

TRAFFIC MANAGEMENT CENTERS				
Definition: Traffic Management Centers have two key operational functions: real-time active monitoring and coordination, and traffic management strategy implementation. These functions are accomplished by both staff and systems. TMCs provide a safer transportation system for users by being both responsive to incidents and innovative in technologies to accomplish that goal.				
	What is placing us in our current tier?		What is keeping us from advancing to the next tier?	
	- Current Traffic Management Centers include the Statewide Traffic Management Center (Columbia), SCDOT District 6 TMC (Charleston), and City of Charleston Traffic Management Center (Charleston). - SCDOT manages interstate travel solely. - CCTV cameras provide surveillance capabilities. - Some processes are documented but the documents are outdated. - Statewide ITS Architecture is from 2015 and systems engineering process is applied sometimes. - Local TMC has staffing shortages. - Interagency collaboration is minimal.		- Limited funding for TMC Operations, with no SCDOT funding beyond interstate operations - Limited documentation or standardized processes for local TMC operations - Systems engineering process not fully mainstream - Agency decisions not driven by performance measures - Challenges around staff retention and training. Unclear roles and few full-time staff dedicated to ITS at the local level. - SCDOT has ITS staff and funding, but funding and staffing does not provide for growth. - Agencies primarily focus on the TMC role for specific events. - Limited capacity in staffing and experience to fully recognize benefits of TMC coordination across multiple agencies.	
	Level 1 (Ad-hoc)	Level 2 (Managed)	Level 3 (Proactive)	Level 4 (Fully Collaborative)
Business Processes	Ad-hoc planning for TMC functions, vision not well defined; TMC processes specific to SCDOT are not documented	Some planning for asset management; processes for specific corridors or region, but not consistent statewide; some TMC processes documented	TMC operations needs captured in budget, standardized processes, consistent review/update of TMC strategic direction	TMC vision is integrated in all aspects of DOT business; Planning for Operations is standard practice; asset lifecycle cost is part of five-year programming processes; processes are regional
Systems and Technology	Ad hoc approaches to system implementation; systems engineering (SE) not applied consistently; procurement processes; ITS architecture is outdated; individual systems that are not integrated	Some elements of SE are used, including ConOps, architectures, developed and documented with costs included; TMC monitors some field systems; SE process applied to some aspects of TMC operations; some emerging technology considerations	Systems, technology standardized and integrated on a regional/corridor basis; statewide SOPs updated used; integrated statewide network; SE process is mainstreamed into TMC business practices; integrated systems	Architectures and technology routinely upgraded to improve performance; systems integration/ interoperability maintained on continuing basis; Strong support for adopting advanced technologies
Performance Measurement	Some outputs measured and reported for some aspects of TMC operations; typically, historical performance information	Some elements of TMC performance are tracked and reported; focus is primarily on usage/activity reports assessing trends; some real-time data is used for operational decision-making at the TMC	Performance outcomes guide recommend operational improvements; real-time data routinely used for decision-making; TMC uses some real-time data from other centers/sources	Operational decisions based on multi-jurisdictional real-time information; performance management strategy guides innovation at the TMC.
Culture	Individual staff champions promote operations; TMC operations priorities based primarily on champion focus areas; TMC not often included in work zone (WZ) or event planning, incident debriefing, etc.	Role of TMC acknowledged but connection to core ops areas is not always recognized; TMC engaged in pre-planning for WZ, TIM and PSE based on individual relationships	TMC is a core program, region values TMC role and input to key processes, TMC operating needs factored in early as part of other planning/scoping decisions	TMC highly integrated with many processes, region sees TMC as a valuable asset, high value on TMC data
Organization and Staffing	Individual staff champions promote operations; TMC functions learned mostly OJT; career path for TMC is limited and not well defined	Core KSA's identified and help support TMC ConOps; roles for in-house and contractor staff are defined; some training, but limited external training opportunities; communication between DOT and contractors is fragmented and event-based	TMC career path is clearly defined; established and successful training program; performance standards are clear and documented; good communication between staff and contractors	Commitment to ongoing training and professional development; strong retention of staff due to career path and advancement opportunities; strong and well-known performance standards
Collaboration	Relationships ad hoc, and on personal basis (public-public, public-private)	Collaboration with external partners is formal, and usually driven by specific needs, TMC roles still fragmented and event-based; real-time collaboration with public safety for incidents	Multi-agency and coordinated operations for planned events; some partnerships for key corridors; TMC role defined and understood	Multi-agency response strategies are mainstreamed into TMC operations; operating processes and procedures documented and used frequently
Service Layer Actions to Advance to Next Level				