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
- ITS Performance Measures - Output
- ITS Miles Managed
- Road Ranger Stops
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
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 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
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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