

# IMPROVING SERVICE AND DELIVERY THROUGH THE RECONFIGURATION OF THE MARYLAND STATE HIGHWAY ADMINISTRATION'S STATEWIDE OPERATIONS CENTER

Presented by:

Jeffrey Randall, P.E. PTOE

**JACOBS**

Developed for:

Maryland State  
Highway Administration



In association with:

University of Maryland  
Center for Advanced  
Transportation Technology



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# Co-Authors

- ▣ **Glenn McLaughlin**

Deputy Director for Systems, Development  
and Administration

Office of CHART & ITS Development  
Maryland State Highway Administration

- ▣ **Thomas H. Jacobs**

Director, Center for Advanced Transportation  
Technology

Department of Civil & Environmental Engineering  
University of Maryland



# Coordinated Highways Action Response Team

- ▣ Joint Effort
  - Maryland State Highway Administration
  - Maryland State Police
  - Maryland Transportation Authority
- ▣ Seasonal Start
  - Mid 1980s
  - Focused on summer travel
- ▣ Today 24/7/365
  - Incident Management
  - Traffic and Roadway Monitoring
  - Traveler Information
  - Severe Weather and Emergency Operations
  - Traffic Management



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# Continuous Improvement

- ▣ Since 1990
  - 500,000+ assists
  - 250,000+ incidents
- ▣ 2013
  - 44,000+ responses
  - ~\$1.6B in delay and fuel cost savings
    - ▣ 2007: \$1.1B
- ▣ Performance
  - Measured independently
  - Continuously exceed goals



# Statewide Operations Center

- ▣ Heart of CHART
- ▣ Commissioned in 1995
  - 34,000 SF
  - Houses entire program function
- ▣ Functions as Emergency Operations Center
  - Weather events
- ▣ Works jointly with Regional TOCs across the state



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# Fresh Perspective

- ▣ SOC has SOTA technology
- ▣ Many changes
  - Changing focus areas
  - Expanding functions and geographic coverage
  - Organizational growth
- ▣ SOC layout dated
- ▣ **SOC requires modification**



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# Purposeful Design

## ▣ Objectives

- To facilitate effective and accurate communication among personnel, reduce distances and minimize obstructions between the operational staff when they are at their workstations;
- To minimize interruptions or distractions, provide a sense of access control and/or separation of the central SOC floor workspace;
- To reduce interference and cross-talk during emergency operations, provide separation between the Statewide Operation Center, Emergency Operations Center and other defined functional areas while still facilitating effective communication amongst them;

# Purposeful Design

## ▣ Objectives (cont'd)

- To further reduce interference on the operations floor, while better supporting the interaction between SOC functions, provide easily accessible collaborative, joint-use areas;
- To enable operators to access and manage numerous information sources, provide modern, multi-function workstations and improve line-of-sight to shared information displays such as the video wall;
- To make the SOC upper floor a more functional part of the operations center and to reduce the frequency of non-operational staff “visiting” the SOC operations floor, make the upper floor of the SOC more integral to the facility;



# Purposeful Design

## ▣ Objectives (cont'd)

- To improve operator effectiveness, provide a supportive, healthier work environment on the operations floor through lighting, climate control and space utilization;
- To improve work efficiency and minimize the time to complete tasks, improve access for staff to circulate through the operational space and improve the flow of personnel between functional areas of the center;
- To facilitate supervision and management of SOC operations, place supervisors in a position to observe and direct activities in the SOC workspace as well as to be the first point of contact for visitors to the SOC floor;
- To accommodate added responsibilities and to account for future growth, add to the total available functional seating for both operations as well as support staff in the center.

# Guiding Principles



- Proximity matters
- Prioritize collaboration
- Direct information flow
- Enable multi-modal
- Consolidate for speed
- Enhance wellness

# New SOC



- ▣ Collaborative
- ▣ Strategy rooms
- ▣ Functional spaces
- ▣ Welcoming
- ▣ Improved circulation and access
- ▣ Security zones

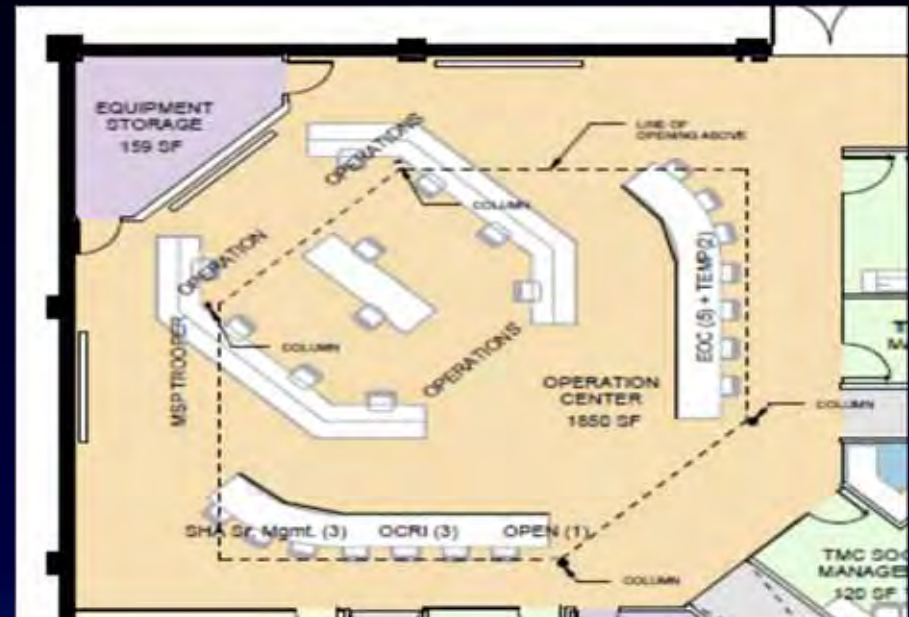
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# Control Room

- ❑ Operator Workstation
- ❑ Supervisor Workstation
- ❑ EOC WS
- ❑ Sr. Management WS
- ❑ Video Wall
- ❑ Zoned Information Flow
- ❑ Perimeter
- ❑ Agile Meeting Space



# Enhanced Wellness

- ▣ Break room / Decompression area
- ▣ Personal Environmental Control
- ▣ Locker area / showers/dressing rooms
- ▣ Secure Perimeter





# Expectations

- ▣ 30 years of lessons and improvement
- ▣ Stellar performance
- ▣ Took tough road
- ▣ Continuous examination
- ▣ Culture change
- ▣ More efficient operation



**Improved Service & Delivery**



# Thank You

Jeffrey Randall, P.E., PTOE

Project Manager, Jacobs Engineering Group

+1-410-230-6614, [jeffrey.randall@jacobs.com](mailto:jeffrey.randall@jacobs.com)

Glenn McLaughlin

Deputy Director for Systems, Development and Administration

Office of CHART & ITS Development

Maryland State Highway Administration

+1-410-787-5884, [gmclaughlin@sha.state.md.us](mailto:gmclaughlin@sha.state.md.us)

Thomas H. Jacobs

Director, Center for Advanced Transportation Technology

Department of Civil & Environmental Engineering

University of Maryland

+1-301-405-7328, [tjacobs@umd.edu](mailto:tjacobs@umd.edu)

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