

Transportation Systems Management & Operations (TSMO)



Workforce Development
National Operations Center of Excellence (NOCoE) Roundtable

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Louisiana's TSMO Program

Mission

- ✓ Minimize Delays
- ✓ Efficiently Evacuate Citizens
- ✓ Better Inform Public
- ✓ Lower Travel Costs
- ✓ Improve Quality of Life

Products

- ✓ Transportation Management
- ✓ Service Patrols
- ✓ Traveler Information
- ✓ ITS Technology Management
- ✓ Performance Management



Workforce
Development

Program Investment

Program Category	5-Year Average (million)	Percent of Program	FTE Resources*
TMC Systems & Operations	\$2.9	10	5 (35)
Service Patrols	\$8.0	29	2 (74)
Deployment	\$8.3	30	5 (18)
Maintenance Management	\$4.0	15	21 (38)
Engineering & Administration	\$4.3	16	5 (32)
TOTAL	\$27.5		38 (197)

Workforce Development Expense: \$300k (\$100k In-House, \$200k Contract)

***In-House (Contract)**

Training Opportunities

DOTD Structured Training Program (Louisiana Transportation Research Center)

- ✓ Technicians – electronics, telecommunications
- ✓ Construction Inspectors – construction methods, Site Manager
- ✓ General – HR orientation, employee relations

DOTD Continuous Public Training Program (Louisiana State Civil Service)

- ✓ Engineering Managers – program & project development, EQ training
- ✓ Professional – supervisory, performance evaluation

Formal Technical Certifications (i.e., IMSA, Operations Academy, FEMA, Specialized Technical Certification Courses)

- ✓ Technicians – traffic signal installation, network troubleshooting
- ✓ ITS Inspectors – network installation, systems testing & acceptance
- ✓ Operators – ATMS & ATIS training

National Organizations Affiliation (AASHTO, TRB, ITE, ITS America, US DOT, IBTTA)

- ✓ Engineers – professional capacity building, PDH
- ✓ Executive Leadership - committees

Workforce Challenges

- ✓ Complexity
- ✓ Innovation
- ✓ Expansion
- ✓ Competition
- ✓ Succession

TSMO, What Have We Learned?

- ✓ No event the same...durations & scope can vary
- ✓ Employees can be personally affected
- ✓ Systems can become inoperable
- ✓ Expectations can become unrealistic
- ✓ Drivers can be uninformed, unfamiliar & uneasy
- ✓ Sometimes we can make it worse

What Can We Do?

- ✓ Be flexible...plans & solutions
- ✓ Not just train, but develop personnel
- ✓ Practice
- ✓ Build Partnerships!

