



# Guide to Improving Capability for Systems Operations and Management

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Many strategies aimed at improving travel time reliability focus on highway operations. To be successful, operational strategies often require a collaborative and coordinated effort among many transportation organizations and within their key units. This guide from the second Strategic Highway Research Program (SHRP 2), which is administered by the Transportation Research Board of the National Academies, presents a model for how transportation agencies can be organized to successfully execute operations programs that improve travel time reliability. The model addresses four elements of institutional capability maturity: culture/leadership, organization and staffing, resource allocation, and partnerships.



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