



TMC OPERATORS' WORKING GROUP

AZTech™ White Paper

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Membership:

There are over 40 members in the working group with eight cities represented along with DPS, ADOT, MCDOT, Valley Metro/Phoenix, and the Sky Harbor Airport.

Purpose of the Working Group:

The purpose of the TMC Operators' Working group is to become familiar with the locations, hours of operation, and procedures of the local Traffic Management Centers (TMC) in Maricopa County.

Goals of the Working Group:

The goals of the AZTech™ TMC Operators' Working Group include:

- Improving the working relationship between local operational centers by taking tours of each facility and obtaining a better understanding of the capabilities of each center.
- Becoming familiar with the procedures of each TMC and the equipment capabilities.
- Developing and updating spreadsheets with locations of TMCs, after-hour contact information, and procedures for contacting staff in emergency situations.
- Providing training to each center's staff on the use of the Highway Condition Reporting System (HCRS) in order to provide information on a common website for the public. Provide information on all freeway and arterial construction activities, accidents, special events and closure information. Explain the process of HCRS entries and the 511-voice response system.
- Sharing camera feeds between centers and on AZ511.com website for public use.
- Coordinating the display of messages on Dynamic Message Sign boards.
- Sharing traffic signal and detector data between centers.
- Providing links to city and county websites on AZ511.com.

Past Agenda Items

The following items have been discussed at prior meetings:

- Tours of ADOT, County, City, transit, and local traffic management centers
- HCRS /511 Overview
- City Maps on AZ511.com
- Training on HCRS
- HCRS Priority Levels



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- Coordination Between Cities/Counties
- Local City Dynamic Message Sign Boards
- Discussion of Incident Procedures
- Update the TMC Contact List
- After-hours contact list
- Traffic Signal Operation

Key Issues:

- Staffing of Traffic Management Centers
- Training of TMC Employees
- Recruitment and Retention of Qualified Operators
- After Hours Coordination Between Agencies
- Interoperability Between TMCs
- Entry of Arterial Street Information into HCRS
- Coordination with Public Safety and Law Enforcement
- Center-to-Center Guidelines for CCTV, DMS and Traffic Signal/Detectors