Florida DOT ITS Performance Measures

Traffic Operations Performance Management Peer Exchange

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ITS Performance Measures

Showing Effectiveness of Deployed ITS

Identifies areas that need improvement or meet/exceed expectations
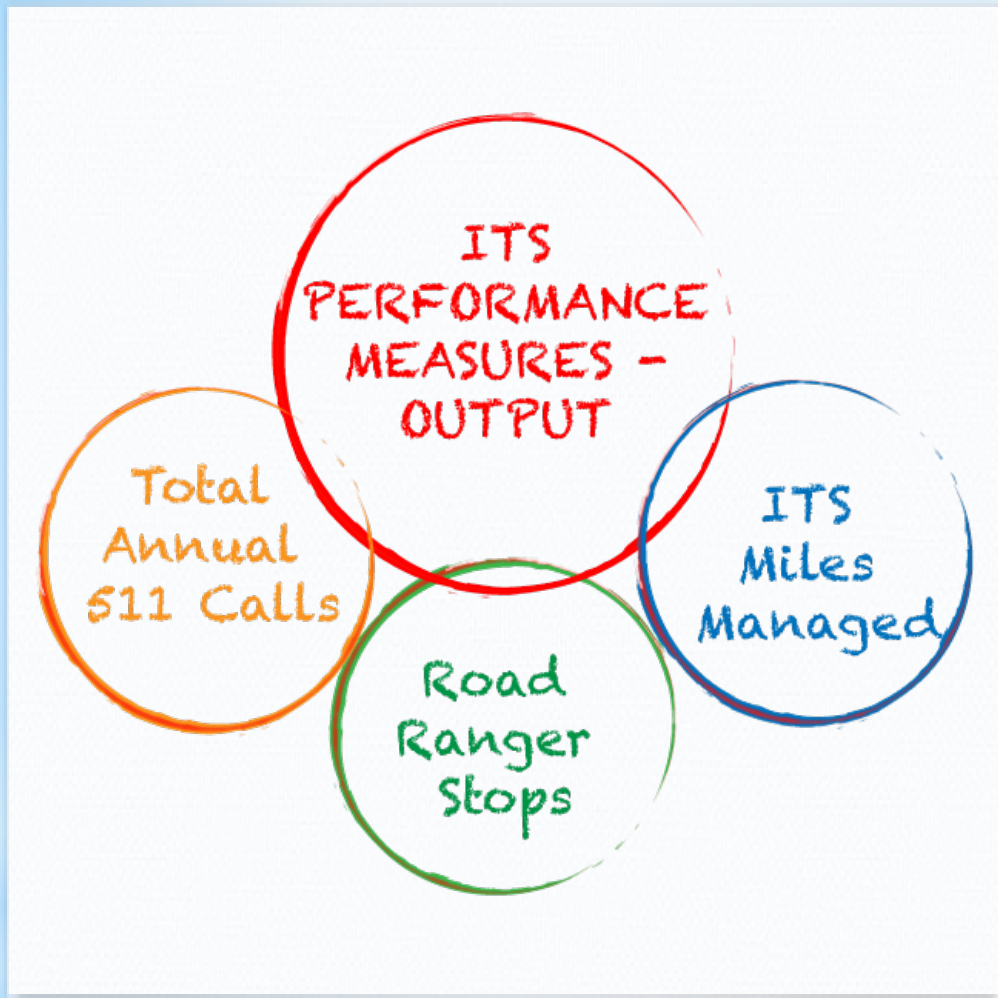
- Output Measures
  - Services provided to the public or others
- Outcome Measures
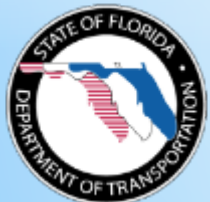 - Result or consequence from carrying out a program or activity

Statewide Integrated ITS

- Reporting Operations Performance Measures since 2004

  - Output measures
    - Total annual 511 calls
    - Road Ranger stops
    - ITS miles managed

  - Outcome measures
    - Incident duration
    - Travel time reliability
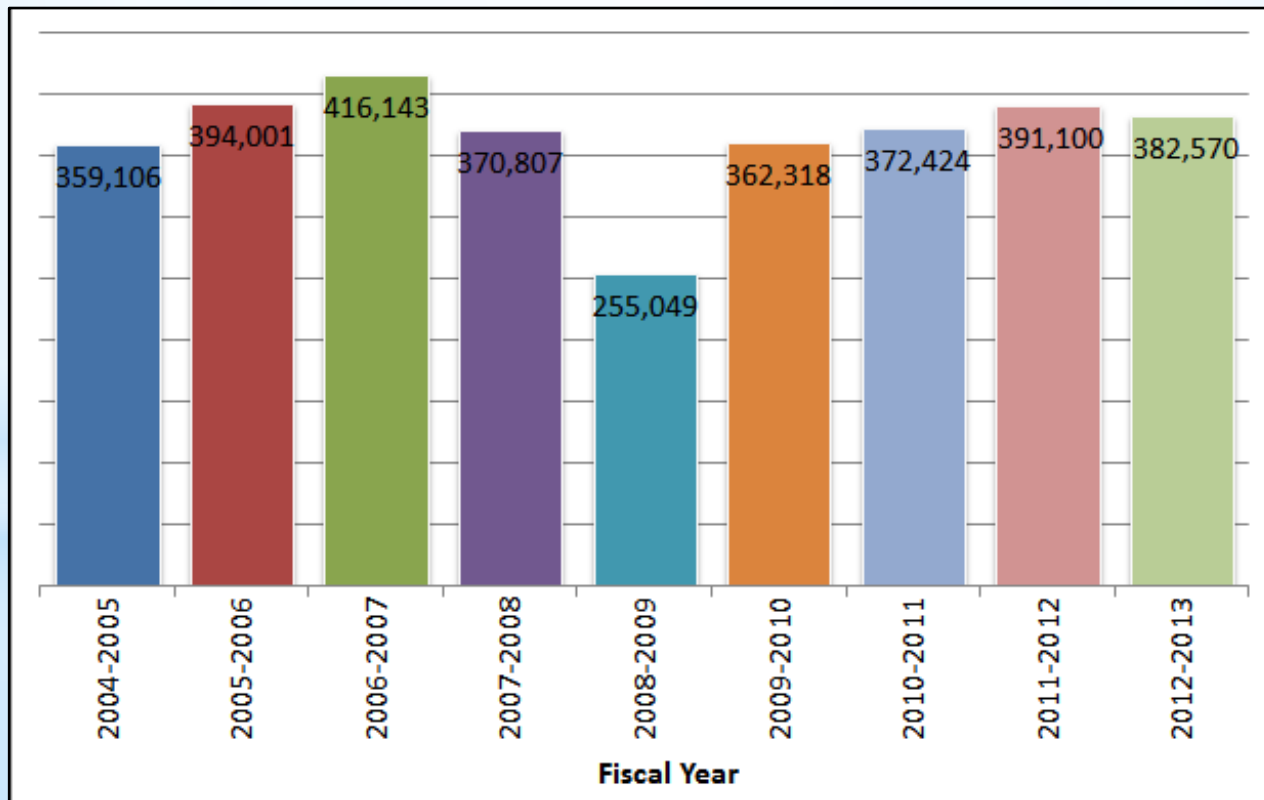   - Customer satisfaction

Output Measures

Total Annual 511 Calls

- Over 14 Million Messages, Calls, Visits, and Alerts in FY2012-13
  - 1.8 Million Calls to 511
  - 726,649 Visitors to FL511.com
  - 631,821 visits to 511 mobile apps
  - 9,308 Twitter Accounts
- Tracking 511 phone calls is no longer the sole indicator of system usage

Road Ranger Stops

- Help Reduce Overall Travel Delay by Providing Quick Response to Motorists

Fiscal Year	Value
2004-2005	359,106
2005-2006	394,001
2006-2007	416,143
2007-2008	370,807
2008-2009	255,049
2009-2010	362,318
2010-2011	372,424
2011-2012	391,100
2012-2013	382,570

ITS Miles Managed

- Progress in Completing Deployment of the *Ten-Year ITS Cost Feasible Plan*
  - 61.5% coverage of the limited-access Florida Intrastate Highway System in FY 2011-12
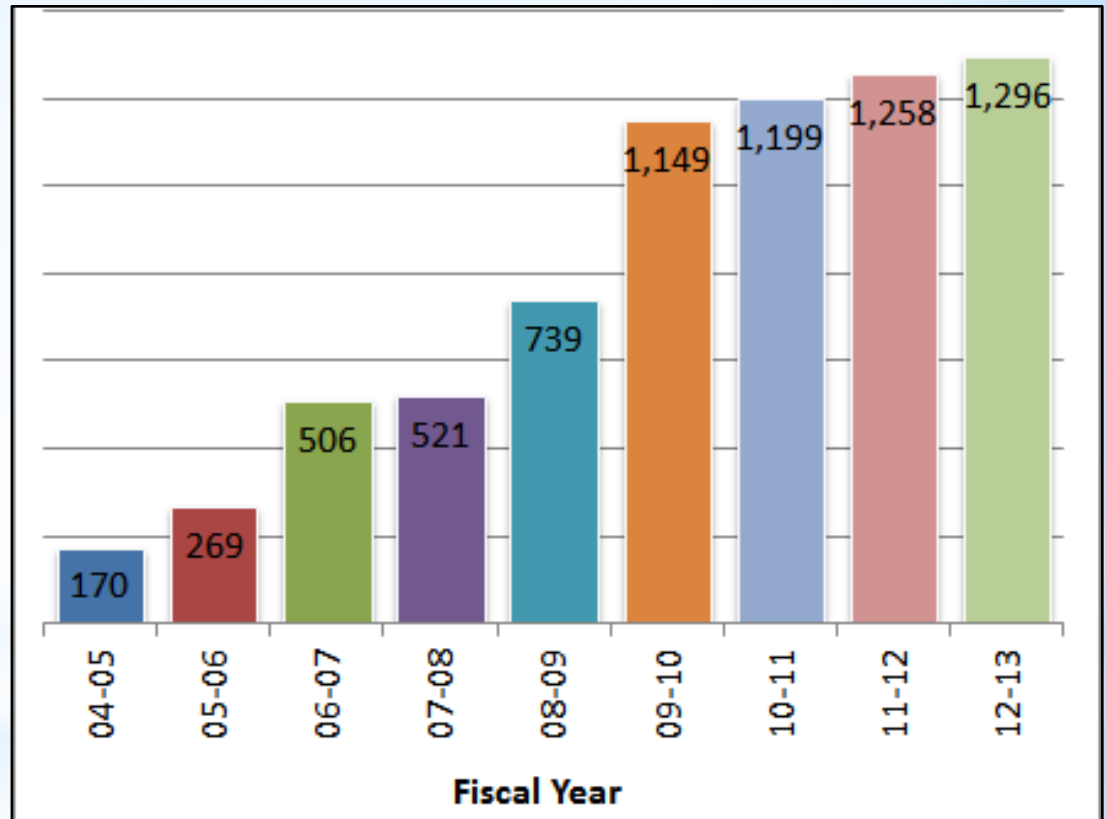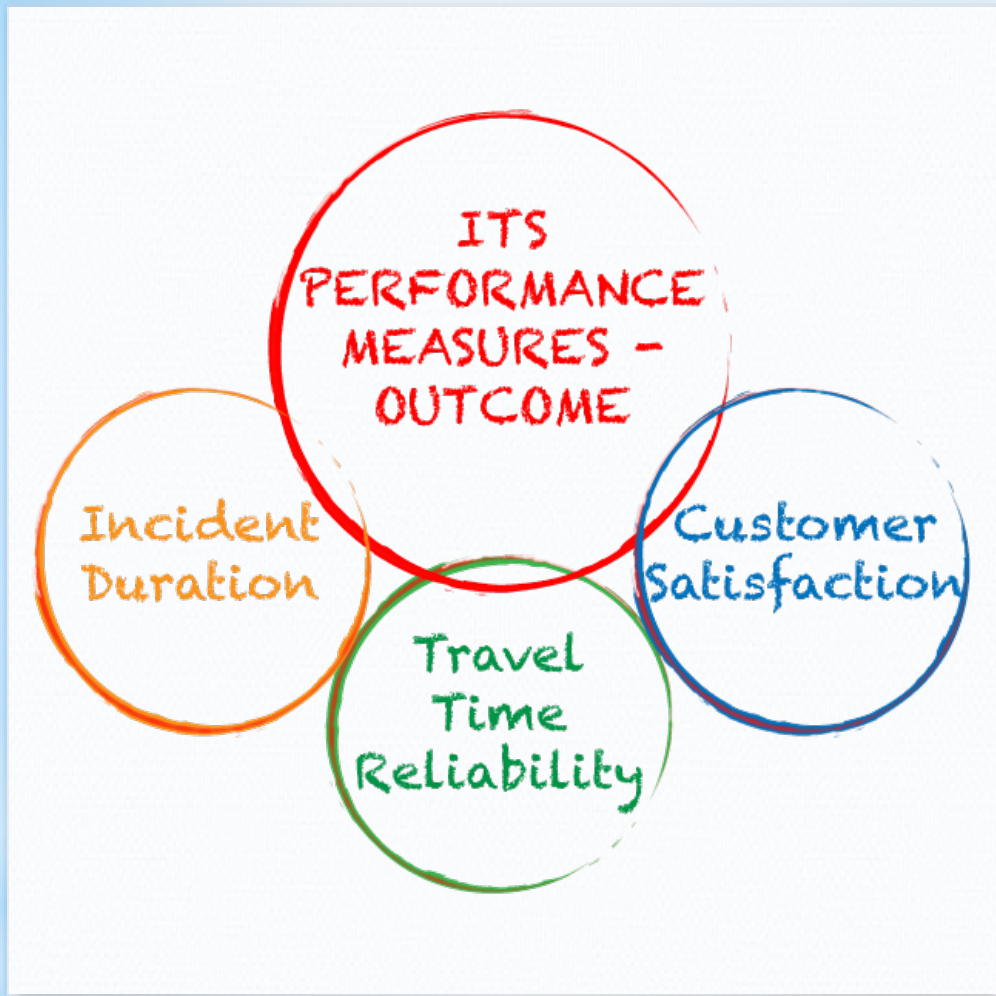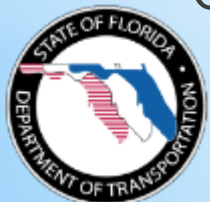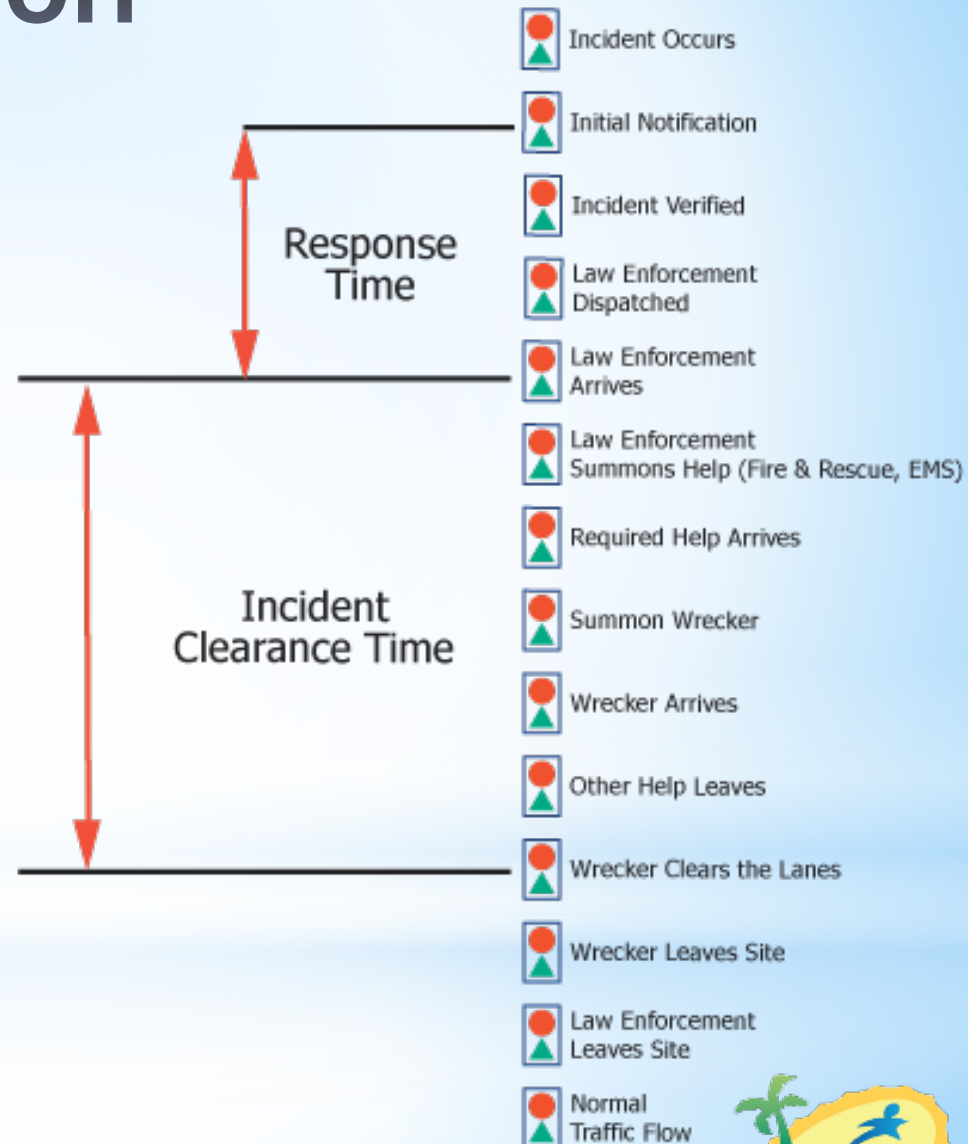
Outcome Measures

Incident Duration

- Time Between Incident Occurrence/Clearing and Traffic Returning to Normal
  - Notification
  - Verification
  - Response
  - Open Road
  - Clearance Duration

Incident Timeline

- Incident Occurs
- Initial Notification
- Incident Verified
- Law Enforcement Dispatched

Response Time

- Law Enforcement Arrives
- Law Enforcement Summons Help (Fire & Rescue, EMS)
- Required Help Arrives

Incident Clearance Time

- Summon Wrecker
- Wrecker Arrives
- Other Help Leaves
- Wrecker Clears the Lanes
- Wrecker Leaves Site
- Law Enforcement Leaves Site
- Normal Traffic Flow

Incident Duration Results

- Annual Average Time From All Reporting Districts – 46.29 Minutes
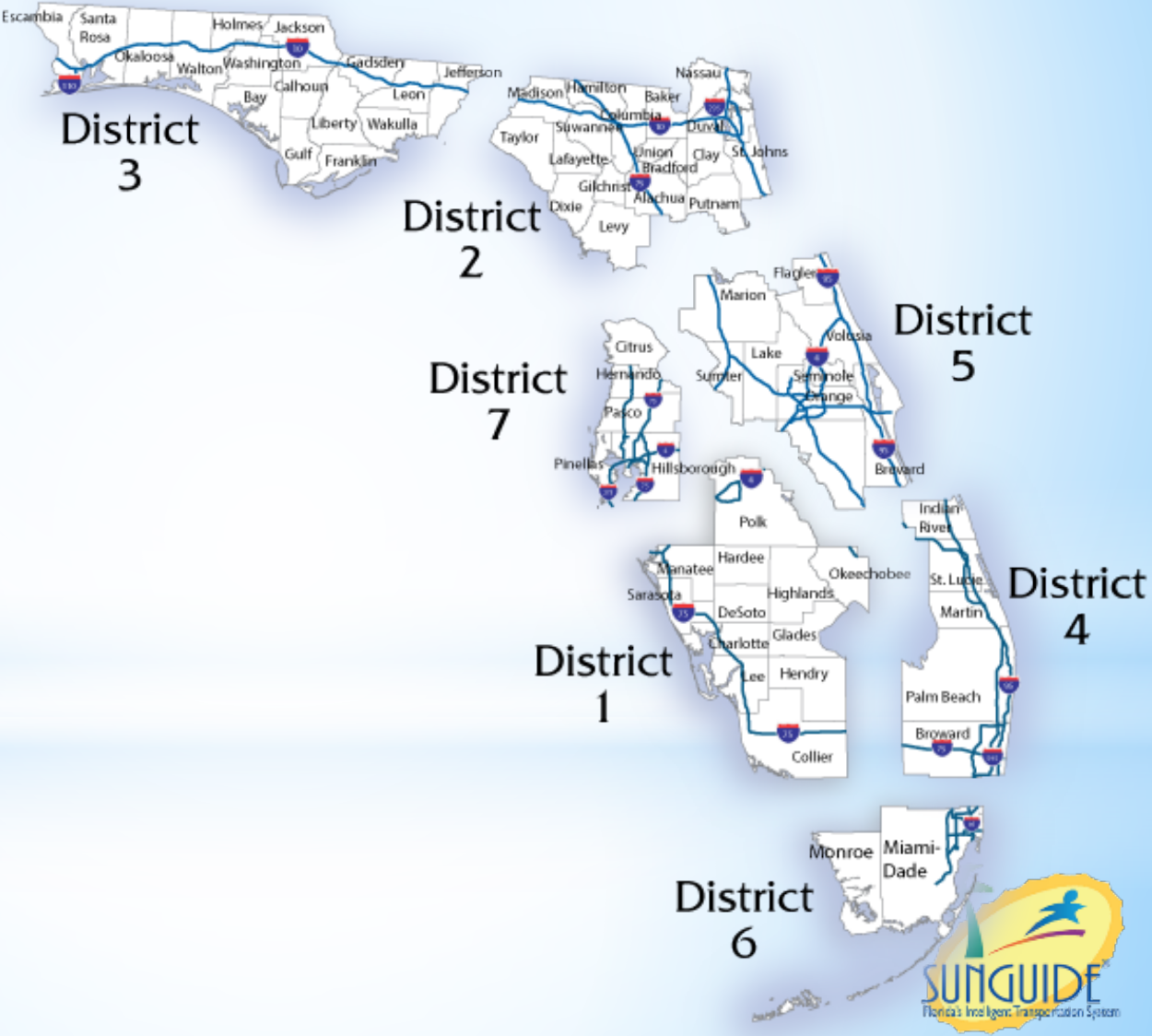 - Ranging from 29 to 64 minutes
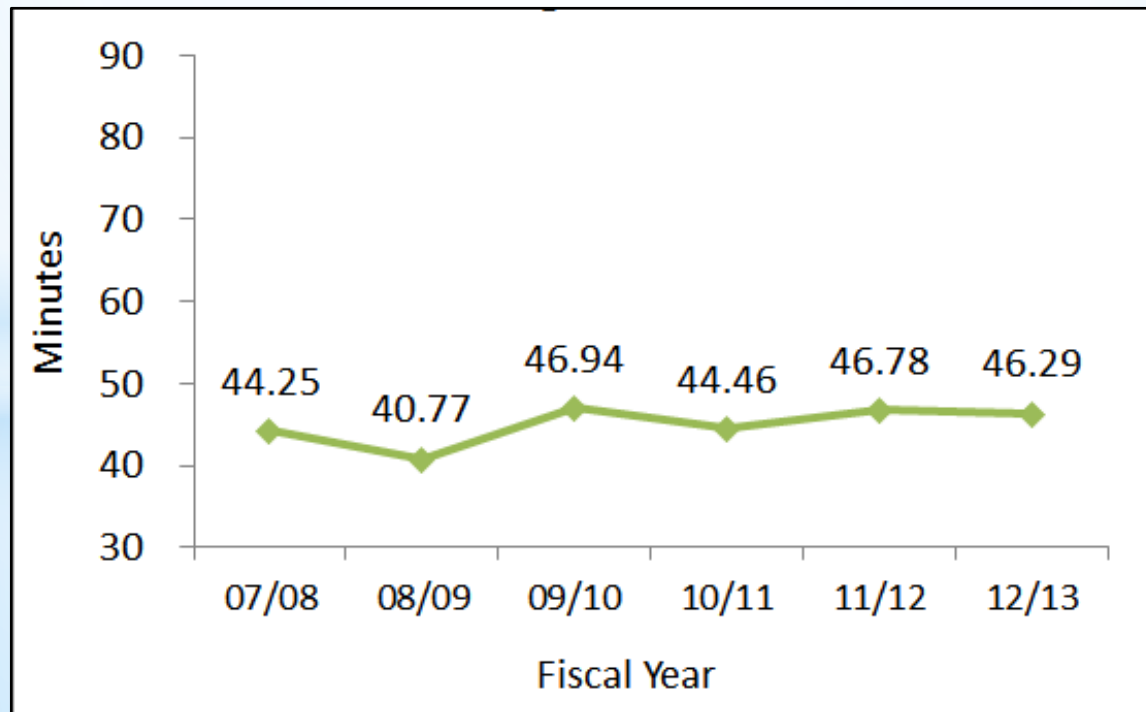
Travel Time Reliability

- Variation in Travel Times Over a History
  - Indicates effectiveness of system operations
- Reported Using Statewide Transportation Engineering Warehouse for Archived Regional Data

Travel Time Reliability

Customer Satisfaction

- Qualitative Measure of Public Satisfaction with Services Provided

- FDOT Collected Statistically Valid Sample Survey Data from ITS Users Statewide
  - Random sample of drivers in each FDOT District
  - Must drive at least three times per week on freeways or Florida's Turnpike

Customer Satisfaction Results

- FL511 Traveler Information System
  - Awareness increased by 15% from FY2010-11
  - 26% use FL511 once a week or more
  - 62% use call-In; 14% use mobile app
  - 67% use FL511 on their way to a destination or while stopped in traffic; 27% before they leave
  - 58% changed their route; 23% changed departure time

Customer Satisfaction Results

- Dynamic Message Signs
  - 89% read dynamic message signs at least once a week
  - 95% feel the signs are mostly accurate
  - 91% feel the signs are easy to read
  - 91% find travel time information useful
  - 79% would likely change their route based on information on the signs

Customer Satisfaction Results

- Road Rangers
  - 69% are aware of service
  - 82% feel service is very useful
  - 74% felt driver was very helpful

Questions?

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