

Reference List TMC Operations Manual September 2004

Operations

Annotated Outline For A Traffic Management Center Operations Manual : A[N] Informational Report,

Kraft-Walter; Klucens-Raymond; Hartman-Michael; Levesque-Cynthia
Informational Report (ITE) ; 107. Report Number: IR107, 2001. *This manual is cited as the starting point of this project. It has been cited in other documents and was the basis for development of at least three other TMC Operations Manuals. This will serve as the basis for writing a Guide for Development of a Traffic Management Center Operations Manual (the **MANUAL**) that is the end product of this project.*

Freeway Management and Operations Handbook,

Louis G. Neudorff, P.E, Jeffrey E. Randall, P.E., Robert Reiss, P. E, Robert, Gordon, RE.,FHWA-OP-04-003 September 2003

*Excellent treatment of all aspects of Freeway Management. Chapt.14 concerns TMCs but is primarily addresses design and human factor elements. However, the ITE Annotated Outline for a TMC Operations Manual is cited and the document outline is reproduced. This handbook will be a valuable document in insuring that all aspects of a management center are considered in the **MANUAL**..*

Metropolitan Transportation Management Center Concepts Of Operation, A Cross-Cutting Study On Improving Transportation Network Efficiency, Vincent Pearce No.: 10923 USDOT Pub No.:

FHWA-JPO-99-020, Date: OCT 1999

*Summaries from visits to 9 TMCs in North America with concise observations on successful practices, lessons learned, issues and future directions. Although not specifically giving guidance for an operator's manual, the need for documentation is stressed and many of the observations will aid in development in the **MANUAL**.*

NCHRP Synthesis 311: Performance Measurement of Operational Effectiveness for Highway Segments and Systems (2003). Shaw, Terrel

*This document treats performance measures of systems. Although typically the operations tasks will not develop the performance measures, the data leading to those measures are collected during operations and should be included in the **MANUAL**.*

Transportation Management Center Concepts Of Operation, Implementation Guide

Vincent Pearce, Booz-Allen & Hamilton No.: 11494 USDOT Pub No.: FHWA-OP-99-029,DEC 1999

*Related to previously cited document, this document will aid in development in the **MANUAL**.*

Arizona DOT TOC Operations Manual ADOT Freeway Operations Manual, 2003. *Detailed guidance for operations personnel. Although it is specific to the ADOT system, it provides a good treatment of the operations tasks that will be helpful. Details on some subject areas to be included in the **MANUAL** are presented.*

Texas Highway Operations Manual TxDOT 1992. *Document contains much useful information on traffic operation principals but is more of a text than an operations manual. It contains useful information that may incorporated into the **MANUAL**.*

TransVista Operations Manual (Draft) 2004 This manual was developed by TTI for the TxDOT El Paso District Freeway Management System. *ITE annotated outline is used extensively. It is currently under review by TxDOT operations staff. The review should provide good insights from an operating agency.*

TDOT Nashville TMC Operations Policy Manual *Developed using format of ITE Recommended outline. Good practical information for operation of a freeway TMC. 2002*

TxDOT San Antonio 1999 TransGuide *Practical operating guide. Does not include all elements to be used in this project.*

TxDOT Houston TransStar *Incident management guidelines Informal working papers not complete but many of the concepts are in use.*

Tucson Metro Area Operations Manual 2002

*Internal and policies and procedures operations will have direct application to **MANUAL** development.*

Washington State Joint Operations Policy 2002

*Policy statement rather than day to day operations. Some material may have application to the **MANUAL**.*

FDOT Regional Traffic Management Operations Manual 2002 *Developed using format of ITE Recommended outline. Good practical information for operation of a freeway TMC. Internal and policies and procedures operations will have direct application to **MANUAL** development 2002*

Developing Functional Requirements for ITS Projects

Paul J. Gonzalez, Thomas B. Fowler No.: 13621 USDOT Pub No.: FHWA-OP-02-047, Apr, 2002.
*This document stresses the need for a systems engineering approach to development of ITS projects, in particular functional requirements. Aspects of a systems engineering approach may be applicable to development of the **MANUAL**.*

Integrated Public Safety And Highway Operations: A Policy Framework And Analysis.

Dopart-K , National Summit on Transportation Operations. Columbia, Maryland. 2001
*Documentation of a National Summit which may provide general information for the **MANUAL**.*

Traffic Management 2003

<http://www.iteris.com/itsarch/html/entity/tms.htm>

Architecture document—not directly applicable

ITTMS Traffic Management System: Operator's Guide, Attiki Odos

<http://www.bookcrossing.com/journal/993846>

Looks promising –still trying to obtain.

Managing and Operating Integrated Transportation Management Systems:
Policies, Procedures, Funding and Staffing Issues

<http://www.tmcite.org/doc/Kraft-MO.doc>

Article referencing ITE Outline.

The following bibliography was developed by TTI for NCHRP 20-63

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Bieryla, Elizabeth, Amanda Lee, Megan Dunn, and David Brown. *Return on Investment for Transportation Research Projects: PennDOT Research Performance Measurement Toolbox: Final Report*. Prepared for the Pennsylvania Department of Transportation. Prepared by the Pennsylvania Department of Transportation, Report FHWA-PA-2003-020 (POI), October 2003.

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http://www.dot.state.fl.us/research-center/Completed_Proj/Summary_OP/FDOT_BC353_24_rpt.pdf.

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http://www.dot.state.fl.us/research-center/Completed_Proj/Summary_OP/FDOT_BD013_rpt.pdf.

Hatry, Harry P. *Performance Measurement: Getting Results*. Washington, D.C.: Urban Institute Press, 1999.

Highway Research: Systematic Selection and Evaluation Processes Needed for Research Program. Report GAO-02-573. Washington, D.C.: U.S. General Accounting Office, May 2002.
<http://www.gao.gov/new.items/d02573.pdf>.

McFarland, W. F. *Method for Evaluating the Benefits of Research Projects*. Report 1137-1F. College Station, TX: Texas Transportation Institute, 1988.

Osborne, David. Refining State Technology Programs. *Issues in Science and Technology* 6, no. 4 (Summer 1990): 55-62.

Pappas, Richard A. and Donald S. Remer. Measuring R&D Productivity. *Research Management*, 28, no. 3 (June 1985): 15-22.

Performance Measurements for Research Programs Workshop. Notes from a meeting December 11-13, 2002, Orlando, Florida.

Pisarski, Alan, David Ellis, Timothy Lomax, and Wendell Cox. *Texas' Roadways - Texas' Future: A Look at the Next 25 Years of Roadway Supply, Demand, Cost and Benefits*. Austin, TX: Governor's Business Council, April 2003. <http://www.texasgbc.org/reports2.html>.

Performance Measures to Improve Transportation Systems and Agency Operations. Report of a Conference, Irvine, California, October 29-November 1, 2000. Sponsored by Transportation Research Board, National Transit Institute, American Association of State Transportation Officials, and Federal Highway Administration. Conference Proceedings 26. Washington, D.C.: National Academy Press, 2001.

Poage, James L. Developing Actionable Performance Measures for Government Programs. *Cost Management*, 15, no. 2 (March/April 2001): 12-27.

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Strategic Performance Measures for State Departments of Transportation: A Handbook for CEOs and Executives. Prepared for the National Cooperative Highway Research Program, Project number 20-24(20). Prepared by TransTech Management, Inc., June 2003. <http://downloads.transportation.org/Quality-CEOHandbook.pdf>.

A Toolkit for Evaluating Public R&D Investment: Models, Methods, and Findings from ATP's First Decade. Prepared for Economic Assessment Office, Advanced Technology Program, National Institute of Standards and Technology. Prepared by Rosalie Ruegg, TIA Consulting, Inc., and Irwin Feller, American Association for the Advancement of Science, Report NIST GCR 03-857, July 2003. <http://www.atp.nist.gov/eao/gcr03-857/contents.htm>.

Transportation Performance Measures. Web page of the FHWA Office of Operations. http://www.ops.fhwa.dot.gov/Travel/Deployment_Task_Force/perf_measures.htm.

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Unclogging America's Arteries: Effective Relief for Highway Bottlenecks 1999-2004. Prepared for American Highway Users Alliance. Prepared by Cambridge Systematics, February 2004, 72-77. <http://www.highways.org/bottleneck/2004/complete.cfm>.

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