5C: The Connected Traveler – Empowerment Through Technology

Session Description: New technologies are transforming the way we plan, design, build, operate and maintain our transportation systems. As intelligent transportation systems make the jump to connected and automated vehicles, the integration of more robust traveler data, and the use of artificial intelligence to manage what human brains cannot, how can we as transportation professionals transform into and shape this new environment? This thought-provoking session will challenge you to imagine the connected traveler world of the future and engage you in a discussion with some of the most forward-thinking industry representatives.

Moderator: Jennifer Duval, AICP, Manager, Transportation Planning, Jacobs

- Connecting Cities and Citizens: The World of Waze, Meghan Kelleher, Communications Manager, Waze
- Connecting to our Customers, Bob Taylor, PE, PTOE, Manager of Traffic Operations, Pennsylvania Turnpike Commission
- Applying Artificial Intelligence and Connected Technology to Transportation Management, Gene Donaldson, TMC Operations Manager, Delaware Department of Transportation

Bios:

Meghan Kelleher is a communications manager at Waze, the free, real-time, crowd-sourced traffic and navigation app powered by 65 million monthly active users. She leads all communications and marketing efforts around the Connected Citizens Program, a free, two-way data exchange empowering municipalities worldwide to harness real-time driver insights to improve congestion and make better-informed planning decisions. Prior to Waze, Meghan served as a senior communications manager at KIND Healthy Snacks, leading efforts to drive brand awareness through effective programming and storytelling. She also worked at Access Communications and Coyne PR, supporting more than 40 brands including PlayStation, Cornell Johnson School of Business Management, and Intuit. Meghan holds a bachelor's degree in public relations and advertising from Pennsylvania State University and currently resides in New York City.

Bob Taylor, PE, PTOE is the manager of traffic operations at the Pennsylvania Turnpike Commission. He is responsible for the efficient movement of traffic and goods throughout the Pennsylvania Turnpike system. Key focus areas include transportation operations planning and performance, intelligent transportation systems, traffic operations center support, traffic incident management, special events, roadway weather management, work zone operations, freight management, traveler information, and connected/autonomous vehicles. Bob is the co-chair of the Turnpike’s Innovation Council and a member of the work zone safety committee. Prior to joining the Pennsylvania Turnpike Commission, Bob worked as a consultant for 20 years where he was responsible for the planning, design and deployment of transportation systems and security solutions, as well as other research, policy and training activities. Bob has managed transportation assignments for municipalities, MPOs, DOTs, FHWA, and DOD in 40 states and seven countries. Bob holds a bachelor of science in civil engineering from Penn State. He currently serves on several Transportation Research Board committees, the Connected Vehicle Deployment Coalition, and the board of the Intelligent Transportation Society of Pennsylvania.
Gene Donaldson is presently the TMC operations manager with the Delaware Department of Transportation. Gene has been with the Delaware Department of Transportation since 1997. His primary responsibility is to manage DelDOT’s transportation management program to include operation of the 24-hour statewide Transportation Management Center, planning and implementation of Delaware’s intelligent transportation system, incident and event management, emergency management, and transportation homeland security. Prior to the Delaware Department of Transportation, Gene retired from the Montgomery County, Maryland Department of Public Works and Transportation after 27 years. He retired as chief of the Transportation Management section, where he was responsible for managing the implementation and operation of the nation’s first fully integrated advanced transportation management system. Gene is a past president of District 2 and the Washington DC section of the Institute of Transportation Engineers.