Operations in the 21st Century DOT: Meeting Customer Expectations

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Challenges

• Customer Needs and Customer Expectations
• Technology Innovation and the Internet
• Achievable Benefits in Lean Fiscal Times
• National Goal to Improve Highway Efficiency and Safety
Expectations of Government Are Changing

- Information Available 24/7
- Greater Service Reliability
- Less Tolerance for Delay
- Mobile Devices with Increasing Features and Capabilities
- Increasing Accountability

TECHNOLOGY
Expectations of DOTs Are Changing

- System Reliability and Safety
- Accurate, Timely and Accessible Information
- “Smart Government” that Uses Technology
- Increased Customer Sophistication

Our Customers Want Our Product Delivered in the Way They Want To Receive It
Operations Opportunities

- Smarter Maintenance Operations
- Work Zone Management
- Event Management
- Traffic Signal Signalization
- Road Weather Information Systems
- Traveler Information Systems
- Ramp Meters
- Lane Management and Control
- Traffic Incident Management
- Connected Vehicles
Begin Assessing Your Organization

From Here

What Areas are Targeted for Improvement?

What Capabilities are Targeted for Improvement?

To Here
Moving Forward

• What are your Customer’s Expectations?
• Who is Responsible for Managing Operations?
• Where Are You Today?
• Where Do You Want to Go?
• How Are You Going to Get There?
Places to Start

- Champion
- Business Processes
- Systems/Technology
- Performance Measurement

- Culture
- Organization/Staffing
- Resource Allocation
- Partnerships
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Tools Available Now: Workshops

- Operations Opportunity Workshop (1 day)
- Specialized Incident Management Techniques for Managers and Responders
- Planning for Operations
- Managed Lanes
- Work Zone Traffic Analysis and Guide
- Performance Management/Measurement
- Localized Bottleneck Reduction
Tools Available Now: Guidebooks and Online Training

- AASHTO Guidebook for Systems Operations & Management (web-based evaluation tool)
- Guide to Integrating Business Processes to Improve Travel Time Reliability (SHRP2)
- Real-Time System Management Information
- Strategies for Developing Work Zone Traffic Analyses
- Principals of Evacuation Planning
- Weather Responsive Traffic Management
Ask For Help!

• Contact AASHTO to Arrange a Conference Call or Meeting to Discuss Your Needs and Available Assistance
  – Gummada Murthy, AASHTO, 202-624-8913
  – Bob Arnold, FHWA, 202-366-1285
  – Neil Pedersen, TRB/SHRP2, 202-334-1426

• Schedule the Operations Opportunity Workshop (1 day)
  – Develop a Baseline for Your Organization
  – Identify Gaps/Needs
  – Develop a Draft Action Plan
Questions?