Metro Atlanta TSM&O Capability Maturity Scores and Actions to Advance to Next Level

(max score for each dimension is 4.0)

Business Process (2.0)	• Establish forward looking vision/plan for where the region is going with TSM&O to guide priorities • Expand larger system projects (e.g., RTOP) to local systems • Adopt more proactive approach for new technology
Systems & Technology (2.0 for transit; 3.5/4.0 for roads)	• Expand integration/collaboration with 3rd party technology providers (e.g., Waze) • Establish operational specifications and standards among local jurisdictions • Use new technology to encourage transit ridership (signal priority, real-time trip planning)
Performance Measurement (3.0 in most cases)	• Improve travel time reliability • Package and disseminate data to different audiences (partners, public, legislators) • Develop more explicit regional policies for outcomes
Culture (3.0)	• Celebrate and market successful TSM&O initiatives; make business case for more TSM&O investment • Enrich cost-benefit data availability • Public-facing dashboard
Organization & Staffing (2.0)	• Create guidance for local agencies to build TSM&O capabilities • Address “new age” TSM&O workforce development issues; establish succession planning
Collaboration (Overall: 2.0; RTOP: 3.0; TIME: 4.0)	• More comprehensive data sharing across jurisdictions • More outreach to the public • Establish forum for sustained regional collaboration; sub-region committees; bring in freight industry