



# CITIZEN REPORTING

A UDOT Program

## UDOT Citizen Reporting Program

2013 National Rural ITS Conference

August 25, 2013

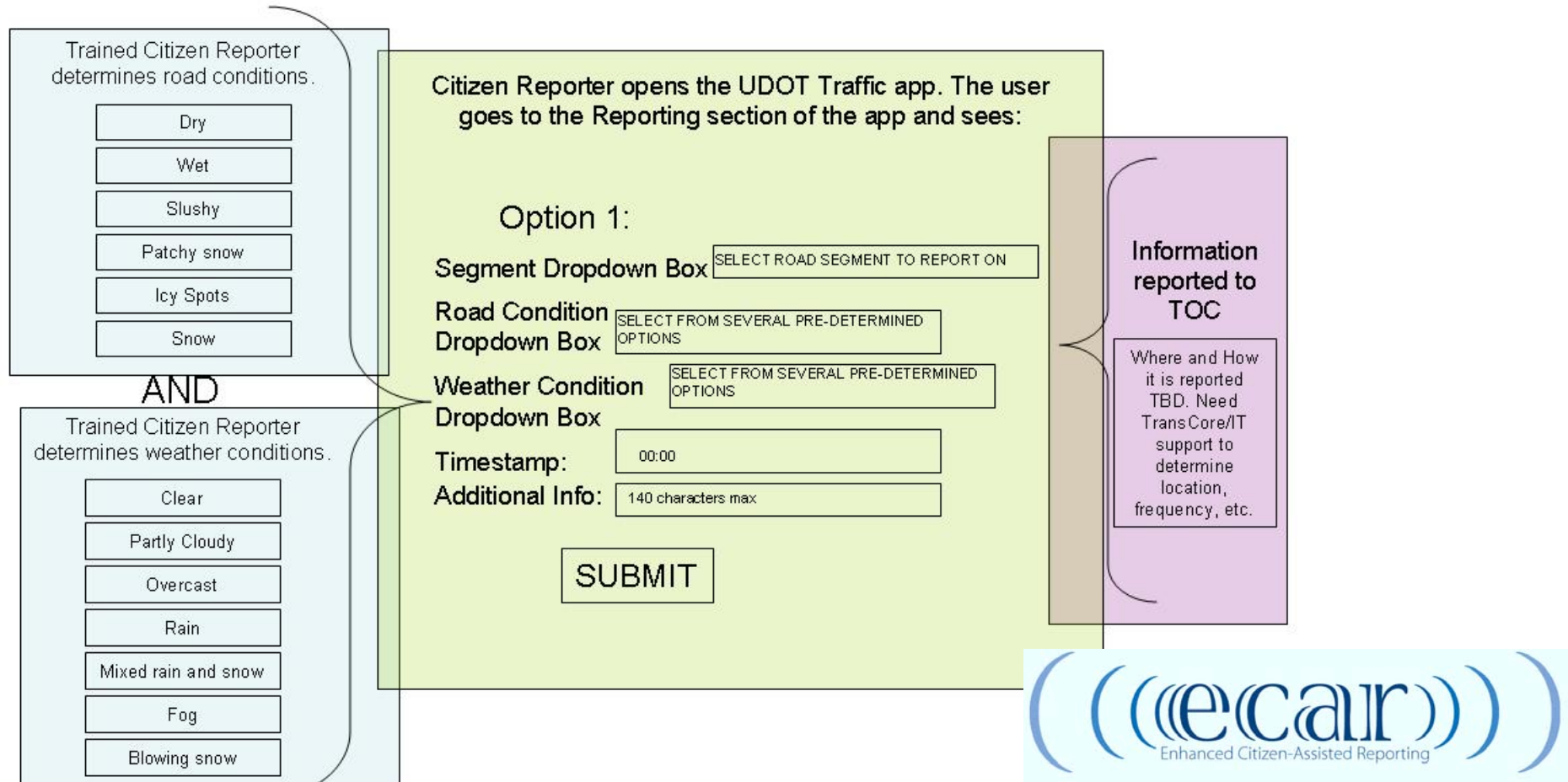


TRAFFIC MANAGEMENT DIVISION



# The Citizen Reporter Program

## UDOT Citizen Reporting Program Communications Diagram

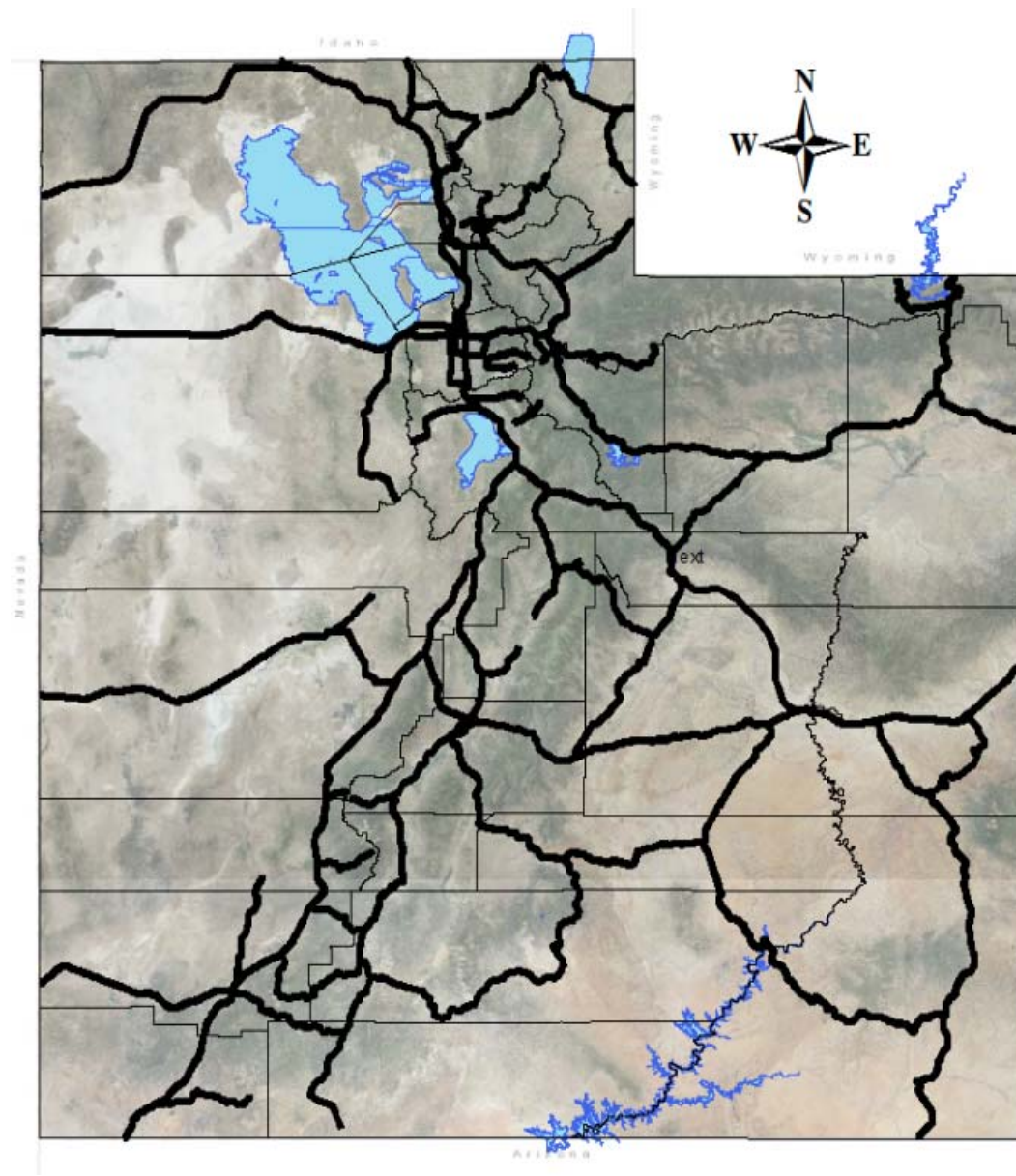


The goal of this Program is to allow trained Citizen Reporters to transmit road condition information (and possibly other information) to the UDOT TOC for inclusion into the TATS road reporting system.

# The Reporting App



# Reporting Segments



# Pilot Year Goals & Lessons Learned

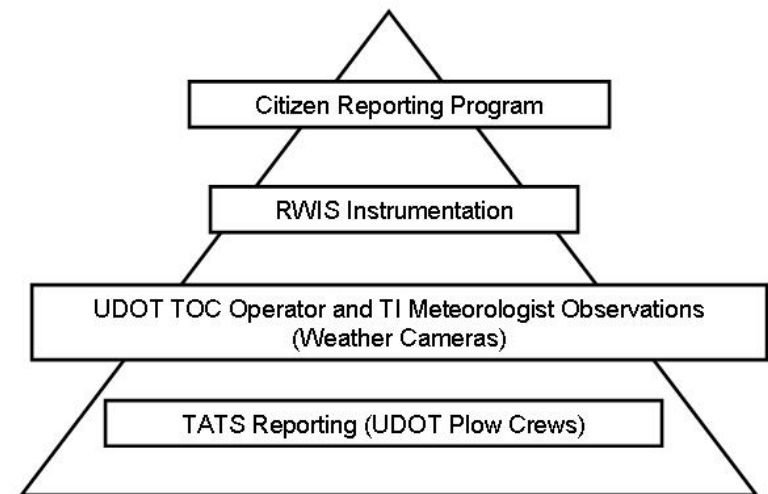
- To begin to cover road segments with an extra layer of data provided by citizens that drive the routes often. Targeted UDOT employees who lived or worked rural.
- ConOps was developed through a partnership with FHWA WRTM.
- Initial timeline to complete the work was very short – UDOT is now revisiting project components that need to be redesigned.
- 50 reporters were trained for the pilot year
- Ultimate goal is 800 – 1000 reporters statewide
- The training stresses that reports are for data only and not for dispatching plows. Submitting bad data on a frequent basis will result in your data no longer being used.
- Lessons Learned
  - Important to launch a training plan with a friendly audience to work out the bugs.
  - Very important to build internal consensus PRIOR TO implementing changes.
  - Have an idea before the work needs to be done about the level of programming effort required to integrate the new data into existing programs.



# Current Projects

- Logic development: How to aggregate incoming data, while respecting the knowledge, relationship and importance of the plow drivers. Logic will give priority reporting status to the plow crews.
- Trusted reporters: Certain reporters that are more accurate or report more frequently will have a higher status and will have their reports weighted higher.
- Fail-safes in place for bad data:
  - Ability to “turn off” a reporter with the click of a button
  - In-house Meteorologist staff who monitor the reports 24/7 in the winter months
  - Training program

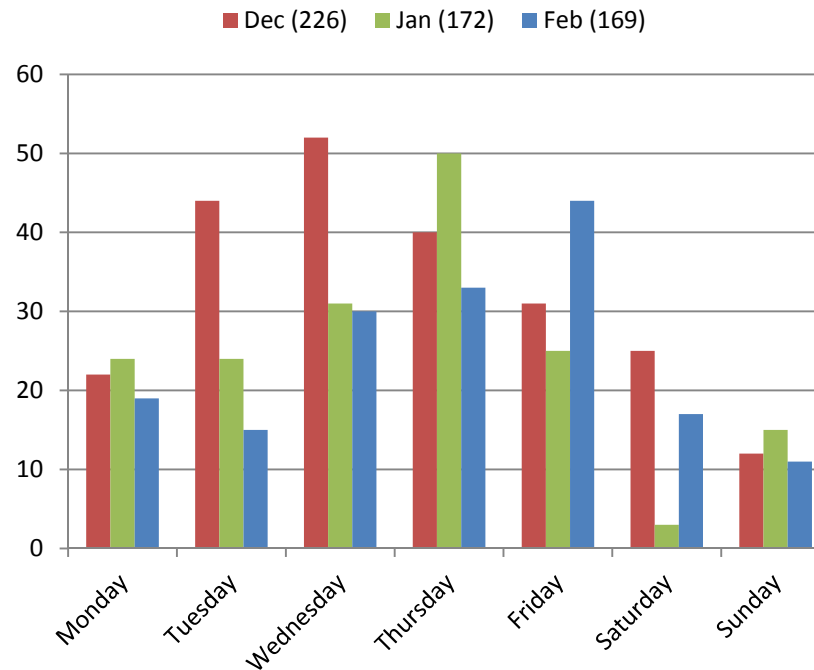
## UDOT Weather Operations Program Data Input Sources



# Initial Program Evaluation

- Focus group participants (members of the public) said they would like to volunteer and think the program is a good use of funds and is innovative.
- 54% of reporters use iPhone, 46% Android
- 90% of reporters said the app was easy to use
- 60% of reporters said being able to include a picture of their observation would be helpful
- 54% of reporters said they would like to see their observation contribution on a graph or map

Reporting by Day of Week



# Future Efforts

- Plow driver specific app
- On-line training
- Utah Highway Patrol, Utah Trucking Association, National Weather Service, general public
- Program marketing
- Possible corridor-wide deployment

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