1C/2C: Resilience and Reliability

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- **Measuring Performance**
- Issues:
  - Compiling data into meaningful models
  - Keeping data in real time for real time use – Or at least define the time frame (near-term/long term)
  - Identifying data gaps – do we have the right metrics to answer the questions?
  - Communicating information to users in a meaningful way

Targeting improvement:

Dependable, accurate, timely access to data

- Reliability: It either is reliable or it isn't; will determine investment and economic viability
- Reliable information facilitates business line decisions
- Increase synergy between different data sets and reduce duplication
- Need more data sharing between private and public = a system wide/systematic approach

Identify and use performance measures that are user defined

- Balancing competing interests = very difficult
  - Need definitions that work for the people using the system (water, road, rail)
- Identify how users look at the MTS
  - Performance metrics for quality of service delivery
- Identify and address things that customers value in service performance

Overarching Conclusion

- Marine Transportation System component needs to be incorporated as part of a multi-modal National Freight Policy

- Re-evaluate traditional and emerging markets to inform infrastructure and economic development

- User defined metrics to provide the best service and highest value
  - Improved asset management
  - Data/technology integration
  - Customer service

- Need to communicate the value of navigation services – and manage the corridors and connectors as a system