



I-95 Corridor Coalition: Building TSMO Performance Measures Webinar

August 30, 2018

Question and Answer Summary:

Presentation: Building TSMO Performance Measures, Susan Klasen (New Hampshire DOT)

Q: Alan Warde (New York State DOT): In New Hampshire, how many Traffic Management Centers were covered by the performance measure initiative?

A: Denise Markow (I-95 Corridor Coalition): New Hampshire has a single centralized TMC so that there is one statewide center that reports performance measures.

Q: Alyssa May (Rybinski Engineering for DelDOT): Were there challenges with being able to show operators the value of pulling that data?

A: Susan Klasen (New Hampshire DOT): At the beginning there were some challenges with existing operators, but as new operators came aboard it was an expectation. Now, if there is an operator interested in a particular item I encourage their buy-in. I had a unique advantage as administrator to create assignments and work with operators. Also, the first time we did a user delay cost report, I sent it out bureau-wide so everyone could see the value of that performance measure.

Q: Denise Markow (I-95 Corridor Coalition): On your dashboard, outside of TMC operations there are some options, can you elaborate more on those?

A: Susan Klasen (New Hampshire DOT): When you go onto our dashboard there are monthly reports dating back three years, as well as the safety patrol and a link to our ITS devices. There is also a link to the highway safety page and links to New Hampshire Department of Safety and the Federal Highway Administration.

Q: Alex Mirones (Florida DOT): Could you explain how devices would communicate with each other?

A: Susan Klasen (New Hampshire DOT): We can reach all of our devices through our ATMS. When we enter an event into that system, such as a crash, we can access cameras, message boards, Twitter, etc.

Q: Nicholas Renna (FHWA): As part of these efforts, did New Hampshire change any of its processes for producing the data in real time for the public? In other words, were the efforts to improve the static dashboards combined with efforts to produce real-time data feeds for others who want to produce their own analysis?

A: Susan Klasen (New Hampshire DOT): Right now, we only have real-time travel times and the delay on our internal video wall. We are producing travel time and delay reports at the end of the week or beginning of the week, depending on the corridor. The public can get travel times on the 511 page in certain areas.



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Q: Michael Juliano (New Jersey DOT): As your operators were doing an analyst role, how many operators did you have working on a daily basis and what ATMS software are you using?

A: Susan Klasen (New Hampshire DOT): The number of operators varies, but we try to keep at least two and generally we staff two to four persons. They don't do analysis, but they pull data from logs and place them in spreadsheets. Typically, from 11 a.m. to 1 p.m. if there were no major traffic events, they put more data into spreadsheets. There is also time during the night hours to enter data, but we are never sure what a shift could bring. Operators would work incrementally to make the due date.

The ATMS software that we are using was developed by Southwest Research Institute called the New England Compass and operates in Maine, New Hampshire, and Vermont.

Q: Michael Juliano (New Jersey DOT): How many linear miles of roadway were the operators watching?

A: Susan Klasen (New Hampshire DOT): Cameras are just on the interstate system and they are not full coverage. Operators monitor all roads in New Hampshire (about 9600 mi) but cameras are looking at the interstate.

Presentation: Measuring ODOT's Performance, John MacAdam (Ohio DOT)

Q: Denise Markow (I-95 Corridor Coalition): Is this dashboard internal-only or public facing?

A: John MacAdam (Ohio DOT): The Snow & Ice Dashboard has been internal for four or five years, but there are plans to make it public facing before the next winter.

Q: Alan Warde (New York State DOT): Is the Safety Patrol part of Ohio DOT or is it a separate agency?

A: John MacAdam (Ohio DOT): This service is contracted out.

Q: Catherine Johnson (AECOM for Georgia DOT): In what other ways does ODOT utilize RITIS for performance measures?

A: John MacAdam (Ohio DOT): We use the RITIS for many performance measures, ad hoc studies, and trend maps. All of the reports that were presented typically start with us working in RITIS.



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Q: Kawkeb Said (Virginia DOT): How uniform are your districts? Urban vs. rural, high traffic demand vs. low demand?

A: John MacAdam (Ohio DOT): Urban areas have fairly homogenous traffic patterns. Columbus, Cleveland, and Cincinnati have similar traffic patterns, but they are not the same. Rural areas are very rural, but Ohio DOT takes Snow & Ice performance very seriously no matter what area you live in. Recovering snow and ice is a top priority for the department.

Q: Mark Metil (Gannett Fleming for PennDOT): How do you define when a snow event starts and when it ends?

A: John MacAdam (Ohio DOT): Snow events begin when a certain percentage of the county routes experience a slowdown (10 MPH slower than normal) in combination with 40% percent of RWIS stations in the county detect winter weather precipitation. When less than 40% of RWIS stations detect snow, we consider it the end of the snow event. (NOTE: ODOT's one-page handout on Snow and Ice definitions is available on the Coalition website with this meeting information).

Questions for All Presenters

Q: Eric Hill (MetroPlan Orlando): To all the presenters, how are these performance measures being shared and used in MPO TSMO programs?

A: John MacAdam (Ohio DOT): We share the data with MPOs - most of the data sources we use are of value to our MPOs.

A: Susan Klasen (New Hampshire DOT): We also share data with MPOs and meet with them to look at specific performance measures along their corridors of interest.

Q: Peter Rafferty (Gannett Fleming): We've heard about counting/reporting primarily just activity, output, etc., but these generally fail the "If we measure this, what will you do with it?" test. What are you working on or advise us toward prioritizing goals and improving focus on results measures that really drive performance improvement?

A: John MacAdam (Ohio DOT): We are developing the Toast tool in order to bring all these measures together and then compare routes. Once we can compare routes, we can determine expected benefits. If we implement a TSMO strategy, because the data signals a problem, we can determine an expected benefit and determine the benefit cost to fund the project.



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A: Susan Klasen (New Hampshire DOT): We are recording congestion points through the weekend so that we can visualize them instead of just hearing about them or looking at data. We are also looking at what actions the operators take and record that information each Tuesday. We can find out if a project will have a benefit and what it will cost the users (travelers). We have just gotten to the point where we can visually see what actions we take for an unplanned incident and how effective it was.

Q: **Eric Hill (MetroPlan Orlando): Are the performance measures being applied to arterials?**

A: John MacAdam (Ohio DOT): For some of our measures, yes. For others, no. Arterials have their own standalone performance measures being developed.

Q: **Ramkumar Venkatanarayana (Virginia DOT): John, what is the cost / benefit evaluation for the TRIP program?**

A: John MacAdam (Ohio DOT): Yes, we used the TOPS-BC tool to generate these.

A: John MacAdam: Off the top of my head it was roughly 11 million benefit to approximately \$300,000 cost

Q: **Denise Markow (I-95 Coalition): Was the Snow & Ice program developed in-house by Ohio DOT?**

A: John MacAdam (Ohio DOT): Snow & Ice Dashboard was built internally by Ohio DOT staff.

Q: **Mike Wreh (Rhode Island DOT): Is anyone looking into more multi-modal performance measures like for bicycle connectivity or pedestrian accommodations, etc.?**

A: John MacAdam (Ohio DOT): My group is not currently working on it.

A: Susan Klasen (New Hampshire DOT): We are not at this time, but we have discussed the possibility.

Q: **Nicholas Renna (FHWA): Thanks for the great presentations. John, do you have any web pages or resources describing ODOT's efforts you discussed today?**

A: John MacAdam (Ohio DOT): Email john.macadam@dot.ohio.gov and the information can be sent to you.