TM 2.0 Services: Survey Results

TM 2.0 Member Survey

April 2017

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Executive Summary

Why: This Survey was conducted in order to receive feedback from the TM 2.0 members with regards to the TM 2.0 platform and understand how much the members' expectations are met by the Steering Body decisions and the Task Force work and activities.

Aim: The goal of this Survey is to determine whether the current activities of the TM 2.0 platform are serving the needs of members optimally and to identify specific ways in which these could be further improved.

Methodology: The Survey was sent out in the form of a questionnaire on 2 March with a reminder sent to the members on 20 March. The questionnaire comprised 16 questions: 11 multiple choice questions (Q1-7, 9, 11-13), 2 yes/no questions (Q8, 10), 3 open questions (Q14-16) and another 2 optional open questions (Q17-18) informing on the name and company. Respondents were allowed to give additional comments on all questions. The responses were quantified, where appropriate, by adding the response count and calculating a rating average.

Survey response rates: The Survey has received about a 40% response rate (15 responses out of 36 TM 2.0 member companies to whom the Survey was sent). Higher response rates should of course have given more statistically relevant data, but still, we believe that there is enough material to draw conclusions.

The key findings of the Survey The findings of this Survey are grouped around four general themes: current level of satisfaction with regards to the TM 2.0 Platform activities; participation and involvement in Task Forces related meetings and events; Awareness and information regarding the objectives and practicalities of the Platform; TM 2.0 Members' interests and expectations.

Please find the main findings under each of the general themes bellow:

1) **Current level of satisfaction with regards to the TM 2.0 platform activities**: Q1, 4, 5, 14
   - All respondents are satisfied with the leadership on strategic thinking on TM but some call for more focussed action and more concrete goals.
   - All respondents are satisfied with the alignment of partners in defining the concept of TM 2.0. The satisfaction level varies however as some respondents point to the difficulty in perfect alignment because of lack of consensus and/or lack of commitment within the wider membership.
   - All respondents see the value in deploying the TM 2.0 concept, with a clear majority – two-thirds – finding it very valuable.
   - Two-thirds of the respondents answered 'yes' to the question of whether they are comfortable with the current membership composition. Some suggestions were made to involve city and road operators and other authorities.

2) **Participation and involvement in TF related meetings and events**: Q2, 6, 13
   - Overall across all Task Forces, most respondents indicate members do not really participate in (telcon) meetings and drafting reports. For 4 out of the 5 Task Forces, 'Never' received the highest number of responses. Only the TF on

"Exchange of Traffic Management plans" - Phase 2, where 'Always' received the highest count. Lack of time and setting priorities is the most quoted as the reason for lack of participation. Poor quality of teleconferences with lack of clear agenda and action points is also mentioned in comments. A number of responses express interest participating more. Important to note however, is that 3 out of 5 Task Forces (TF on Contractual Agreements; TF on link to other modes (public transport & links to hinterland) had not started their work when this Questionnaire was sent out to the Members on 2 March.

- All members actively promote the TM 2.0 concept. The majority (almost 2/3) promote it always.
- ITS Congresses are the most often attended by the majority of respondents. C-ITS is next with TISA & Datex and Ursa Major also being attended to a lesser degree. Nonetheless, this question was unclear to a number of respondents.

3) **Awareness and information regarding the objectives and practicalities of the Platform**: Q7, 8, 9, 10, 11
- The extent to which respondents are informed about the objectives of the Platform is not uniform.
- Just under half of the respondents are aware of the procedure of proposing and deciding the scope and focus of new TFs.
- One third of the respondents are very satisfied about being adequately informed of the TF and SB discussions. The rest are satisfied or moderately satisfied.
- One-third of the respondents were not aware that all TM 2.0 members are welcome to join SB meetings and participate in discussions, regardless of being an SB member.
- The vast majority seldom use Project Place, with some being unaware that it existed.

4) **TM 2.0 members' Interests and expectations**: Q 3, 12, 15, 16
- Most responses clearly favour deployment and policy needs as TF outcomes. Also, across all Task Forces, most would like more focus on policy.
- Almost everyone would find a newsletter giving highlights and summary of goals and milestones, etc. valuable. Please note that the fist newsletter of TM 2.0 was sent out to TM 2.0 members a week after the Survey Questionnaire was out.
- Many respondents would welcome stakeholders from (air)ports, public transport companies, road and public authorities, vehicle manufacturers as new members joining TM 2.0 platform .
- In terms of specific future expectations, one of the most common calls is for deployment and moving from the theory and discussion to deployment. The need to involve public authorities, road operators and other service providers is seen as important in achieving this end. Some respondents indicated that they wish to have guidelines, reference projects to be used as TM 2.0 templates and steppingstones to stakeholders in the future of TM.

Introduction

TM 2.0 (www.tm2.0.org)

The overall concept of TM 2.0 is to connect public authorities, industry players, infrastructure operators, users and national ITS associations to focus on new solutions for advanced active traffic management and to pursue the development and deployment of ITS. TM 2.0's efforts at building consensus between public authorities and service provider also influence EU policy initiatives.

The TM 2.0 objectives are following a phase loop:

Phase I (TM2.0 value chain definition)
Phase II (TM2.0 value chain creation)
Phase III (TM 2.0 marketplace implementation)
Phase IV (TM 2.0 Innovation Procurement)

TM 2.0 is now focusing on the phase III and IV objectives.

Current running Task forces in the context of TM 2.0

Task Force on "**Contractual agreement and schemes**"
Objectives:

- Suggest elements facilitating contractual agreement and schemes facilitating win-win cooperation and development of Business Models for the relevant stakeholders.
- Define why TMCs would exchange TMPs with Service Providers (different levels of cooperation: mandatory forwarding of TMPs to optional forwarding of TMPs) and related Business Models
- Define practical steps for cooperation with German pilot project Lena4ITS, URSA Major 2, NAVIGAR.
- Contribute with guidelines and recommendations

Task Force on "**Exchange of Best Practices on deploying TM 2.0**" tasks
Objectives:

- use the results of the finalized Report of the TF on Deployment Steps in order to identify Best Practices on the deployment of aspects (individual components) of the general TM 2.0 concept, and collect them on a template/Survey format (on roles of stakeholders/business cases/ex of TMPs etc.) at city and region level
- elaborate deeper on what is needed with regards to TM 2.0 innovation procurement process
- integrate in the TF Report the assessment of the new role the TMCs are taking in the future (PP cooperation)
- implement a TM 2.0 market place via the deployment of new solutions & new services coming out of TM 2.0 by linking into existing projects and pilots/trials (and by possibly profiting from the TM 2.0's members participating in new ones)
- put to the test the results of the TF on 'Quantification of Benefits' and those of the TF on "Value Proposition" by observing the benefits in real-traffic- if possible

- identify TM 2.0 practices and potential for TM 2.0 Use Cases in the H2020 projects currently commencing under ERTICO
- link the TF members with H2020 and CEF schemes

Task Force on **"Traffic Management and links to other modes and interfaces"**
Objectives:
- Speed up the development of innovative solutions for advanced active traffic management by linking to intermodal and syncromodal interfaces. (Freight and Public Transport)
- Link with relevant initiatives and projects (DTLF, CO-GISTICS, URSA MAJOR, INTERCOR)
- Link with MG 4.1 proposal. Proceed to Project

Task Force on **"Definition of Traffic Management plans- Phase 2"** tasks:
Objectives:
- Further develop the concept of TMP exchange by analyzing the 'why' in the exchange of ''TMP'' (focus on the message/text provided as 'suggestion' (and justification) in rerouting & explore if this exists already in TPEG or TPEG extensions are needed).
- Explore further synergies with TISA on text provided to the user
- Cooperation of public authorities and TM alignment among them
- Explore synergies with Datex II

Q1: TM 2.0 Thought Leadership - leading the strategic thinking on Traffic Management

Summary of responses: Most respondents (13 out of 15) are more satisfied than dissatisfied. Comments indicate that leadership must be more focussed.

Answer options	1 (very satisfied)	2	3	4 (very dissatisfied)	NA	Response count
Thought leadership	3	10	1	0	1	15

Answered question: 15
Skipped question: 0
Comments (5)

- TM Platform is a good way to develop and start strategic thinking. However, no real thought LEADERSHIP yet.
- Not completely able to do thought leadership because no final internal consensus.
- It could be better communicated what the very concrete goals & scope of TM 2.0 is amongst partners that are not part of the SB.
- We are a brand new member so answer this and most other questions with incomplete knowledge.
- Too less focus on new traffic management/control methods based on real time big data.

Figure 1: Thought leadership
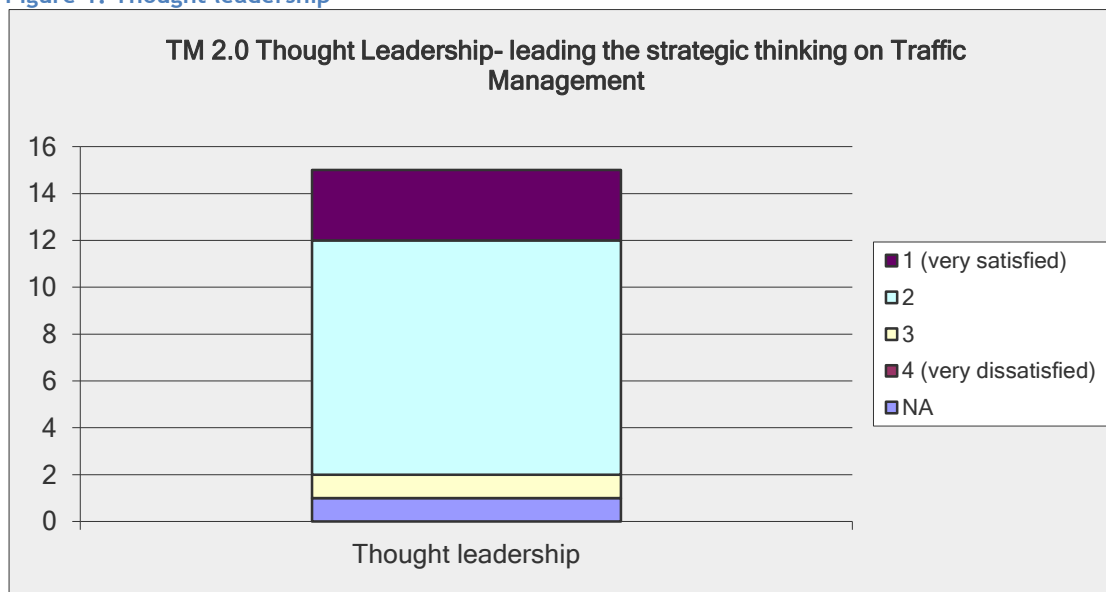
Q2: TM 2.0 running Task Forces: Are you participating in (telcon) meetings and drafting reports

Summary of responses: Overall across all Task Forces, most respondents (28) indicate members never participate in (telcon) meetings and drafting reports.

For 4 out of the 5 Task Forces, 'Never' received the highest number of responses from the 4 options (always, sometimes, never, would like to participate from now on) apart from the TF on "Exchange of Traffic Management plans" - Phase 2, where 'Always' received the highest count.

Lack of time and setting priorities is the recurring theme for lack of participation. Poor quality of teleconferences with lack of clear agenda and action points is also mentioned in comments.

A number of responses express interest participating more.

| Answer Options	Always	Sometimes	Never, please comment reason below	Would like to participate from now on	Response count
TF on "Exchange of Traffic Management plans" - Phase 2. Chairs: Jop Spoelstra & Sykora Robert	5	3	4	2	14
TF on Contractual agreement and schemes. Chair: Olaf Vroom (telco not yet held)	1	2	8	2	13
TF on Exchange of Best Practices. Chairs: Evangelos Mitsakis and William Meijer	2	6	4	2	14
TF on Traffic Management and links to other modes and interfaces. Chair Logistics: Lina Konstantinopoulou (telco not yet held)	1	1	5	6	13
TF on Traffic Management and links to other modes and interfaces. Chair Public transport: Laura Coconea (telco not yet held)	0	1	7	4	12

Answered question: 15
Skipped question: 0
Comments (11)

- Due to serious time constraints, also because of being a newly started organisation, we have to focus on TF most relevant to our organisation
- Not in our scope yet.
- TF on Contractual Agreements has not started its TelCos yet but I have participated in the drafting of the Strasbourg paper. TF on Public Transport has not started its work yet.
- So far we have just started to be a bit more active, but we haven't had resources to join all task forces and prioritized a few of them. We think the work is very important and hope to be more active very soon.
- We were heavily involved in the first round of TF's and resourcing is challenging. We would like to be reviewer for the last two TF's.
- I do only participate in meetings where my company is interested in
- Contractual agreements and schemes: We did organise two telco's: one with 2 attendants and one with 0 attendants. NDW is not a member of the other taskforces. Problem is not membership: it is a general lack of time to work on the topic. I also think the time schedules are too tight. Every two weeks a telco for SB members is rather much.
- The level of quality of teleconferences is not always perfect. There is seldom a clear agenda, mostly there is very few persons participating, and there is not always a clear outcome and next steps.
- All are potentially interesting, but I must focus.
- I (Jop) am not involved in the TF on contracts, and I would like to get involved in the links to other nodes logistics TF as spectator.
- I am very interested but attending the calls would be very time consuming;

Figure 2: Participation in meetings and drafting reports

TM 2.0 running Task Forces: Are you participating in (telcon) meetings and drafting reports
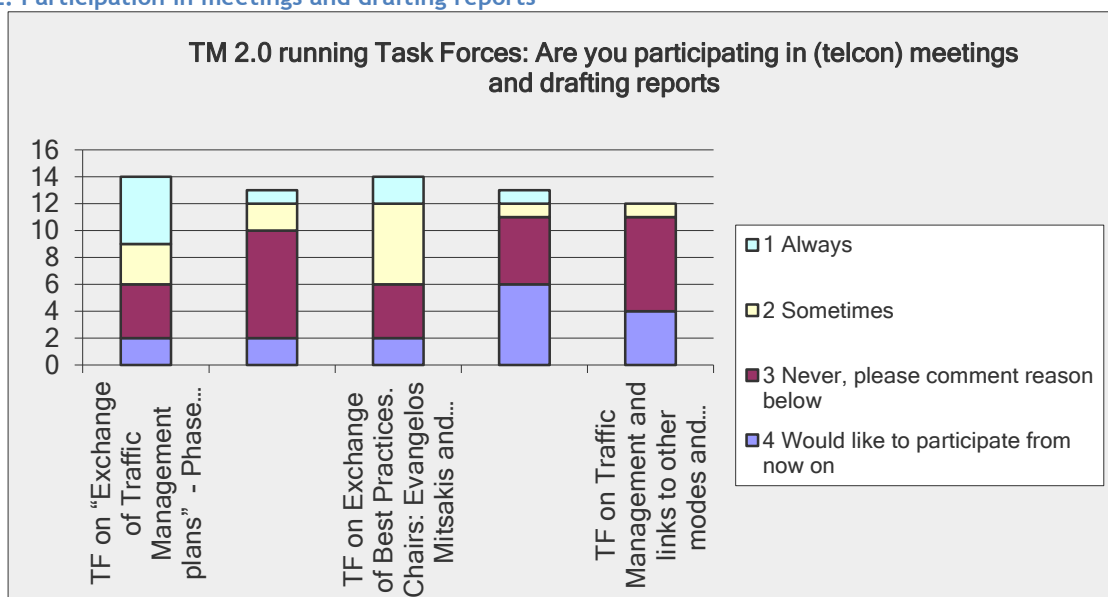
Q3: TM 2.0 currently running Task Forces: What is the TF outcome you are the most interested in?

Summary of responses: Deployment and policy needs are the outcomes that most responses clearly favour. Across all Task Forces, most would like more focus on policy.

Answer Options	Deployment	Policy needs	Standards	Something else? (Please comment)	Response count
TF on "Exchange of Traffic Management plans" - Phase 2. Chairs: Jop Spoelstra & Sykora Robert	7	6	6	1	14
TF on Contractual agreement and schemes. Chair: Olaf Vroom	3	8	3	3	12
TF on Exchange of Best Practices. Chairs: Evangelos Mitsakis and William Meijer	8	7	2	2	13
TF on Traffic Management and links to other modes and interfaces. Chair Logistics: Lina Konstantinopoulou	5	7	4	1	11
TF on Traffic Management and links to other modes and interfaces. Chair Public transport: Laura Coconea	5	10	3	1	12

Answered question: 15
Skipped question: 0
Comments (11)

- Don't know scope of this TF yet
- Policy and/or standards (to be developed) are important for the industry to anticipate and if necessary react to in terms of solutions to be offered/developed.
- Exchange TM plans: We don't do standards, but this needs a standard. Contractual agreements and schemes: Models for contractual agreements. Best practices: Reference deployments acting as blueprint. TM & Logistics: Need of logistics partners. TM & Public Transport: Need of PT partners.
- We are interested most in Policy needs and consequences, public-private cooperation and effect on traffic (so deployment is a necessity). But we do not have time to give attention to all ongoing discussions. Maybe organising workshops on all TF's in the marge of the SB meetings can help."

- The current way of working is very much focused from a commercial / academic perspective. There is low focus on policy goals and what the objectives are, but a high stress on technology deployment. Templates are distributed that do not always ask the right questions. The preliminary outcomes of the templates & information gathering is not always of the level expected from the world's best stakeholders in ITS, traffic management and the academic world.

Figure 3: Outcome most interested in
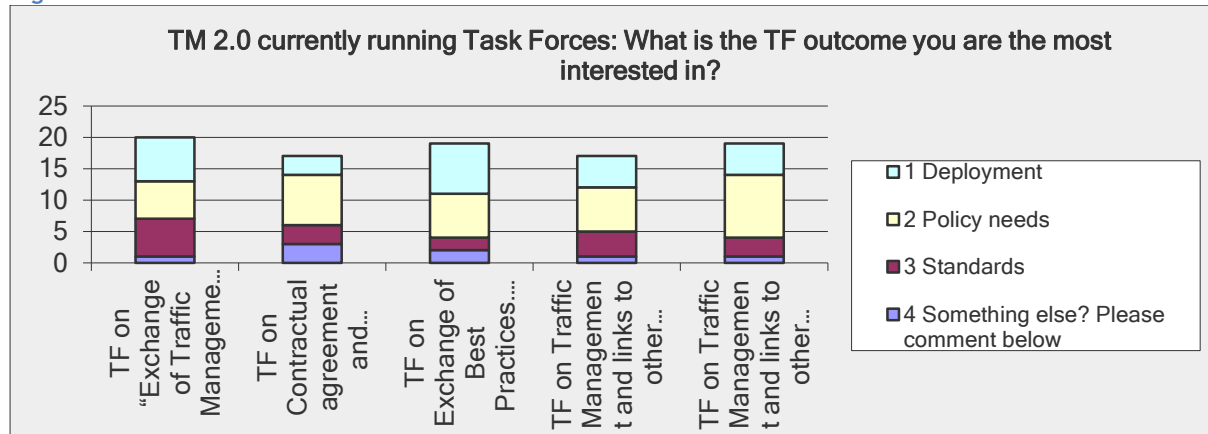
Q4: Are you satisfied with the alignment of partners in defining the concept of TM 2.0 (Do we all know what we are talking about)?

Summary of responses: A majority of the respondents are very satisfied or satisfied. Some comments point to the difficulty in perfect alignment because of lack of consensus and/or lack of commitment within the wider membership.

Answer options	1 (very satisfied)	2	3	4 (very dissatisfied)	Rating average	Response count
	4	7	4	0	2.00	15

Answered question: 15
Skipped question: 0
Comments (3)

- Will take some time and maybe even is impossible to have one common and agreed view
- No final alignment yet.
- Sometimes low commitment. Reading the preliminary output of the TF's raises doubts on this point.

Q4: Are you satisfied with the alignment of partners in defining the concept of TM 2.0 (Do we all know what we are talking about)?

Q5: Do you continue to see the value in deploying the concept?

Summary of responses: A clear majority (2/3) finds the concept very valuable and the rest (1/3) find it valuable.

Answer options	1 (very valuable)	2	3	4 (very invaluable)	Rating average	Response count
	10	5	0	0	1.33	15

Answered question: 15
Skipped question: 0
Comments (2)
- We should continue to work together, yes
- That is why SOCRATES2.0

Q5: Do you continue to see the value in deploying the concept?

Q6: Are you actively promoting the concept? Please comment.

Summary of responses: All members actively promote the TM 2.0 concept. The majority (almost 2/3) promote it always.

Answer options	1 (always)	2	3	4 (never)	Rating average	Response count
	9	5	1	0	1.47	15

Answered question: 15
Skipped question: 0
Comments (4)
- First of all through discussion within own organisation and directly related part
- URSA MAJOR activity & Socrates project
- Presentations and SOCRATES2.0
- I actively mention the TM2.0 platform, and try to get people informed and involved.

Q7: Are you adequately informed of the objectives of the Platform (as these are agreed by the TM 2.0 members annually at the GA (taking place during the European ITS Congress)?

Summary of responses: Responses are spread out regarding being adequately informed about the objectives of the platform.

Answer options	1 (very satisfied)	2	3	4 (very dissatisfied)	Rating average	Response count
	5	6	3	0	1.86	14

Answered question: 14
Skipped question: 1
Comments (2)
- Just recently joined the platform
- There is no clear link for 'outsiders' between the objectives & the work being done in the TF's

Q8: Are you aware of the procedure of proposing and deciding the scope and focus of a new Task Force?

Summary of responses: Just under half are aware of the procedure of proposing and deciding the scope and focus of new TFs.

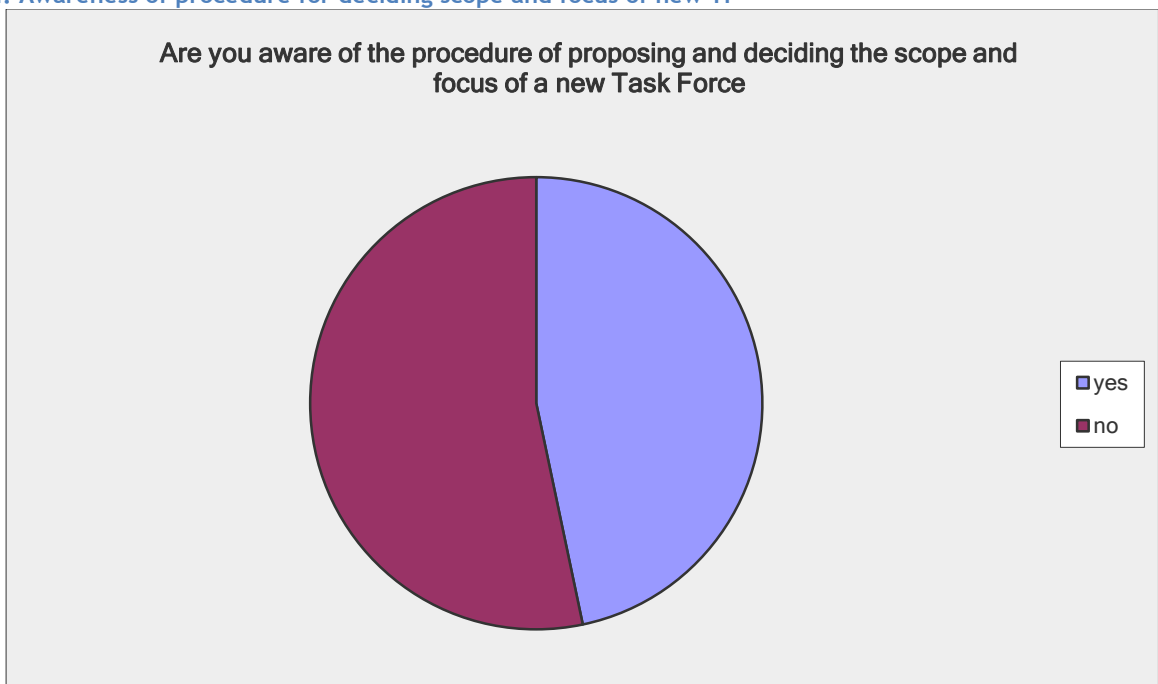| Answer options	Percentage	Response count
Yes	46.7%	7
No	53.3%	8

Answered question: 15
Skipped question: 0
Comments (1)
- But I didn't look after it.

Figure 4: Awareness of procedure for deciding scope and focus of new TF

Are you aware of the procedure of proposing and deciding the scope and focus of a new Task Force

Q9: Are you adequately informed of the TF and SB discussions?

Summary of responses: One third of the respondents are very satisfied about being adequately informed of the TF and SB discussions. The rest are satisfied or moderately satisfied.

Answer options	1 (very satisfied)	2	3	4 (very dissatisfied)	Rating average	Response count
	5	4	5	0	2.00	14

Answered question: 14
Skipped question: 1

Comments (3)
- Information is sufficient, lack of time in my own organisation/own work priorities
- Sometimes I lack finding the right information.
- We are a brand new member so answer this and most other questions with incomplete knowledge.

Q10: Are you aware that all TM 2.0 members can join the SB meetings (however non SB members have no vote) and participate in the SB discussions, if they so wish?

Summary of responses: One-third of the respondents were not aware that all TM 2.0 members can join SB meetings and participate in discussion, regardless of whether or not they are an SB member.

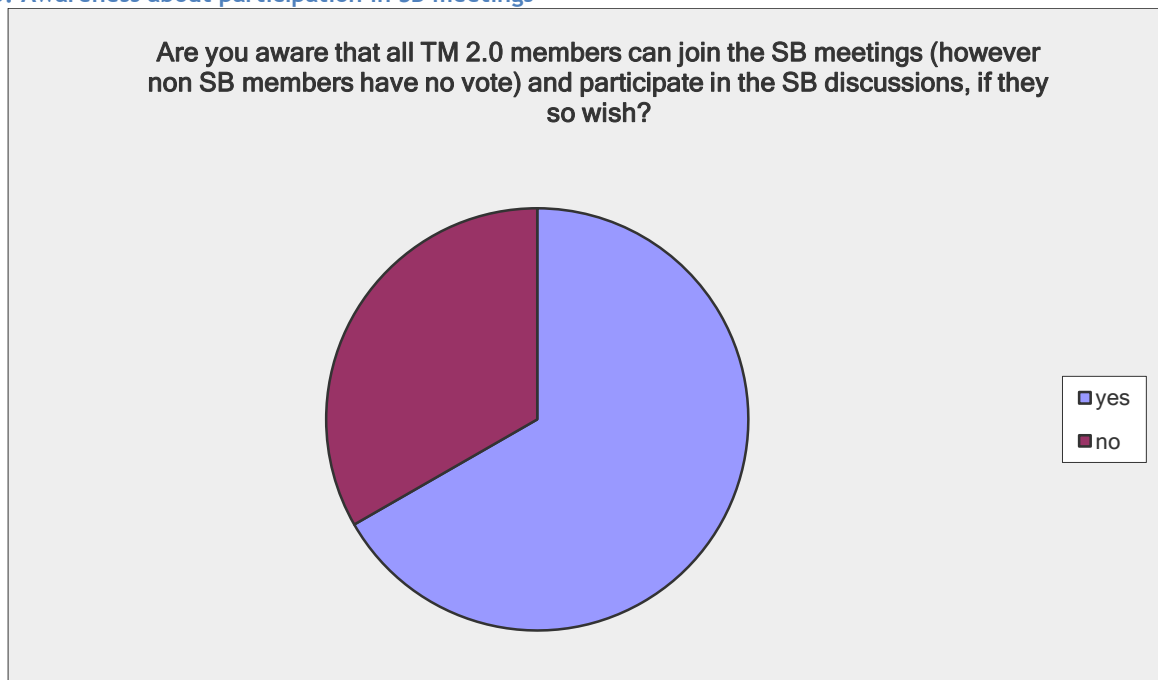| Answer options	Percentage	Response count
Yes	66.7%	10
No	33.3%	5

Answered question: 15
Skipped question: 0

Comments (1)
- I know now :)

Figure 5: Awareness about participation in SB meetings

Are you aware that all TM 2.0 members can join the SB meetings (however non SB members have no vote) and participate in the SB discussions, if they so wish?

yes
no

Q11: How often do you access Project Place, where all the SB/TF Minutes and Reports are uploaded?

Summary of responses: The vast majority seldom use Project Place, with some being unaware that it existed.

Answer options	1 (very often)	2	3	4 (never)	Rating average	Response count
	1	1	11	2	2.77	15

Answered question: 15
Skipped question: 0

Comments (2)
- Not as often as I would like to

I (even taskforce leader!) did not know there was a shared projectplace.

Q12: Would a dedicated TM 2.0 Newsletter be welcomed by you?

Summary of responses: Almost everyone would find a newsletter giving highlights and summary of goals and milestones, etc. valuable.

Answer options	1 (very valuable)	2	3	4 (very invaluable)	Rating average	Response count
	6	7	2	0	1.73	15

Answered question: 15
Skipped question: 0
Comments (4)

- Yes, would be much appreciated to receive short summary of the highlight
- Yes, very valuable, summary of actions, decisions and milestones
- Yes, very much, with decisions, TF progress, repetition of goals
- (The scale is broken - invaluable means so valuable that you cannot put a price on it)

Q13: Events-presence at the ITS Congresses/Events/Links to other groups and related Forums

Summary of responses: ITS Congresses are the most often attended by the majority of respondents. C-ITS is next with TISA & Datex and Ursa Major also attended. This question was unclear to a number of respondents.

| Answer options	1 (very often)	2	3	4 (never)	Response count
ITS Congresses (European and World)	8	4	2	0	14
C-ITS platform	5	2	4	2	13
TISA and Datex	2	3	3	6	14
Ursa Major	2	1	4	7	14
Other, please comment below	0	0	2	2	4

Answered question: 14
Skipped question: 1
Comments (2)

- We should try to be present at every event that concerns cross organisational/industry interests
- Interpreted as is TM2.0 visible at these events. Interpreted as: NDW attends these events: only ITS congress, TISA and DATEX
- Only ITS Congresses in Europe. Investigate to join TISA. Participation of webinars (Big Data Europe, Maas, SPICE)
- It is not really clear what you mean with this question.
- I found the question unclear. Is it asking what presence should there be?

Figure 6: Presence at events

Q13: Events-presence at the ITS Congresses/Events/Links to other groups and related Forums
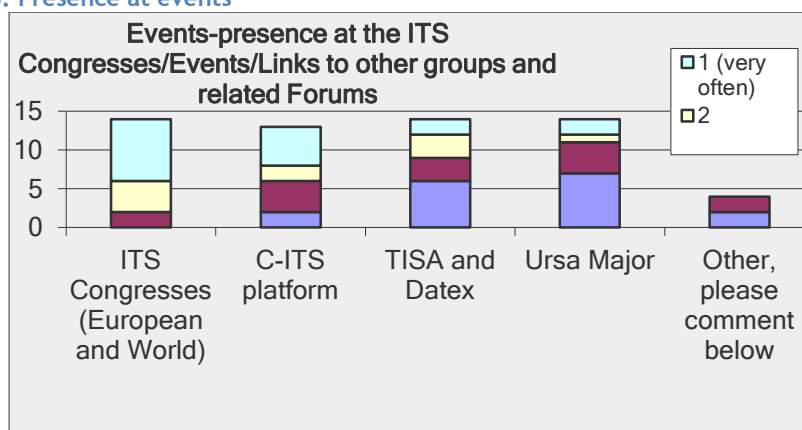
Q14: Are you comfortable with the current membership composition?

Summary of responses: Almost everyone is comfortable with the current membership composition. Some suggestions were made to involve city and road operators and other authorities.

Number	Response text
1	Yes
2	Yes
3	Yes
4	Yes
5	Many members, but not so many are really active.
6	Yes
7	No, we need more cities and road operators.
8	Yes
9	Yes
10	Yes
11	Yes
12	Yes
13	Too less authorities involved

Answered question: 13
Skipped question: 2

Q15: What are the new members you recommend to see joining the TM 2.0 platform?

Summary of responses: New members that many would welcome joining TM 2.0 platform are stakeholders from (air)ports, public transport companies, road and public authorities, vehicle manufacturers.

Number	Response text
1	Don't know at this moment
2	Ports, Public Transport Companies
3	Car manufacturers. Other navigation system providers
4	Ports and airports
5	Some more national Public Authorities and several Vehicle Manufacturers
6	None specific
7	More road authorities
8	More road authorities should be involved
9	(Air-)ports, Stakeholders in public transport
10	Real TM's that are doing actual traffic management today. There are some huge TM's around the world with great expertise.
11	Authorities; City representatives

Answered question: 11
Skipped question: 4

Q16: TM 2.0 - What are your future expectations?

Summary of responses: One of the most common calls is for deployment and moving from the theory and discussion to the deployment. The need to involve public authorities, road operators and other service providers is seen as important in achieving this end. Some respondents indicated that they wish to have guidelines, reference projects to be used as TM 2.0 templates and steppingstones to stakeholders in the future of TM.

Number	Response text
1	Focus on deployment and solution oriented content
2	More practical outcomes, less paper work
3	TM 2.0 in full automation
4	Models and examples regarding cooperation between public authorities and service providers.
5	• See policy and standards development • Direction for future development; driverless/autonomous cars, digital maps, legal opinions e.g. on the above
6	Get alignment as quickly as possible and get some reference projects that can be used as TM 2.0 templates.
7	Continue the work and strengthen information exchange / discussion between all involved parties.
8	Head for deployment!!! It is very necessary to make it more concrete.
9	More contributions from other partners into the TF's.
10	Clear communication report on the feedback gathered through the Survey.
11	I would like to [see] consensus emerging at TM2.0 between the service providers and the road operators about how things will work conceptually, operationally and technically - then naturally we should see system deployments implementing these ideas.
12	On one side I think we should grow towards deployment projects (Socrates and such), and on the other hand we must provide concrete guidelines and steppingstones to stakeholders involved in TM of the future.
13	Involvement of cities (authorities) would create a realistic demand and move away from pure academics

Answered question: 13
Skipped question: 2

Conclusions and Next Steps

The results of the Survey were presented and discussed at the last TM 2.0 Sb meeting held on 7th April 2017 in Haarlem. The current level of satisfaction regarding the TM 2.0 platform was agreed to be mainly positive. All respondents continue to see the value in deploying the TM 2.0 concept.   The current membership composition -besides some suggestions to attract more road operators and public authorities- is agreeable to all members that took part in this Survey.

➢ Action: to continue to attract new TM 2.0 members and follow the advice from the membership in concentrating the effort on specific stakeholder groups such as Road Operators and Public Authorithies.

The extent to which respondents are informed about the objectives of the Platform is not uniform.

➢ Action: the TM 2.0 objectives will be further put forward by including them in the intro to the bi-monthly TM 2.0 Newsletter and will also be added in the EoI sent to new and potential members. The TM 2.0 objectives are discussed and agreed annually at the TM 2.0 GA so the EoI will have to be updated accordingly every year.

Participation and involvement in TF is quite poor mainly due to lack of time on behalf of the TM 2.0 member's representatives, however all TM 2.0 members actively promote the TM 2.0 concept at events and meetings.

➢ Action: A matrix will be put in place to give an overview on the Task Forces that are active at any time (TFs) stating the TF name, TF leader, main objectives, focus, and current status (active, not active or 'phase 2') and will be sent to the TM 2.0 members with the invitation to join the TFs that are close to their interests.

Some respondents were not aware that all TM 2.0 members are welcome to join SB meetings and participate in discussions, even if they are not SB members.

➢ Action: in the upcoming newsletter, all TM 2.0 members will be reminded that they can always join the SB meetings, even though without voting rights.

In terms of specific future expectations, one of the most common calls is for deployment and moving from the theory to deployment.

➢ Action: Liaise with the Socrates 2.0 project upon CEF grant of the proposal. Socrates 2.0 is about the real life practice/ actual deployment in 3-4 different pilots of the entire TM 2.0 concept.

Finally, be aware that the TM 2.0 chairs are still open to all ideas in how to improve TM 2.0.

Acknowledgements

THANK YOU!