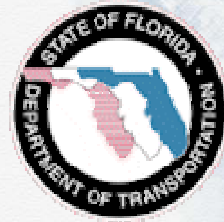


# 2005 FSUTMS/CUBE Voyager Model Conversion & Support Survey



6 February 2006

# Introduction



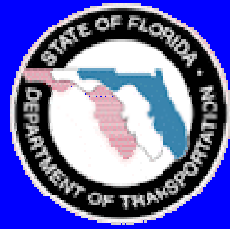
## Annual MTF Survey

- ◆ October 2005

## Participants

- ◆ 43 Participants
- ◆ MPO's, FDOT, Consulting firms

# Introduction



Purpose:

“As part of our quality assurance process, the Systems Planning Office, on behalf of the Model Task Force, is conducting an annual survey of key members of the Florida modeling community. This survey will help us improve our models by evaluating the level of satisfaction of Florida modelers and Citilabs’ technical and administrative support. To ensure the most candid responses possible, survey responses will be strictly kept confidential.”

# Introduction



## 5 Areas, 20 Statements:

- ◆ Model Task Force Support
- ◆ Technical Support
- ◆ Model Conversion
- ◆ Administrative Issues
- ◆ General Issues

## Rating Scale

- ◆ 1 (strongly disagree) to 5 (strongly agree)

## Questionnaire

**2005 FSUTMS/CUBE VOYAGER  
MODEL CONVERSION & SUPPORT SURVEY**

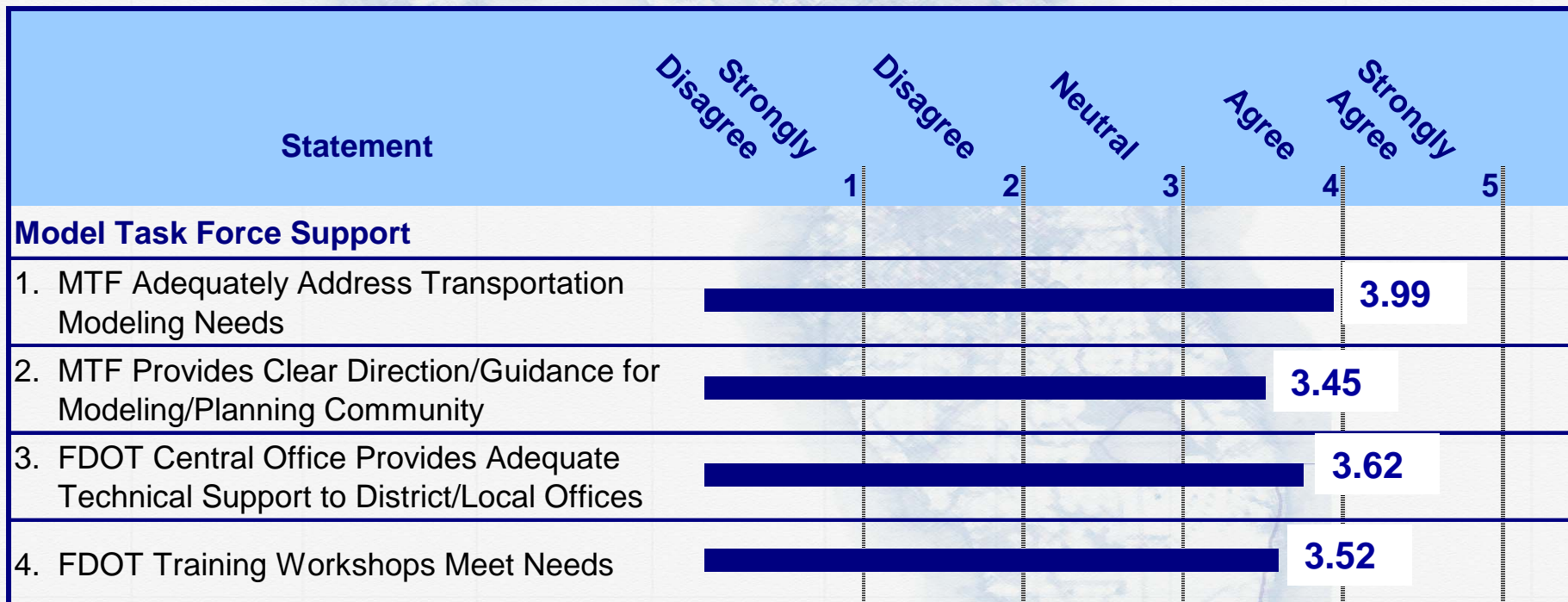


As part of our quality assurance process, the Systems Planning Office, on behalf of the Model Task Force, is conducting an annual survey of key members of the Florida modeling community. This survey will help us improve our models by evaluating the level of satisfaction of Florida modelers and Citilabs' technical and administrative support. To ensure the most candid responses possible, survey responses will be strictly kept confidential. Thank you for your cooperation.

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<b>Model Task Force Support</b>					
1. The Florida MTF is working to adequately address our transportation modeling needs.	5	4	3	2	1
2. The Florida MTF provides clear direction and guidance for the modeling and planning community.	5	4	3	2	1
3. FDOT Central Office provides adequate technical and administrative support to district and local offices.	5	4	3	2	1
4. FDOT training workshops adequately meet my needs.	5	4	3	2	1
<b>Technical Support</b>					
5. My request for technical support from Citilabs was addressed in a timely manner.	5	4	3	2	1
6. I found Citilabs and its staff easy to work with.	5	4	3	2	1
7. The solution to my technical question was satisfactory.	5	4	3	2	1
<b>Model Conversion</b>					
<input type="checkbox"/> <b>Have you been involved in model conversion process? If NOT, skip Questions 8 to 14?</b>					
8. Citilabs has worked with our staff to coordinate the conversion process.	5	4	3	2	1
9. Citilabs explained the conversion process to us and discussed potential changes in the model's operation and results as a consequence of the conversion.	5	4	3	2	1
10. Citilabs listened to and addressed our issues with the conversion process.	5	4	3	2	1
11. All important components of the model were included in the conversion.	5	4	3	2	1
12. The converted model is basically error-free and fully functional.	5	4	3	2	1
13. Any re-validation/re-calibration efforts needed as a result of the conversion were discussed with me.	5	4	3	2	1
14. Any re-validation/re-calibration efforts required to make the converted model useful for LRTP updates were minor.	5	4	3	2	1
<b>Administrative Issues</b>					
15. The software purchasing and billing process was smooth.	5	4	3	2	1
16. My agency had contractual agreements with Citilabs. The administrative process went smoothly.	5	4	3	2	1
17. My agency had contractual agreements with Citilabs. Citilabs performed their services satisfactorily.	5	4	3	2	1
<b>General Issues</b>					
18. The Cube software meets my modeling needs and is easy to use.	5	4	3	2	1
19. I feel that Citilabs management has a clear understanding of Florida's modeling issues.	5	4	3	2	1
20. I feel that Citilabs is committed to working with the Florida MTF.	5	4	3	2	1
<b>Additional Comments:</b>					

# Model Task Force Support

## (Questions 1 to 4)



# Model Task Force Support

(Questions 1 to 4 Summary)



## Major Points

### ④ Florida MTF

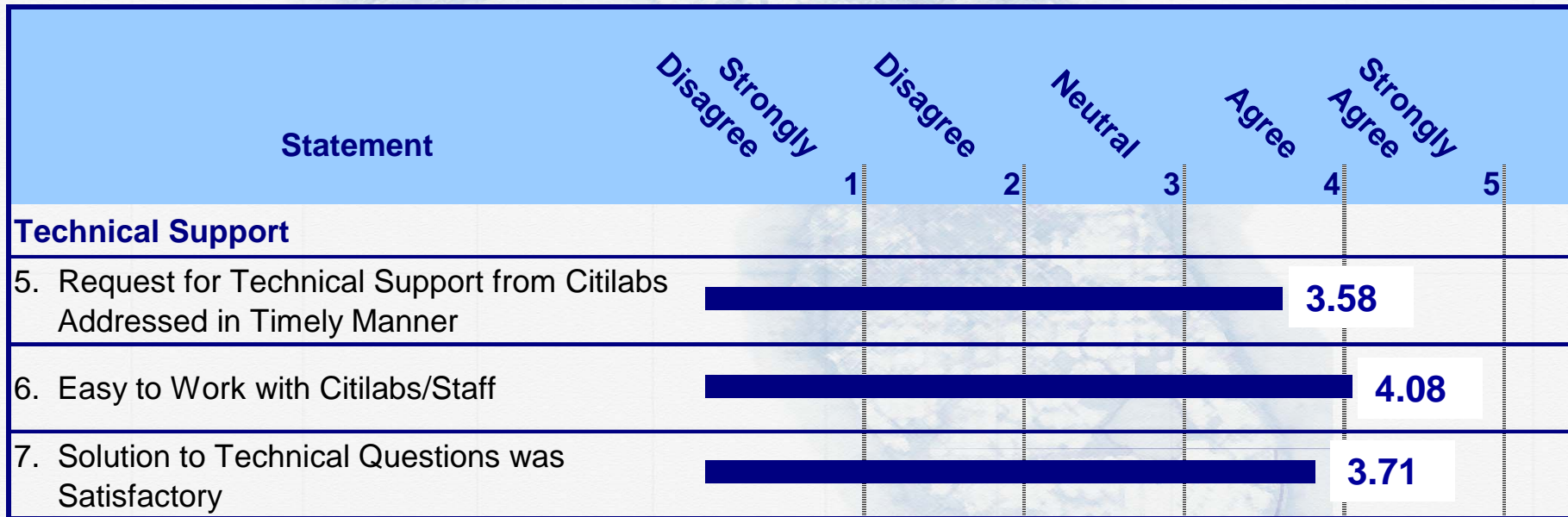
- ◆ Sponsor Development of Standards ASAP

### ④ Workshops are Beneficial

- ◆ Use Local Models for Examples
- ◆ Provide on CD

# Technical Support

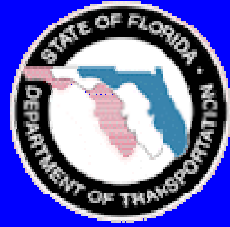
(Questions 5 to 7)





# Technical Support

(Questions 5 to 7 Summary)



## Major Points

### @ Response Time to Questions

- ◆ Simple Questions-Quick Response
- ◆ Complex Questions-Slow Response

### @ Public Transport

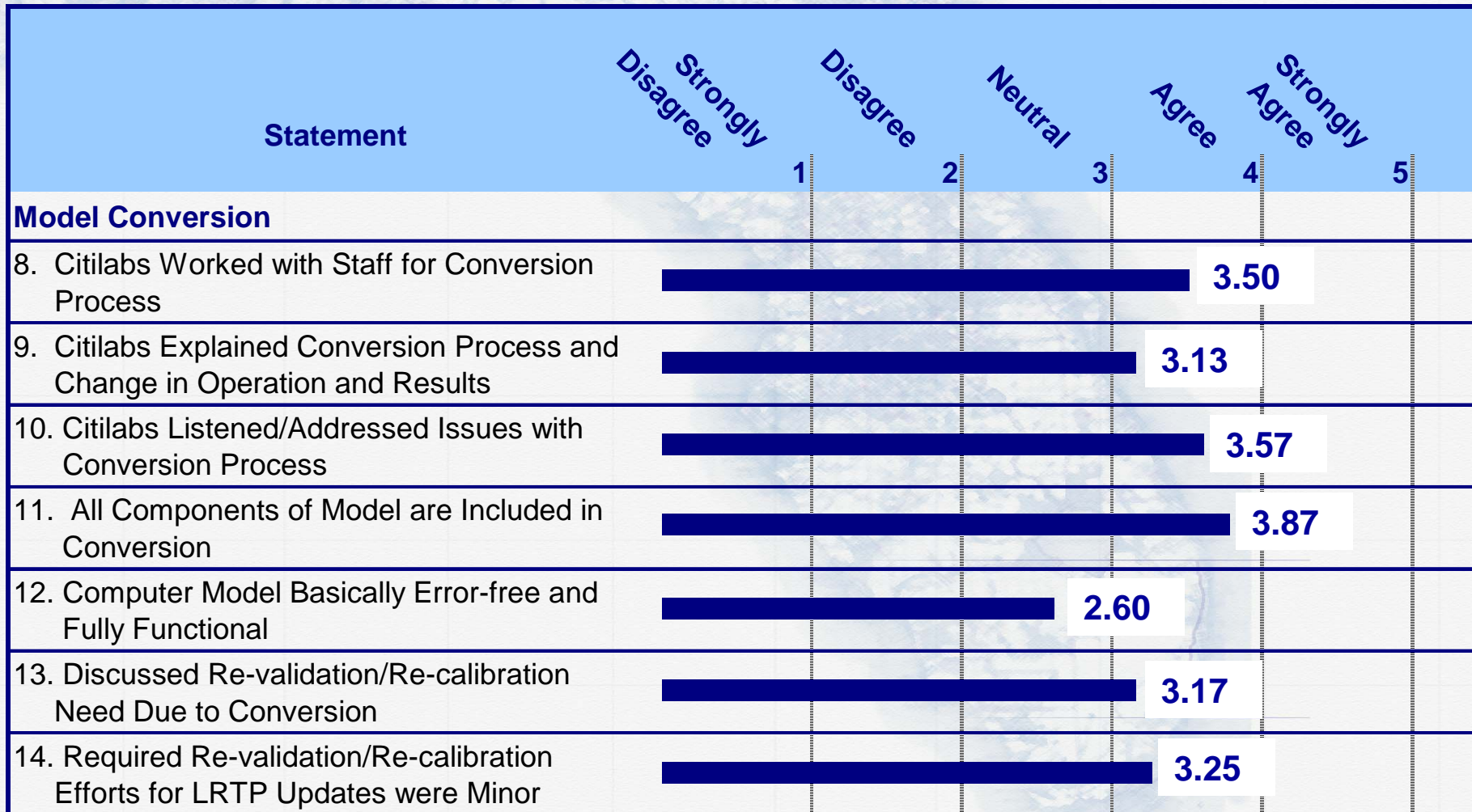
- ◆ Still a Problem & Breaks Down in Details

### @ Script Files

- ◆ Still a Problem & Difficult to Find Error

# Model Conversion

## (Questions 8 to 14)



# Model Conversion

## (Questions 8 to 14 Summary)

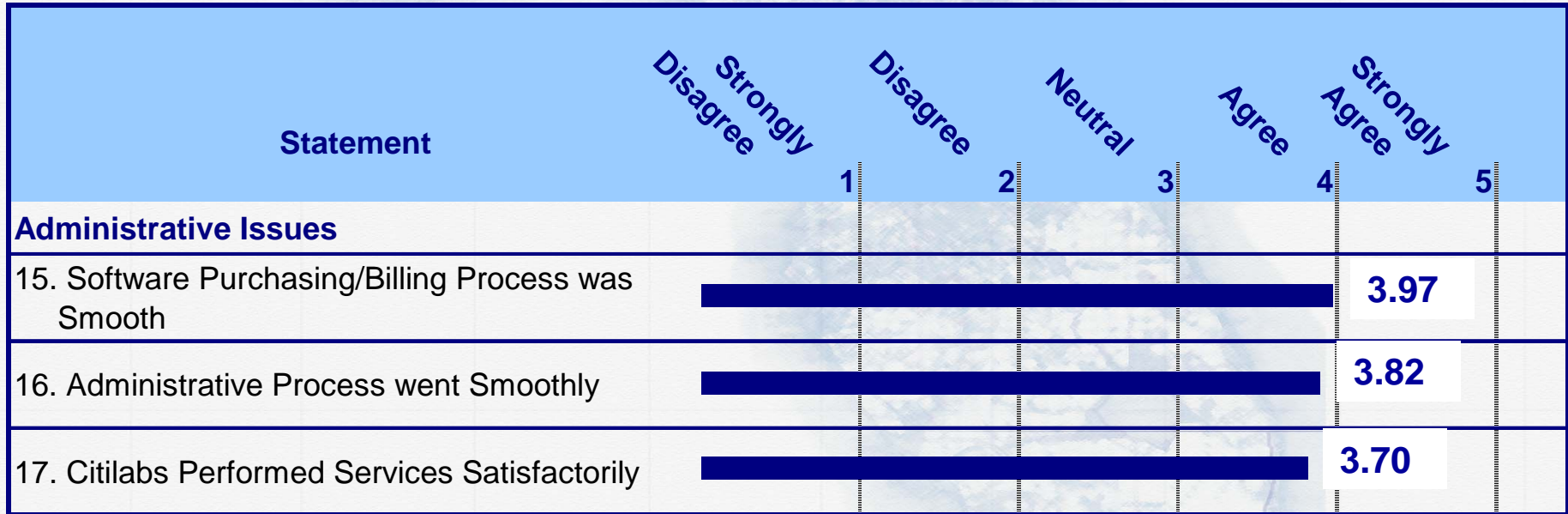


### Major Points

- ⓐ Run Times Unacceptable (in converted models)
  - ◆ First Coast & Alachua Models
- ⓐ District V Regional Model
  - ◆ Not Functional
- ⓐ District VII Regional Model
  - ◆ At First Not Functioning & Now Works Fine
- ⓐ Not All Models Converted
  - ◆ Still using TransCAD to Develop LRTP

# Administrative Issues

(Questions 15 to 17)



# Administrative Issues

(Questions 15 to 17 Summary)

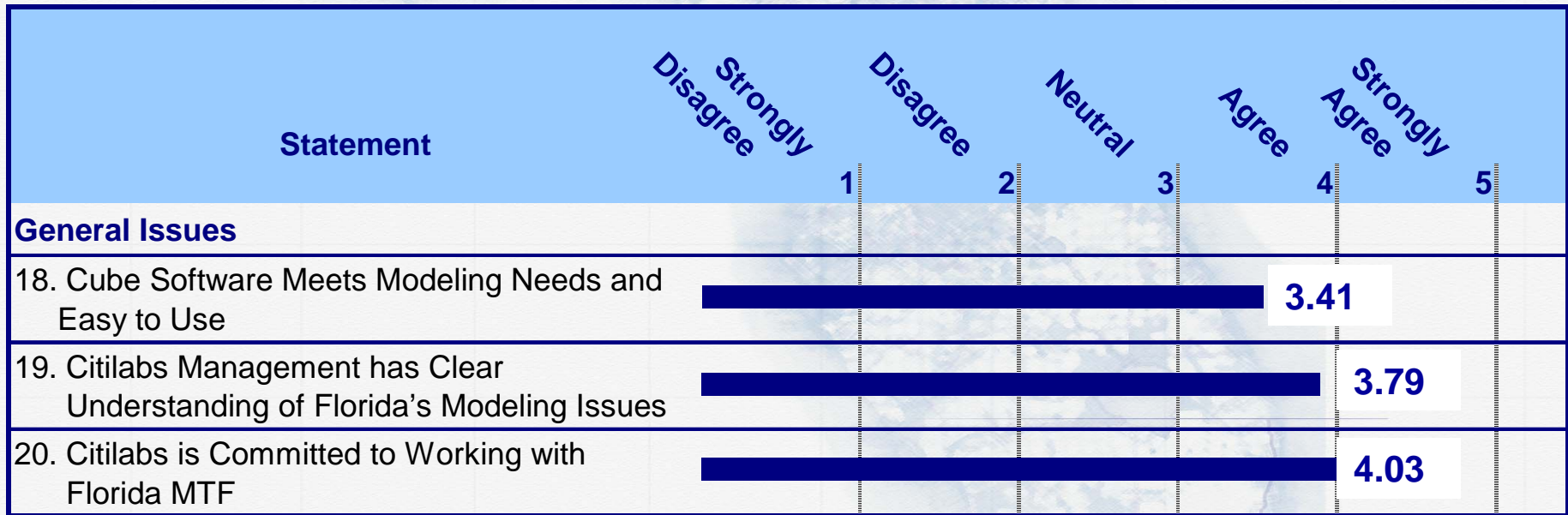


## Major Points

④ Purchasing Process went Smoothly

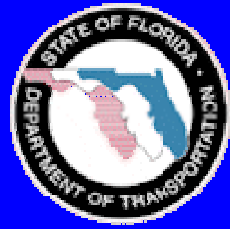
# General Issues

(Questions 18 to 20)



# General Issues

(Questions 18 to 20 Summary)

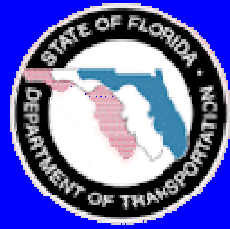


## Major Points

- ② Many Versions are in Use Throughout the State
- ② Run Times Too Long

# General Issues

(Questions 18 to 20 Summary)



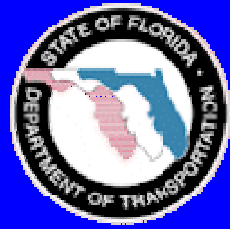
## Major Points (Continued)

### @ Citilabs

- ◆ Release Major Updates More Often
- ◆ Provide Websites with Approved Versions of the Model
- ◆ Offer “Tips of the Trade and Shortcuts” for Experienced Modelers
- ◆ Understands Florida’s Issues, but Not Enough Staff to Support Technical Questions



# General Comments from Survey



## @ Central Office

- ◆ Develop Modeling Standards
- ◆ Provide More Technical Support

## @ Citilabs

- ◆ Slow Response to Complex Questions
- ◆ Release Major Updates More Often

# General Comments from Survey



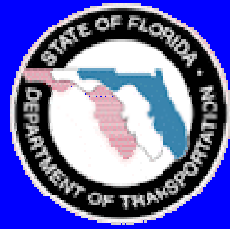
## @ Cube Voyager

- ◆ Long Run Times
- ◆ Public Transport Issue
- ◆ Hard to Track where Cube Crashes
- ◆ Calibration Issues

## @ Workshops

- ◆ Offer Cube Training at Various Skill Levels
- ◆ Use Local Examples

# Action Plan



- ② Provide policy papers and technical reports
- ② Support model/district-specific workshops
- ② Work more closely with Citilabs
- ② Provide more technical support to Districts & MPOs
- ② Set up a website/user forum to facilitate exchange of knowledge and ideas
- ② Conduct annual user satisfaction survey