



## UNDERSTANDING NETWORK PERFORMANCE INDICATION PROVIDED TO ROAD USERS

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# Background

Austrroads project to identify performance information that would:

- 1. Be understood and used by all road users - to make informed road transport decisions; and**
- 2. Assist road managers - to make decisions about the management and operation of the road network.**

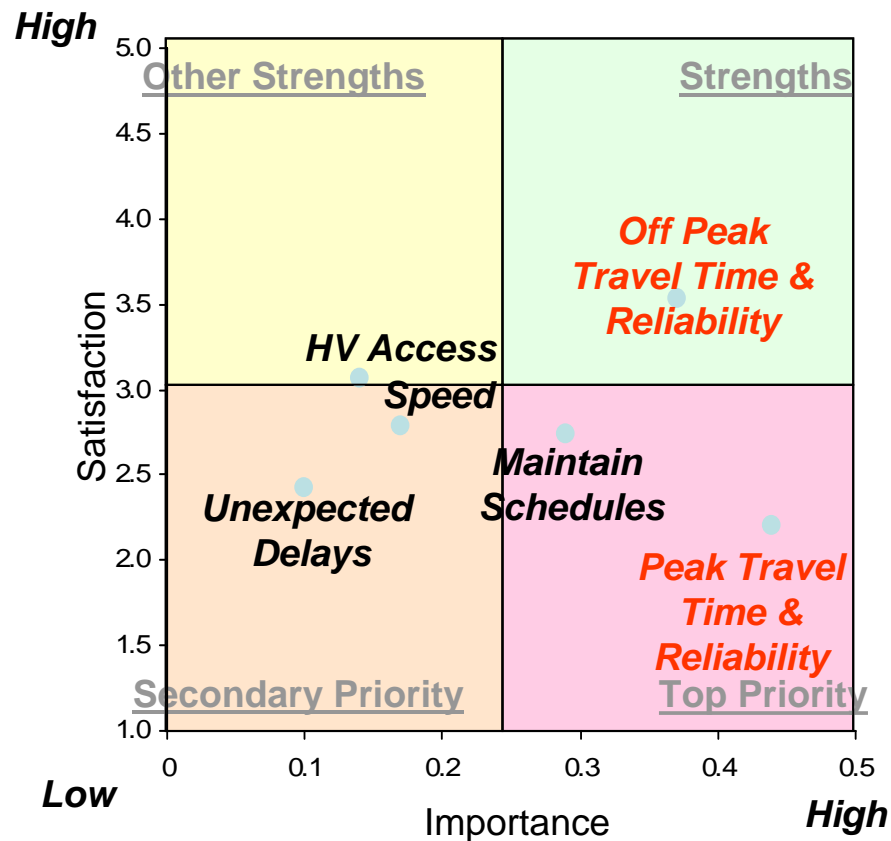


## Findings – performance measures

1. Finite number of basic measurable parameters used.
2. Measures derived from **travel time**, **volume**, **distance** and **people** (vehicle occupancy).
3. Best measures reported conditions experienced by the traveller, such as travel time and delay.

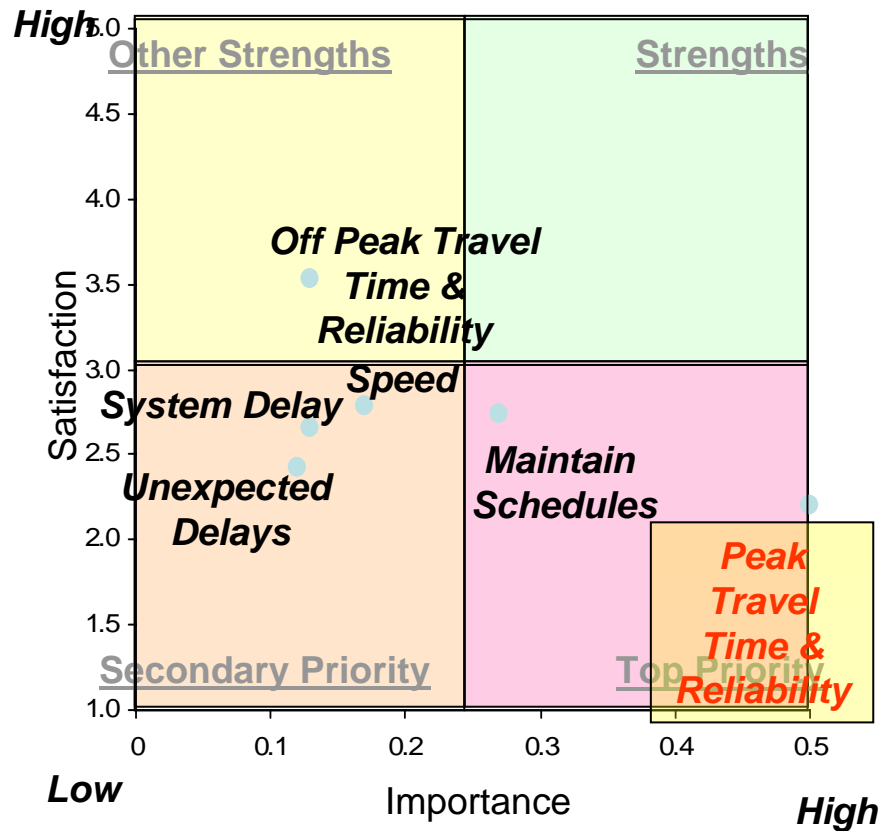
# What do users think?

## At any time



# What do users think?

## Peak time





## The differences?

**Importance** – off peak travel time and reliability very important – people have high expectations off peak – they don't expect problems!

**Satisfaction** - none

## Attribute importance by user group

Attribute	Commuter	Freight	Public Transport
Travel time	1	1	2
Reliability	1	1	1
Ability to Maintain Schedules	-	2	-
Speed	2	3	-
Accessibility	3	-	3
HV Network Coverage	-	4	-
Traffic Signal Delays	4	5	-
Unexpected or Temporary Delays	5	6	-



# The differences between the users?

Not much

Public transport users want reliable services more than quick travel times





# What is most important to users?

**Travel time**

**Reliability**

... expressed in minutes



# How to get information to users

- on a continuous basis, or as problems occur
- en-route by roadside signs or radio



## Conclusion

Travel time and reliability (in minutes)  
most important. Best measures:

- Actual travel time and information about road conditions, such as delays
- Planned travel time (travel time given a confidence interval)

provided either on a continuous basis or as problems occur by roadside signs or radio



## Some thoughts from Bob

- Remember – Australian research
- People are commenting on what they have seen – is this the best?
- But the message is clear – they want to know the **travel times** they can expect and any **delays** that will/might occur