2.2.3 Performance Measurement and Monitoring for Incident Management

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DOT's and other transportation agencies are becoming increasingly involved in transportation incident management. While there are many tracking technologies available in the market there are few systems available that focus on incident management. Even fewer allow for real-time incident field data collection. A robust mobile computer coupled with a powerful geospatial situational awareness tool can provide agencies with more detailed "situational awareness" and provide for increased safety and efficiency. Another benefit to such a system is collecting data for use in performance measures. The tool can include layers allow for other auxiliary data helpful to the incident manager such as weather radar, roadway weather conditions, and local data specific to the agencies in the area. The system can also utilize an optional mobile data terminal (MDT) with an integrated GPS receiver. The MDT has easy to use, custom, and optimized software which facilitates incident data collection for measuring performance. Password protected access by management through any web browser delivers the report information whenever and wherever needed. No special software is required. Reports are available in many formats and provide the information, including incident locations, time-of-day, and types of service needed by IM personnel. These systems are currently operational, serving numerous federal, state, and local agencies. The systems not only produce performance measures of value but also provide important data for use when customer service issues arise. The systems have proven to be a useful tool to management while never impeding the critical tasks of the mobile operators. Having location and status data available in real-time allows the field resources to be deployed in the most efficient manner possible and serves to promote the utmost in safety.