



# Institutional Architectures to Improve Systems Operations and Management

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This report from the second Strategic Highway Research Program (SHRP 2), which is administered by the Transportation Research Board of the National Academies, examines how transportation agencies should be organized to successfully execute operations programs that improve travel time reliability. An institutional capability maturity model is provided that relates to the four key dimensions of institutional architecture: culture and leadership, organization and staffing, resources, and partnerships.

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