

# Traffic Management Center Operations Expansion Project

CLMP189A



# TMC Operations Expansion



# TMC Operations Expansion

## **Outsourcing Benefits:**

Contractor/Consultant staff are co-located with City of Austin staff, thereby providing a cohesive team with a unified mission.

- Specialized Skill Sets
- Staff Flexibility
- Staff Retention
- Increased Efficiency
- Manage Incidents
- Improve Overall Mobility for Citizens



# TMC Operations Expansion

## **Some of the Agencies Utilizing a Consultant for Management and Staffing of their TMC include:**

- Detroit, MI
- Montgomery, AL
- Salt Lake City, UT
- Santa Monica, CA
- Alabama DOT
- Florida DOT
- New Mexico DOT
- New York State DOT
- Pennsylvania DOT
- Wisconsin DOT



# TMC Operations Expansion

## **Current Operations:**

- 6:30AM – 6:30PM Monday – Friday
- Special Events

## **Proposed Operations:**

- 6:00AM – 8:00PM Monday – Friday
- 9:00AM – 6:00PM Saturday
- 10:00AM – 6:00PM Sunday
- Special Events



# TMC Operations Expansion

## Current Staffing:

- 6:30AM – 3:00PM Operator #1
- 9:30AM – 6:30PM Operator #2
- 7:00AM – 5:00PM Manager
- Special Events - 1 or 2 operators as needed.



# TMC Operations Expansion

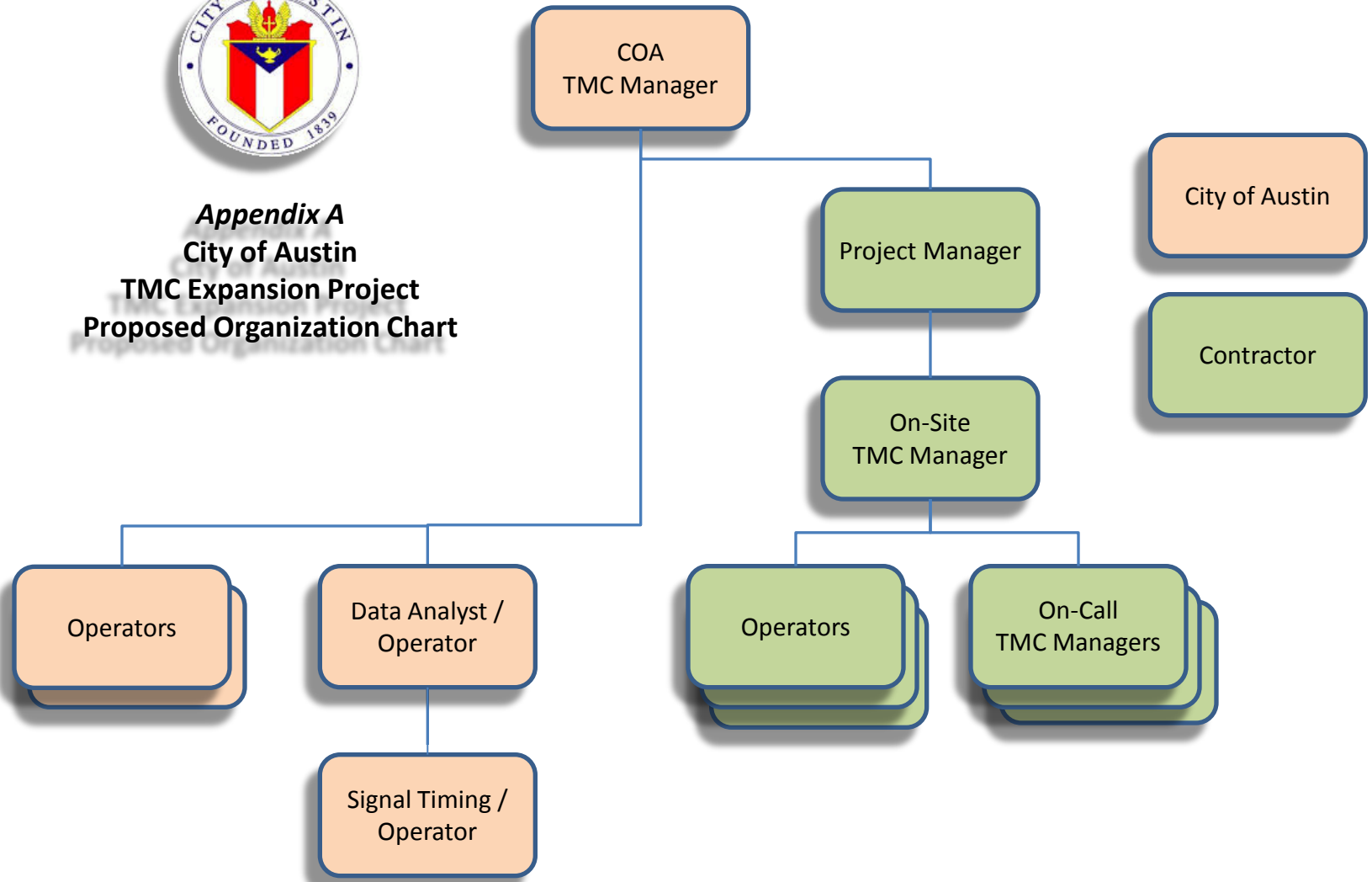
## Proposed Staffing:

| Time of Week                     | Consultant Staff              | City Staff |
|----------------------------------|-------------------------------|------------|
| Weekday Peaks: 6am-10am, 4pm-8pm | 2 operators, 1 manager        | 1 operator |
| Weekday Off-Peaks: 10am-4pm      | 1 operator, 1 manager         | 1 operator |
| Saturday: 9am-6pm                | 1 operator, 1 on-call manager | none       |
| Sunday: 10am-6pm                 | 1 operator, 1 on-call manager | none       |
| Special Events:                  | 1 operator, 1 on-call manager | 1 operator |





**Appendix A**  
**City of Austin**  
**TMC Expansion Project**  
**Proposed Organization Chart**





# TMC Operations Expansion

## Special Events:

- UT HOME FOOTBALL GAMES
- SOUTH BY SOUTHWEST (SXSW) EVENTS
- AUSTIN CITY LIMITS FESTIVAL (ACL)
- FORMULA 1 US GRAND PRIX
- JULY 4TH CELEBRATION
- FRIDAY AFTER THANKSGIVING
- TRAIL OF LIGHTS AT ZILKER PARK
- OTHER EVENTS AS REQUIRED



# TMC Operations Expansion

## Consultant Tasks:

- Traffic Signal Monitoring & Timing
- Traveler Information (DMS)
- Incident Management
- Maintenance Tracking
- Performance Monitoring
- Develop Standard Operating Procedures
- Software Enhancement Recommendations
- Coordination with TxDOT, APD, CTRMA, and other agencies

