Learning Objectives

- List the role of a Traffic Operations Center
- List the benefits of a Traffic Operations Center to Incident Management
Definition of TOC

A communications and traffic control clearinghouse that seeks, receives, processes, and transmits incoming information.
Traffic Operations Center

Functions and Operations

Traffic Operations Centers (TOCs) Functions and Operations
TOC Benefits

- Improves safety and travel times
- Improves efficiency of commercial vehicle operations
- Enhances coordination among transportation system managers and users
- Enhances local and regional mobility
- Maximizes the capacity of the existing infrastructure
- Manages congestion
Measured Benefits

- 15% Reduction in injury incidents
- 20% Reduction in response times
- 80% Compliance with motorist information

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Roles of a TOC

Detection/Verification
- Receives Incident Reports
- Verifies Using CCTV

Motorist Information
- Promotes Information Dissemination
- Serves as Liaison with Media
- Updates Traffic Information Sources
- Relays Information to Paging Devices
- Controls DMS and HAR
Roles of a TOC - (cont'd)

- Maintains Communications with Responders
- Dispatches Resources Using CAD
Roles of a TOC - (cont'd)  
Site Management

TOCs play a supporting role in site management by:

- Monitoring backups
- Providing information needed by responders
- Being an extra set of eyes and ears
- Facilitating requests for additional resources
Clearance
Clearance – (cont’d)

TOCs contribute to clearing incidents by:

- Activating traffic control signals on adjacent arterials
- Controlling ramp meters to avert congestion build up
- Lane controls, which can give operators the ability to indicate upstream lane closures well in advance of the incident
- Variable speed limits, which may be helpful in avoiding secondary incidents, again, by lowering speeds upstream of the incident
Data Collection

- To improve predictability of incidents and resource allocation
- To demonstrate benefits provided by incident management programs
The Future of TOC’s

- Computer Aided Dispatch (CAD)
- Expansion of 911 availability
- Development of decision support capabilities
- Expansion of TOC coverage area
- Increased use of video-imaging as opposed to loops
- Public/Private partnerships
- Exchange of public rights-of-way for fiber optics
National Examples

- Interdisciplinary cooperation
- Automated incident detection
- Direct dispatch
- Creative funding solutions

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- Coordinate activities of 100+ agencies, companies, jurisdictions
- Extensive notification network
- Provide “seamless” travel to motorists

New York-New Jersey-Connecticut
Video Presentation

The video being shown is "Need for Speed"

This slide will not display. The instructor notes explain the video set-up.
Review Learning Objectives

- List the role of a Traffic Operations Center
- List the benefits of a Traffic Operations Center to Incident Management