

# Virginia Contract Serco-Delcan-VDOT TOC – SSP and Statewide ATMS

Contract Details	
<b>Contract Name</b>	VDOT Transportation Operations Center and Statewide Advanced Traffic Management Systems
<b>Client</b>	Virginia Department of Transportation
<b>2013</b>	

## Capabilities:

- Transportation Center Floor Operations
- Safety Service Patrol
- Intelligent Transportation Systems (ITS) Field Maintenance
- ATMS Development
- Statewide Incident Management & Emergency Preparation
- Program Management

## Key Facts:

- Program Management Office co-located with Network Operations Center centrally in Richmond, VA near VDOT Central Office
- Patrolling 800 miles of freeway statewide
- Daily average of over 600 incidents and motorist assist statewide
- Monitoring over 3,000 Field Devices
- Completed over 1,000 ITS Maintenance work orders
- Stakeholder outreach program with law enforcement, emergency responders and VDOT Districts
- Transfer of 169 Safety Service Patrol Vehicles

**Overview of Contract:** Serco is managing the Floor Operations, Safety Service Patrol (SSP) Operations and ITS Maintenance in each of the five VDOT Regional Transportation Operations Centers (TOCs) specifically located in Richmond, Staunton, Salem, Virginia Beach and Fairfax, Virginia.

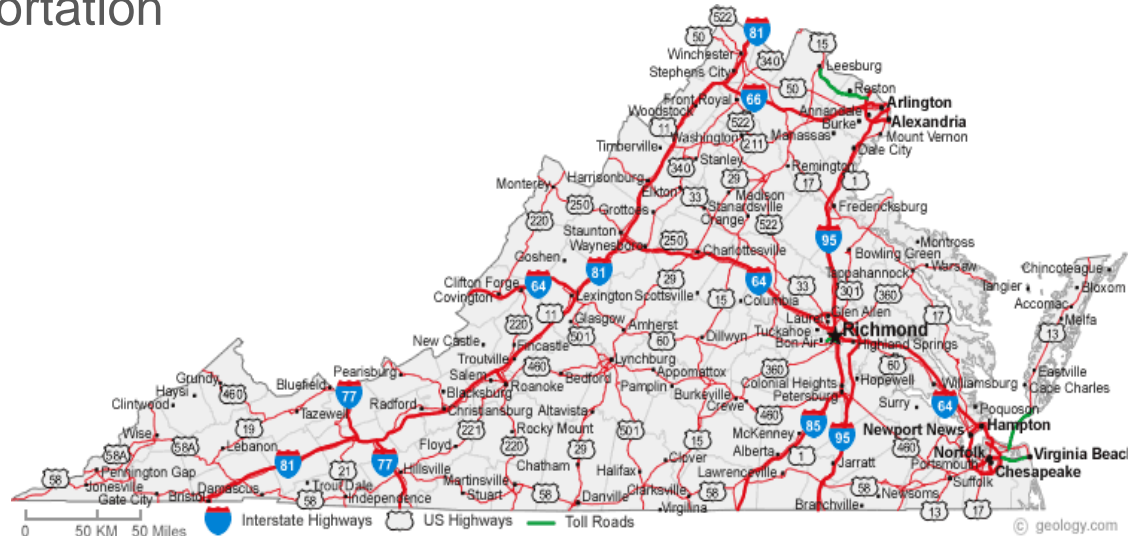
## Benefits and Achievements:

- Successful transition of five regions (TOC Floor Operations, SSP Operations, ITS Maintenance Operations and Program Management)
- Enhanced staffing to facilitate emergency preparedness
- Over 350 staff, trained, recertified and transitioned to Serco team
- Performance Management resulting in Statewide Situational Awareness and Interoperability



# VDOT Statewide Program –

- 5 Geographical Regions, each focused around a Transportation Operations Center (TOC)
- 9 Districts
- 5 ATMS Platforms to 1
- SWaM 40%, DBE 4%
- 400+ Employees
- 165 SSP Vehicles – Standard and Enhanced
- Regional Unique Features



# Team Responsibilities

- Safety Service Patrol (SSP)
- TOC Floor Operations
- Intelligent Transportation Systems (ITS) Maintenance
- Advanced Traffic Management Systems (ATMS)
- Program Management and Governance
  - Business Operations
  - Performance
  - Communications and Stakeholder Management
- General Support Services



# Overview of the Approach

- **Operational Service Delivery (Managing Today's Needs)**
  - Public face of the service, providing 24/7 mission critical services
- **Determining Future Requirements**
  - Focused on VDOT's future needs and drawing the path to the future state
  - Examining future technologies, trends, and innovations
  - Identifying and defining the initiatives that will drive strategic change
  - Engaging academia, industry, peer DOTs, institutions and organizations in the transportation sector
- **Providing Innovations**

# A Program of Strategic Change

- VDOT, Serco and Delcan have partnered to deliver:
  - Integrated Managed Services across the core delivery areas of service:
    - ▶ Statewide Operations of Traffic Management Centers
    - ▶ Traffic Operations Centers, Emergency Preparedness, Incident Management & Planning
    - ▶ Safety Service Patrols (SSP's)
    - ▶ Intelligent Transportation Systems (ITS) Maintenance
    - ▶ Systems Administration
- Implementation of Statewide Advanced Traffic Management System (ATMS)
- Integration with existing VDOT Programs and Initiatives
  - I-66 Integrated Active Traffic Management
  - I-495 & I-95 Hot Lanes
- Integration and exploitation of emerging technologies (e.g. Connected Vehicles, Analytic Prediction Models)

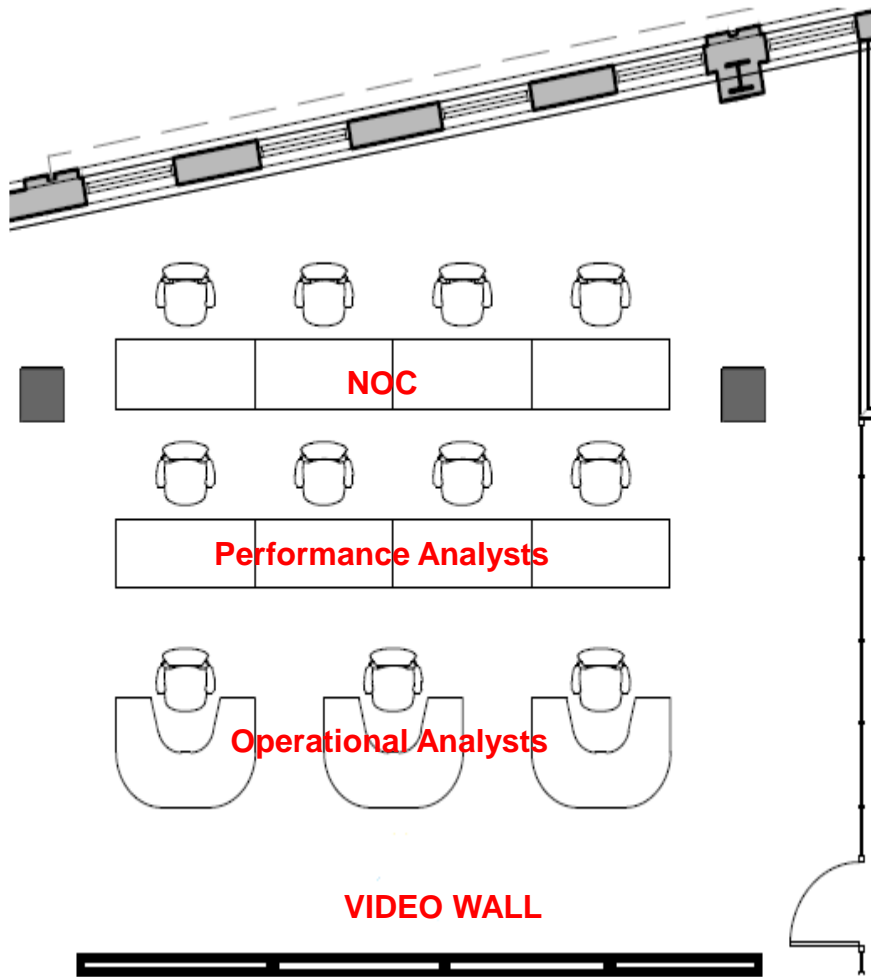
# Statewide Situational Awareness



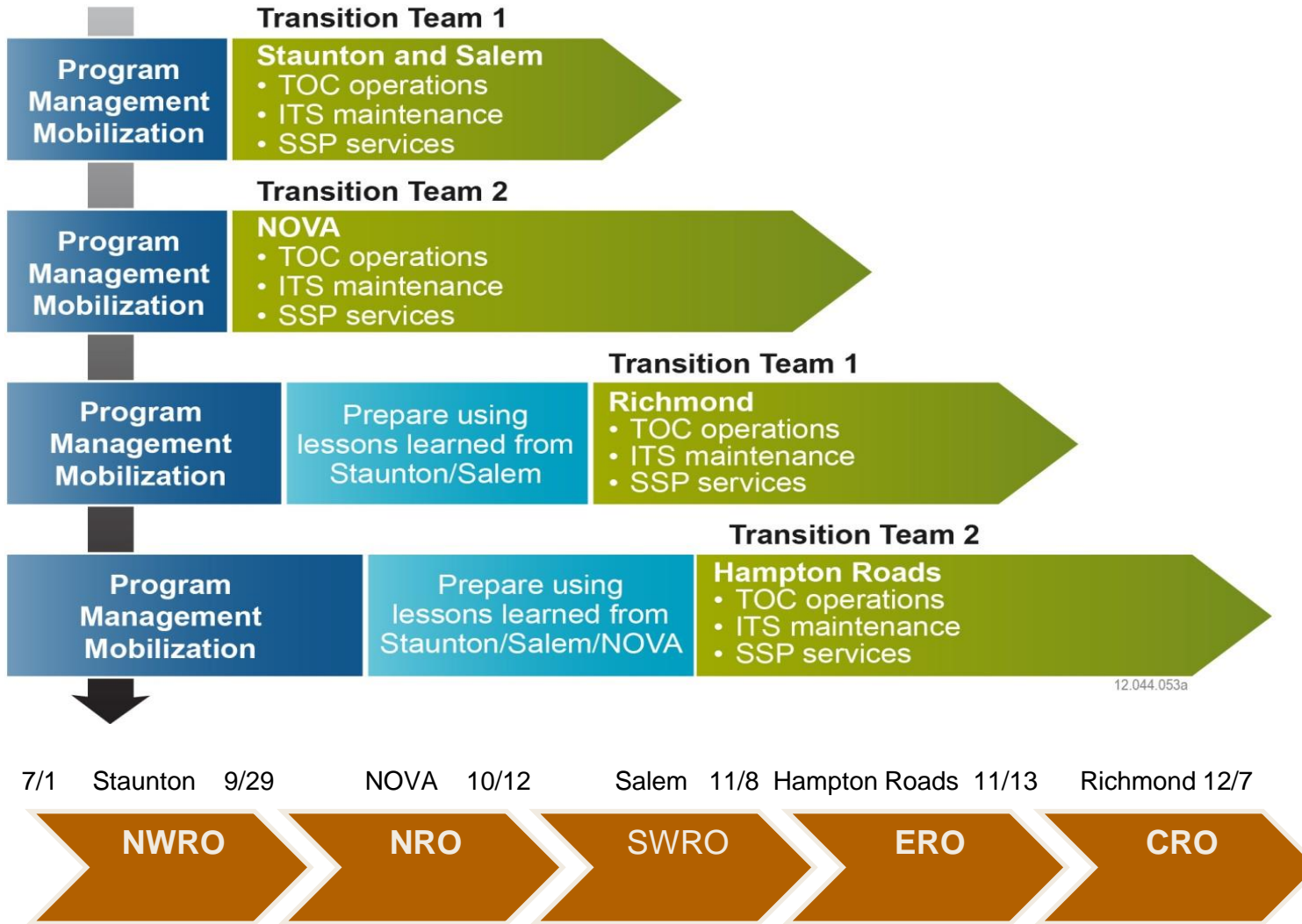
## STATEWIDE SITUATIONAL AWARENESS ROOM

*Our goal is Real Time Statewide Situational Awareness*

- Strategic overview of daily operations across the state and regions
- Monitoring Statewide ITS devices through the Network
- Support Incident Management at a strategic and statewide level



# Transition





SUPERVISOR

**VDOT**  
Virginia Department of Transportation

**511**

SAFETY SERVICE PATROL



# Enhanced SSP Truck Equipment Template (Top View)

## Incident Mgt. Supplies

### **Box # 1**

Binoculars  
Spare Flashlight  
Spare Batteries  
Spill Control Pads  
Fire Extinguisher  
Flares (3 boxes)

### **Box # 2**

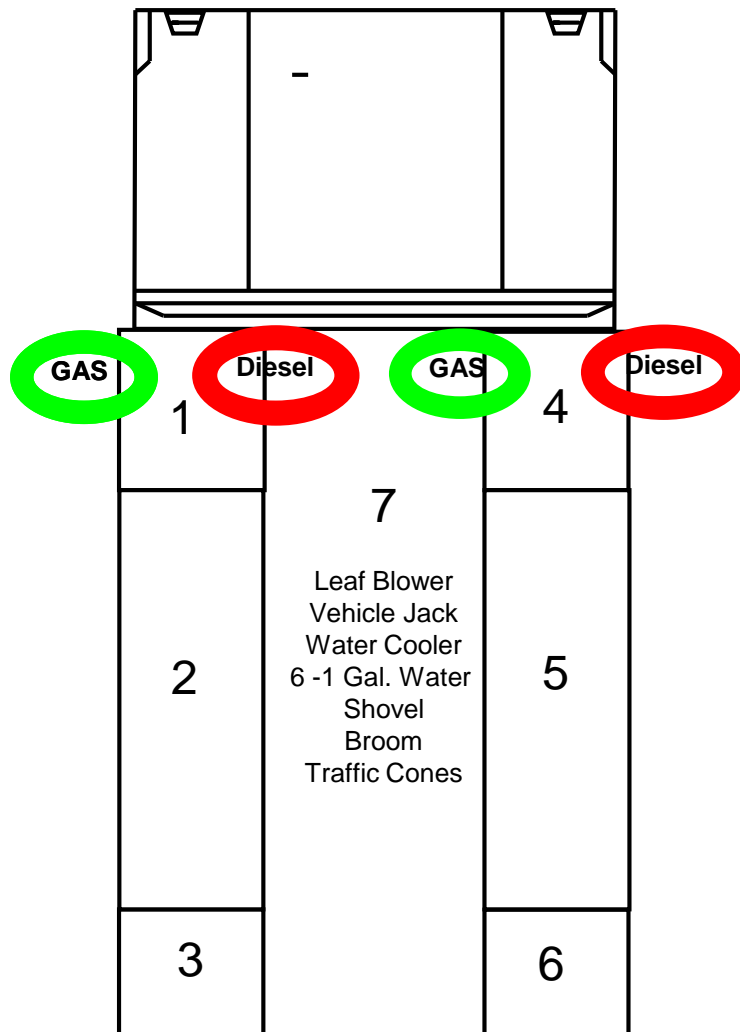
IM Warning Sign  
Sign Stand  
Bolt Cutters  
Hammer 5lb.  
Sledge Hammer 8 lb  
Breaker Bar  
Grizzly Bar

### **Box # 3**

Shop Towels  
Emergency Blankets  
Safety Towels/Wipes

## Truck Cab

First Aid Kit  
Seat Belt Cutter  
Tick Kit



## Motorist Assist Supplies

### **Box # 4**

Impact Wrench  
144 Piece Tool Kit  
Adjustable Wrench Set  
Pliers (Assorted)  
4 Way Lug Wrenches  
1- Metric  
1 – Standard

Fender Cover  
Jump Box  
Pull Straps  
Tow Chain  
Fluids Funnel  
Jack Stands  
Wheel Chock

### **Box #5**

Electrical/Duct Tape  
Hubcap Tool  
Whisk Broom  
Hand Soap  
Utility Knife w/Spare Blades  
Blade Disposal Container  
Battery Cleaning Tool  
Fuel Patch Kit  
Spool Wire  
WD-40

### **Box #6**

Air Compressor  
Hose Reel  
Air Inflator  
Tire Pressure Gauge



**STATE POLICE dial #77**

**VDOT**  
Virginia Department of Transportation

**SAFETY SERVICE PATROL**

**511**

# Dress for Success

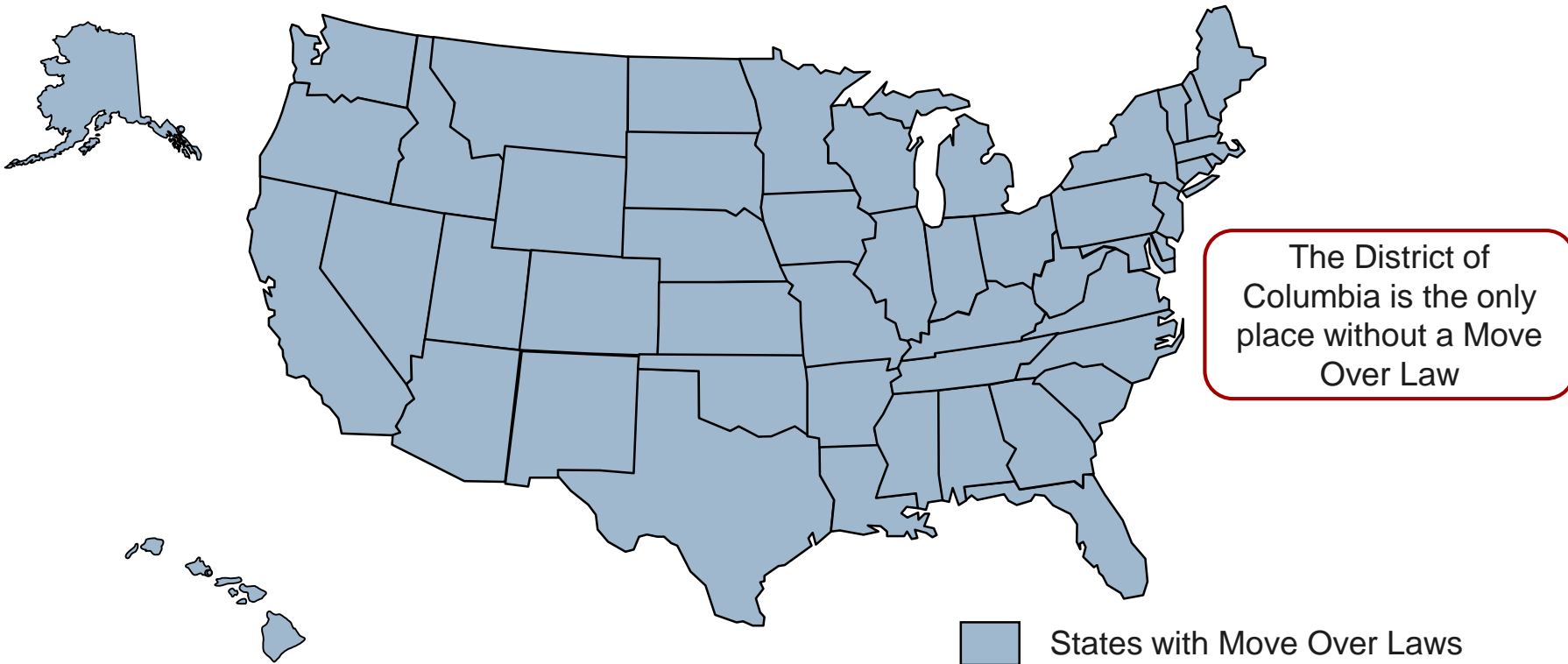


# LESSONS LEARNED

- Hard Work will never overcome poor planning!!!
- Project implementation was like building an airplane while flying it!!
- Constant change is difficult to manage!!!
- Changing a culture takes time!!!
- You will never have statewide consistency as long as you embrace regional demands!!!

# Move Over Laws

Move Over Laws require drivers approaching a scene where emergency responders are present to either change lanes when possible and/or reduce vehicle speed



# Move Over!!?



# Move Over – Education vs Enforcement

## Why don't they Move Over or Slow Down?

Who have we educated?

- Drunk,
- Drugged,
- Drowsy,
- Distracted, or
- Just plain... Dumb

How have we educated them?

- PSA's
- Enforcement

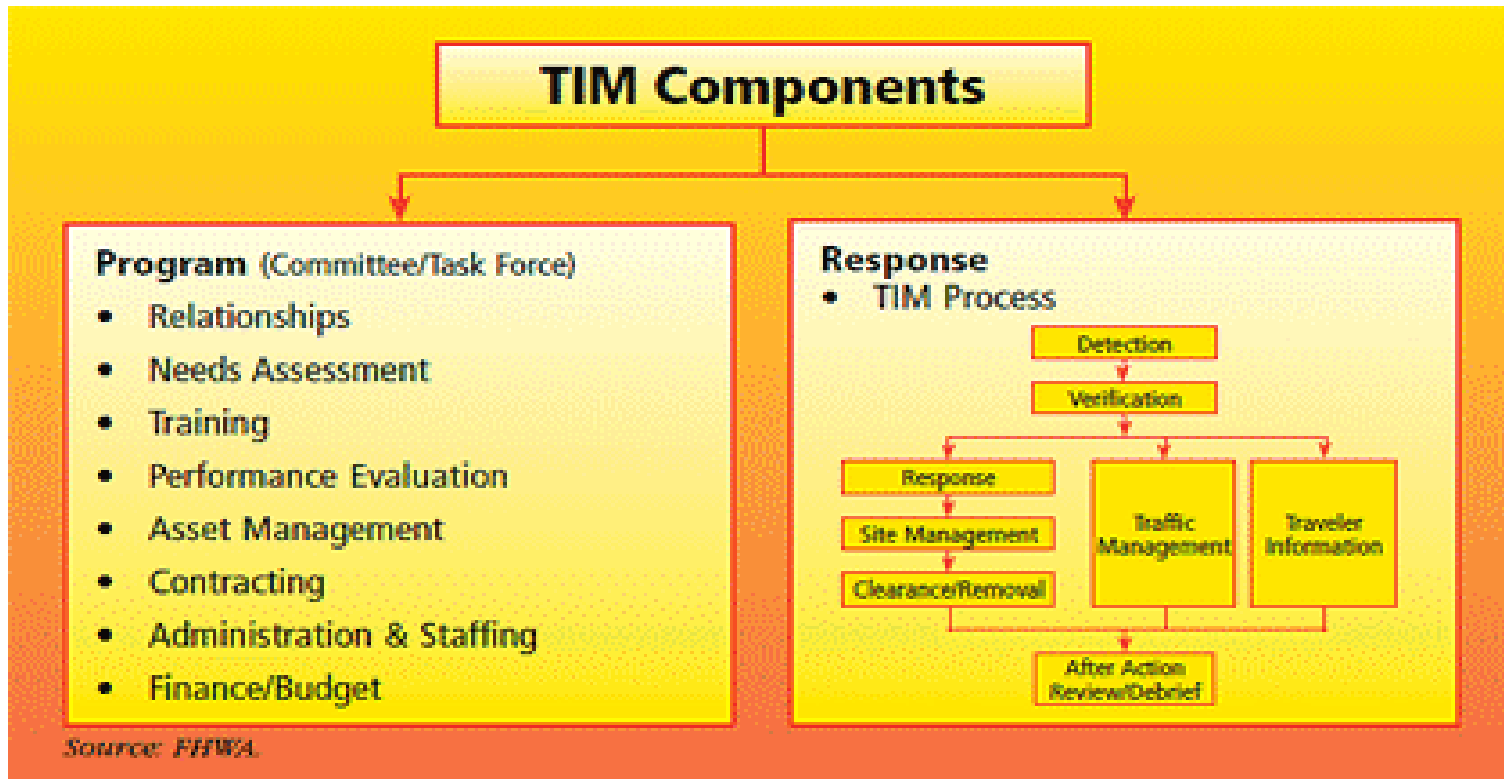
# Roles and Responsibilities of Committee

- Serves in an advisory role for public safety leaders and transportation experts committee to the management of traffic incidents.
- Supports activities that include disseminating and promoting comprehensive Traffic Incident Management Plan.
- Promotes and provides multidisciplinary TIM training to all first responders and stakeholders using the SHRP 2 TIM curriculum
- Promotes the National Unified Goal (NUG)
- Encourages the development of regions TIM teams
- Keeping emergency responders up to date on national rules, regulations and trends.



# Local TIM Committees

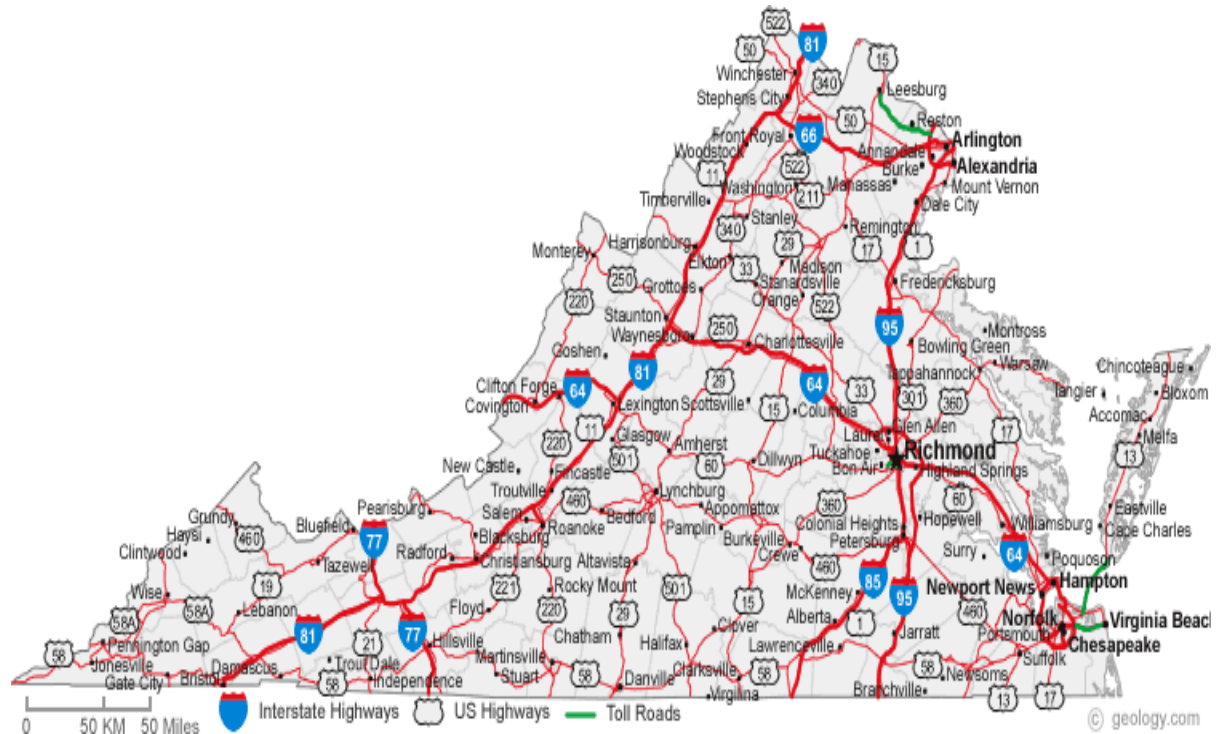
- Virginia has established Regional TIM Team throughout Virginia



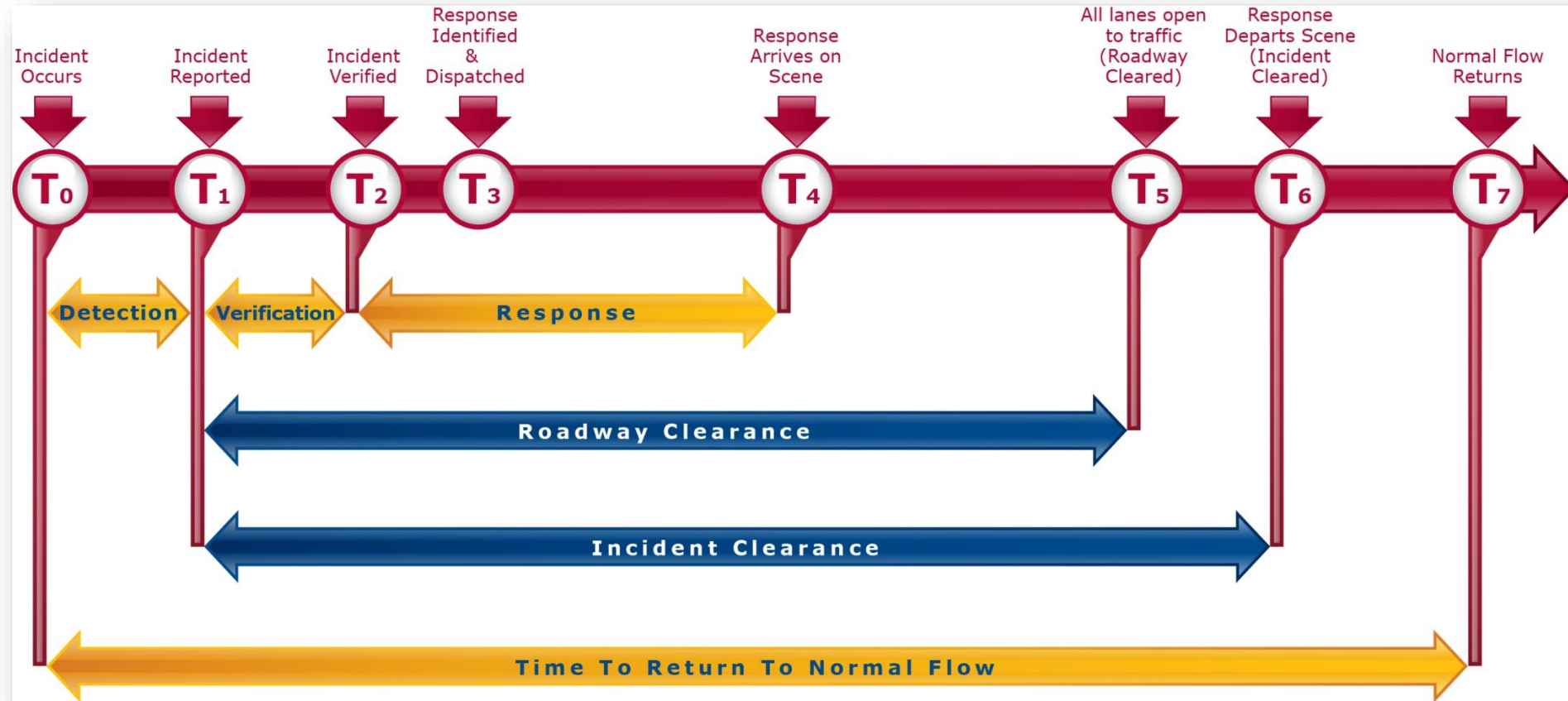
# TIM Team Challenges

## ■ Challenges

- Leadership
  - ▶ Apathy
- Leadership
  - ▶ Focus
- Leadership
  - ▶ Commitment
- Leadership
  - ▶ Safety



# TIM Timeline



# Questions?



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**PARSONS**

***THANK YOU!***