

CHAPTER 9
TRANSPORTATION MANAGEMENT CENTERS
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CHAPTER 9

TRANSPORTATION MANAGEMENT CENTERS

1. GENERAL.

a. The Commissioner of the California Highway Patrol (CHP) and the Director of the California Department of Transportation (Caltrans) have determined that each department will collectively share joint operational responsibility for transportation management. This effort is accomplished through a statewide Transportation Management Center (TMC) Program which incorporates the expertise and resources of the CHP and Caltrans in a stand-alone, adjacent, or system-connected facility.

b. The goals of a TMC are to standardize systems, operations, and facilities; establish a regional structure of transportation management; and enhance public and private partnerships.

2. BACKGROUND.

a. In 1971, the CHP and Caltrans established the first Traffic Operations Center (TOC) in Los Angeles. The Los Angeles TOC functioned as the central coordination center for managing highway traffic congestion and providing traveler information, covering 42 miles of the Los Angeles freeway system. California's growth in population and vehicles underscored the need to develop additional TOCs in other major metropolitan areas in the state. Subsequently, eight additional centers were established (nine total), and their name was changed to "TMC" to better reflect the management responsibilities.

b. The TMCs managed by Caltrans and CHP proved to be a logical partnership. Based on this partnership, a Joint Operational Policy Statement was formalized in March 1991, which focused on CHP and Caltrans responsibilities in a TOC. In December 1997, the TMC Master Plan contained a Memorandum of Understanding (MOU) between the CHP Commissioner and Director of Caltrans which covers joint responsibilities in the TMC (Annex A).

(1) The Master Plan is a living document, designed to be revised as determined by both departments to include technology changes, new developments, and other pertinent information not provided in earlier editions.

3. RESPONSIBILITIES.

- a. The current MOU between CHP and Caltrans identifies the responsibilities of each department. (Refer to Annex A.)
- b. The CHP and Caltrans will accomplish their role in transportation management according to each department's primary mission and designated responsibilities.

(1) The CHP Divisions (in cooperation with the Caltrans Districts) are responsible for the development and daily operation of the TMC facilities located in their designated jurisdiction. The CHP shall have primary responsibility for state highway incident management, law enforcement, and maintaining the integrity of its automated computer systems and associated information. Special Projects Section (SPS) is the Office of Primary Interest for TMC planning, training, enhancements, etc.

(2) Regardless of location, Division commanders with TMC facilities in their commands are responsible for ensuring an interagency agreement is established between their Division and the appropriate Caltrans District. The agreement shall specify CHP responsibilities and any Area-specific issues including, but not limited to, the following:

(a) Access and security associated with the Department's computer-aided dispatch, California Law Enforcement Telecommunications System and other associated systems, as well as sensitive or confidential information and/or documentation.

(b) Establishing local TMC fingerprinting procedures of Caltrans employees, student interns, researchers, academia, and any other outside parties representing either the public or private sector. Not all TMC facilities house Live Scan technologies. Live Scan fingerprints are transferred electronically to the California Department of Justice and Federal Bureau of Investigation for background checks. Results are returned to the appropriate CHP Area commander or representative. Please refer to Highway Patrol Manual 40.4, Information Security and Administration Manual, Chapter 6, California Law Enforcement Telecommunications System, which outlines policy regarding character and security clearance checks for non-CHP employees.

(3) The Caltrans Districts (in cooperation with the CHP Divisions) are responsible for the development and operation of the TMC facilities located in their designated areas. The Caltrans shall have primary responsibility for

managing the state highway system. Division of Traffic Operations at Caltrans Headquarters will provide staff support as requested by the Districts.

(4) The following are the joint responsibilities of CHP and Caltrans for development of TMCs:

- (a) Develop local TMC standard operating procedures that address roles, responsibilities, and operational guidelines for both CHP and Caltrans.
- (b) Coordinate, develop, and implement components of the Standardized Emergency Management System (SEMS) as required in Section 8607, Government Code (Emergency Action Plan, Emergency Operations Plan, alternate routes, etc.).
- (c) Support joint TMC training with SPS for CHP and Caltrans personnel relating to the TMC role, responsibilities, and available resources during incidents.

4. TRANSPORTATION MANAGEMENT CENTER MISSION STATEMENT.

- a. The TMC mission is to aggressively manage the statewide transportation system. The TMC is the backbone of Traffic Management Systems, which is designed to efficiently manage existing infrastructure, mobilize assets, and manage field personnel.
- b. The TMC reduces congestion and provides the safe and efficient movement of people, goods, and information in order to promote economic vitality and enhance the quality of life for the people of California.

5. TRANSPORTATION MANAGEMENT CENTER GOALS AND OBJECTIVES.

- a. There are three goals established in the Master Plan in order to accomplish the TMC mission.
- b. The goals and related objectives are:
 - (1) Standardize systems, operations, and facilities to ensure cost effectiveness and uniform functionality statewide.
 - (a) To specify a standard system design for all aspects of the TMC.
 - (b) To deploy a standardized computer system for all TMCs.

- (c) To deploy a standardized communications system for all TMCs.
 - (d) To standardize TMC operational procedures statewide.
- (2) Establish a regionalized structure that will provide an integrated, statewide framework for transportation management.
- (a) To establish three regions: Bay Area, Valley, and Southern with a Regional TMC at the core of each region.
 - (b) To establish and support the operation and expansion of Urban TMCs.
 - (c) To define roles of Satellite Operations Centers (SOC) and Mobile Incident Commands (MIC).
 - (d) To establish communication links to all TMCs to ensure remote operations during an emergency.
 - (e) To establish authority and resource requirements necessary to manage transportation-related activities.
- (3) Enhance public and private partnerships that promote multimodal transportation activities and services.
- (a) To be proactive in developing new partnerships with other transportation stakeholders.
 - (b) To develop a variety of databases which are easily accessible, secure, and provide uninterrupted service.
 - (c) To create and maintain a reliable real-time traveler information system.

6. URBAN TRANSPORTATION MANAGEMENT CENTERS.

- a. Urban TMCs are staffed primarily for managing the local transportation system. When active, they have full control of their local operations, and are the focal point for local agency and media interactions. Each Urban TMC maintains a real-time system performance database and employs data archiving and analysis. During emergencies and other unusual situations, the Urban TMC may remain active during periods other than regular business hours (hours vary between TMCs).
- b. Responsibilities within their jurisdiction include:

- (1) Aggressively manage recurrent and nonrecurrent congestion.
- (2) Coordinating maintenance and construction real-time traffic management activities including lane closures.
- (3) Coordinating special event activities.
- (4) Coordinating with Caltrans Headquarters Maintenance to update the Caltrans Highway Information Network (CHIN).
- (5) Coordinating with local agencies.
- (6) Pursuing and maintaining multimodal partnerships.
- (7) Coordinating TMC new technology projects.
- (8) Providing a traffic media focal point.
- (9) Facilitating the CHP and Caltrans communications center activities including dispatching.
- (10) Informing Regional TMCs and the appropriate Caltrans and CHP Headquarters Executive Management of major events and occurrences.
- (11) Providing backup for Regional and/or other Urban TMCs.

c. The six Urban TMCs are as follows: Stockton TMC, Central Valley TMC, San Luis Obispo TMC, Inland Empire TMC, Orange County TMC, and San Diego TMC.

7. REGIONAL TRANSPORTATION MANAGEMENT CENTERS.

- a. Regional TMCs are the communications link between the three regions. During catastrophes, they have the capability of assuming the responsibilities of another Regional TMC. They also have the ability to assume duties of an Urban TMC or SOC during emergency response situations.
- b. Regional TMC responsibilities are inclusive of Urban TMC responsibilities, but also include:
 - (1) Providing 24-hour transportation management in the region.
 - (2) Coordinating statewide coverage activities with the other two regions and CHP Headquarters Emergency Notification and Tactical Alert Center (ENTAC).

- (3) Updating the CHIN.
 - (4) Managing special events and emergencies not covered by Urban TMCs.
 - (5) Coordinating all TMC activities and projects that cross District/Division boundaries.
 - (6) Providing media information for portions of their region not covered by Urban TMCs.
 - (7) Maintaining a means for mobile operations.
 - (8) Coordinating and managing regional traveler information.
- c. The three Regional TMCs are as follows: Sacramento TMC, Oakland/Bay Area TMC, and Los Angeles TMC.

8. SATELLITE OPERATIONS CENTERS.

- a. Satellite Operations Centers are fixed facilities for the seasonal management of snow operations, recreational traffic, seasonal peaks, weather restrictions, and any other major highway incident. An SOC can be housed at a Caltrans facility or a CHP Area office. For example, the seasonal Kingvale SOC is staffed by at least two Caltrans employees, 24 hours a day, seven days a week, typically from November through April. During severe storms, staffing may be increased to three or four employees per 12-hour shift. The facilities are equipped with the tools necessary to monitor current incidents. The SOCs are used in unusual situations, and may be activated through an Area-specific response procedure.
- b. The SOC responsibilities include:
 - (1) Managing unusual situations, snow operations, seasonal peak activity, dust storms, environmental disasters, or any other transportation emergency.
 - (2) Coordinating with the Regional TMC or Urban TMC.
 - (3) Being available on an “as-needed” basis, with sufficient staffing and equipment to manage any situation which may arise.

9. MOBILE INCIDENT COMMANDS.

- a. Mobile Incident Commands provide transportation management for temporary situations. They are used in emergency situations and natural disasters.

b. These vehicles may serve as the CHP/Caltrans incident command post under SEMS or as a mobile emergency operations center. Each CHP Division plus headquarters has a dedicated MIC vehicle. The CHP also has two tractor trailer units known as Mobile Consolidated Communications Centers (MC3). One MC3 is located in Golden Gate Division and the other in Southern Division.

10. HEADQUARTERS MANAGEMENT CENTERS.

a. The CHP and Caltrans Headquarters in Sacramento are to be linked electronically to the Regional TMCs. The CHP and Caltrans management are able to obtain a statewide transportation perspective to make informed decisions about allocating resources during major events, and have the capability to communicate directly with the Regional TMCs. The CHP and Caltrans Headquarters facilities each house an emergency center known as ENTAC and the Emergency Operations Center (EOC), respectively.

b. The ENTAC and EOC responsibilities include:

- (1) Monitoring disaster and emergency situations and coordinating with the California State Warning Center, California State Transportation Agency, Office of Homeland Security, the Office of the Governor, and the Legislature.
- (2) Monitoring and updating the content of CHIN messages as they relate to real-time information.
- (3) Ensuring all TMCs coordinate their activities.
- (4) Providing directives and allocations of resources for major events.

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ANNEX A

THE CALIFORNIA DEPARTMENT OF TRANSPORTATION AND THE CALIFORNIA
HIGHWAY PATROL TRANSPORTATION MANAGEMENT CENTER
MEMORANDUM OF UNDERSTANDING

MEMORANDUM OF UNDERSTANDING



California Department
of Transportation

Department of California
Highway Patrol




MEMORANDUM OF UNDERSTANDING

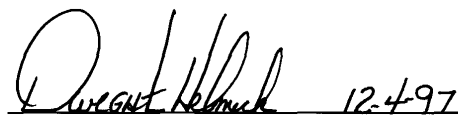
Subject: Master Plan for Transportation Management Centers

General: This Memorandum of Understanding adopts the Transportation Management Center (TMC) Master Plan as the standard for development and operation of all TMC facilities operated by the Department of California Highway Patrol (CHP) and the California Department of Transportation (Caltrans), and supersedes all previous versions and the Joint Operational Policy Statement for TMCs. Standardization is necessary to establish a statewide network of regional facilities that operate interdependently and with local agencies, both public and private. Through interagency agreement clauses, the CHP Divisions and Caltrans Districts will share in the planning process to ensure coordinated operations.

Responsibilities: The CHP is responsible for state highway incident management and law enforcement. Caltrans is responsible for operation and management of the state highway system. Facility coordination and system compatibility for the TMCs shall be accomplished through the joint sponsorship of TMC projects. Each department will pursue available funding opportunities and provide the necessary effort for the development, operation, and maintenance of the statewide TMCs. Both departments remain permanent and equal partners in each TMC facility and will coordinate with one another any TMC planning, programming work, and transportation system changes.


JAMES W. VAN LOBEN SELS
Director
California Department of Transportation

Date


DWIGHT O. HELMICK
Commissioner
Department of California Highway Patrol

Date

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