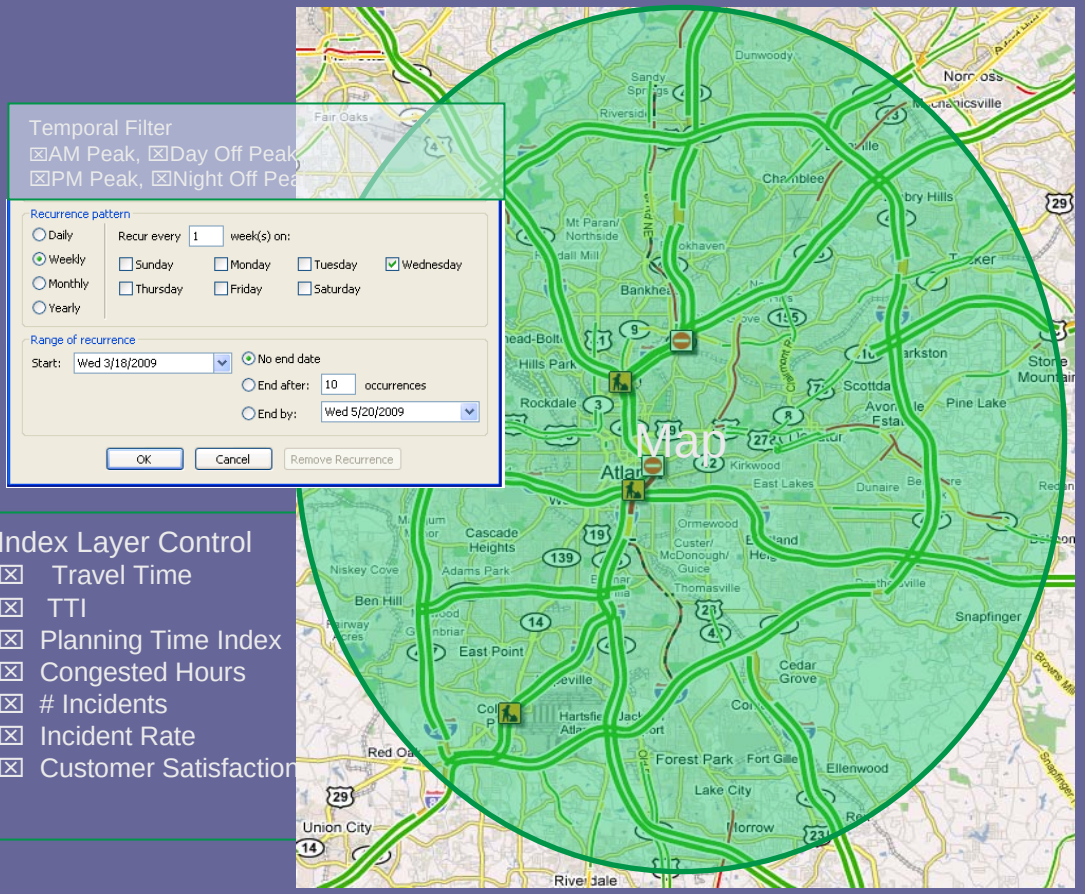
User Interface Preview

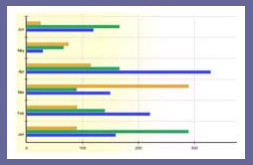
Week Ending Friday 3-20-2009



Index Layer Control

- ☒ Travel Time
- ☒ TTI
- ☒ Planning Time Index
- ☒ Congested Hours
- ☒ # Incidents
- ☒ Incident Rate
- ☒ Customer Satisfaction

Charts & Gauges



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Challenges

- Budget
- IT support
- Public Perception Data
- OTD Data conflict
- Upper Management Alignment

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Review

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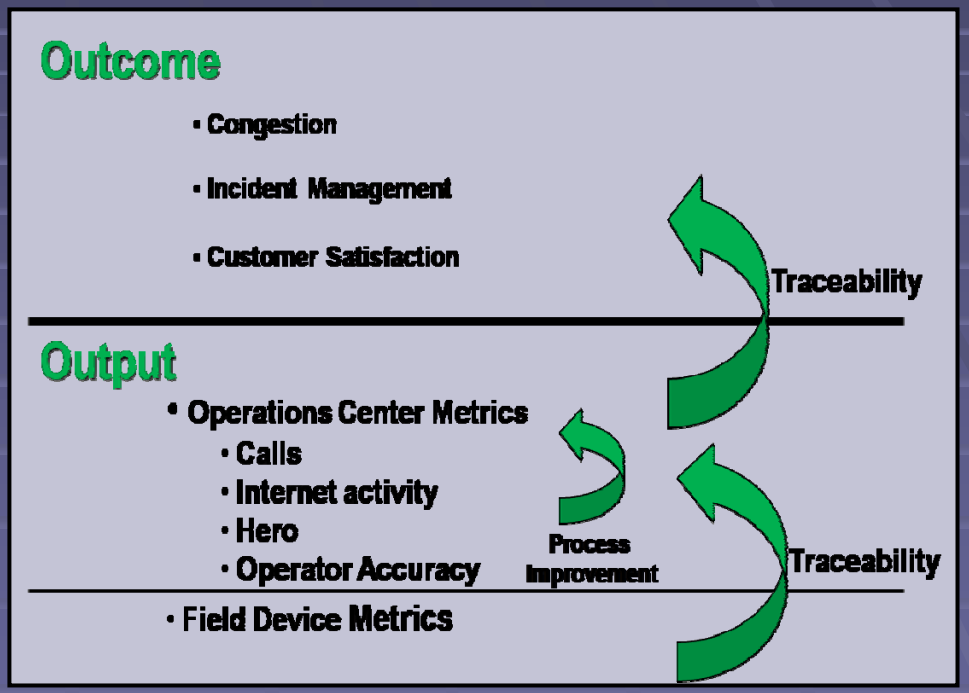

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Questions

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