

Transportation Performance Management Webinar Series

Transportation Performance Management Communications

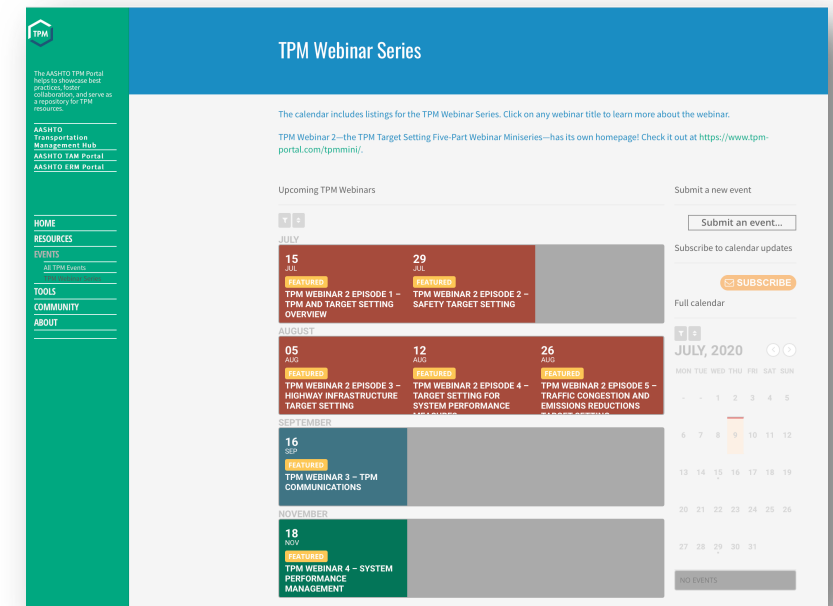
Sponsored by the TPM Pooled Fund
with Support from AASHTO CPBM Leadership and FHWA



September 16, 2020
TPM Webinar 3

Transportation Performance Management Webinar Series

- Our regular webinar series is held every two months, on topics such as communications, system performance management, data sources, and many more to come!
- Today is the 3rd installment of the bi-monthly webinar series
- We welcome ideas for future webinar topics and presentations
- Use the webinar Q&A panel during the webinar
 - Submit questions for today’s presenters
 - Submit ideas for future webinar topics



Welcome

The TPM Pooled Fund, the AASHTO Committee on Performance Based Management, and FHWA are pleased to sponsor this webinar series!

- Sharing knowledge is a critical component of advancing performance management practice



Webinar Agenda

- 2:00** **Welcome, Introduction and Webinar Overview**
Matt Hardy (AASHTO) and Hyun-A Park (Spy Pond Partners, LLC)
- 2:10** **FHWA Perspective on Communicating TPM**
Nelson Hoffman (FHWA)
- 2:15** **Communicating Effectively in the Modern World: Data, Visualization and Performance Measures**
Michael Pack (University of Maryland, Center for Advanced Transportation Technology Laboratory)
- 2:30** **Utah DOT's Internal and External TPM Communications**
Patrick Cowley (Utah Department of Transportation)
- 2:45** **Washington State Department of Transportation Communicating Transportation Performance Management**
Gabe Philips (Washington State Department of Transportation)
- 3:00** **Effectively Communicating with Data**
John Selmer (Iowa Department of Transportation)
- 3:15** **Q&A and Wrap Up**
Hyun-A Park, Spy Pond Partners

FHWA Perspective on TPM Communications

Nelson Hoffman, FHWA Transportation Performance
Management Team



Communicating Effectively in the Modern World

Data, Visualization, and Performance Measures

Performance
Measures

Planning



Your audience matters...

- Engineers
- Planners
- Operators



Vs.

- Legislators
- Media
- Decision Makers
- Public



Data in and of itself is NOT the goal!

Big numbers are hard to
comprehend

10 Pallets

10,000
pallets

Visual Communication is a Critical Skill

- **Visual bandwidth is enormous**
 - Human perceptual skills are remarkable
 - Trend, cluster, gap, outlier...
 - Color, size, shape, proximity...
 - Human image storage is fast and vast

Visualization is so effective and useful because it utilizes one of the channels to our brain that have the highest bandwidths: our eyes.

- Robert Kosara

Guess the story

A broken family is reunited after the children enlist in the military, unaware that their father is a high ranking official within the enemy force.

An Experiment:

On the next slide, find the 3 countries with the largest values beside them.

You have 3-seconds.

What did you see?

Same Experiment:

On the next slide, find the 3 countries with the largest values over them.

You have 3-seconds.

What did you see?

What makes an appropriate performance measure (TPM or otherwise)?

Good performance measures are like a really good movie

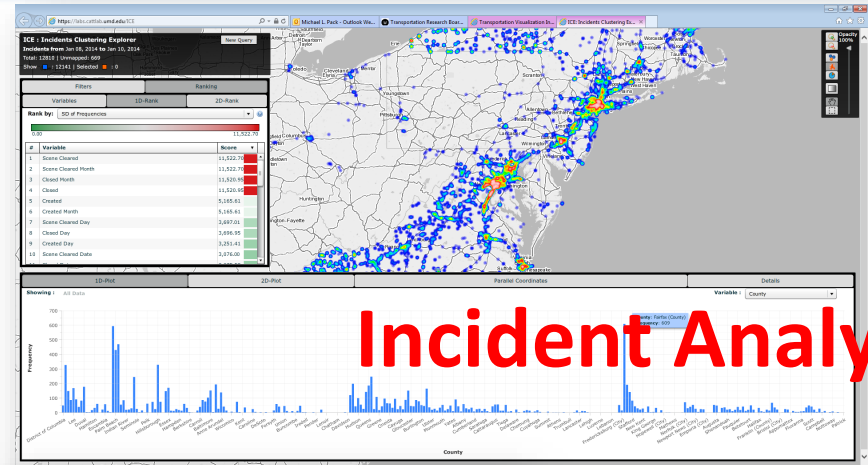
- They (1) tell a compelling story from beginning to end (2) about a compelling issue, and they (3) make important discoveries/observations along the way.
- There is no single number that can do this!
- You need several key measures that, when combined, point out the state of your system in a meaningful, and easily understood way.



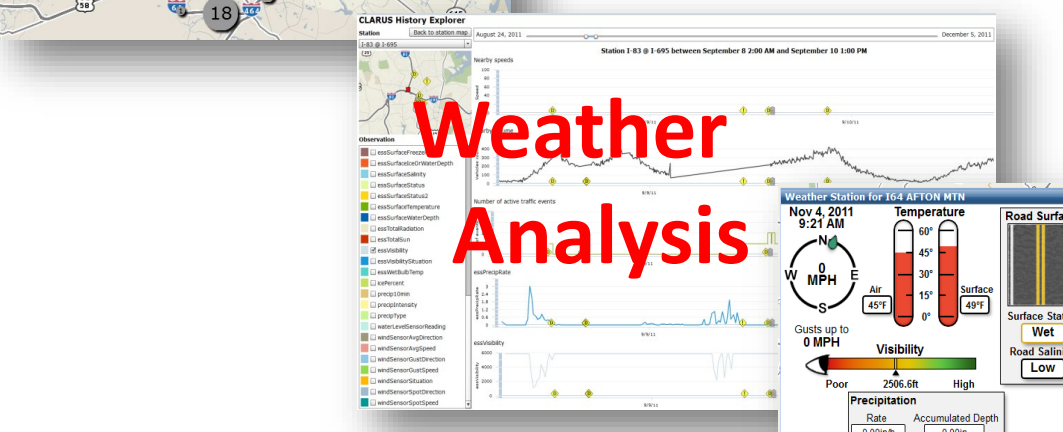
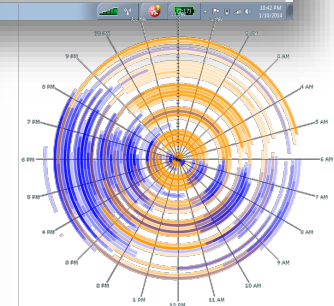
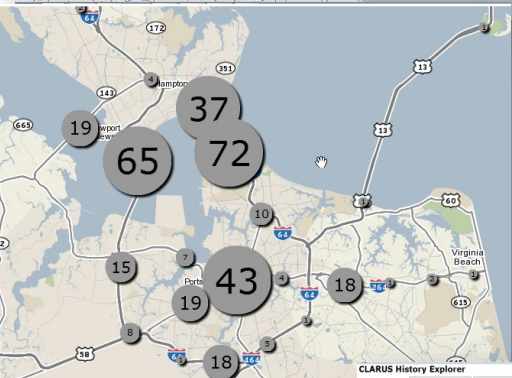
Performance Measures =
Story Telling

Communicating TPM with data viz tools

Congestion Analysis



Incident Analysis

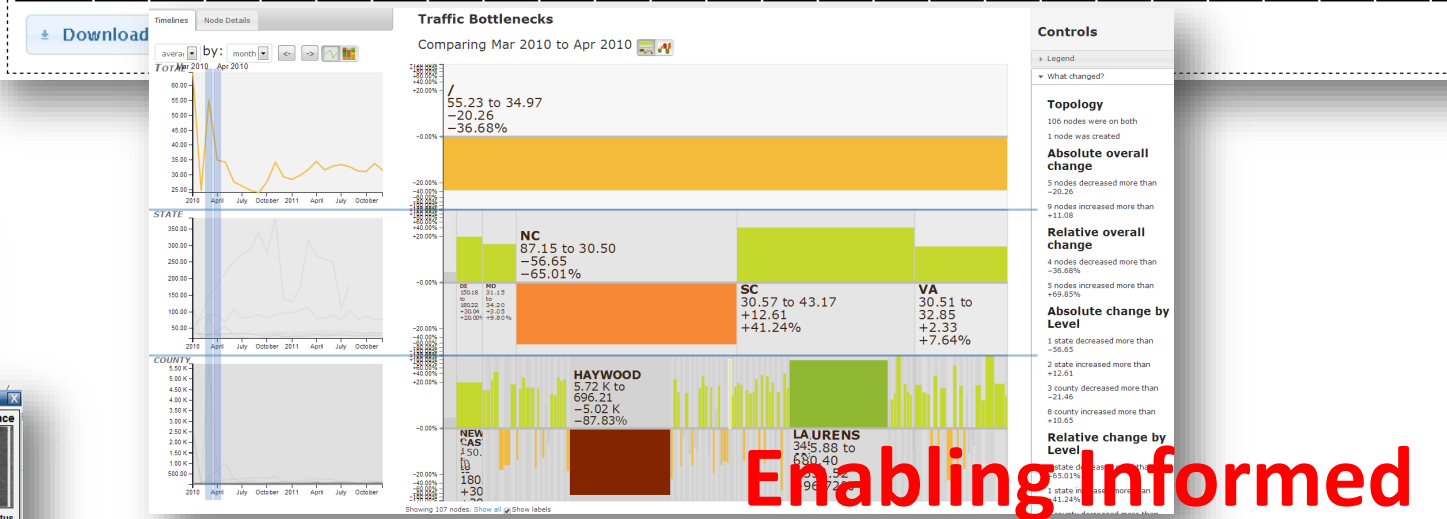


Weather Analysis

Combined passenger and commercial delay (in thousands of dollars)

	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM	Daily Total	
1/14/13	\$0.2K	\$0.1K	\$0.1K	\$0.1K	\$0.2K	\$0.1K	\$0.2K	\$11.9K	\$16.2K	\$2.7K	\$0.5K	\$0.2K	\$0.1K	\$0.2K	\$0.1K	\$1.4K	\$7.7K	\$10K	\$1K	\$0.1K	\$0.1K	\$0.1K	\$0.1K	\$0.3K	\$0.1K	\$5.1K
1/15/13	\$0.1K	\$0.1K	\$0.1K	\$0.1K	\$0.1K	\$0K	\$0.4K	\$12.9K	\$17.6K	\$2.7K	\$0.1K	\$0.2K	\$0.1K	\$0K	\$0.2K	\$5.8K	\$12.9K	\$21K	\$8.5K	\$3.1K	\$0K	\$0.1K	\$0.1K	\$0K	\$0K	\$8.8K
1/16/13	\$0.1K	\$0.1K	\$0K	\$0K	\$0K	\$0K	\$0.1K	\$12.1K	\$14.4K	\$0.9K	\$0.1K	\$0.1K	\$0K	\$0K	\$0.6K	\$4.4K	\$14.9K	\$21.4K	\$6.5K	\$0.1K	\$0K	\$0.1K	\$0K	\$0K	\$0K	\$7.7K
1/17/13	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0.3K	\$12.2K	\$14.8K	\$2.1K	\$0K	\$0.4K	\$0.1K	\$0K	\$0.2K	\$4.3K	\$19.6K	\$25.8K	\$6.5K	\$0.1K	\$0.1K	\$0K	\$0K	\$0K	\$0K	\$8.8K
1/18/13	\$0K	\$0.1K	\$0.1K	\$0K	\$0K	\$0K	\$0K	\$9K	\$7K	\$0.2K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$14.8K	\$0.9K	\$0.1K	\$0K	\$0K	\$0.6K	\$0.1K	\$5.1K	
1/19/13	\$0.1K	\$0.1K	\$0.2K	\$0.1K	\$0K	\$0.1K	\$0K	\$0.1K	\$0.1K	\$0.2K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0.1K	\$0.1K	\$2.1K	
1/20/13	\$0K	\$0.1K	\$0.1K	\$0K	\$0K	\$0K	\$0K	\$0.1K	\$0K	\$0.1K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0K	\$0.1K	\$0.1K	\$0.1K	\$0.2K	\$0.1K	\$0.1K	\$0.1K	\$1.1K	
Hourly Totals	\$0.5K	\$0.5K	\$0.6K	\$0.3K	\$0.4K	\$0.2K	\$1.1K	\$8.4K	\$70.2K	\$8.8K	\$0.8K	\$0.8K	\$0.8K	\$0.8K	\$0.8K	\$0.8K	\$0.8K	\$93K	\$23.5K	\$3.6K	\$0.4K	\$0.4K	\$1.2K	\$0.5K	\$255.1K	

Thu Jan 17 2013 17:00:00
 Delay cost: Total: \$25,751.51, Per user: \$9.22
 Hours of delay: Total: 1,176.45 hours, Per user: 0.35 hours
 Data validity: 96.67%
 Click the table cell to see links to congestion scans



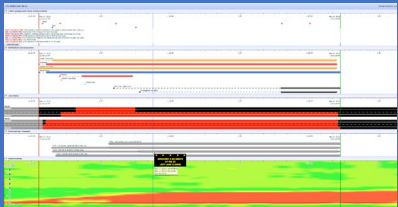
Enabling Informed Decision Making

After-action Review

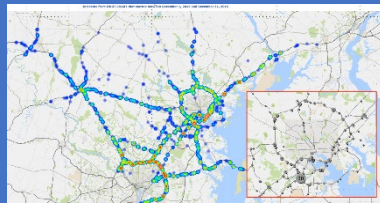
Woodrow Wilson Bridge Collision • June 20, 2018



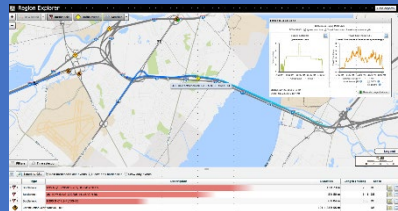
Incident Timeline



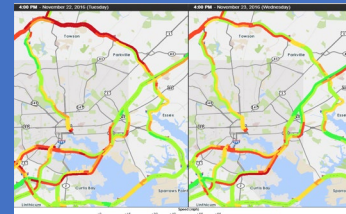
Event Query Tool



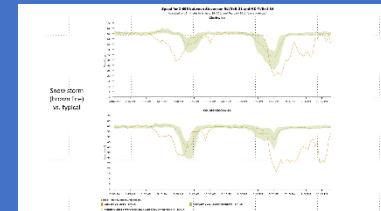
Region Explorer



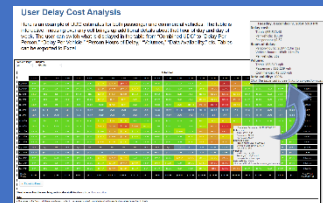
Trend Map



Performance Charts




User Delay Cost



AAR Reporting (select pages)

Event Summary



After Action Review - Performance Summary Report

I-95/495 NB (Outer Loop) • Thru lanes on Woodrow Wilson Bridge
Prince Georges County, MD

Incident Date: Wednesday, June 20, 2018

Incident Summary
A tractor trailer hit several construction vehicles on the Woodrow Wilson Bridge, leading to a closure of the Capital Beltway (primarily NB). The tractor-trailer and three other vehicles caught fire. There was 1 fatality, 7 treated & released, 1 hospitalized. A work crew trapped below the bridge had to be rescued.


Occurrence/Notification
10:45 am/10:52 am

Incident Duration
11 h 39 m

Outer Loop Closed (NB)
10 h 20 m

Participating agencies/personnel
17/ 100+

Worst backups from incident
NB - 12 miles (into VA)
SB - 4 miles

Incident Location


Event Timeline

Agency	Start Time	End Time	Duration
WOOT	A-12:25 PM	D-9:16 PM	9h 51m
CHART	A-11:29 AM	D-9:24 PM	9h 54m
Fireboard	A-10:56 AM	D-12:25 PM	1h 28m
State Police	A-10:56 AM	D-9:25 PM	9h 54m
DBI	A-11:29 AM	D-10:30 PM	11h 1m
Investigation	A-3:43 PM	D-9:24 PM	5h 41m
US Park Police	A-12:25 PM	D-9:16 PM	8h 51m
MDE	A-12:25 PM	D-9:16 PM	8h 51m
Local Police	A-11:29 AM	D-10:30 PM	11h 1m
Med. Examiner	A-2:00 PM	D-9:24 PM	3h 15m
Private Tow Trucks	A-2:00 PM	D-9:24 PM	7h 19m
Sand Truck	A-4:16 PM	D-9:16 PM	5h 0m
State Police - CVED	A-3:43 PM	D-9:24 PM	5h 41m
VA State Police	A-3:43 PM	D-10:30 PM	6h 47m

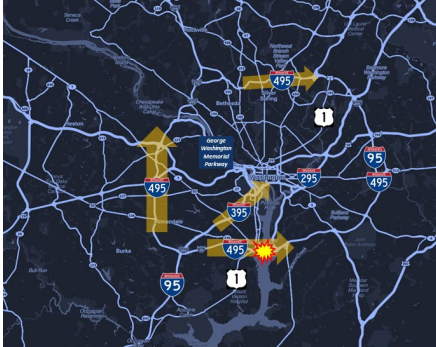
Lane Status

All lanes closed from 11:03 AM to 9:23 PM (10h 20m)

Due to the extensive recovery & cleanup operations required (hindered by late afternoon/early evening rain), the NB Outer Loop thru lanes were closed for most of the day.

Alternate Route Impacts

Alternate Route Secondary Incidents



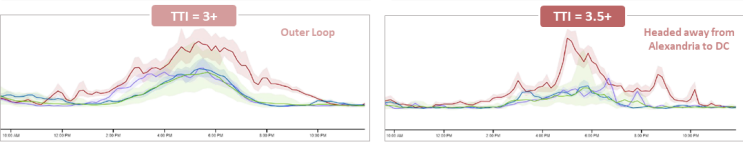
(Left) A significant number of secondary incidents occurred in the area, primarily due to the stop-and-go nature of the queued traffic at the incident site and heavy congestion on alternate routes used to bypass the WWB closure.

(Below) Several alternate routes were evaluated for Travel Time Index comparisons between June 20, 2018, two previous Wednesdays and an average Wednesday for 2017. **Results show high to extremely high TTI indices, with maximum values mostly occurring between 4 pm and 6 pm.** Impacts were also felt around Ronald Reagan Washington National Airport, Alexandria, the District of Columbia, major transit corridors and two planned events in the area:

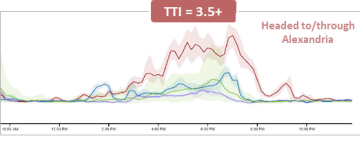
- **Midday Rally/March** – near the National Mall & Pennsylvania Ave (5,000+ attendees)
- **Evening MLB Event** – Baltimore Orioles at Washington Nationals in Nationals Park (41,000+ expected attendees)

Alternate Route Travel Time Index Comparisons

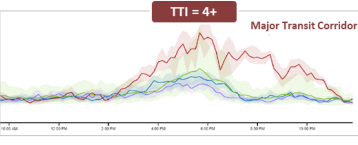
I-495 (Capital Beltway)



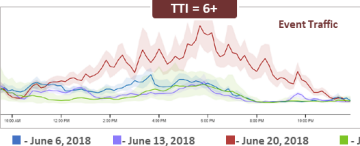
George Washington Memorial Pkwy. (from Slater Ln. to I-495)



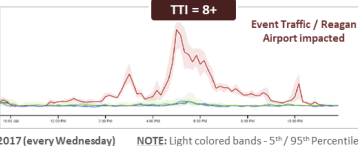
George Washington Memorial Pkwy. (from Slater Ln. to I-495)



I-395 (from 3rd St. Tunnel to I-495)



George Washington Memorial Pkwy. (from Slater Ln. to I-395)



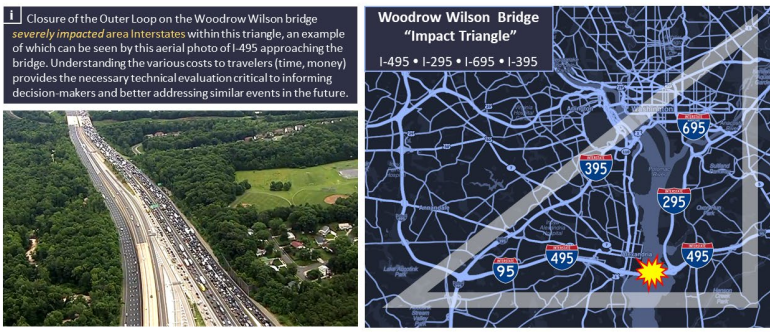
Travel Time Index (TTI) – travel time represented as a percentage of ideal travel time (Travel Time / Free-flow Travel Time)

Other Impacts

Event Regional Impacts

(Left) Closure of the Outer Loop on the Woodrow Wilson bridge severely impacted area Interstates within this triangle, an example of which can be seen by this aerial photo of I-495 approaching the bridge. Understanding the various costs to travelers (time, money) provides the necessary technical evaluation critical to informing decision-makers and better addressing similar events in the future.

Woodrow Wilson Bridge "Impact Triangle"
I-495 • I-295 • I-695 • I-395



User Delay Cost Comparisons

Wed., June 13 th 2018	Wed., June 20 th 2018	Wed., June 27 th 2018
Delay Cost \$1,359,734	Delay Cost \$3,153,861	Delay Cost \$933,589
Hours of Delay 55,159 person-hrs. 45,028 vehicle-hrs.	Hours of Delay 127,939 person-hrs. 104,440 vehicle-hrs.	Hours of Delay 37,872 person-hrs. 30,916 vehicle-hrs.
Delay per VMT 0.73 min/mi	Delay per VMT 1.75 min/mi	Delay per VMT 0.50 min/mi

A User Delay Cost analysis was conducted to ascertain the monetary, and other effects the closure had on these roadways, compared a Wednesday in June before and after the event.

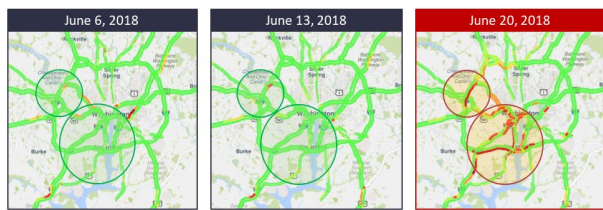
Results show **substantial increases** in delay cost, hours of delay and delay per Vehicle Miles Traveled during the event compared to other normal days.

Delay cost increased between \$1.79M and \$2.2M (232% - 338%), hours of delay between 82,911 and 90,067 h (832% - 338%) and delay per VMT between 1.02 and 1.25 mi (240% - 350%) due to the severity and lengthy clearance time of the event.

National Capital Region | WWB Event Extended Impacts (8:00 PM EST)

(Left) Two previous Wednesdays show minimal traffic in the NCR region at 8:00 PM, but on 6/20 traffic backups remained substantial, even after almost 10h after the accident.

The most congested corridors were I-95 NB to the WWB, I-495 and I-395 in the Washington, DC area.

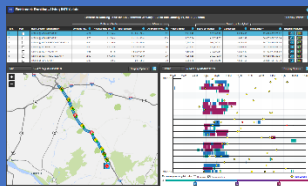


Project Assessment Report (Before & After Study)

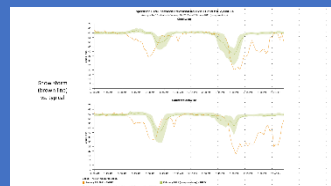
Sr 141/Peachtree Road • Dekalb County • Georgia



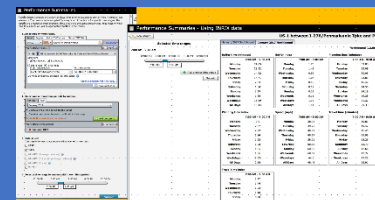
Bottleneck Ranking



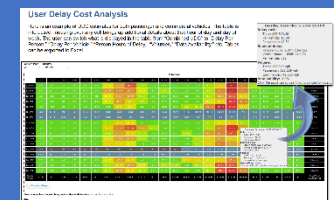
Performance Charts



Performance Summaries



User Delay Cost



Project Assessment Report (Before & After Study)

Project Summary



Project Assessment Report
SR 141 / Peachtree Road • DeKalb County
Traffic Signal Timing Operational Improvement

Traffic Responsive Operational Deployment

Project Background
Peachtree Industrial Blvd. is a vital, north-south, 4-lane highway in DeKalb County that provides a continuous route between Gwinnett County through Chamblee and Brookhaven southward to Buckhead. This urban arterial interchanges with I-285 to the north and several cross-county arterial routes. It encompasses a 5-mile, 23-intersection stretch of SR 141.

Project Corridor Details

- 23 Intersections
- 5 miles long
- 60,000 veh./day
- Major commuter Route

RTOP / Program Effectiveness
The Regional Traffic Operations Program, or **RTOP**, is a multi-jurisdictional, cutting-edge signal timing program focused on improving traffic flow and reducing vehicle emissions through improved signal timing. **After implementing the Traffic Responsive System, the average speed improvement was 2-5 mph and there was a 3 hour reduction in total congestion time daily.**



RTOP REGIONAL TRAFFIC OPERATIONS PROGRAM
The Traffic Responsive system (TR) uses intelligent algorithms to regularly monitor traffic patterns and update signal timing in real-time to harmonize traffic flow. TR moves vehicles efficiently by monitoring actual demands of road traffic.

In **July 2016**, GDOT selected Intelight and its MaxView / MaxTime signal firmware platform, which allows engineers to better respond to the growing traffic demands.

In **October 2016**, RTOP engineers began program-wide deployment of MaxTime Traffic Signal Central Processing units to enable state of the art smart-timing initiatives to occur.

Between **January and May of 2017**, RTOP engineers completed a comprehensive retiming of traffic signals on all RTOP corridors. This resulted from the deployment of MaxTime software and GDOT's massive Flashing Yellow Arrow (FYA) upgrades.

In **May 2017**, RTOP engineers began involved coordination with Intelight engineers to deploy TR operations on SR 141.

RTOP deployed TR Operations on SR 141 in **August 2017**.

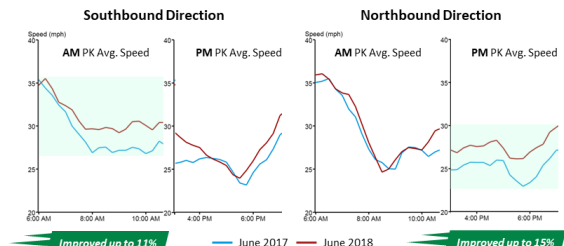
Project Timeline

- 7/10**: GDOT develops RTOP
- 10/16**: Engineers enable smart-timing initiatives
- 1/17 - 5/17**: Retimed traffic signals on RTOP corridors
- 5/17**: Deployed Traffic Responsive System operations on State Route 141

Performance Results

Speed

Significant speed improvements were seen during SB AM and NB PM peak periods, the heaviest congested directions. Throughout the month, avg. daily speed improvements observed were 2-5 mph.



Bottlenecks

Daily congested time and queue lengths significantly improved at a key bottleneck in the corridor using the Traffic Responsive system.

Key Bottleneck Improvement			
SR 141 @ N Druid Hills Road	June 2017	June 2018	Δ Difference
Bottleneck Length (miles)	0.58 mi	0.43 mi	↓ 0.15 mi (25.9%)
Total Congested Time (Daily)	6 h 26 m	3 h 38 m	↓ 2 h 48 m (43.5%)

Reliability

Comparisons of changes in these reliability measures show improved reliability from the project that can be attributed to better traffic flow of SR- 141 in both directions.

Travel Time

-5%
Change in weekday travel time

Buffer Time

-22%
Change in weekday buffer time

Planning Time

-6%
Change in weekday planning time

Travel Time - the time it takes to drive along a stretch of road
Buffer Time - the extra time you must add to a trip to ensure an on-time arrival
Planning Time - the total time you should allow to ensure on-time arrival

Delay Costs

User delay cost and hours of delay were significantly reduced, equating to an annual cost savings of \$1.69M and delay reduction of 68,688 hours, respectively.

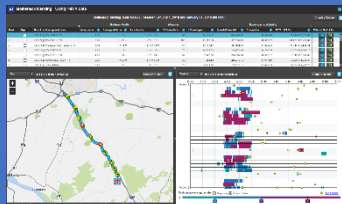
Before & After User Delay Cost Detail			
Measure	June 2017	June 2018	Δ Difference
User Delay Cost (Dollars)	\$411,131	\$270,027	↓ \$141,104 (34.3%)
Hours of Delay (Person-hours)	16,677 h	10,953 h	↓ 5,724 h (34.3%)
Delay per VMT (minutes/mile)	0.14 min/mi	0.09 min/mi	↓ 0.05 min/mi (35.7%)

Holiday Travel Guide (Forecast Infographic)

Interstate Travel Forecast for the Baltimore, MD region
Interstate Travel Forecast for the Baltimore, MD region



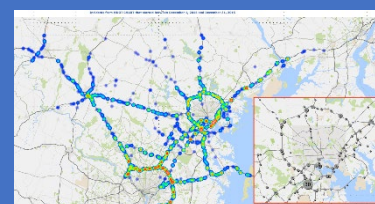
Bottleneck Ranking



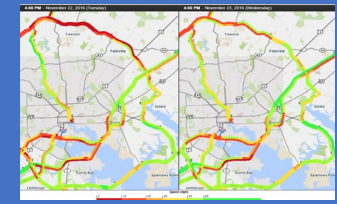
Congestion Scan



Event Query Tool



Trend Map



Holiday Travel Guide (forecast infographic)



Thanksgiving Week 2016

Interstate Travel Forecast for the Baltimore Region, MD
(Based upon an evaluation of Thanksgiving week in 2015)

Driving Forecast Insight Graphic

FORECAST

The Maryland Transportation Authority (MDTA) anticipates a 1.5% increase in traffic volumes compared to last year's Thanksgiving holiday period. Between Tuesday, Nov. 21, and Sunday, Nov. 26, the MDTA expects more than 2.2 million travelers on its highways, bridges and tunnels. The Wednesday before Thanksgiving is typically considered the busiest travel day of the year. Based on traffic counts from previous years, Wednesday, Nov. 22, is expected to be the heaviest travel day. However, in recent years the Tuesday before Thanksgiving has become very busy as well with families trying to beat the rush. **Using crowdsourced vehicle probe data, we have determined that peak travel occurs in the 4 o'clock hour on both the Tuesday and Wednesday of Thanksgiving week, making this one of the worst times to travel.**

REGION AFFECTED

- Anne Arundel Co.
- Baltimore City
- Baltimore Co.
- Carroll Co.
- Harford Co.
- Howard Co.

LOCATION MAP



TUESDAY 11.22.16	WEDNESDAY 11.23.16	THURSDAY 11.24.16	FRIDAY 11.25.16	SATURDAY 11.26.16	SUNDAY 11.27.16	MONDAY 11.28.16
⚠ Avoid 3 PM – 7 PM	⚠ Avoid 2 PM – 5 PM	👍 Great day to drive!	👍 Great day to drive!	👍 Great day to drive!	⚠ Drive Carefully!	⚠ Avoid 3 PM – 6 PM
INSIGHT Worst time between 4pm – 6pm Heaviest congestion on I-695 (between I-95 & I-70)	INSIGHT Collisions are 47% higher than normal, statewide. Drive carefully!	INSIGHT Low usage all day. 	INSIGHT Low usage all day. Black Friday shows low use than an average Friday.	INSIGHT Low usage all day; only minor congestion on I-95.	INSIGHT Moderate usage all day, I-95 SB north of the city congested 12PM to 7PM. Collisions are 12% higher than normal, statewide.	INSIGHT Worst time between 4pm – 5pm Heaviest congestion on I-695

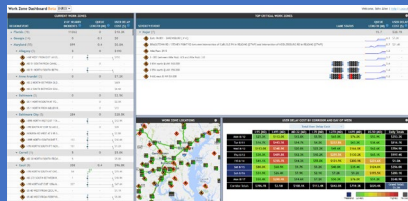


Work Zone Impact (Weekly Performance Summary Report)

I-895 (at the Baltimore Harbor Tunnel)



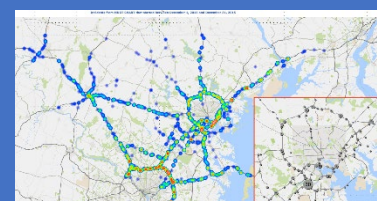
Work Zone Dashboard



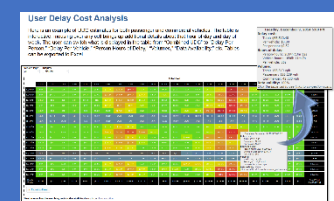
Congestion Scan



Event Query Tool



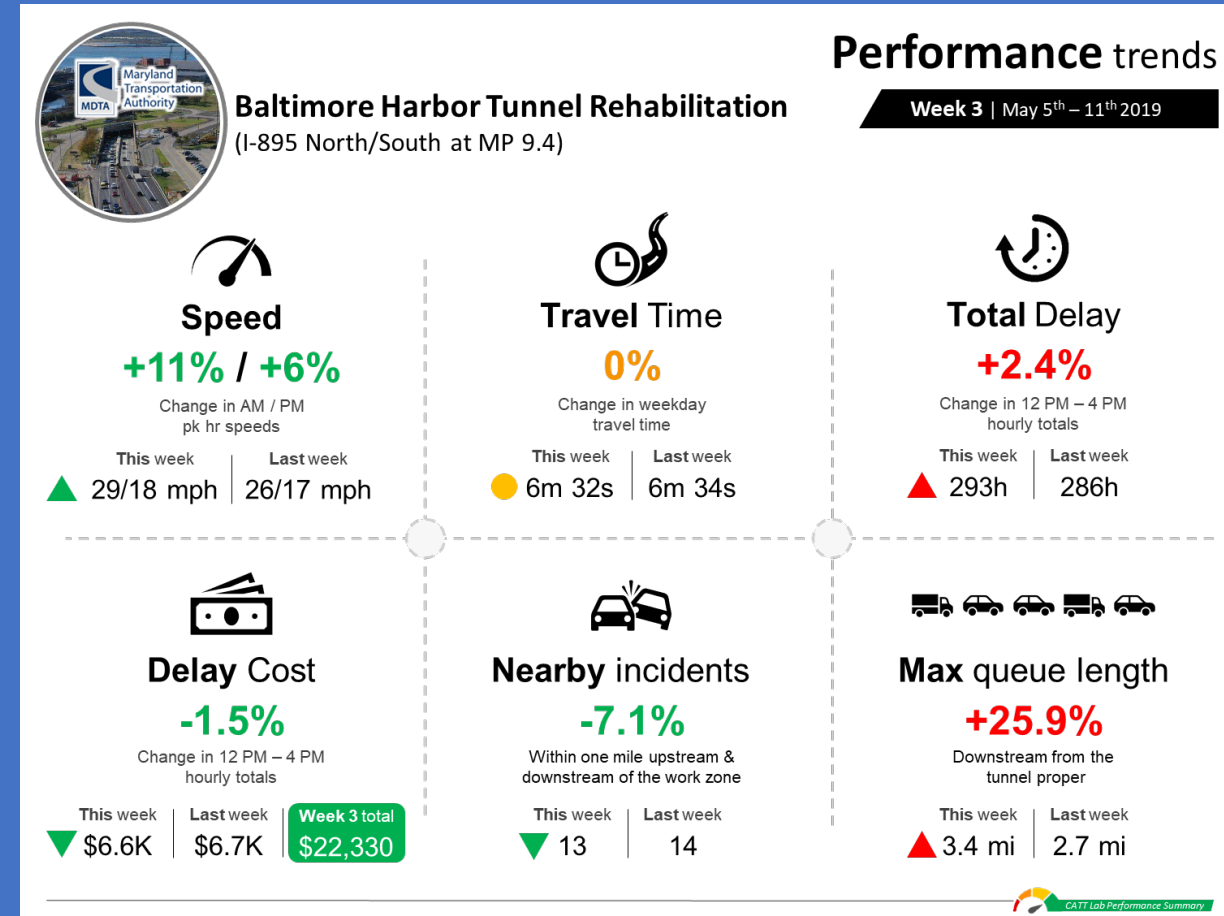
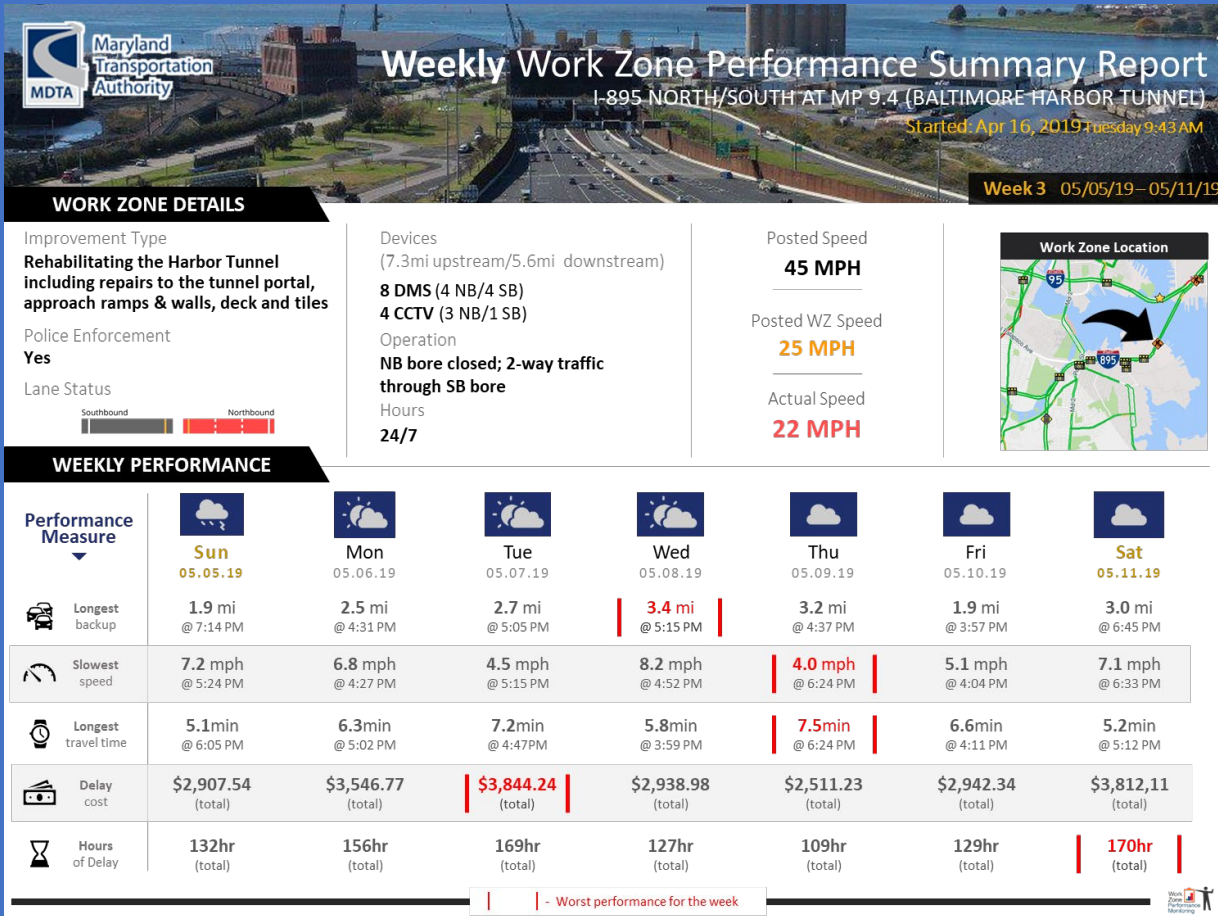
User Delay Cost



Work Zone Impact (weather infographic style)

Weekly Performance (front)

Performance Trends (back)



Supplemental guides available through RITIS

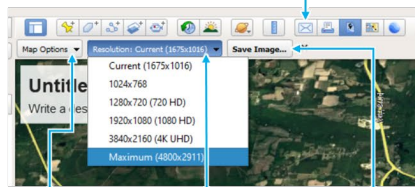
How-to Guides

DesignSheets

How to make the cover page

1 Create a background map image (from Google Earth Pro)

1. Click Save Image

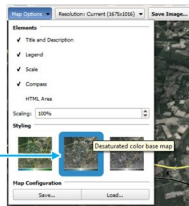


2. Click Map Options and select options.

3. Click Resolution and select Maximum.

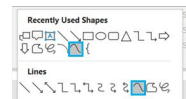
4. Save image as a JPEG, then import into PowerPoint.

(A desaturated color base map was used for this example.)



2 Overlay a road highlight

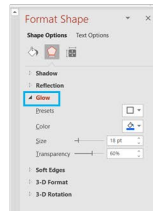
1. Select "Curved Line" from the shape menu.



2. Left-click along the path of the roadway to draw the line. Double-click to end the curve. Right-click the finished line to bring up an edit menu to add or move curve point.

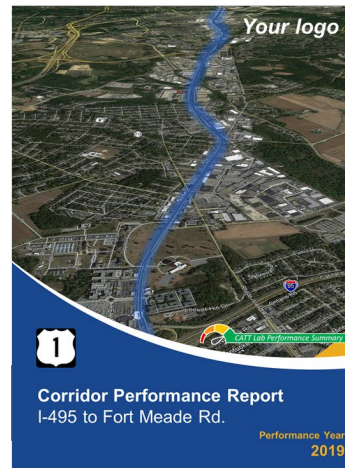


3. Under Shape Effects, apply **Glow**. Using the Format Shape dialog, change the color to the same color as the line. Adjust the size and transparency bars to produce the effect based on your personal preferences.



3 Add some finishing touches

1. Insert your logo at the top of the cover.
2. Add a bottom graphic that allows for text, matching your color palette
3. Include things like report title, Route, location, analysis timeframe, etc.



Reliability Graphics

- To change the reliability indicator (amount or directional arrow), simply click on the shape, then drag one of the handles (orange dots)
- To show decreased reliability (increases in these measures), set the left handle to the top, and drag the other handle clockwise. Click on the shape or text to change color scheme to reflect reliability decrease (shades of orange or red)
- Select a related icon for the center of the indicator, and recolor to your report's color palette

Travel Time



Buffer Time



Planning Time

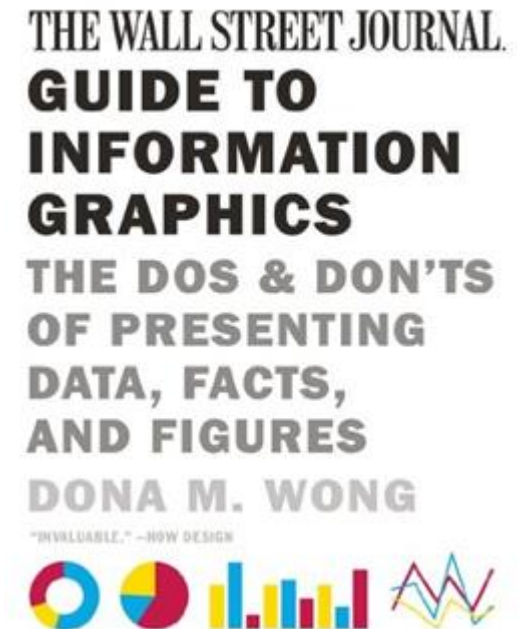
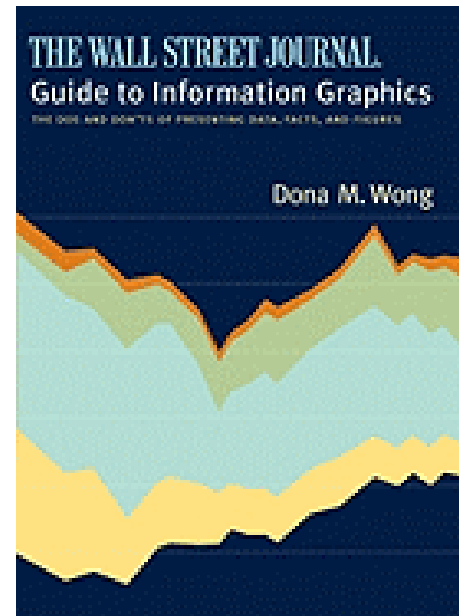


Choice of icons for indicator

Ethics in Visual Communication

- Graphics are powerful, but they can be misused!
- Colors matter, fonts matter, location matters, size matters (no matter what she says)

Great Resource!!! →



Invest in Tools to Make Fused Data Easy to work with, understand, and tell your story...

- Data is only useful when it is
 - **easily accessible,**
 - **usable, and**
 - **understandable**

To managers, planners, operations, and ITS applications...

For more information, contact



Michael L. Pack

CATT Laboratory

240.676.4060

PackML@umd.edu





Communicating TPM

Patrick Cowley, PE
Director of Transportation
Performance Management
Utah DOT
16 Sept. 2020

Effective communication

Relies less on what you say
than on what the receiver understands.

Internal v. External

With a recent reorganization at the highest levels, we are still feeling the effects of change. Internal communication has therefore become more important than it has in the past.

Internal Communication

Defining who we are, what we do, and who we serve

People (inc. employees, co-workers, customers)

Processes

Products

Transportation Performance Management Division - Brief Overview

TPM Division Director

Align, coordinate, and support the OM, PM, AM, and RM managers in their responsibilities.
Administer the SPR program for Transportation Performance Management.



Organizational Management

Developing process improvement methods, tools and training to advance agency performance. Building a culture of continuous improvement.



Performance Management

Develop strategic approach that uses system information to achieve performance criterion that align with policy decisions and drive investment strategies



Asset Management

Align the department's assets with a strategic and systematic process of goals for operating, maintaining, upgrading, expanding, and effectively budgeting through their lifecycle.

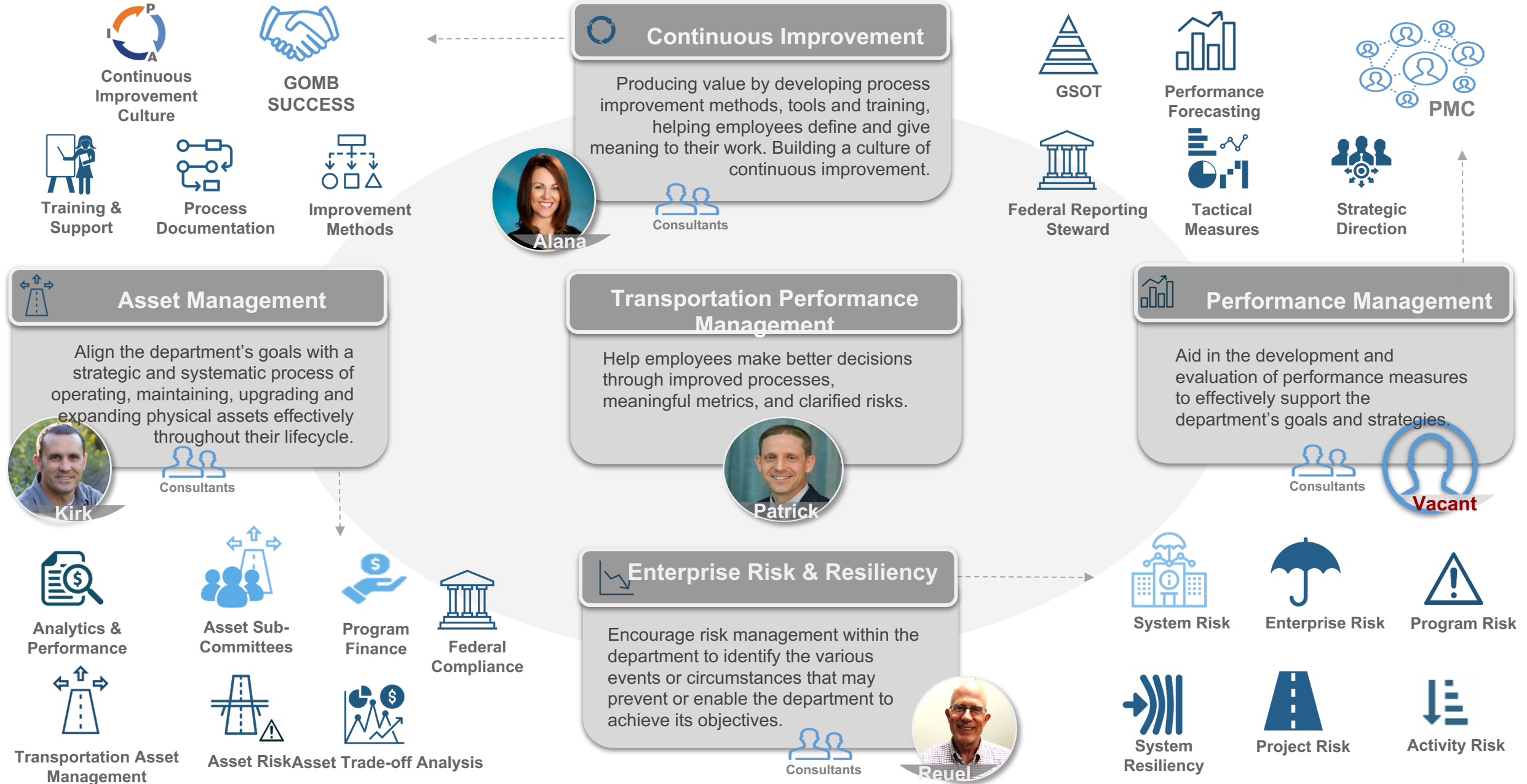


Enterprise Risk Management

Encourage risk strategies within the department to minimize threats, identify opportunities, and design against events or circumstances that may prevent the department to achieve its objectives.

Transportation Performance Management

Network



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Encourage risk strategies within the department to minimize threats, identify opportunities, and design against events or circumstances that may prevent the department to achieve its objectives.

Date: July 2020

Division: Transportation Performance Management

Director: Patrick Cowley

Responsibilities/Duties

Federal Reporting Steward | Fulfills HPMS annual reporting requirements in accordance with FHWA/UDOT Stewardship and Oversight Agreement .

Federal Performance Measures | Measures reports in highway safety, infrastructure, reliability, aids in setting targets.

Transportation Performance Management (TPM) | Develops and implements TPM principles, resources and practices in accordance with FHWA TPM implementation goals.

Strategic Direction | Provide vision, resources and training to divisions, groups and individuals on how performance management is key to UDOTs strategic direction. Make recommendations for changes to the 14 tactical measures tied to the strategic goals.

Tactical Measures | Provide department wide vision, resources and training for developing and effectively implementing tactical measures to improve performance.

Department Statistics | Coordinate efforts to collect, display, and verify department statistics so they are consistent, repeatable and accurate.

Continuous Improvement | Encourages improvement through the continuous improvement cycle foreseeing performance management.

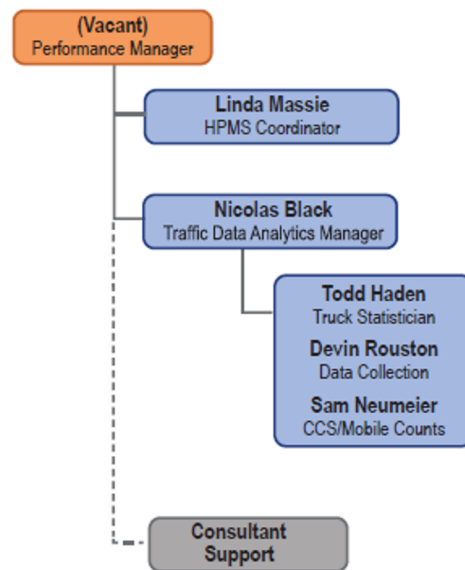
GOMB Measures | Work with process improvement to ensure meaningful measures and targets for successful projects.

Performance Forecasting | Develop and implement performance forecasting principles and processes

Key Dates

- **April 15** | HPMS Submission 1
- **April 15** | Pavement condition-related data
- **June 1** | Certified Mileage
- **June 15** | HPMS Submission 2
- **October 1** | Mid Performance Period Progress Report

Organizational/Responsibilities Chart



1 & 5 Year Vision

Year 1 | This position will have completed the federal reporting requirements for federal performance measures and have reviewed each divisions tactical measures.

Year 5 | A fully functioning on-line living document that provides all departments and employees the tools to develop and monitor their performance measures. Led effort to include funding/ experience into a number of our key performance metrics. The strategic direction will be a topic of discussion at all levels of the agency.

Need

Much of the work that has been done to date with the support of Performance Measures has been done by consultants. The difficulty comes from who directs the work. Currently this is being done ad-hoc and is not sustainable.

Use of meaningful metrics is on the rise. Understanding measures, what stories they tell, and how to set targets that matter is becoming more and more critical, not only on the National front, but for state and division specific measures as well.

Outcome

"When performance is measured, performance improves. When performance is measured and reported performance accelerates." Without meaningful measures, we are guessing at the effectiveness of our efforts. Having a leader in this area will aid in the development, improvement and maintenance of these measures.

No Action Alternative

- Unmet federal reporting requirements
- Unmeasured Department Performance
- Minimizes Department Performance
- Unsupported Tactical Measures

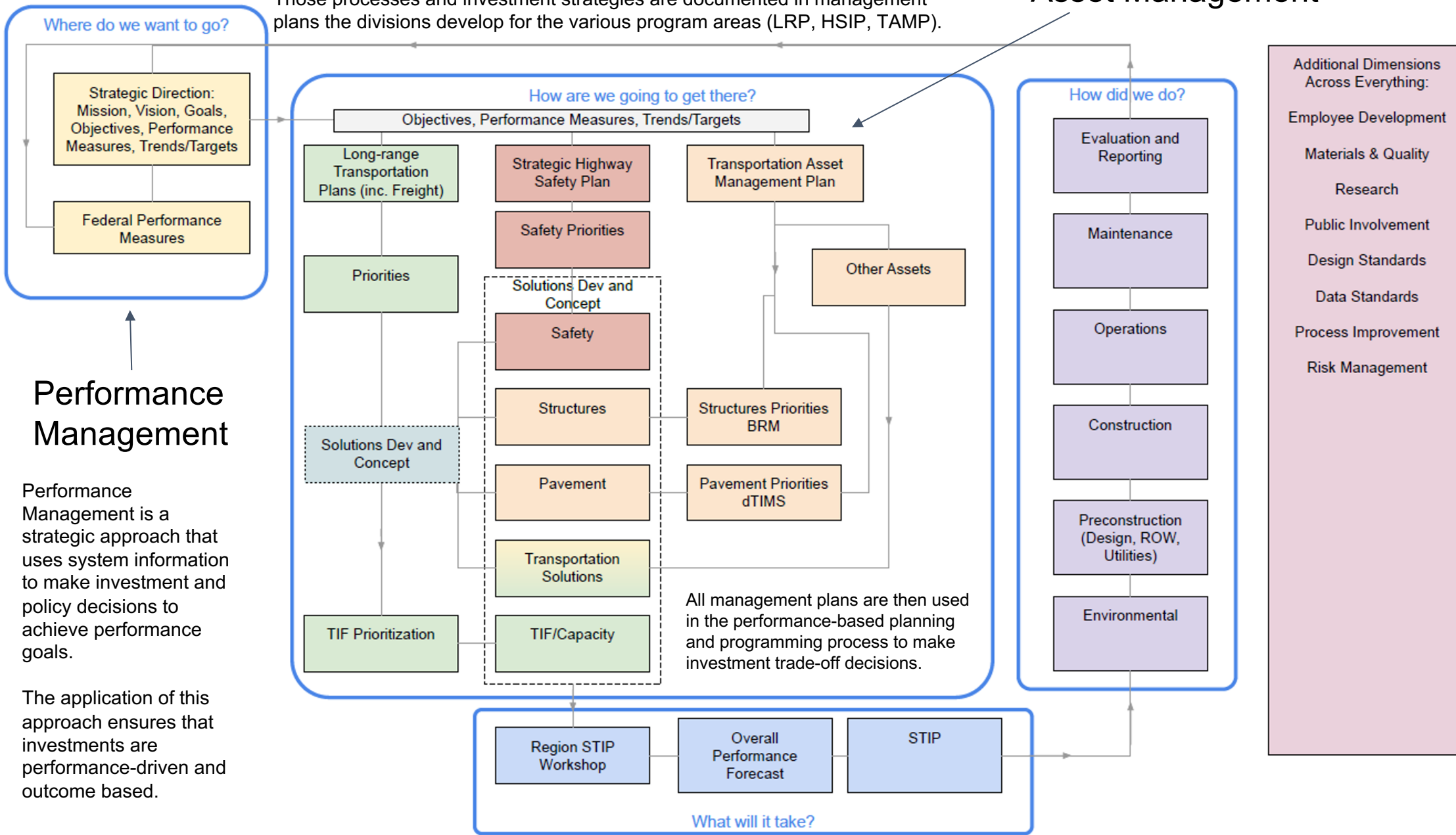
Position History

This position is an aggregation of activity accomplished by various groups and people. The reason for filling this position is to be more intentional about performance management within the department. Over time additional requirements have been added per the MAP21 and FAST Act.

Divisions within the department apply performance management principles in making decisions about where to invest resources.

Those processes and investment strategies are documented in management plans the divisions develop for the various program areas (LRP, HSIP, TAMP).

Asset Management



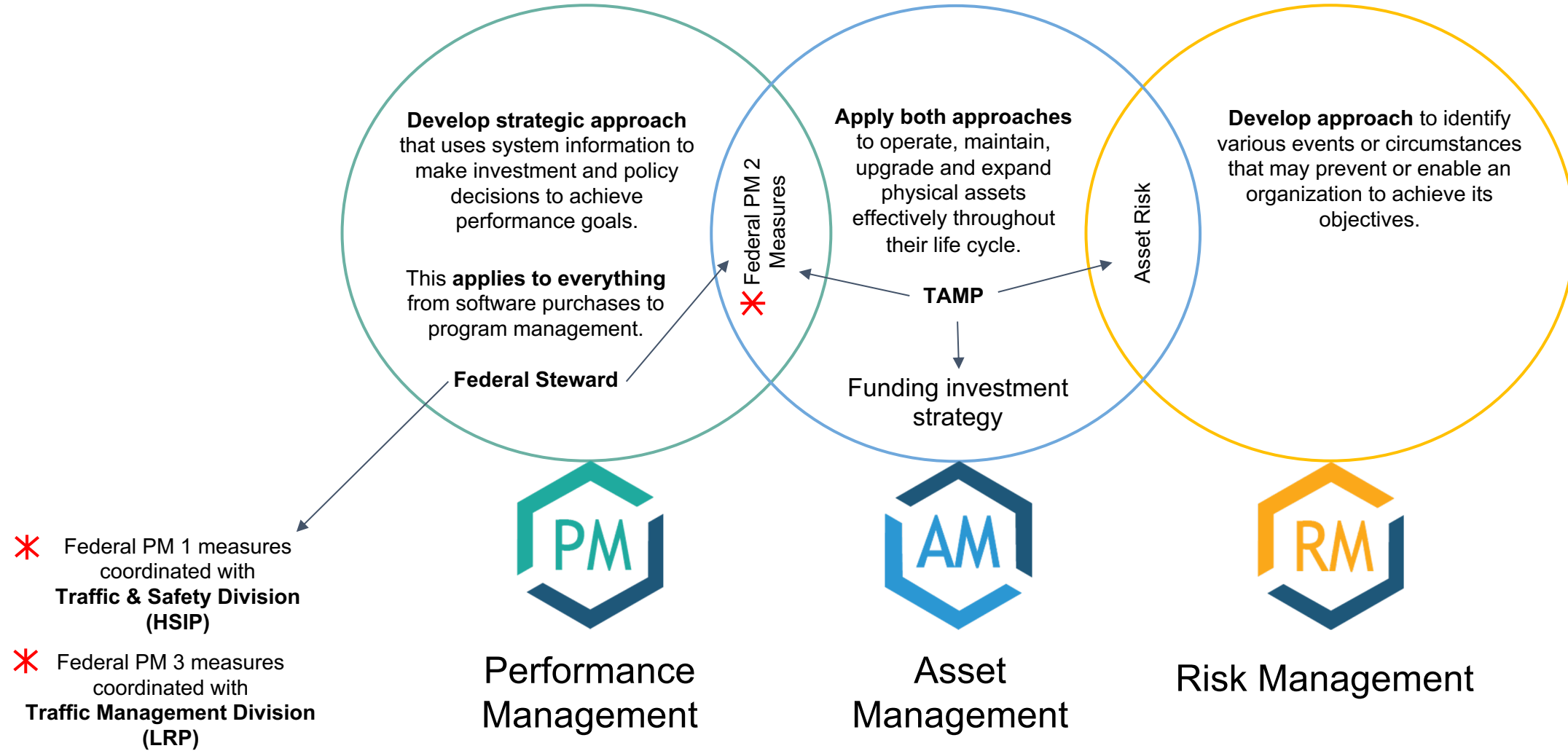
Performance Management

Performance Management is a strategic approach that uses system information to make investment and policy decisions to achieve performance goals.

The application of this approach ensures that investments are performance-driven and outcome based.

UDOT application of NCHRP 08-113

How Performance, Asset, & Risk Management interact



Federal Steward v State Metrics

Understanding the various aspects of the position for both Federal Stewardship and internal metrics

Performance Manager Federal Stewardship Role

The Performance Manager coordinates with the various divisions on their progress toward meeting the Federal Measures as well as reviewing and setting targets on a regular basis as seen in the graphic on the right.

This regular coordination also happens with the MPOs to inform and review performance metrics and targets.

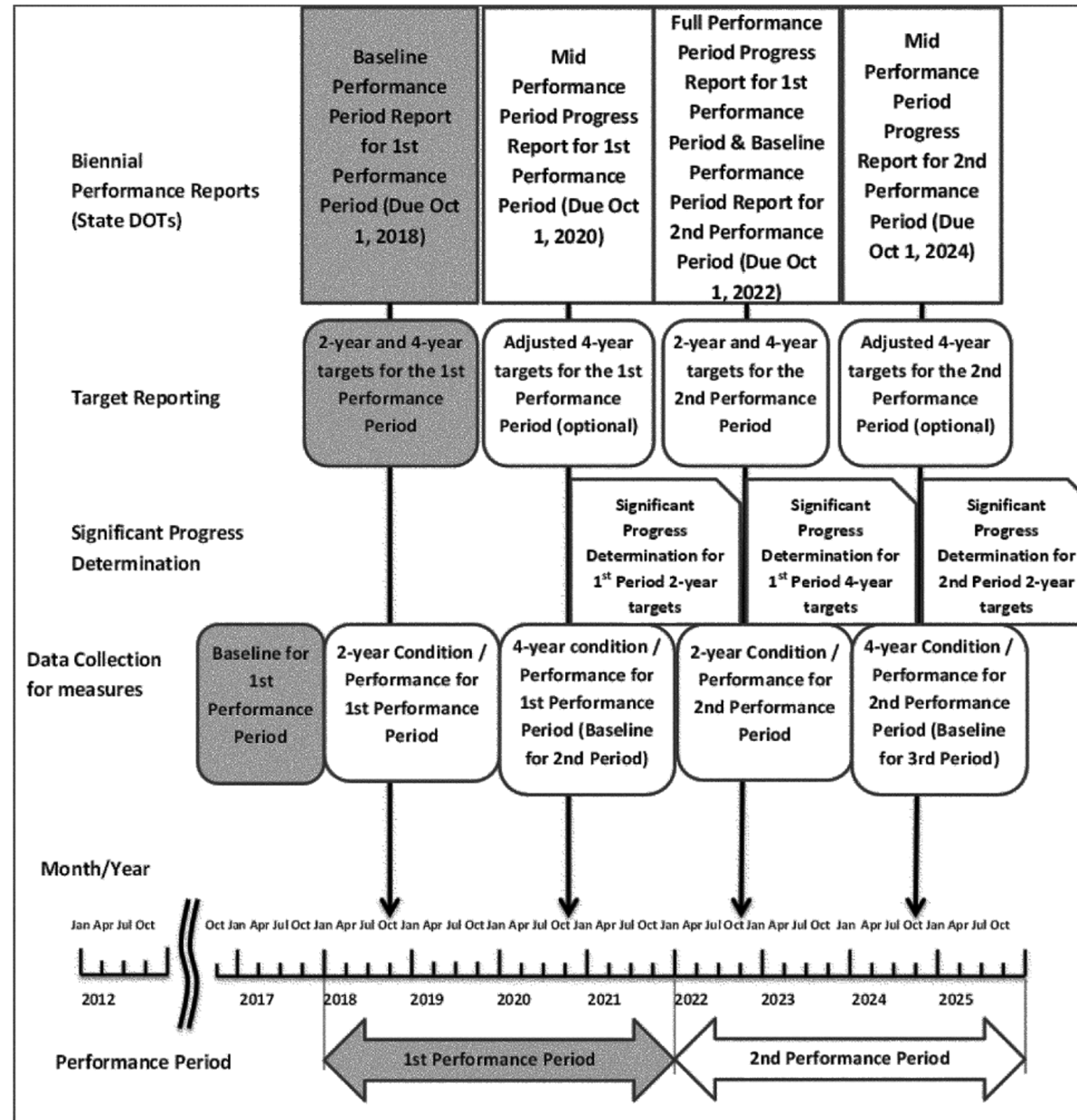


Figure 1 – Biennial Performance Reports – The Baseline Performance Period Report

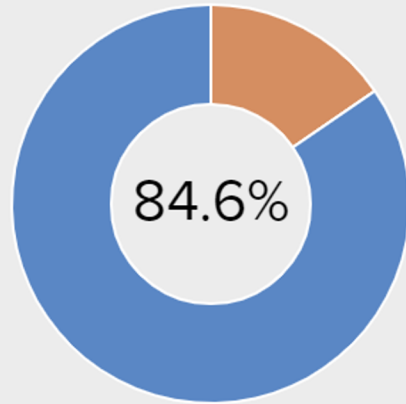
Performance Manager Strategic Direction Stewardship Role

The Performance Manager also coordinates with the various divisions on their progress toward meeting the Strategic Direction Tactical Measures as well as reviewing and setting targets on a regular basis.

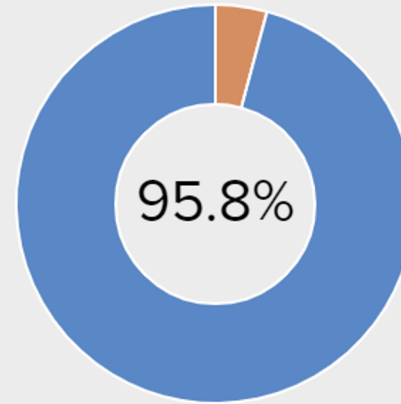
The performance manager would also recommend changes to the 14 tactical measures in coordination with the Performance Management Committee.

STRATEGIC GOALS

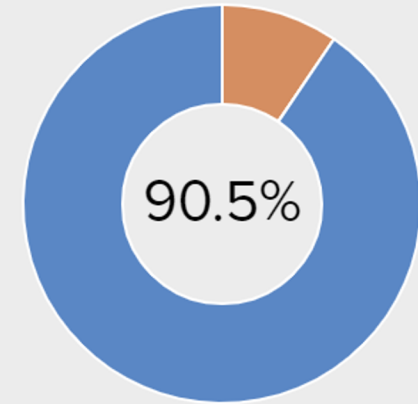
ZERO FATALITIES



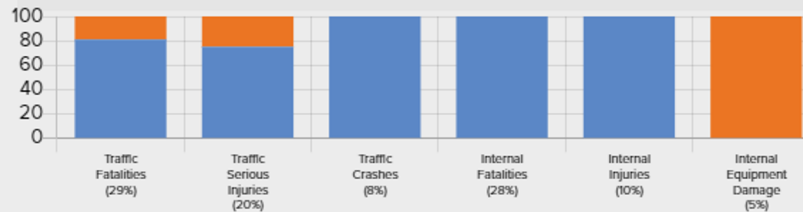
OPTIMIZE MOBILITY



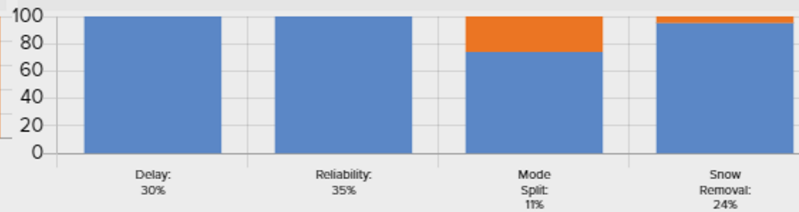
PRESERVE INFRASTRUCTURE



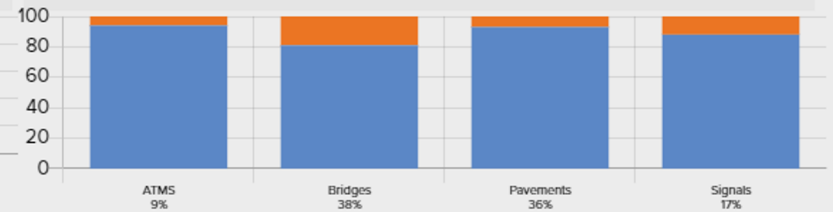
SAFETY PERFORMANCE MEASURES



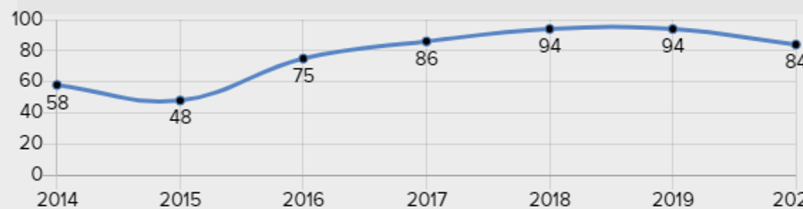
MOBILITY PERFORMANCE MEASURES



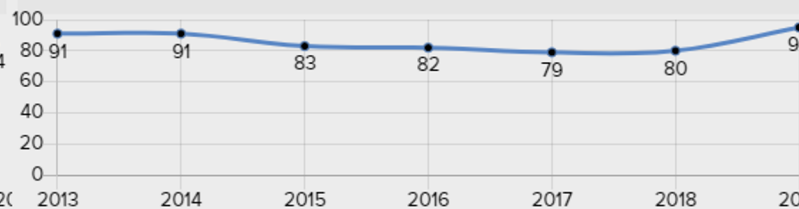
INFRASTRUCTURE PERFORMANCE MEASURES



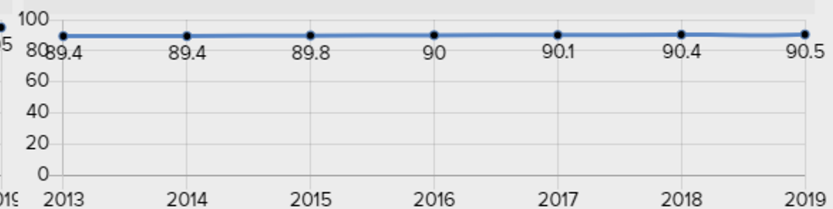
HISTORIC SAFETY INDEX



HISTORIC MOBILITY INDEX



HISTORIC INFRASTRUCTURE INDEX



Performance Manager Tactical Measure Role

The Performance manager **encourages and facilitates the application of the performance strategic approach** that uses system information to make decisions to achieve performance goals for each area within the department.

The performance manager also recommends changes to the Strategic Direction 14 tactical measures based on the development and applicability of these other tactical measures..

DIVISION TACTICAL MEASURES AND PERFORMANCE METRICS

UNDER DEVELOPMENT AND SUBJECT TO CHANGE



STRUCTURES



CONSTRUCTION



EMPLOYEE DEVELOPMENT



ENVIRONMENTAL



MAINTENANCE PLANNING



TRAFFIC AND SAFETY



MOTOR CARRIER



PAVEMENT CONDITION



PROGRAMMING



PROGRAM DELIVERY DASHBOARD



STATEWIDE PERMITTING



TRAFFIC MANAGEMENT



Transportation Performance Management Division

TPM Division Director

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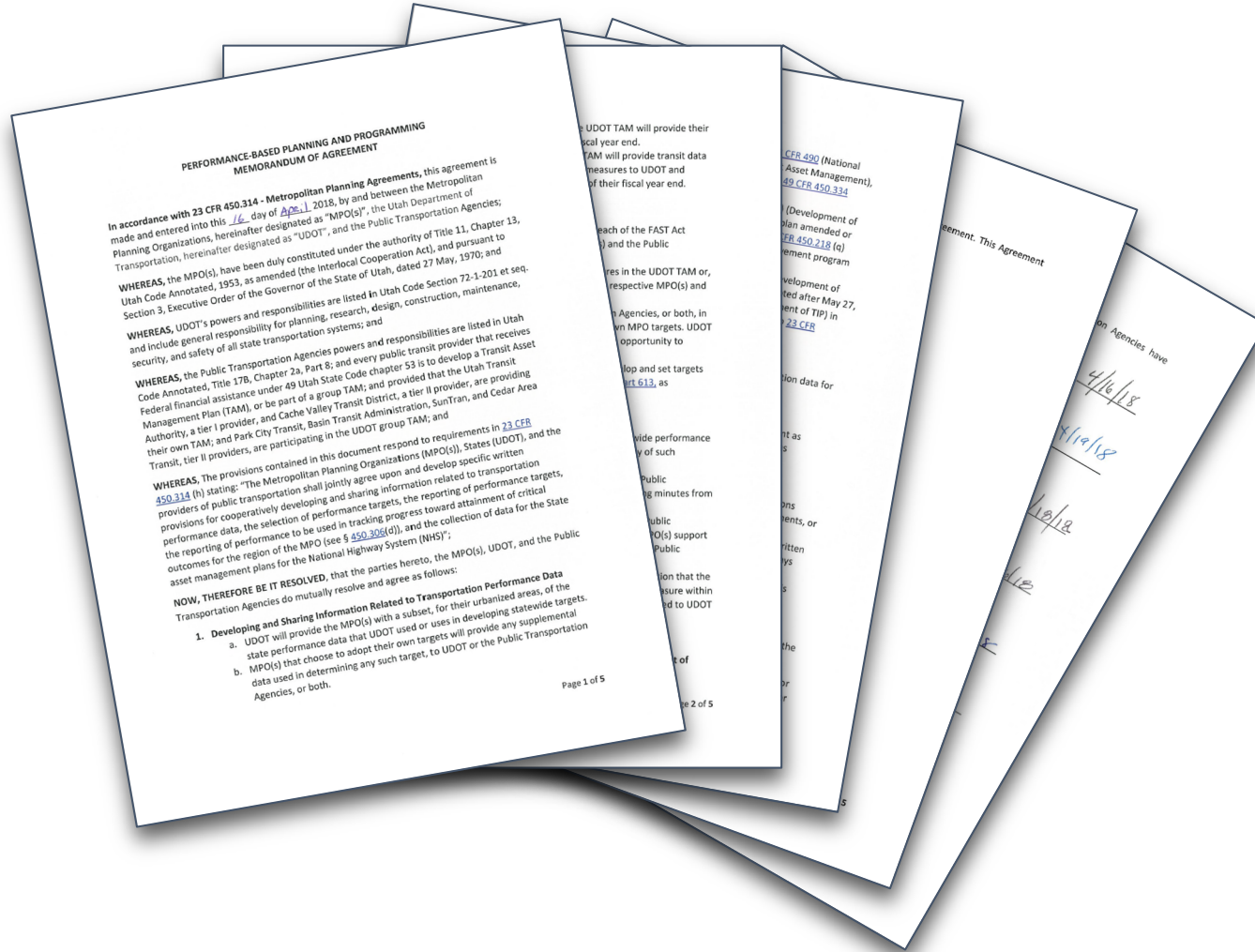
Enterprise Risk Management

Encourage risk strategies within the department to minimize threats, identify opportunities, and design against events or circumstances that may prevent the department to achieve its objectives.

External Communication

Focused on the product and service we provide to our MPOs and Federal partners

Memorandum of Agreement



UTAH FEDERAL PERFORMANCE MEASURES AND TARGETS


Federal performance measures were required by "MAP 21" to enable a federal summary and comparison between states. The Utah performance measures are derived from local goals (MPOs, Transit, DOT) and used for decision-making within Utah.

[Click here for the Performance-Based Planning & Programming Memorandum of Agreement.](#)

[Click here for UDOT's Stewardship and Oversight Agreement.](#)

[Click here to access the UDOT Strategic Direction & Performance Measures.](#)

Highway Safety



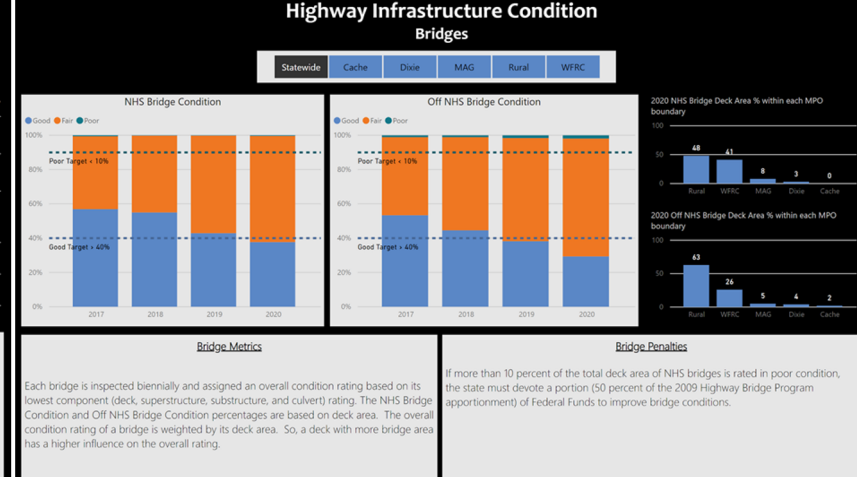
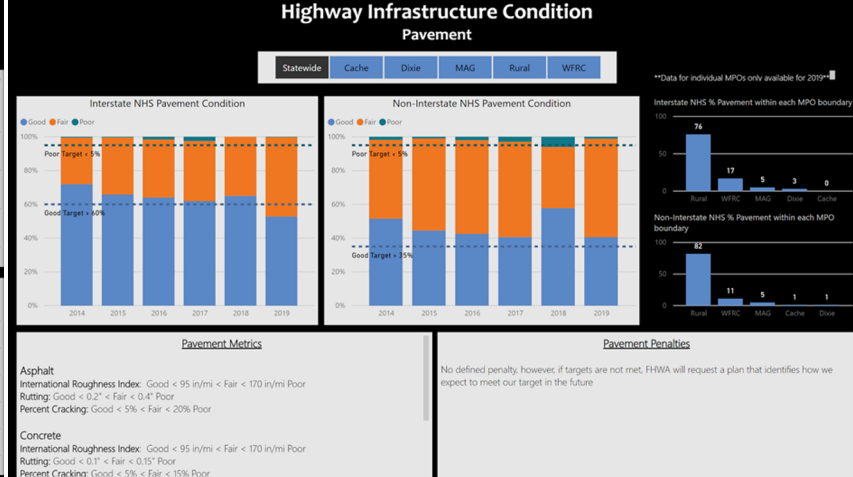
Read More

Highway Infrastructure Condition



Read More

Interactive Metrics



MPO Presentation

Past Key Dates

- Jan 2018: 1st Performance
- Feb 2018: Rule goes into E
- Oct 2018: Submit Baseline
 - Set 2 and 4 year targets (es
- Jun 2019: Submit first fully Plan with implementation o review

Current Key Dates

- Jun 2020: Consistency review report – COMPLETE
- Jun 2020: HPMS data reporting with measures – In Progress
- Oct 2020: Mid Performance Period Progress Report Due
 - Option to change 4 year targets
- Oct 2020: FHWA determination of 2 year target significant progress
- Dec 2021: 1st Performance Period Ends



MPO Presentation

Final Performance Measures	Measure Applicability	Current Target	Recommended Change
PM1			
Number of fatalities	All public roads	2.5% decrease over the last 5 year average	No change
Rate of fatalities	All public roads	2.5% decrease over the last 5 year average	No change
Number of serious injuries	All public roads	2.5% decrease over the last 5 year average	No change
Rate of serious injuries	All public roads	2.5% decrease over the last 5 year average	No change
Number of non-motorized fatalities and non-motorized serious injuries	All public roads	2.5% decrease over the last 5 year average	No change
PM2			
Percentage of pavements of the Interstate System in Good condition	The Interstate System	> 60% in Good Condition	No change
Percentage of pavements of the Interstate System in Poor condition	The Interstate System	< 5% in Poor Condition	No change
Percentage of pavements of the non-Interstate NHS in Good condition	The non-Interstate NHS	> 35% in Good Condition	No change
Percentage of pavements of the non-Interstate NHS in Poor condition	The non-Interstate NHS	< 5% in Poor Condition	No change
Percentage of NHS bridges classified as in Good condition	NHS	> 40% in Good Condition	No change
Percentage of NHS bridges classified as in Poor condition	NHS	< 10% in Poor Condition	No change
PM3			
Percent of the person-miles traveled on the Interstate that are reliable	The Interstate System	2 yr goal (2019)= 85% 4 yr goal (2021) = 90%	4 yr goal (2021) = 85% (Same as 2 yr)
Percent of the person-miles traveled on the non-Interstate NHS that are reliable	The non-Interstate NHS	2 yr goal (2019)= 80% 4 yr goal (2021) = 75%	No change
Truck Travel Time Reliability (TTTR) Index	The Interstate System	1.2	1.3
Annual Hours of Peak Hour Excessive Delay Per Capita	The NHS in urbanized areas with a population over 1 million for the first performance period and in urbanized areas with a population over 200,000 for the second and all other performance periods that are also in nonattainment or maintenance areas for ozone (O3), carbon monoxide (CO), or particulate matter (PM10 and PM2.5)	12.4	13



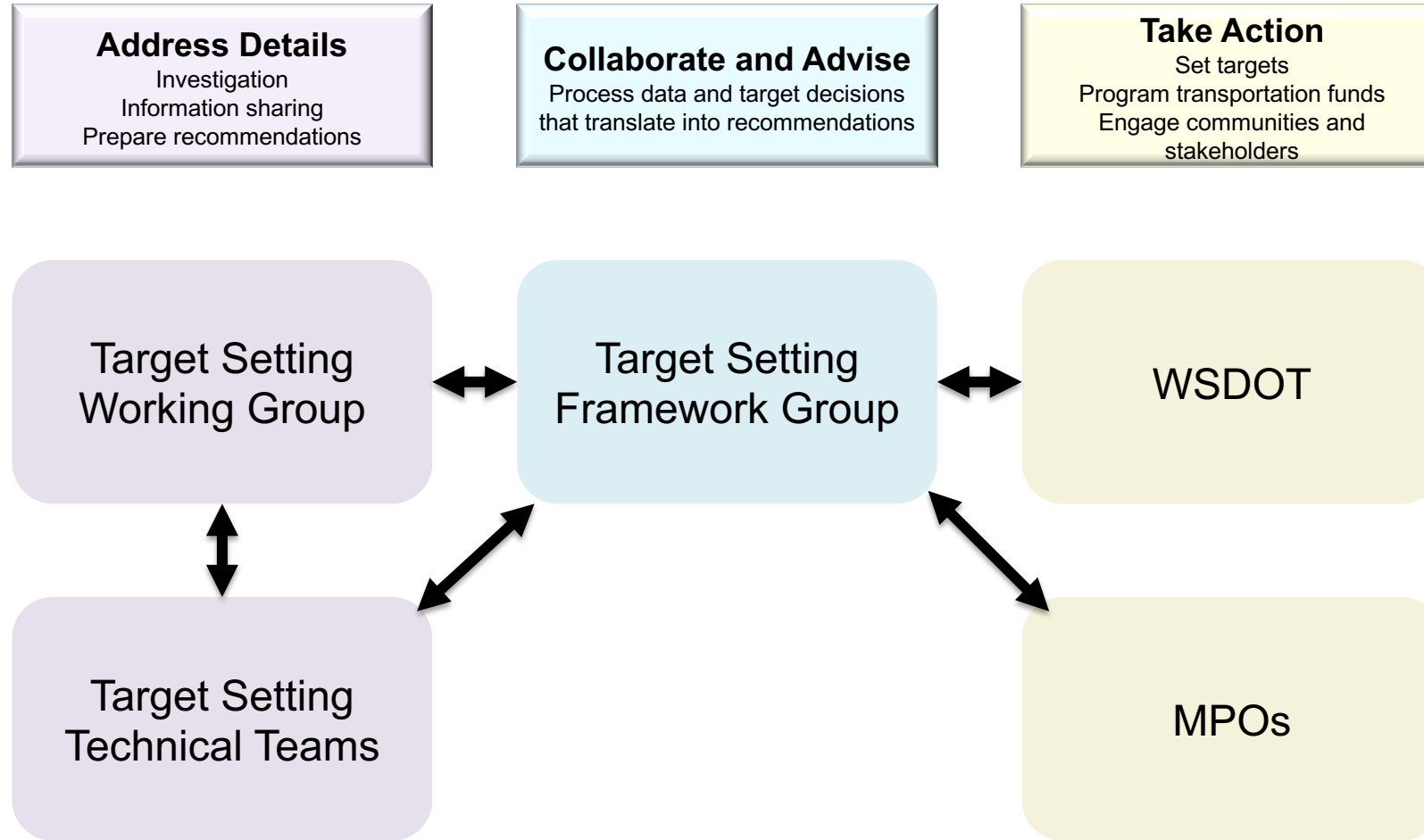
Patrick Cowley, PE
patrickcowley@utah.gov
801-648-5459

Communicating Transportation Performance Management

**Washington State Department of
Transportation**

Gabe Philips, Tribal and Regional Planning Manager
November 15, 2019

Coordination



23 CFR 450.314 “Written Provisions”

- Written provisions are “documented in some other means” outside of the Metropolitan Planning Agreement
- Highlights successes we have had in the past and identifies areas of coordination over the next year

23 CFR 450.314 “Written Provisions”

Date	Collaboration Activities or Action	PM 1	PM 2	PM 3	TAM	PTA SP
July 1, 2020	The Washington Traffic Safety Commission will report statewide calendar year (CY) 2021 targets for number of fatalities, number of serious injuries, and fatality rate to the National Highway Traffic Safety Administration	•				
July 20, 2020	Providers of public transportation that receive FTA section 5307 funds and/or operate a rail transit systems adopt safety targets in their Public Transportation Agency Safety Plans and provide them to WSDOT and applicable MPO. (Due to impacts of the COVID-19 pandemic, FTA will not enforce this requirement until December 31, 2020)					•
Aug. 31, 2020	WSDOT reports all five CY 2021 safety targets in the Highway Safety Improvement Program Annual Report to FHWA	•				
Sept. 9, 2020	Pavement/Bridge technical team meeting to review progress towards achieving targets		•			
Sept. 30, 2020	WSDOT distributes CY 2021 MAP-21 Safety Folio	•				
Oct. 1, 2020	WSDOT reports “Mid Performance Period Progress Report” for 1 st Performance Period		•	•		
Dec. 2020	FHWA assessment of State’s progress toward past CY 2019 safety targets	•				
Jan. 16, 2021	MPOs submit CY 2021 transit safety targets to WSDOT.					•
Feb. 27, 2021	MPOs submit CY 2021 safety targets to WSDOT by either developing their own quantifiable targets or supporting the state targets	•				
Apr. 2021	Safety Technical Team Meeting to discuss methodology and target setting for CY 2022	•				
Spring 2021	Providers of public transportation will coordinate closely with MPOs and WSDOT as they prepare their Transit Asset Management Plans for the fall of 2022				•	
Spring 2021	Providers of public transportation must collaborate with their respective MPOs as they prepare their annual update to transit safety targets					•
May 2021	Safety Technical Team Leader presents safety methodology/preliminary targets for CY 2022 to Target Setting Framework Group; Considers feedback	•				
May 2021	Pavement/Bridge technical team meeting to review progress towards achieving targets		•			
May to June 2021	PM3 technical team meeting to review progress toward achieving targets			•		
June 2021	Safety Technical Team Leader presents safety methodology/preliminary targets for CY 2022 to 1) WTSC and 2) WSDOT Bi-Weekly Executive Leadership for concurrence	•				
July 20, 2021	MPOs must reference the safety performance targets and Agency Safety Plans in their Transportation Improvement Programs and Metropolitan Transportation Plans updated or amended after this date					•
At the conclusion of the provider of public transportation's fiscal year, new targets for equipment, rolling stock, infrastructure (fixed guideways), and facilities must be set in consultation with the MPO					•	
When/if the MPO updates its metropolitan transportation plan or transportation improvement program, MPO targets must be revisited					•	

Data Sharing

Year	Fatalities (FARS)	Fatalities (5-year rolling average) (FARS)	MPO portion of the State Target Fatalities for 2016-2020 (5-year rolling average)	Fatality rate	Fatality rate (5-year rolling average)	MPO portion of the State Target for Fatality rate for 2016-2020 (5-year rolling average)	Serious Injuries (WSDOT)	Serious Injuries (5-year rolling average) (WSDOT)	MPO portion of the State Target for Serious Injuries for 2016-2020 (5-year rolling average)	Serious injury rate (Serious Injuries per HMVMT)	Serious injury rate (5-year rolling average) (Serious Injuries per HMVMT)	MPO portion of the State Target serious injury rate for 2016-2020 (5-year rolling average) (Serious Injuries per HMVMT)	Non-motorist fatalities and serious injuries	Non-motorist fatalities and serious injuries (5-year rolling average)	MPO portion of the State Target for non-motorist fatalities and serious injuries for 2016-	Annual VMT (1000s) (from HPMS)
2010	181			0.600			1214			4.023			296			30,174,275
2011	178			0.591			1043			3.463			279			30,117,658
2012	186			0.622			1076			3.595			313			29,927,348
2013	162			0.539			952			3.165			241			30,081,225
2014	179	177.2		0.588	0.588		934	1,055.8		3.267	3.503		300	285.8		30,426,448
2015	245	190.0		0.789	0.626		1073	1,027.6		3.455	3.389		315	289.6		31,057,269
2016	237	201.8		0.752	0.658		1169	1,052.8		3.708	3.438		378	309.4		31,526,598
2017	226	209.8		0.712	0.676		1154	1,068.4		3.635	3.446		361	319.0		31,748,320
2018	240	225.4		0.748	0.718		1117	1,101.4		3.483	3.510		389	348.6		32,069,857
2019																
2020			187.8			0.598			917.8			2.925			290.5	

Year	Fatalities (5-year rolling average)	Fatality rate (5-year rolling average)	Serious Injuries (5-year rolling average)	Serious injury rate (5-year rolling average) (Serious)	Non-motorist fatalities and serious injuries (5-year rolling average)
2020	187.8	0.6	917.8	2.9	290.5

Measure No. 1 - Fatalities 2006 through 2030
Puget Sound Regional Council MPA

Year	Fatalities (FARS)	Fatalities (5-year rolling average) (FARS)
2010	181	
2011	178	
2012	186	
2013	162	
2014	179	177.2
2015	245	190.0
2016	237	201.8
2017	226	209.8
2018	240	225.4
2019		
2020		187.8

Measure No. 2 - Fatality Rate (Fatalities per 100 million VMT)
Puget Sound Regional Council MPA

Year	Fatality rate	Fatality rate (5-year rolling average)
2010	0.600	
2011	0.591	
2012	0.622	
2013	0.539	
2014	0.588	0.588
2015	0.789	0.626
2016	0.752	0.658
2017	0.712	0.676
2018	0.748	0.718
2019		
2020		0.598

Measure No. 3 - Serious injuries
Puget Sound Regional Council MPA

Year	Serious Injuries (WSDOT)	Serious Injuries (5-year rolling average) (WSDOT)
2010	1214	
2011	1043	
2012	1076	
2013	952	
2014	934	1,055.8
2015	1073	1,027.6
2016	1169	1,052.8
2017	1154	1,068.4
2018	1117	1,101.4
2019		
2020		917.8

Documentation and Assumptions
Input and Data Tables
1. Fatalities
2. Fatality Rate
3. Serious Injuries
4. Serious Injury Rate
5. Non-motorist fat & serious
SourceTable
Data1_BasicInput
Data2_Injuries

Folios

- Primary communication device
- Summaries of federal rules, state targets, timelines and reporting requirements
- Educational tool for policy boards, technical advisory groups, and other stakeholder groups
- www.wsdot.wa.gov/accountability/map-21

Washington State Department of Transportation OFFICIAL TARGETS January 2019 - Final Rule

MAP-21 & Safety Washington State

May 2018 - Edition 3

MAP-21 & Bridges Washington State

February 2019 - Edition 4

MAP-21 & Pavement Washington State

May 2018 - Edition 3

WSDOT and MPOs set MAP-21 targets for System Performance, Freight and CMAQ measures

WSDOT, in collaboration with Metropolitan Planning Organizations, finalized MAP-21 targets for highway system performance, freight and Congestion Mitigation and Air Quality (CMAQ) on May 20, 2018. As part of PMJ, the rule is commonly referred to, recipients of federal aid transportation funds will make transportation investments that show progress toward the following national goals:

- Congestion reduction – To achieve a significant reduction in congestion on the National Highway System.
- System reliability – To improve the efficiency of the surface transportation system.
- Freight movement and economic vitality – To improve the national freight network, strengthen the ability of rural communities to access national and international trade markets, and support regional economic development.

MAP-21 performance measures by program area

Measure	Current data	2-year target ¹	4-year target ²
Percent of person-miles traveled on the Interstate System that are reliable	73%	70%	69%
Percent of person-miles traveled on the Non-Interstate NIS System that are reliable	77%	N/A ¹	69%
Truck Travel Time Reliability (TTTR) Index	1.63	1.70	1.75
Non-Single Occupancy Vehicle (SOV) Travel in Seattle urbanized area (NIS)	32%	32.6%	33.2%
All Pollutants (kg/day)	23	N/A ¹	28
Carbon Monoxide (CO) (kg/day)	1,638,640	366,285	638,300
Particulate Matter less than 10 microns (PM ₁₀) (kg/day)	373,160	308,000	308,000
Particulate Matter less than 2.5 microns (PM _{2.5}) (kg/day)	438,690	0.305	284,000
Nitrogen Oxide (NOx) (kg/day)	36,820	2,530	8,700
Hydrocarbon (HC) (kg/day)	872,070	54,680	116,540

Notes: Federal rule values state, and MPOs to adjust four-year targets during the next performance progress report. There are no necessary possible involved with PM₁₀. ¹ Two-year and four-year targets are not required for the 2-year and 4-year highway performance targets. ² Data measures are for the four-year period 2013-2016 as reported in the CMAQ Public-Access System.

FHWA provides flexibility for safety target setting under MAP-21

State DOTs and MPOs have flexibility in setting numeric targets for the five performance measures identified in Rule #1. It does place stipulations on certain aspects of the process, however. It requires that states and MPOs report their performance metrics and targets for each of five performance measures as rolling 5-year averages. Per Rule #2, states are also required to develop a Strategic Highway Safety Plan (SHSP). Washington state's plan is called Target Zero.

Summary of required performance measures

Following the ideals of Target Zero, Washington is working to achieve zero transportation-related serious injuries and deaths by 2030. While short-term goals might show increases or slight decreases, WSDOT and the Washington Traffic Safety Commission feel this aspirational goal will become more achievable as advances in transportation technology (autonomous vehicles) become more widespread.

WSDOT's target adoption

In 2018, the linear trend of the 5-year rolling average was used to set the targets unless the target showed an increase; then the 5-year average value for 2013-2017 was used to set the target for 2019. See the table below for the targets produced via this method.

MAP-21 Safety Target Setting

Five-year rolling averages; number of persons, or number of persons per 100 million VMT

	2017 Baseline	2019 Official Targets
Statewide MAP-21 Target		
No. 1 - Fatalities	510.0	489.2
No. 2 - Fatality rate	0.857	0.813
No. 3 - Serious injuries	2,092.2	1,855.0
No. 4 - Serious injury rate	3.517	3.068
No. 5 - Non-motorist fatalities & serious injuries	511.8	511.8

Data sources: Washington State Traffic Safety Commission - Fatality Analysis Reporting System; Washington State Department of Transportation - Transportation Data, GIS & Modeling Office.

FHWA's "Significant Progress" measurement

At the end of each reporting period, FHWA will determine whether a state has made overall "significant progress" toward achieving its safety targets. The penalties listed on the back page of this folio, including the obligation of state funds, will apply to the State DOT if FHWA deems it has not made that progress.

To make significant progress overall, a state must achieve at least four out of five targets. For each measure, there are two ways this can be done. For example, the value of the 5-year rolling average in 2019 must be:

- At or below the target set in 2018 for the 2019 year, OR
- At or below its 2017 (baseline) level.

If either of these conditions are met, the state will have made significant progress for that measure. It must do so for any four of the five measures to have made significant progress overall and avoid the penalty provisions. For example, in the graph for Measure No. 1, Washington must lower the 5-year average to fewer than 510.0 fatalities (the baseline value) or meet the 2019 target of 489.2 to achieve significant progress in that measure.

How WSDOT is setting its targets to reduce fatality and serious injuries

The general process for generating trend and target information as prescribed by Rule #1 proceeds as follows:

- The annual number of fatalities, serious injuries, and Vehicle Miles Traveled (VMT) is determined for a 10-year period.
- A 5-year rolling average is calculated for each performance measure. For example, in the graph for Measure No. 1, data from 2006-2010 creates the value of the rolling average in 2010—535.4 fatalities. Data from 2007-2011 creates the next 5-year rolling average in 2011.
- The rolling 5-year average value for 2017 will serve as the baseline for performance (annual average of 2013 through 2017).
- The linear trend line through the rolling 5-year average values is determined along with its projected value in 2019 (the target year). If the projected value for 2019 is higher than the baseline value, the baseline value becomes the 2019 target. If the projected value for 2019 is lower than the baseline value, then this lower value is selected as the 2019 target.

Timelines

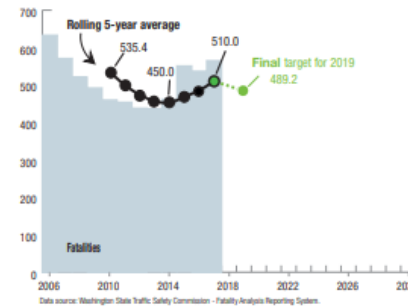
For MAP-21 compliance, all five statewide targets were reported to FHWA by the HSIP deadline of August 31, 2018. MPOs have until February 28, 2019 (180 days after the HSIP reporting deadline) to either agree to plan and program projects so they contribute toward the accomplishment of the State DOT HSIP targets, or commit to a quantifiable target for their Metropolitan Planning Area. In Washington state, MPOs have agreed to adopt the WSDOT targets.

In December 2020, the FHWA will make its first determinations of significant progress toward achieving 2019 targets. They will notify states of the outcome in March 2021.

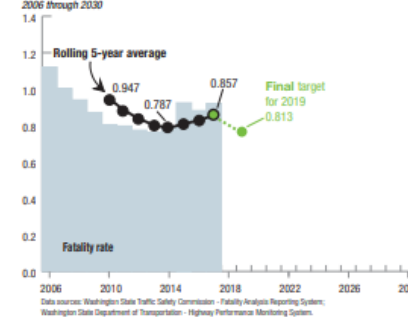
About these graphs

These graphs display the final MAP-21 targets for each of the five MAP-21 safety performance measures, and show targets developed by WSDOT in coordination with Washington State Traffic Safety Commission.

Measure No. 1 - Fatalities



Measure No. 2 - Fatality rate per million VMT



Notes for all graphics: Fatality data for 2016 is finalized as of January 2018, serious injury count for 2016 is as of August 2018. All data for 2017 is preliminary as of August 2018. Under 23 U.S. Code § 148 and 23 U.S. Code § 410, safety data, reports, surveys, schedules, lists compiled or collected for the purpose of identifying, evaluating, or planning the safety enhancement of potential crash sites, hazardous roadway conditions, or railway-highway crossings are not subject to discovery or admitted into evidence in a federal or state court proceeding or considered for other purposes in any action for damages arising from any occurrence at a location mentioned or addressed in such reports, surveys, schedules, lists, or data.

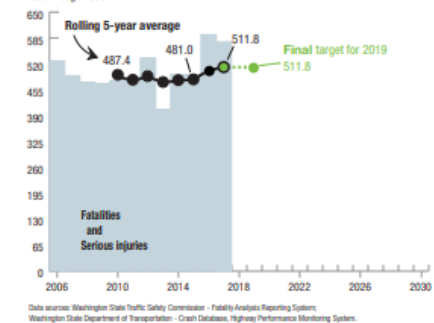
Measure No. 3 - Serious injuries



Measure No. 4 - Serious injury rate per 100 million VMT



Measure No. 5 - Non-motorist fatalities and serious injuries



Corridor Capacity Report (CCR)

Washington State Department of Transportation

2018
Corridor Capacity Report
The 17th edition of the annual *Congestion Report*
Published November 2018 Roger Millar, Secretary of Transportation, PE, FASCE, FAICP

WSDOT's comprehensive annual analysis of multimodal state transportation system performance

Developed in partnership with:

- communitytransit
- INTERcity TRANSIT
- King County METRO
- Puget Sound Regional Council
- SOUNDTRANSIT
- ATC
- PierceTransit
- SRTC
- Spokane Transit
- Bluebonnet

Interstate 5 Corridor Capacity Analysis

Visit bit.ly/agoICCR18CentralSoundmap for this article's interactive map.

Annual GP person miles traveled

2015 vs. 2017
2,583 vs. 2,651 **2.6%**
in millions of miles

Annual GP vehicle delay¹

2015 vs. 2017
4,390 vs. 5,074 **16%**
in thousands of hours

Annual GP GHG emissions

2015 vs. 2017
2,010 vs. 2,015 **0.2%**
in millions of pounds of CO₂ equivalents

Annual passenger miles traveled on transit

2015 vs. 2017
202.8 vs. 235.3 **16%**
in millions of miles

Capacity savings due to transit

2015 vs. 2017
4.2 vs. 5.1 **21%**
in number of lanes

Percent transit seats occupied

2015 vs. 2017
73% vs. 74% **1%**
on average during peak periods

Percent park and ride spaces occupied

2015 vs. 2017
92% vs. 93% **1%**
on average during peak periods

Commute travel times

2015 and 2017 during the morning (5-10 a.m.) and evening (2-8 p.m.) peak periods; Weekday travel times in minutes at the 5-minute peak including average and reliable² travel times for general purpose lane (GP), high occupancy vehicle (HOV) and transit³ trips.

Route	Time	GP	HOV	Transit ³
Everett to Seattle	Morning: 7:20 a.m.; Trip length 24 miles	2015: 53	2015: 47	2015: 43
	2017: 59	2017: 49	2017: 48	
	2015: 92	2015: 76	2015: 66	
	2017: 96	2017: 79	2017: 71	
Seattle to Everett	Evening: 4:10 p.m.; Trip length 23 miles	2015: 47	2015: 42	2015: 36
	2017: 52	2017: 46	2017: 43	
	2015: 66	2015: 58	2015: 45	
	2017: 75	2017: 64	2017: 56	
Federal Way to Seattle	Morning: 7:10 a.m.; Trip length 22 miles	2015: 57	2015: 42	2015: 41
	2017: 59	2017: 46	2017: 48	
	2015: 82	2015: 61	2015: 50	
	2017: 82	2017: 64	2017: 64	
Seattle to Federal Way	Evening: 4:10 p.m.; Trip length 22 miles	2015: 37	2015: 33	2015: 35
	2017: 39	2017: 35	2017: 47	
	2015: 55	2015: 45	2015: 49	
	2017: 55	2017: 61	2017: 62	

Transit system use

2015 and 2017; For typical weekday morning (6-9 a.m.) and evening (3-6 p.m.) transit⁴ peak periods; Ridership and percent of available seats occupied on select commutes

By commute	2015	2017	2015	2017
Morning (6-9 a.m.)				
Everett to Seattle	10,941	11,774	71%	69%
Federal Way to Seattle	6,562	6,483	71%	65%
SeaTac to Seattle	5,734	8,939	92%	104%
Evening (3-6 p.m.)				
Seattle to Everett	10,713	10,596	68%	67%
Seattle to Federal Way	5,390	5,139	65%	59%
Seattle to SeaTac	6,622	10,233	103%	111%

Park & ride capacity

2015 and 2017; Average percent occupied for select park and rides (see map for locations); Rates over 100% denote vehicles parked in unmarked spaces

Everett-Seattle commute	2015 percent occupied	2017 percent occupied
Ash Way (1,039)	106%	106%
Kenmore area (893/696)	101%	100%
Lynnwood Transit Ctr. (1,364)	100%	100%
S. Everett Freeway Station (397)	100%	100%
Northgate area (902)	100%	98%
Mauritius Terrace (878)	99%	99%
Mariner (636)	74%	68%
Everett Station (1,107)	65%	82%

Federal Way-Seattle commute	2015 percent occupied	2017 percent occupied
Summer train station (302)	101%	101%
Auburn area (833)	100%	100%
Takoma area (957)	99%	99%
Kent area (998)	98%	98%
Tacoma Dome (2,337)	95%	99%
Puyallup area (583)	98%	99%
Lakewood area (1,093/1034)	87%	90%
Federal Way area (2,067)	74%	71%

Map showing locations and people moved per lane for various routes.

Notes: 1 WSDOT defines delay as when average speeds are slower than 85% of the posted speed limit. 2 Reliable travel time will get commuters to their destination on time 19 out of 20 weekdays (95% of the time). 3 Transit travel times by bus and Link light rail may not be directly comparable to GP/HOV trips due to different start and end points or off-highway travel to stops. WSDOT attempts to match transit trips as closely as is practical to GP/HOV. Transit travel times are calculated using a representative trip that occurs as close as possible to the 5-minute peak. 4 Person throughput values include morning (6-9 a.m.) and evening (3-6 p.m.) traffic.

I-5 Corridor Capacity Analysis in the Central Puget Sound Region

WSDOT 2018 Corridor Capacity Report | 11

Link to statewide map: bit.ly/agoICCR18statewidemap

CCR Engagement Process – ongoing effort



Data Contributors

- Tailor to different audiences
- Make web-based
- Expand interactive online map
- Create high-level summaries
- Write in "plain talk"

WSDOT Leadership

- Align messaging with agency priorities
- Make truly multimodal by integrating modes
- Focus on solutions
- Less narrative and text
- More infographics for presentations

WSDOT Regional Staff

- Shorter report
- Expand interactive online map
- Create high-level summaries
- Write in "plain talk"
- Better Active Transportation data

The Gray Notebook



- Quarterly performance and accountability report
- Quarterly and annual updates on key agency functions
- Aligned with the agency's strategic plan emphasis

The Gray Notebook

Statewide policy goal/ WSDOT performance measure	Previous period	Current period	Target	Target met	Five-year trend (unless noted)	Desired trend
Safety						
Rate of traffic fatalities per 100 million vehicle miles traveled statewide <small>(Annual measure: calendar years 2016 & 2017)</small>	0.88	0.92	<1.00 ¹	✓		↓
Rate of recordable incidents for every 100 full-time WSDOT workers <small>(Annual measure: calendar years 2017 & 2018)</small>	4.7	5.0	<5.0	—		↓
Preservation						
Percentage of state highway pavement in fair or better condition by vehicle miles traveled <small>(Annual measure: calendar years 2016 & 2017)</small>	92.2%	91.8%	≥ 90%	✓		↑
Percentage of state bridges in fair or better condition by bridge deck area <small>(Annual measure: fiscal years 2018 & 2019)</small>	92.5%	92.9%	≥ 90%	✓		↑
Mobility² (congestion relief)						
Highways: Vehicle Miles Traveled (VMT) on state highways <small>(Annual measure: calendar years 2016 & 2017)</small>	34.2 million	34.6 million	*	N/A		↓
Highways: Average incident clearance times for all Incident Response program responses <small>(Calendar quarterly measure: Q2 2018 & Q2 2019)</small>	12.5 minutes	12.3 minutes	*	N/A		↓
Ferries: Percentage of trips departing on time ³ <small>(Fiscal quarterly measure: year to year Q4 FY2018 & Q4 FY2019)</small>	86.8%	87.5%	≥ 95%	—		↑
Rail: Amtrak Cascades on-time performance ⁴ <small>(Annual measure: fiscal years 2017 & 2018)</small>	56.3% ⁵	53.9%	≥ 88%	—		↑

The Gray Notebook Lite

PERFORMANCE HIGHLIGHTS reported for the quarter ending June 30, 2019

40,571

trips completed by WSF in the fourth quarter of FY2019. This comprised 99.4% of the 40,835 regularly scheduled trips.

280 BRIDGES



owned by WSDOT are currently over 80 YEARS OLD

12 PERCENT

increase in air cargo tonnage from 2016 to 2017

2,000 HOURS

of WSDOT staff time saved by General Hydraulic Project Approval permits in 2018

49 percent

of WSDOT employees eligible to retire with full benefits actually retired in FY2019

\$25 MILLION

in economic benefit provided by WSDOT's Incident Response teams clearing 16,268 incidents during the quarter

Construction projects completed with Nickel or Transportation Partnership Account funds

382

WSDOT COMPLETED

15 FISH PASSAGE PROJECTS

IN 2018, IMPROVING ACCESS TO 105 MILES

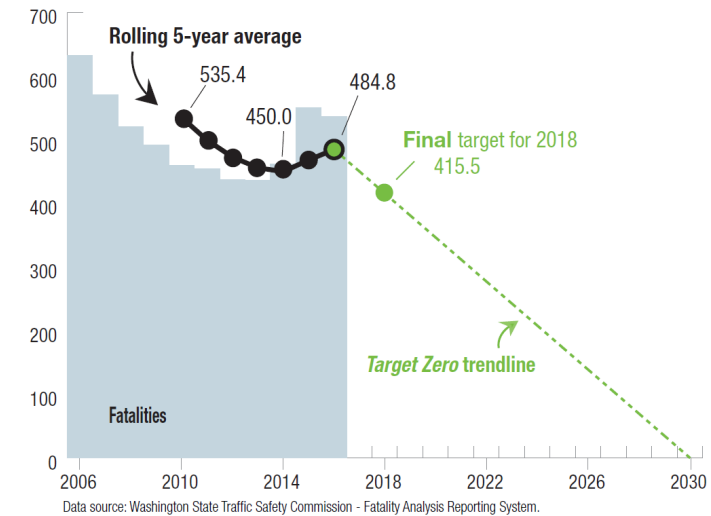
OF UPSTREAM HABITAT



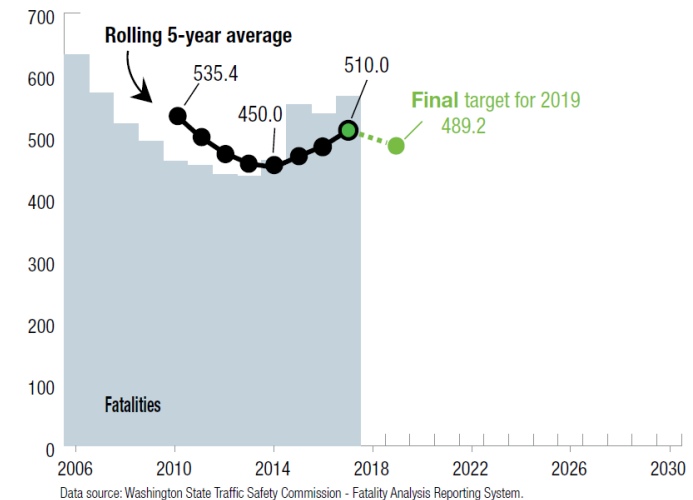
Lessons Learned

- PM 1 targets were well-coordinated
 - Based on Target Zero methodology
- Sophomore slump
 - WSDOT changed its methodology to “maintenance targets”
 - Staff turnover
 - Changes not communicated to MPOs until very late in process
 - Unhappy partners
- The comeback
 - Involved MPOs in methodology conversations prior to finalizing
 - Early notification of WSDOT targets
 - MPO-level data to frame regional conversation

Measure No. 1 - Fatalities
2006 through 2030; Fatalities in Washington state



Measure No. 1 - Fatalities
2006 through 2030



COVID-19 in Washington

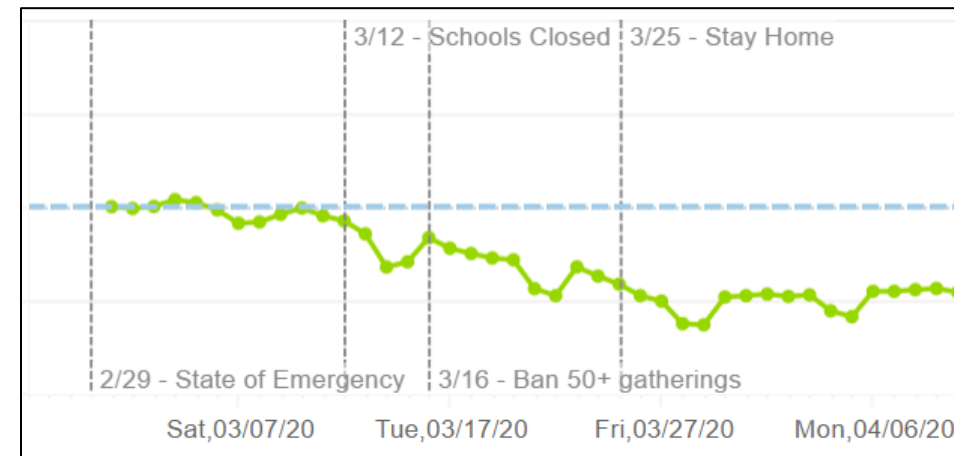
- January 21 – First COVID-19 case identified in Washington state
- February 29 – Governor declares state of emergency
- March 12 – Schools close
- March 16 – First WSDOT daily travel report
- March 25 – Stay Home, Stay Healthy

Informing Decision Making

Governor making difficult decisions daily:

- Close state offices?
- Close parks, trails, recreation?
- Cancel large gatherings?
- Prohibit medium gatherings, including religious services?
- Restrict travel?

Need for high-clip info in near real-time about how people are or are not adjusting their behavior

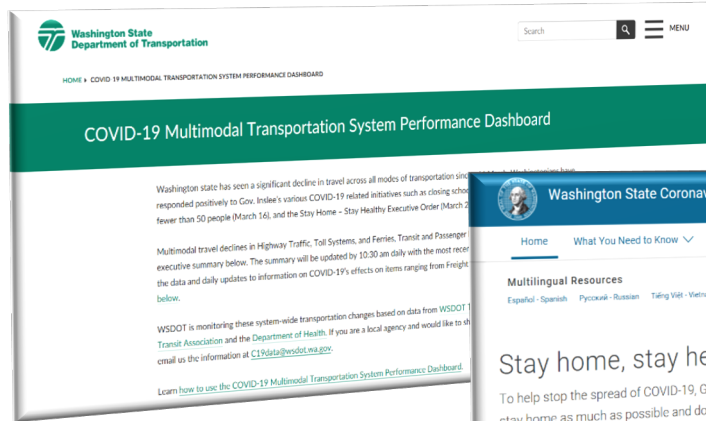


Serving our Customers

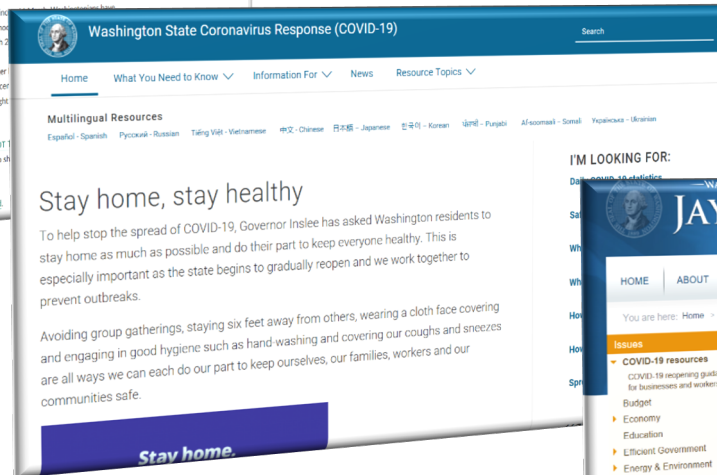
Daily message:

- Governor and Governor's office
- WSDOT Executive Team
- WSDOT Communicators list
- JIC/EOC at Camp Murray
- Heads of state agencies
- County and local partners
- Media

WSDOT COVID-19 Dashboard



<https://www.wsdot.wa.gov/about/covid-19-transportation-report/>



<https://coronavirus.wa.gov/>

<https://www.governor.wa.gov/issues/issues/covid-19-resources>



Questions

- To find out more, please contact me at (425) 647-0030 or gabe.philips@wsdot.wa.gov
- Please let me know if you have any comments on how we can improve our communication and reporting

The Use of Data for Effective Communication

John Selmer

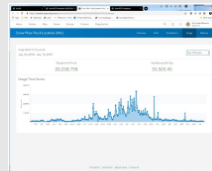
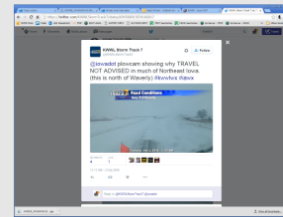
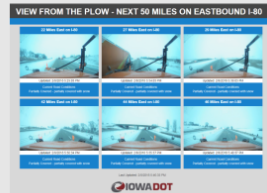
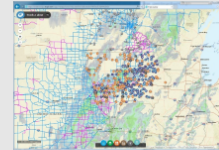
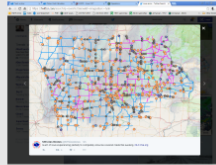
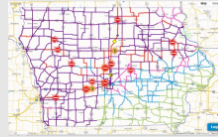
Director, Strategic Performance Division

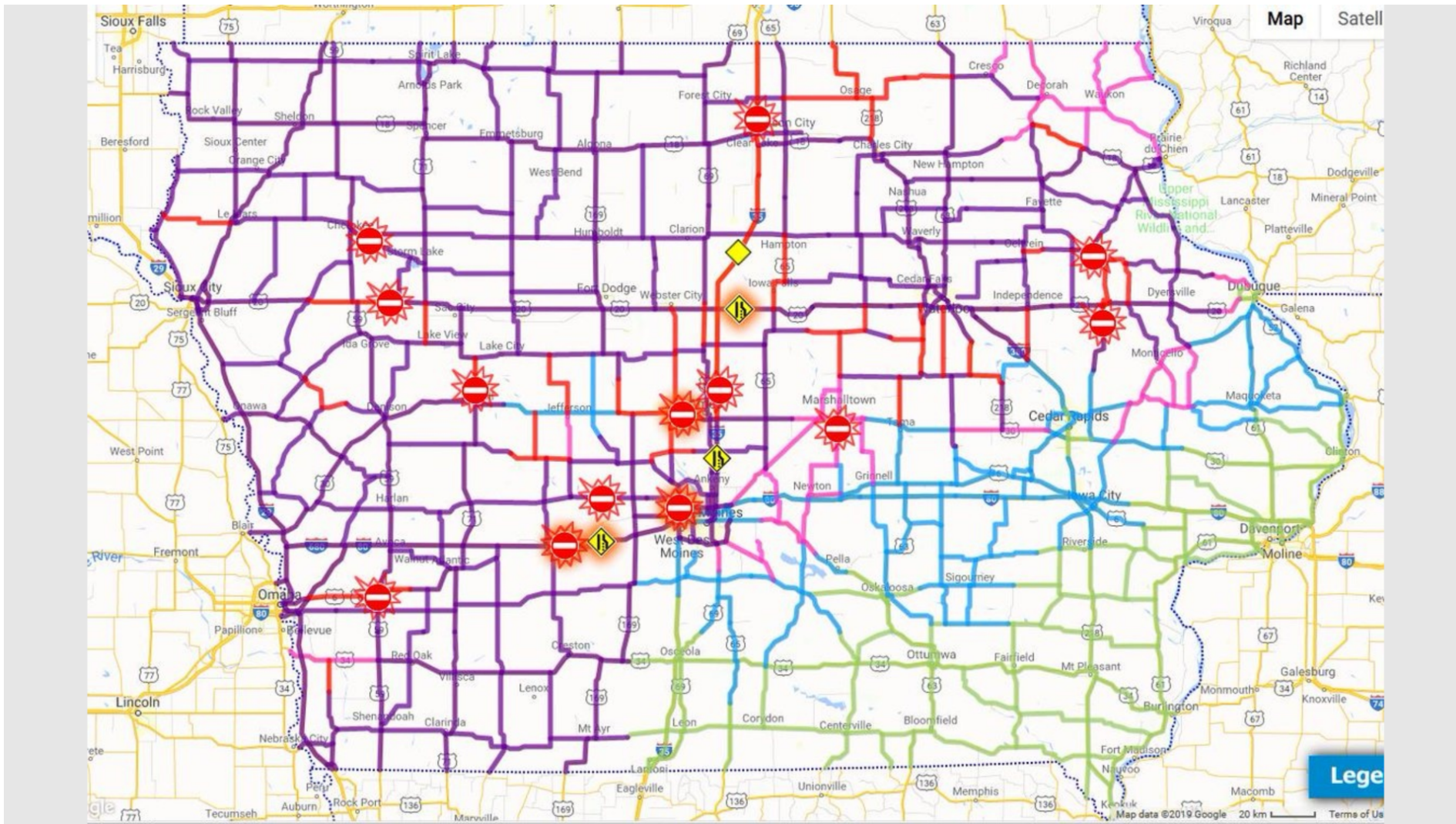


Initial Thoughts

- Meaningful Communication comes at a potential risk.
- Data/tools allow us the opportunity for greater impact. Data/tools can also hinder the message.
- What is our role, "to tell the story or to reveal the story"?
- If you determine your message is ineffective, are you in a position to understand why and change it? Is it the right message to begin with?

Track A Plow





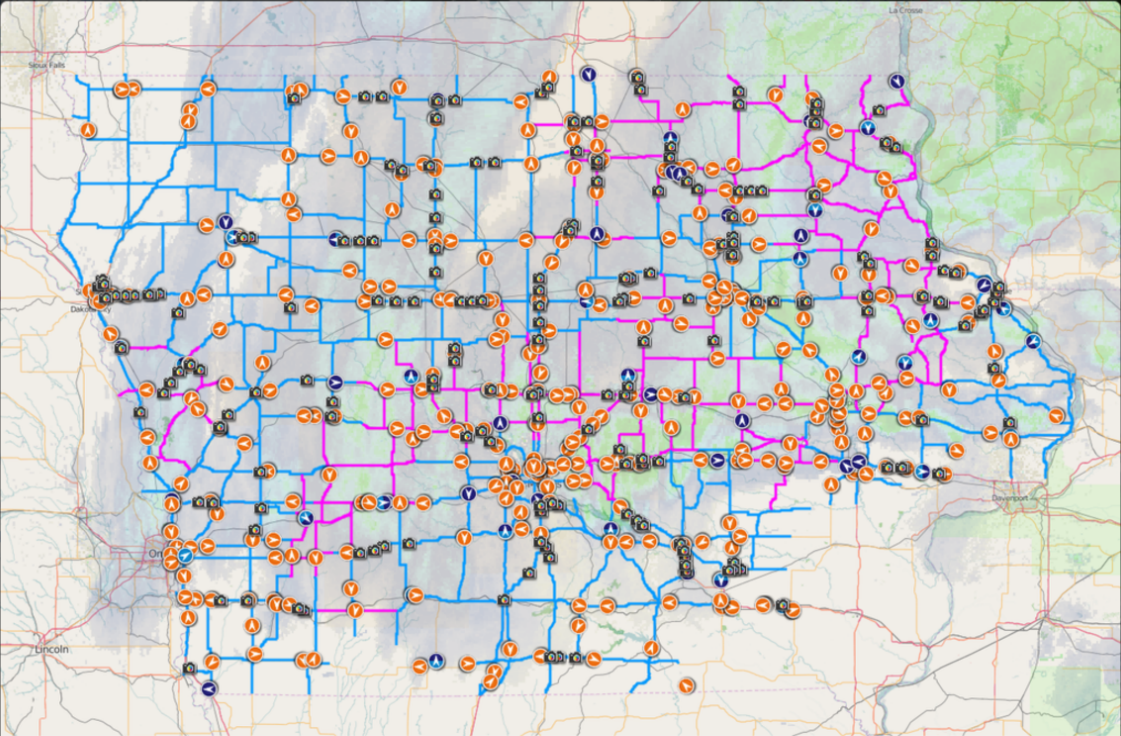
Track a plow x Winter Cost Calculator x WOFR - Iowa DOT x Operations x Iowa snow - Twitter Search x

https://twitter.com/search?q=iowa%20snow&f=images&src=tyah

HNTB OWA Trello GIS SharePoint FME IDOT AGOL IntTEST REST Int PROD REST TEST GeoCortex PROD GeoCortex ArcServer - TEST ArcServer - PROD

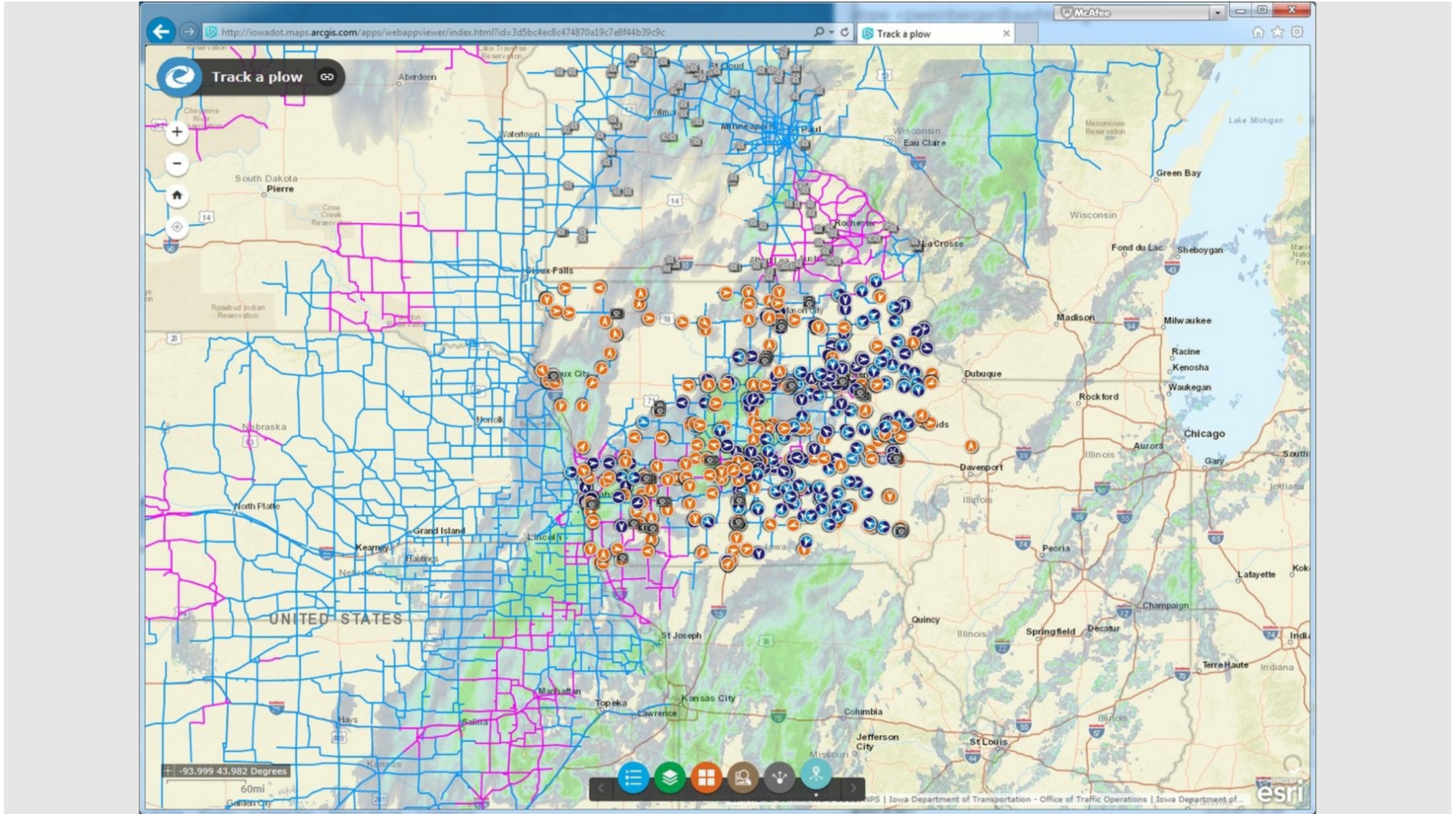
Home Moments Notifications Messages

IOWA SNOW



NWS Des Moines @NWSDesMoines · 12h
Much of Iowa experiencing partially to completely snow/ice covered roads this evening. hb.511ia.org

6 3



VIEW FROM THE PLOW - NEXT 50 MILES ON EASTBOUND I-80

22 Miles East on I-80



Updated: 2/8/2018 5:29:03 PM

Current Road Conditions
Partially Covered - partially covered with snow

27 Miles East on I-80



Updated: 2/8/2018 5:34:03 PM

Current Road Conditions
Partially Covered - partially covered with snow

29 Miles East on I-80



Updated: 2/8/2018 5:39:03 PM

Current Road Conditions
Partially Covered - partially covered with snow

42 Miles East on I-80



Updated: 2/8/2018 5:30:34 PM

Current Road Conditions
Partially Covered - partially covered with snow

44 Miles East on I-80



Updated: 2/8/2018 5:35:37 PM

Current Road Conditions
Partially Covered - partially covered with snow

46 Miles East on I-80



Updated: 2/8/2018 5:40:37 PM

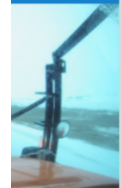
Current Road Conditions
Partially Covered - partially covered with snow

Last Updated: 2/8/2018 5:46:33 PM



ND I-80

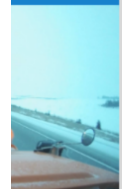
-80



3 PM

ns
ed with snow

-80



7 PM

ns
ed with snow

2-4 9 a.m. - Great news - the plow cam



KCRG-TV9 First Alert Weather

Like Page

February 12 at 4:51 PM

ROAD IMPASSABLE: U.S. Highway 218 between Highway 30 and Vinton (red line on the map) is listed as impassable due to drifting snow. The Iowa DOT plow cam is on US 218 east of Van Horne. The road north of Vinton is listed as Travel Not Advised. Avoid this area!



212

33 Comments 435 Shares

Like

Comment

Share

KWWL Storm Track 7


Track a plow x A32588_20160202121406... x Winter Cost Calculator x Mark McCart - Outlook Wei... x WOPR - Iowa DOT x KWWL Storm Track 7 on T...

https://twitter.com/KWWLStormTrack7/status/694568915054166017


HNTB OWA Trello GIS SharePoint FME IDOT AGOL IntTEST REST Int PROD REST TEST GeoCortex PROD GeoCortex ArcServer - TEST ArcServer - PROD Other bookmarks

Home Moments Notifications Messages iowadot Tweet


Jasper County EMA @JasperCountyEMA

KWWL Storm Track 7 @KWWLStormTrack7 





@iowadot plowcam showing why TRAVEL NOT ADVISED in much of Northeast Iowa. (this is north of Waverly) #kwwlwx #iawx





Tuesday Feb 2, 2016 11:03 AM

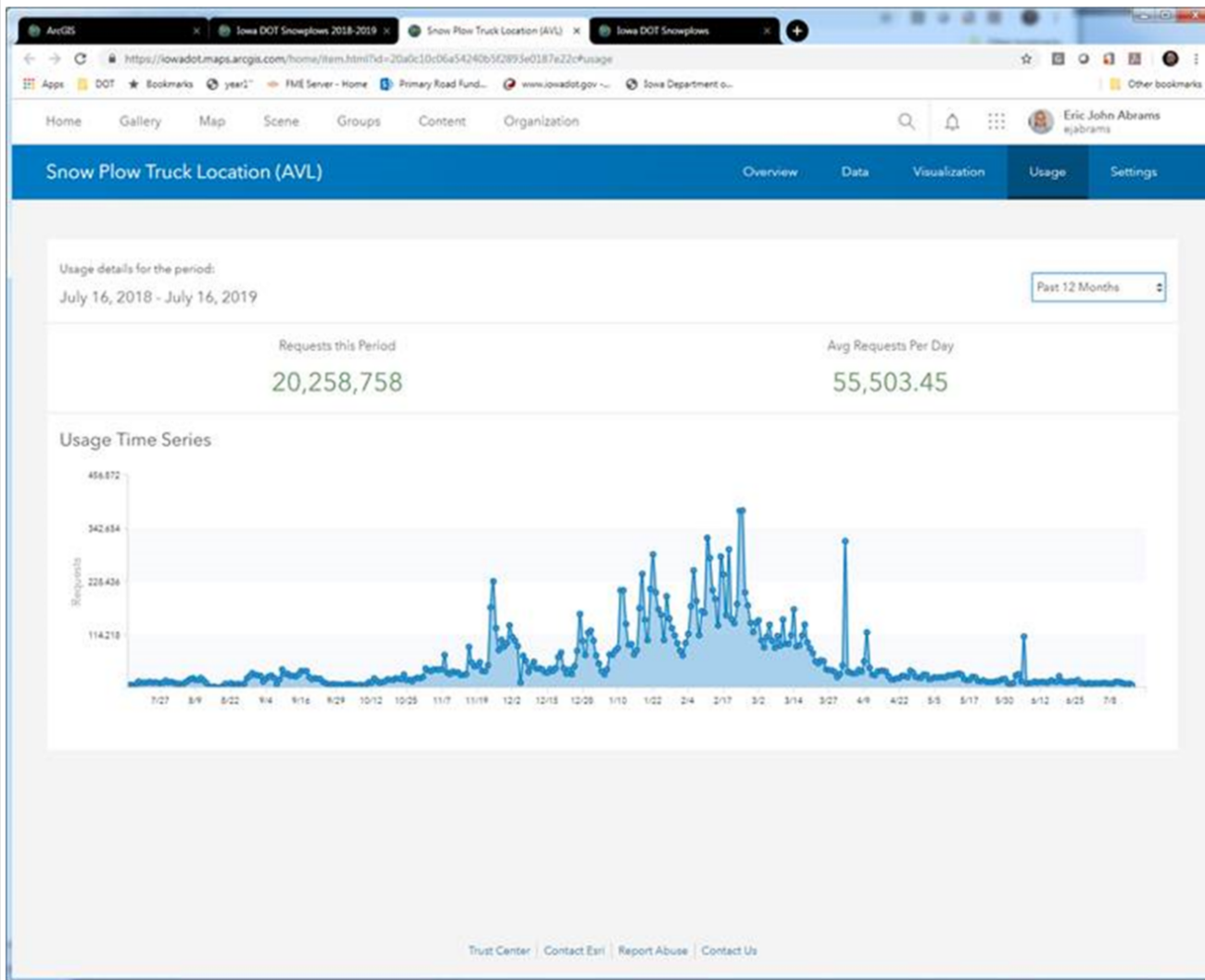
RETWEETS 4 LIKE 1 

11:11 AM - 2 Feb 2016

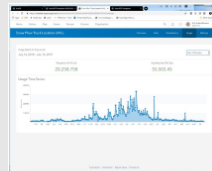
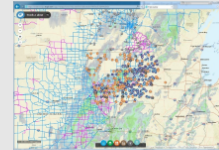
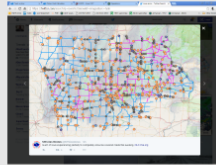
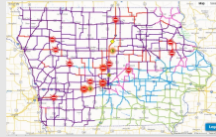
   

 Reply to @KWWLStormTrack7 @iowadot

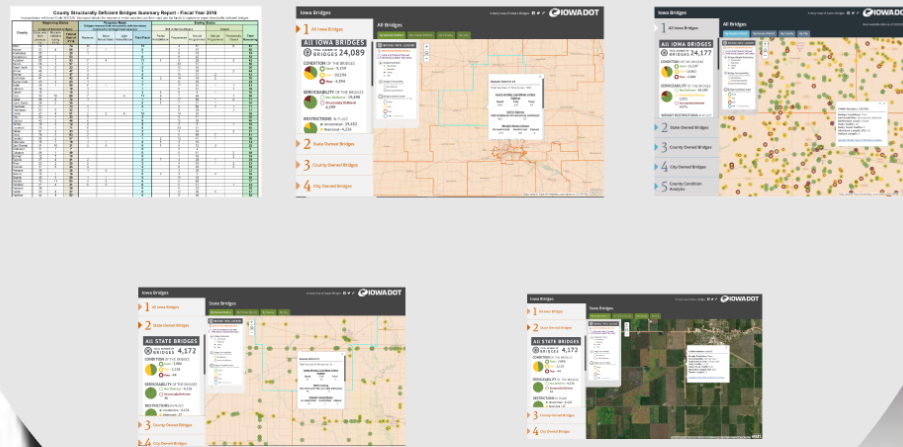
A33825_20160202122...jpg  Show all downloads...



Track A Plow



Bridge Condition Reporting



County Structurally Deficient Bridges Summary Report - Fiscal Year 2016

In accordance with Iowa Code 309.22A, this report details the manner in which counties use their road use tax funds to replace or repair structurally deficient bridges.

County	Beginning Status (origin of deficient bridges)			Progress Made Bridges removed from structurally deficient status (restored to full legal load capacity)				Ending Status					Total Remaining	
	Carry over from previous FY	Became deficient during FY15	Total at Start of FY16	Replaced	Major Rehabilitation	Light Rehabilitation	Total Fixed	Still in Service (Open)			Closed			
								Partial Rehabilitation	Programmed	Not yet Programmed	Not yet Programmed	Permanently Closed		
Adair	74		74	13			13		4	51			6	61
Adams	62	4	66	5	1		6		3	57				60
Allamakee	20		20	1			1		6	13				19
Appanoose	46	7	53				0		6	47				53
Audubon	50	3	53	7	4		11	1	6	29	1		5	42
Benton	56	1	57	7			7		33	17				50
Black Hawk	16	6	22	2			2		10	10				20
Boone	40	7	47	3			3		7	35			2	44
Bremer	42	5	47	4			4		10	31	2			43
Buchanan	41	1	42	6			6	2	14	18	2			36
Buena Vista	23	2	25	1			1		8	16				24
Butler	49	1	50	6	1		7		17	24	1		1	43
Calhoun	19		19	1			1		5	12			1	18
Carroll	19		19	3			3	1	8	6	1			16
Cass	59	10	69	7		4	11	6	7	44			1	58
Cedar	66	6	72	1			1	1	17	50	1		2	71
Cerro Gordo	28	2	30				0	1	7	21	1			30
Cherokee	74		74	3			3		3	60	7		1	71
Chickasaw	23	9	32	1			1		5	25			1	31
Clarke	47	4	51	2	2	8	12		14	25				39
Clay	22	1	23	3			3		9	11				20
Clayton	43	3	46	6			6		10	30				40
Clinton	10	2	12	2			2		3	6			1	10
Crawford	70	1	71	6			6		24	41				65
Dallas	21	2	23	2			2		3	16			2	21
Davis	78	5	83	2			2		5	69	7			81
Decatur	55	2	57	1			1	2	12	41	1			56
Delaware	15	1	16	1	1		2	1	3	10				14
Des Moines	21	10	31	2	4		6	1	9	12	3			25
Dickinson	6	1	7				0		3	4				7
Dubuque	48	1	49				0		6	41			2	49
Emmet	12	7	19				0		1	16			2	19
Fayette	37	4	41	2			2	7	3	28	1			39
Floyd	23	2	25	2			2		4	16	1		2	23
Franklin	37	6	43	4			4		8	28			3	39
Fremont	38		38	1	4		5		3	30				33
Greene	15	1	16				0	2	3	9	2			16
Grundy	45	5	50	1	1		2		15	33				48
Guthrie	72	11	83	3	3		6		9	68				77
Hamilton	27	4	31	6	2		8		5	17			1	23
Hancock	38		38				0		5	33				38
Hardin	33	4	37				0		12	20	5			37
Harrison	44	8	52				0		6	46				52

1 All Iowa Bridges

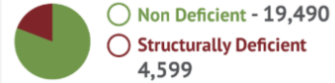
ALL IOWA BRIDGES

TOTAL NUMBER OF BRIDGES **24,089**

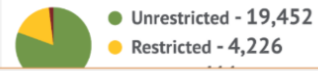
CONDITION OF THE BRIDGES



SERVICEABILITY OF THE BRIDGES



RESTRICTIONS IN PLACE



All Bridges

- By Senate District
- By House District
- By County
- By City

BRIDGE INFO. LEGEND

ZOOM TO SEE BRIDGE DETAILS
CLICK A SECTION OF THE MAP FOR DETAILS ABOUT THAT AREA

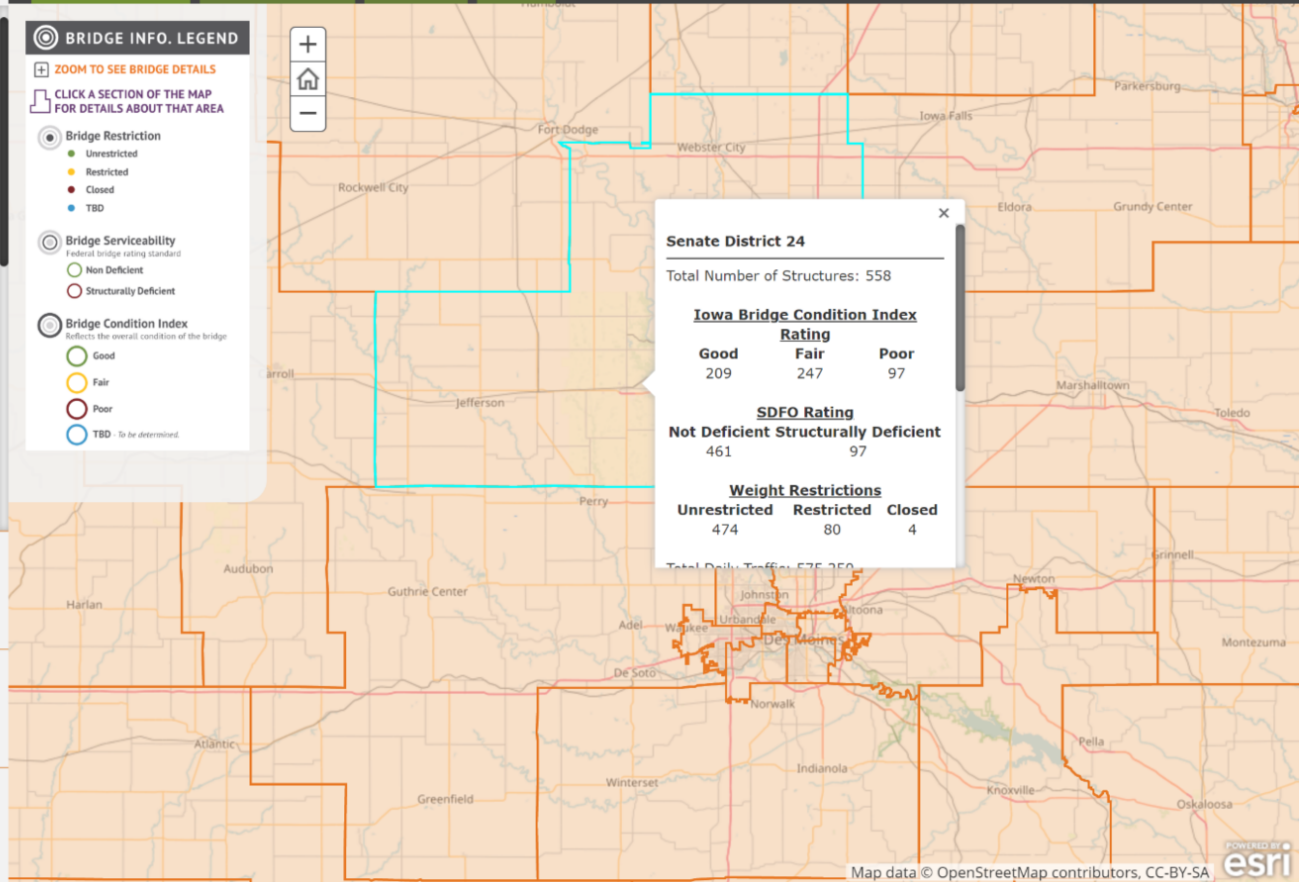
- Bridge Restriction**
 - Unrestricted
 - Restricted
 - Closed
 - TBD
- Bridge Serviceability**

Federal bridge rating standard

 - Non Deficient
 - Structurally Deficient
- Bridge Condition Index**

Reflects the overall condition of the bridge

 - Good
 - Fair
 - Poor
 - TBD - To be determined



Senate District 24

Total Number of Structures: 558

Iowa Bridge Condition Index		
Rating		
Good	Fair	Poor
209	247	97

SDFO Rating	
Not Deficient	Structurally Deficient
461	97

Weight Restrictions		
Unrestricted	Restricted	Closed
474	80	4

Total Daily Traffic: 575,250

1 All Iowa Bridges

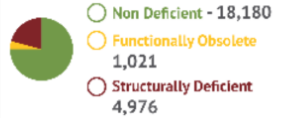
ALL IOWA BRIDGES

TOTAL NUMBER OF BRIDGES **24,177**

CONDITION OF THE BRIDGES



SERVICEABILITY OF THE BRIDGES



WEIGHT RESTRICTIONS IN PLACE

2 State Owned Bridges

3 County Owned Bridges

4 City Owned Bridges

5 County Condition Analysis

All Bridges

- By Senate District
- By House District
- By County
- By City

BRIDGE INFO. LEGEND

ZOOM TO SEE BRIDGE DETAILS

CLICK A SECTION OF THE MAP FOR DETAILS ABOUT THAT AREA

Bridge Weight Restriction

- Unrestricted
- Restricted
- Closed
- TBD

Bridge Serviceability

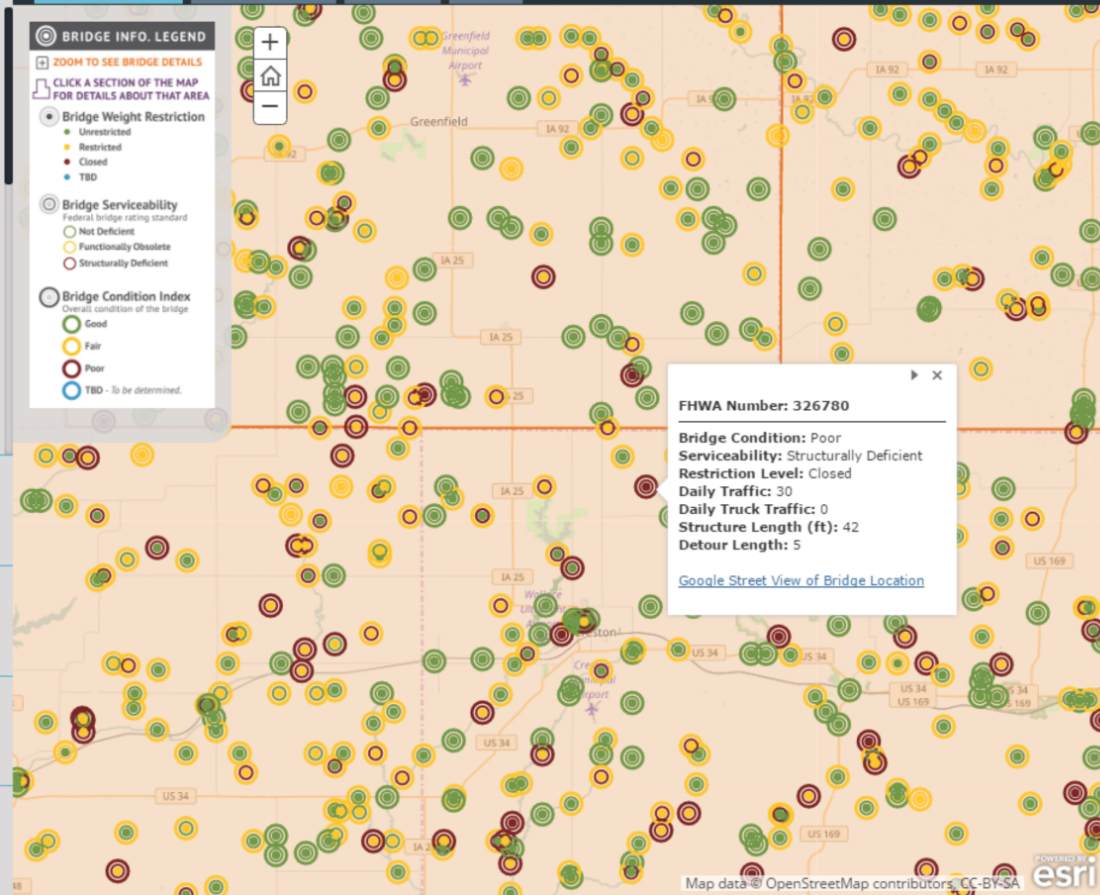
Federal bridge rating standard

- Not Deficient
- Functionally Obsolete
- Structurally Deficient

Bridge Condition Index

Overall condition of the bridge

- Good
- Fair
- Poor
- TBD - to be determined.



FHWA Number: 326780

Bridge Condition: Poor

Serviceability: Structurally Deficient

Restriction Level: Closed

Daily Traffic: 30

Daily Truck Traffic: 0

Structure Length (ft): 42

Detour Length: 5

[Google Street View of Bridge Location](#)

1 All Iowa Bridges

2 State Owned Bridges

ALL STATE BRIDGES

TOTAL NUMBER OF BRIDGES **4,172**

CONDITION OF THE BRIDGES

- Good - 2,006
- Fair - 2,118
- Poor - 44

SERVICEABILITY OF THE BRIDGES

- Non Deficient - 4,126
- Structurally Deficient - 46

RESTRICTIONS IN PLACE

- Unrestricted - 4,121
- Restricted - 17

State Bridges

- By Senate District
- By House District
- By County
- By City

BRIDGE INFO. LEGEND

ZOOM TO SEE BRIDGE DETAILS

CLICK A SECTION OF THE MAP FOR DETAILS ABOUT THAT AREA

Bridge Restriction

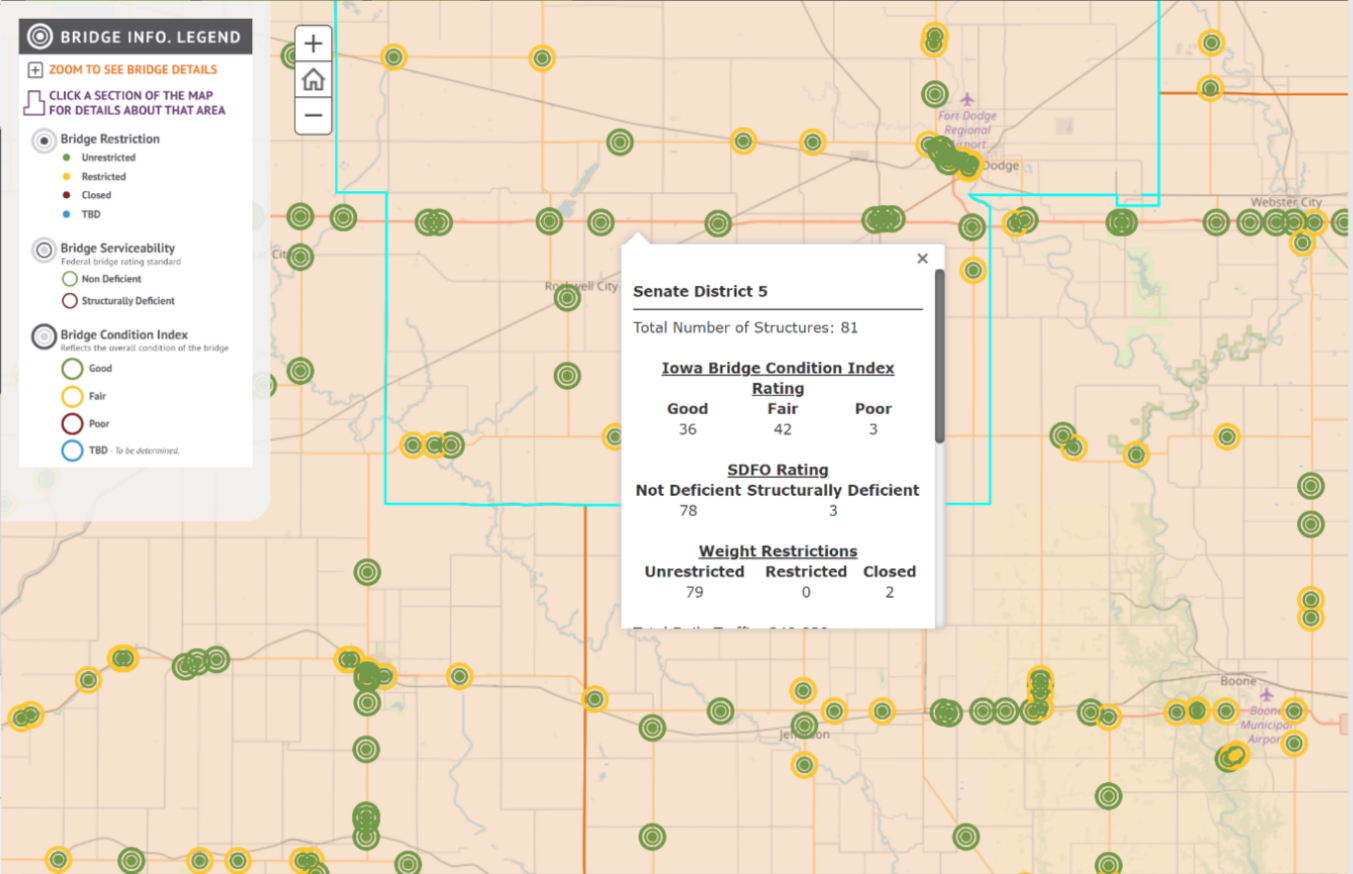
- Unrestricted
- Restricted
- Closed
- TBD

Bridge Serviceability
Federal bridge rating standard

- Non Deficient
- Structurally Deficient

Bridge Condition Index
Reflects the overall condition of the bridge

- Good
- Fair
- Poor
- TBD - to be determined.



Senate District 5

Total Number of Structures: 81

Iowa Bridge Condition Index

Rating	Good	Fair	Poor
Count	36	42	3

SDFO Rating

Not Deficient	Structurally Deficient
78	3

Weight Restrictions

Unrestricted	Restricted	Closed
79	0	2

3 County Owned Bridges

4 City Owned Bridges

1 All Iowa Bridges

2 State Owned Bridges

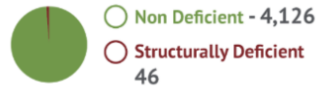
ALL STATE BRIDGES

TOTAL NUMBER OF BRIDGES **4,172**

CONDITION OF THE BRIDGES



SERVICEABILITY OF THE BRIDGES



RESTRICTIONS IN PLACE



3 County Owned Bridges

4 City Owned Bridges

State Bridges

- By Senate District
- By House District
- By County
- By City

BRIDGE INFO. LEGEND

ZOOM TO SEE BRIDGE DETAILS

CLICK A SECTION OF THE MAP FOR DETAILS ABOUT THAT AREA

Bridge Restriction

- Unrestricted
- Restricted
- Closed
- TBD

Bridge Serviceability

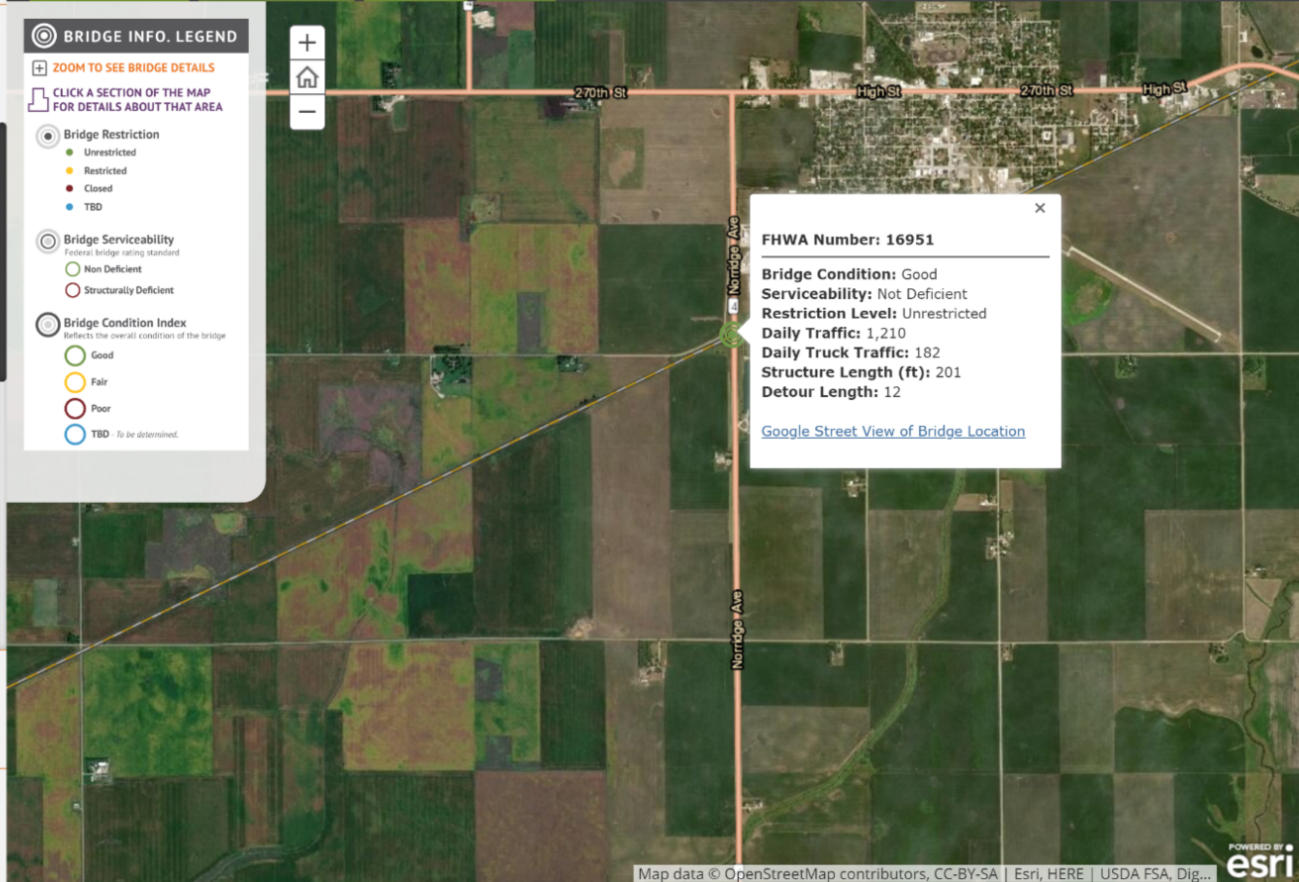
Federal bridge rating standard

- Non Deficient
- Structurally Deficient

Bridge Condition Index

Reflects the overall condition of the bridge

- Good
- Fair
- Poor
- TBD - To be determined.

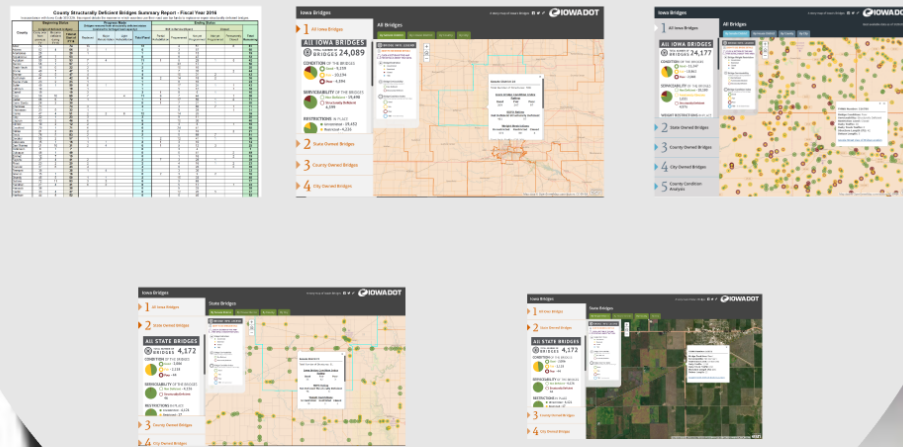


FHWA Number: 16951

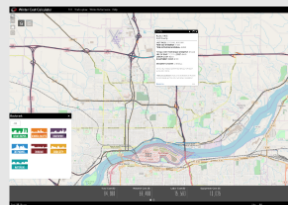
Bridge Condition: Good
Serviceability: Not Deficient
Restriction Level: Unrestricted
Daily Traffic: 1,210
Daily Truck Traffic: 182
Structure Length (ft): 201
Detour Length: 12

[Google Street View of Bridge Location](#)

Bridge Condition Reporting



Winter Cost Calculator

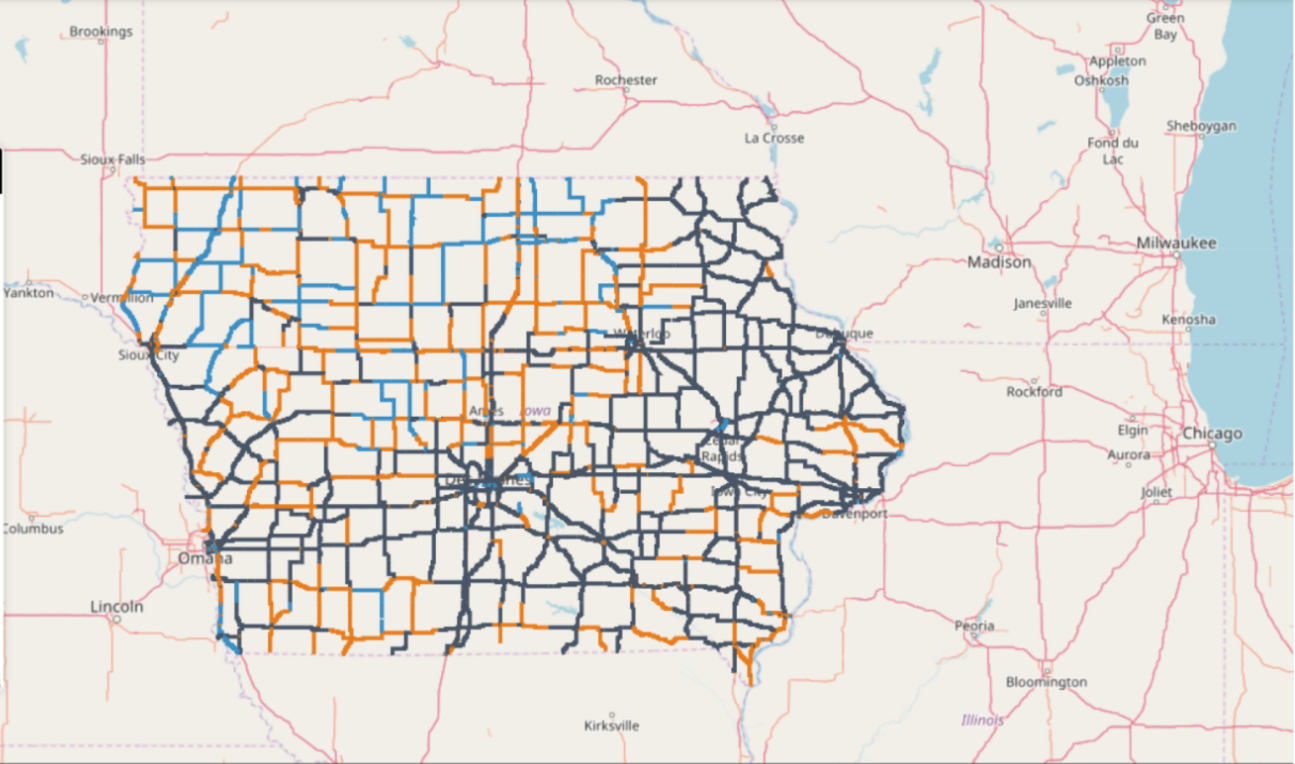


Map navigation controls: zoom in (+), zoom out (-), home, and refresh. A legend window is open on the left side of the map.

Legend

Resource Usage Past 48 Hours

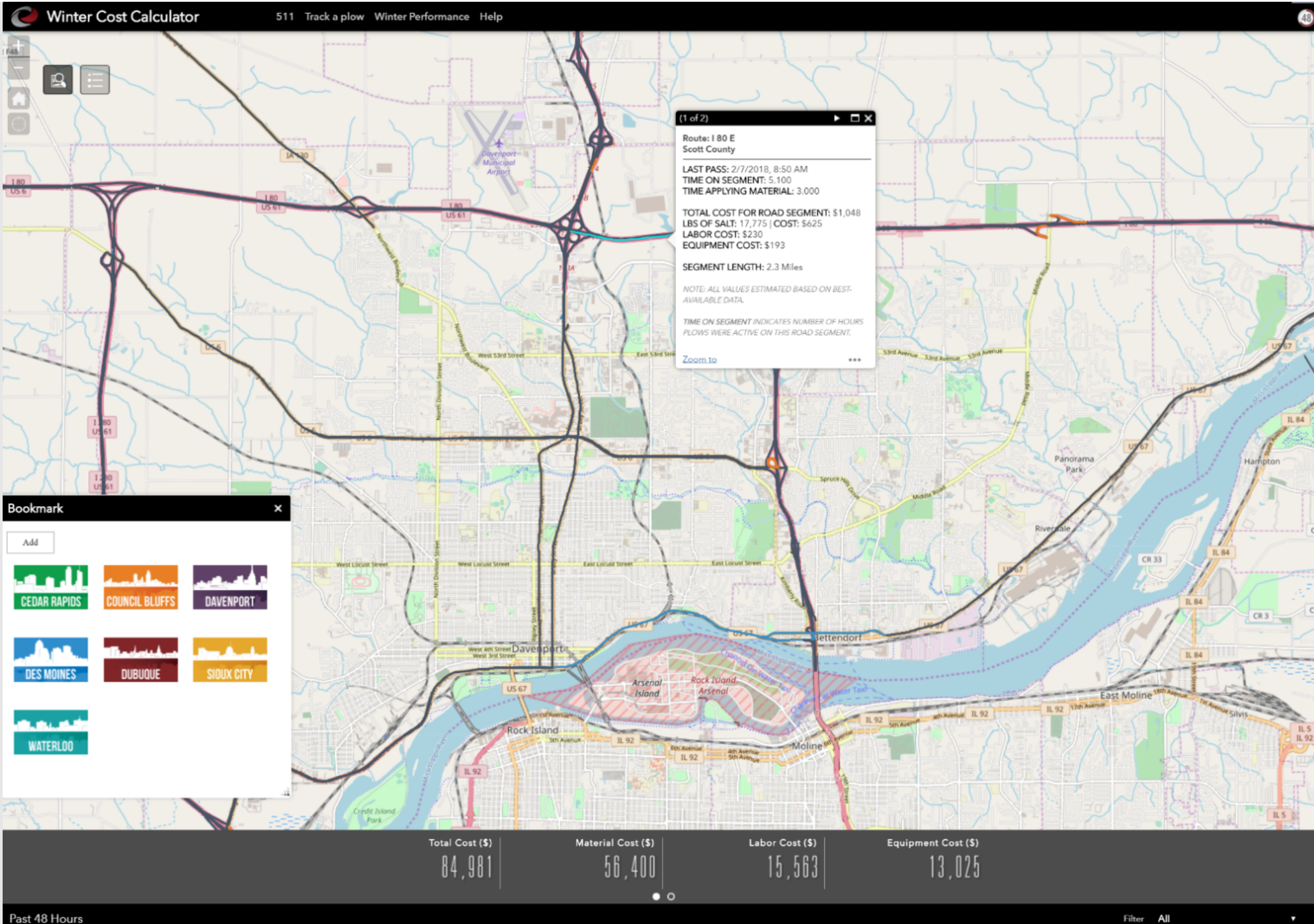
- High Resource Usage (thick black line)
- Average Resource Usage (orange line)
- Low Resource Usage (blue line)



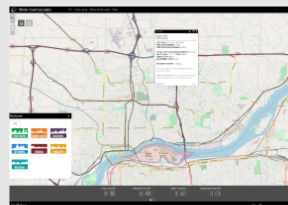
Total Cost (\$)	Material Cost (\$)	Labor Cost (\$)	Equipment Cost (\$)
1,341,499	687,843	355,975	297,670

Past 48 Hours

Filter All



Winter Cost Calculator





Other Thoughts

Only the beginning of the journey

- RealID
- Organ Donor
- Future of Track A Plow
- Open Data Portal
- Story Mapping

Questions?

Submit your questions using the Webinar's Q&A feature

Webinar 4: System Performance Management

- This webinar focuses on approaches and noteworthy practices in system performance management
- Presentations will address:
 - Performance-based decision-making to maximize system performance
 - Data collection and analysis
 - Forecasting and modeling performance in an uncertain time
- When: November 18, 2020 2:00 Eastern Time

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A bimonthly webinar series, Wednesdays at 2:00 PM EST

November 18, 2020 2:00 PM Eastern Time
System Performance Management

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