METROPLAN ORLANDO:
Systems Management and Operations

Eric Hill,
Director System Management & Operations

AMPO Working Group
State of Florida

Orlando
Tampa
Daytona Beach
Port Canaveral
MPO for Central Florida

3 Counties; 22 Cities

7 Transportation Operating Agencies

1.6 Million People

2,500 Square Miles
<table>
<thead>
<tr>
<th>System Management &amp; Operations Department</th>
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<tbody>
<tr>
<td>• Traffic Incident Management (TIM)</td>
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<td>• Safety</td>
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<tr>
<td>• Congestion Management Systems (CMS)</td>
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<tr>
<td>• Performance Measurement</td>
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<td>• Intelligent Transportation Systems (ITS)</td>
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<td>• Security</td>
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<td>• Transportation Demand Management (TDM)</td>
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Crash Data Base

- Unified Planning Work Program
- Response for Proposal
  - Feasibility of developing integrated system
  - Inventory of crash data
  - Assess crash data management
  - Recommendations
  - FDOT, Highway Safety Grant

The recommendations should address the structure of the database including data collection, management, analysis and reporting and linkage to other data.
System Performance

- Anecdotal justification for performance measurements
- Customer Service
- iFlorida traffic data
July 27, 2005, the International Bridge, Tunnel and Turnpike Association (IBTTA) held a “Forum on the Future of Highway Transportation in America.”

IBTTA assembled 15 experts from different stakeholder groups, all of whom have a keen interest in the future of U.S. highways.

- Customer Service
- Performance
Anecdotal Justification – Customer Service

“How you raise resources using pricing structures goes to the issue of operating efficiencies, customer service, and generating net new resources.” – Joseph Giglio, Ph.D., Graduate School of Business, Northeastern University

“In other functioning markets and networks, growing demand translates into new and creative ways of supplying whatever product or service that is being demanded.” - Tyler Duvall is the Deputy Assistant Secretary for Transportation Policy in the Office of the Secretary at the US Department of Transportation
Anecdotal Justification – Performance

“One can raise questions about the merit and wisdom of most of our transportation policies. They are not **performance-based**” – Jayetta Hecker, Government Accountability Office

“I think the greatest challenge is…to reform how we finance the system so we get better **performance** for all the stakeholders.” – Michael Replogle, Transportation Director for Environmental Defense and President and founder of the Institute for Transportation and Development Policy
Future Implications

In the Future…

• “I envision a much higher level of **customer service** than we are providing today.” – Victoria Kelly, Director of Tunnels, Bridges and Terminals for The Port Authority of New York and New Jersey

• “We need a redefinition of the national role, probably very very narrowly focused on **performance** driven investments.” – Jayetta Hecker, Government Accountability Office
Understanding customers – users of the system – and their priorities

Survey of residents by University of Central Florida’s Institute for Social and Behavioral Sciences in February-March 2005

Weighted sample size equaled 840 interviews; the 95 percent confidence intervals ("margin of error") ± 3.38 percent
Improve coordination of traffic lights and signals

- Very important: 72.9%
- Somewhat important: 21.4%
- Not too important: 4.2%
- Not important at all: 1.5%
- DK/NA: 0%
Clear highway accidents more quickly

- **Very important**: 67.4%
- **Somewhat important**: 22.7%
- **Not too important**: 7.7%
- **Not important at all**: 2.1%
- **DK/NA**: 0
Provide traffic information through highways message signs

- DK/NA: 0
- Not important at all: 2.6
- Not too important: 5.8
- Somewhat important: 30
- Very important: 61.6

Weighted Sample/Valid Percentage
iFlorida Project

- Federal Highway Administration (FHWA) initiative
- Managed by Florida Department of Transportation (FDOT)
- Demonstrate how a wide variety of Intelligent Transportation Systems (ITS) will enable or enhance surface transportation security and reliability
- Collect and archive traffic data such as travel times and volume by using toll tags
**iFlorida Project**

- Enable METROPLAN ORLANDO to more accurately measure system performance before and after a project is constructed or service deployed.
- Data can be used to evaluate the impact between a capital and M&O improvements.
- This will permit us to assess how well the system is performing: identify issues; evaluate projects; and measure goals and objectives.
METROPLAN ORLANDO – Performance

**iFlorida – Real time**

- Travel time
- Travel speeds
- Delay
- Incident response times
- Travel Time Index
- Percent of Congested Travel
- Buffer Index
- Planning Time Index
Questions/Discussion