Project Name:	National Performance Management Research Data (NPMRDS)
Owner/Client:	Federal Highway Administration
Type of Project:	Technical and Customer Support and Documentation
Location:	Nationwide
Completion Date:	2027
Contract Value:	$1,125,000

Project Description

The Center of Advanced Transportation Technology (CATT Lab) at the University of Maryland, along with INRIX, KMJ Consulting, Inc., and others provide transportation administrators with vehicle probe data portal and analytics suites that provide users with data; historic-time location and speed data, and conflation to TMC shapefiles with GIS elements from the national highway system (NHS) Highway Performance Monitoring System (HPMS) dataset; and, technical support.

NPMRDS is used by nearly every state and many metropolitan planning organizations (MPOs) to monitor system performance at no cost to those agencies and their consultants. NPMRDS provides extensive and dependable data for passenger and economic freight roadway work across the National Highway System. NPMRDS serves as the basis for MAP-21 performance measures that help states set targets for reducing congestion and emissions nationwide.

KMJ's Approach

KMJ provides Tier I technical support, including responding to technical questions including data access, HPMS conflation and data validation, TMC shapefile coverage, NHS definition, MAP-21 PM3 calculations and troubleshooting. KMJ consults and coordinates with the team SMEs for clarification on complex issues. KMJ fields 10 to 15 support requests per day and most are resolved within minutes with an internal SLA of end-of-day if received before 3:30 PM ET – well under the 48-hour contract requirement. KMJ also coordinates data access including the data sharing agreement process and development of the NPMRDS quick start guide.

Client Contact/Reference

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