Summary of the Work

This document identifies successful practices and lessons learned from operations concepts at eight transportation management centers (TMCs) throughout the United States and Canada. The report provides background information about the importance of a concept of operations for a TMC and then describes the eight TMC locations where staff members were interviewed and operations were observed for the study. As stated in the report, “the primary purpose of developing a concept of operations is so that the system will match the users’ operational needs.” A basic outline of a TMC concept of operations is used as the framework for reporting the results of the study, with the major components of background, system design and implementation, system operation, and system maintenance. The findings in the report are organized into two main sections, Successful Practices and Lessons Learned – each of which includes information organized by the four components of the outline. A brief summary sentence introduces bulleted lists of examples and guidance from the TMCs organized by similar content rather than location. The report concludes with summary sections about the key issues and future directions identified by the TMC data.

Related Work

The report is part of a series of products developed by FHWA and FTA related to ITS solutions. The publications in the series were developed for different audiences and include benefits brochures, cross-cutting studies (like this document), case studies, and implementation guides. In addition, the survey used as a tool to gather data from the TMCs was developed using the article “The ITS Operations Concept: A Missing Link in System Definition” from the Winter 1997/Spring 1998 edition of ITS Quarterly. Finally, the report states that human factors practices related to TMC design and operation are documented in the report: Comparable Systems Analysis: Design and Operation of Advanced Control Centers and Preliminary Human Actors Guidelines for Traffic Management Centers.