

## **The Maryland Department of Transportation/State Highway Administration— National Operations Center of Excellence TSMO Collaboration**

### **Background**

The National Operations Center of Excellence (NOCoE) is expanding its technical program offerings to include onsite Transportation Systems Management and Operations (TSMO) agency engagements. NOCoE will focus on visiting agencies who've developed a TSMO program plan and have demonstrated the positive benefits of implementing a TSMO focus. The resourcing of benefits and practices will not be limited to just technical projects but will include demonstrated institutional and business related improvements and will capture developmental processes that allow DOTs to implement TSMO.

A typical agency engagement will include interviews with key agency officials and members of partner agencies, gathering agency resources and materials to share TSMO content with the wider community, as well as pictures, videos, and other documentation of the agency as a whole.

The collected materials and resources of the visit will be developed into a webpage to allow NOCoE to disseminate these key resources to the broader TSMO community, start conversations around particular components of TSMO implementation, and feed future learning opportunities through webinars or virtual peer exchanges. Additionally, it will serve to highlight the agency's achievements, best practices, and processes to its own stakeholders as well as the broader transportation community.

NOCoE's first agency engagement is with Maryland DOT's State Highway Administration, beginning in early 2017. MD DOT and NOCoE officials met in May to share their perspective on a range of TSMO matters. The following agenda served as a starting point for discussions.

### **Maryland DOT/State Highway Administration–NOCoE Agency Engagement May 10-11, 2017: Annotated Draft Agenda**

#### **Attendees**

##### **Maryland DOT/State Highway Administration:**

Felecia Baker, SHA Deputy Director Office of Traffic Safety; Colin Bristow, MSP Liaison to SHA; Richard R Dye, CHART/Systems Administrator; Egua Igbinosun, MDOT/SHA/CHART; Tom Jacobs, UMD-CATT; Shelley Kellam, CHART/Division, Chief, Traffic Management Center Operation; Francis McGrath, Deputy Director-OOM/Admin & Engineering; Glenn McLaughlin, Deputy Director, MDOT/SHA/CHART; Subrat Mahapatra, Chief, Innovative Planning, MDOT-SHA; Darien Manley, Chief, OOM Communications Division; Ben Myrick, OOTS-TDSD; Scott Pomento, Director, Office of Preliminary Plan Engineering; Mohammed Raqib, Assistant Division Chief;

CHART-PPD, SHA, MDOT; Saeed Rchwanji, Assistant Division Chief-OOTS/TDSD; Joseph Sagal, Director, MDOT-SHA Office of CHART ITS Development; Sandi Sauter, Deputy Director, OOM Operations; John Schofield, Deputy Director, Office of Communications; Eileen Singleton, BMC, Principal Transportation Engineer; Tim Smith, MDOT/SHA-Chief Engineer; Bill Stroud, OOTS-TDSD; RuiHua Tao, OOTS-TDSD; Cedric Ward, Director-Office of Traffic and Safety; Scott Yinser, Director. Chief, Field OPS MDOT/SHA/CHART; Russ Yurek, Director, Office of Maintenance

**National Operations Center of Excellence:** Patrick Son, Managing Director; Tom Kern, Senior Consultant; Steven Lavrenz, Technical Services Manager; Adam Hopps, Program Coordinator; Jason Sun, Staff Intern

### **Meeting Objectives**

- Develop a comprehensive picture of TSMO institutionalization and implementation within the Maryland DOT
- Communicate the suite of available NOCoE services to support the SHA's TSMO efforts, and get feedback on how to better tailor these services
- Test and refine the logistical procedures for capturing agency-level TSMO information and sharing through the NOCoE Technical Services Program
- Identify possible future activities to partner on with the Maryland SHA for sharing their TSMO practices

### **Organizational Vision and Mission Statements**

#### Maryland DOT/SHA Vision & Mission Statement

##### Maryland DOT Mission

The Maryland Department of Transportation is a customer-driven leader that delivers safe, sustainable, intelligent, and exceptional transportation solutions in order to connect our customers to life's opportunities.

##### Maryland SHA Vision

Provide a safe, well-maintained, reliable highway system that enables mobility choices for all customers and supports Maryland's communities, economy and environment.

#### NOCoE Vision & Mission Statement

##### Vision

The National Operations Center of Excellence (NOCoE) will be the recognized leader in providing exception services to the transportation systems management and operations (TSMO) community to save lives, reduce congestion, and enhance economic vitality.

## Mission

NOCoE empowers the TSMO community to succeed by enhancing knowledge, skills, and abilities.

## Discussion

Review of Maryland DOT TSMO Plan and the Process to Develop it

- TSMO Organizational Structure
- Staffing & Operations
- Communications with the Public, and the Value of Feedback to Inform Outreach and Operational Improvements
- Documented Procedures, Protocols, etc. and the process for developing them

Maryland DOT's Approach toward TSMO Performance Metrics

- Performance Management Plan, including linkages between internal and external performance metrics (*see below for more detail*)
- Internal Performance Metrics (*metrics guiding agency performance and PMP execution*)
- External Performance Metrics

## Outcome of Meeting/Next Steps

The wide-ranging discussion gave both organizations the opportunity to identify and share resources on a number of TSMO topics.

Next steps include:

- MD DOT/SHA will provide NOCoE documents highlighted in the discussion for posting on an NOCoE web page for use only by the two organizations
- NOCoE will build out the webpage and share it with MD DOT/SHA for its review and use
- As additional materials become available, NOCoE will post them on the webpage
- MD DOT/SHA will indicate which resources may be loaded into the NOCoE Knowledge Center for open access to the broader TSMO community
- The two organizations will identify one or webinars and/or virtual peer exchanges that NOCoE will organize to address topics of interest to MD DOT/SHA and other agencies
- NOCoE offers to prepare a case study of the state's evolution and approach to TSMO, if this would be of interest to MD DOT/SHA. The case study could be used in presentations by both organizations at the state and national level
- NOCoE will utilize the knowledge and resources provided by Maryland to inform and elevate conversations with other agencies and to connect agencies with Maryland around specific topics