Overview

- Overview of TMC operations in Missouri
- Our challenges
Partners Overview of TMC Operations

KC Scout Gateway Guide

OzarksTraffic Overview of TMC Operations
Overview of TMC Operations

**KC Scout**
- TMC Staff – 14
- Agency vs contract – 10% Agency
- Co-locating Agencies – Kansas Highway Patrol
- Manage Emergency Response
- Types of management - Freeways

**Gateway Guide**
- TMC Staff – 27
- Agency vs contract – 30% Agency
- Co-locating Agencies - None
- Manage Emergency Response
- Types of management – Freeways and arterials

**Ozarks Traffic**
- TMC Staff – 2
- Agency vs contract – 100% DOT
- Co-locating Agencies - City of Springfield
- Manage Emergency Response
- Types of management – Freeways and some arterials
Overview of TMC Operations

The 3 TMCs are different:

• # of employees
• % contract employees
• Outside agencies that co-locate
• Systems managed

But, all 3 TMCs are successful individually and together!
Overview of TMC Operations
Challenges facing our TMC

1. Primary expertise in design/construction
2. Reduced Staff
3. Stringent process ("red tape")
4. Need in-house expertise
5. Need innovation to move forward
6. Want continuity in workforce (reduced turnover)
1. Challenge – No TMC experience within agency

- Private sector:
  - Experience from other TMCs they manage
  - Their main function
  - Resources within company
2. Challenge – Staff reduction

- Private sector offer:
  - Staff that can be funded from STIP (Statewide Transportation Improvement Program) and not operations budget
  - Staff not counted against FTE (Full Time Employee) count
3. Challenge – “Red tape” can slow progress

- Private sector offer:
  - Higher level of responsiveness/ client focused
  - Human resource process is simpler
• 4. Challenge - Innovation is critical to increased performance

• Public sector:
  – Flexibility of staff

• Private sector:
  – Constrained by budget (billable hours) and contractual agreement
5. Challenge – Continuity in the workforce (reduce turnover)

- Public sector:
  - Employee more likely to stay for long term
  - Turnover one at a time

- Private sector:
  - Could lose entire staff during contractual renewal
Summary
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