### 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

### Contract Details

<table>
<thead>
<tr>
<th>Contract Name</th>
<th>VDOT Transportation Operations Center and Statewide Advanced Traffic Management Systems</th>
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<tbody>
<tr>
<td>Client</td>
<td>Virginia Department of Transportation</td>
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<td>2013</td>
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</tbody>
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### 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
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)
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

Transition Team 1
Program Management Mobilization
Staunton and Salem
- TOC operations
- ITS maintenance
- SSP services

Transition Team 2
Program Management Mobilization
NOVA
- TOC operations
- ITS maintenance
- SSP services

Transition Team 1
Program Management Mobilization
Prepare using lessons learned from Staunton/Salem

Transition Team 2
Program Management Mobilization
Prepare using lessons learned from Staunton/Salem/NOVA

7/1 Staunton 9/29 NOVA 10/12 Salem 11/8 Hampton Roads 11/13 Richmond 12/7
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
- Leaf Blower
- Vehicle Jack
- Water Cooler
- 6-1 Gal. Water Shovel
- Broom
- Traffic Cones

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

[Image of a tow truck with damaged cars and a sign that reads "Respect Tow Truck Operators. Slow Down. Move Over. It's the Law!"]
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

- Leadership
  - Apathy
- Leadership
  - Focus
- Leadership
  - Commitment
- Leadership
  - Safety
TIM Timeline

- Incident Occurs: T₀
- Incident Reported: T₁
- Incident Verified: T₂
- Incident Identified & Dispatched: T₃
- Response Arrives on Scene: T₄
- All lanes open to traffic (Roadway Cleared): T₅
- Response Departs Scene (Incident Cleared): T₆
- Normal Flow Returns: T₇

Key Phases:
- Detection
- Verification
- Response
- Roadway Clearance
- Incident Clearance
- Time To Return To Normal Flow
Questions?
Tom Martin
Statewide Incident Management Coordinator
(Virginia)
Tom.Martin@Parsons.com
757-345-9939