SERIES PURPOSE:
The purpose of the Traffic Management Center Operator occupation is to monitor & manage traffic & disseminate traffic information in order to maximize traffic flow & increase safety.

At the lower levels, incumbents monitor & maintain continuous traffic flow within a large geographic area(s) encompassing multiple counties, cities, townships & villages.

At the higher level, incumbents monitor, manage & control complex traffic systems; serve as lead worker & train lower-level operators.

At the supervisory level, incumbents supervise staff & oversee the operations of the Statewide Traffic Management Center (TMC).

Glossary: the following are definitions of terms that will be used in the classification specifications for this series.

511 telephone hotline system: a transportation & traffic information telephone hotline providing incident, travel time, & construction related information. Travelers can dial the three-digit telephone number 5-1-1 on traditional landline telephones & mobile phones to access traffic information.

911 Computer-Aided Dispatch (CAD): a method of dispatching emergency services assisted by computer. It is used by emergency communications dispatchers, call-takers & 911 operators in centralized, public-safety call centers, as well as by field personnel utilizing mobile data terminals (MDTs) or mobile data computers (MDCs).

Active Traffic & Demand Management (ATDM): is the ability to dynamically manage recurrent & non-recurrent congestion based on prevailing & predicted traffic conditions. Strategies used by the Department of Transportation to reduce crashes associated with congestion, disabled vehicles, & blocked lanes (e.g., dynamic lane control, variable speed limits, ramp meters, hard shoulder running, managed lanes).

Active Traffic Management System (ATMS): software that integrates technology primarily to improve the flow of vehicle traffic & improve safety. Provides real-time traffic data from cameras, speed sensors, etc. into a Transportation Management Center (TMC) where it is integrated & processed by operators (e.g. for incident detection), & may result in actions taken (e.g. traffic routing, DMS messages) with the goal of improving traffic flow.

Closed circuit television (CCTV) cameras: cameras used to monitor traffic activity on major roadways. Most cameras are equipped with pan/tilt/zoom capabilities, which allow the TMC operators to rotate the cameras & zoom into situations. The cameras are primarily used to view roadway incidents or accidents that occur so that a corresponding message can be posted on the DMS &/or broadcast on HAR.

Connected Vehicles (CV): Connected vehicle technology will enable any road user (e.g., car, truck, pedestrian) to communicate important safety information with each other. These safety messages can also be shared with roadside devices. Together, all connected vehicles & infrastructure will be used to increase awareness of ongoing safety hazards & reduce the number of traffic crashes on the transportation system.

Destination Dynamic Message Signs (DDMS): a green highway guide sign that displays dynamically changing travel times in minutes in the small black LED panel inserts. Like the travel times on normal DMS, motorists can use these signs to get an idea of approximately how long it will take them to get to certain destinations based on the current conditions.

Dynamic Message Signs (DMS): large, electronic signs which overhang or appear along major highways in many Ohio metropolitan areas & are typically used to display information about traffic conditions, travel times, construction, & road incidents. Travel time information is the default message that appears daily from 5:00 A.M. - 9:00 P.M. The signs are also used overnight if needed for construction, road incidents, or other relative information. The signs are not used for public advertisements, weather information, or any other type message unless approved by a statewide or nationwide campaign.
**Freeway Management System (FMS):** A freeway management system represents system components & technologies, primarily ITS devices (e.g., ramp meters, CCTV cameras, DMS boards), combined to monitor, control & manage freeway traffic more effectively. As part of the FMS, Traffic Management Centers are responsible for staffing personnel to monitor information from these devices & share relevant information to the motoring public.

**Freeway Service Patrol (FSP):** truck or tow truck that provides congestion relief in major urban areas through motorist assistance & traffic incident management.

**Highway Advisory Radio (HAR):** an audio version of a DMS. HAR broadcast locations are marked by signs. By tuning into the specified radio station, you can hear information regarding traffic conditions, travel times, construction, road incidents, missing persons, & other information deemed relevant to motorists. Signing for HAR’s generally tells the motorist to tune into the correct AM frequency for 24/7 traffic information & also has flashing beacon lights for traffic alerts. When flashing, there is a traffic alert, & motorists are advised to tune into the appropriate AM station.

**Intelligent Transportation System (ITS):** electronics, communications, or information processing used singly or in combination to improve the efficiency or safety of a surface transportation system.

**Multi-Agency Radio Communications System (MARCS):** a 700/800 MHz radio & data network which utilizes trunked technology to provide statewide interoperability in digital clarity to subscribers throughout Ohio & a 10-mile radius outside of Ohio.

**OHGO:** Ohio's traveler information platform for freeway traffic currently available as a mobile application & at www.OHGO.com.

**Ohio Manual of Uniform Traffic Control Devices (OMUTCD):** a manual which establishes statewide standards for the design & use of traffic control devices on any street, highway, bikeway, or private roads open to public travel in Ohio. The Ohio Revised Code (Section 4511.09) requires that ODOT adopt a manual for a uniform system of traffic control devices that conforms to the system approved by the Federal Highway Administration (FHWA). To this end, ODOT publishes the OMUTCD, which establishes standards for design & use of traffic control devices that conform to the national Manual on Uniform Traffic Control Devices (MUTCD) published by the FHWA. Section 4511.11 of the Ohio Revised Code requires that all local authorities in their respective jurisdictions, & owners of private property open to public travel, place & maintain traffic control devices in conformance with the OMUTCD.

**Ohio Revised Code (ORC):** contains all current statutes of the Ohio General Assembly & is a reference for all active regulations assembled in the Laws of Ohio.

**Queue Warning Sign (QWS):** dynamic message signs that are automated to alert drivers of traffic conditions (e.g. stopped traffic, slowing traffic) ahead in order to reduce the number & severity of rear end crashes & avoid drivers being surprised by stopped or slowing traffic.

**Road Weather Information System (RWIS):** a network of Environmental Sensing Stations (ESS) located throughout the state within the ODOT right of way. Each ESS is comprised of numerous electronic sensors which measure things such as: air temperature, relative humidity, dew point, wind speed & direction, precipitation type & intensity, visibility, road surface temperature, road surface condition, salinity of moisture on roadway, &/or subsurface temperature. These sensors communicate with a remote processing unit (RPU) at the site via NTCIP protocol for ESS’s & the RPU then transmits the data wirelessly through a cellular network modem or is directly connected to the ODOT network.

**Traffic Engineering Manual (TEM):** this manual is a consolidation of ODOT traffic engineering policies, guidelines, standards, & best practices. It is intended that all ODOT traffic engineering information is found in this manual, or is cross-referenced from it & it is primarily intended for use by ODOT.

**Traffic Incident Management (TIM):** consists of a planned & coordinated multidisciplinary process to detect, respond to, & clear traffic incidents so that traffic flow may be restored as safely & quickly as possible.

**Traffic Management Center (TMC):** a center responsible for collecting traffic information from the freeway system & disseminating it to the traveling public, media, & other local agencies.
**Transportation Systems Management & Operations (TSMO):** TSMO is a set of transportation strategies to maximize the efficiency, safety & reliability of the transportation infrastructure. Growing demands on the transportation system require a cultural shift to focus on transportation systems performance & real-time operations. TSMO strategies range from collaborating on traffic incident management to relying on technology for actively managing traffic. TSMO strategies & technologies are heavily dependent on performance management, technology, & collaboration.

**Towing & Recovery Incentive Payment (TRIP) Program:** a program to pay prequalified heavy-duty towing & recovery companies incentives for the quick clearance of large commercial vehicle incidents on selected, high-importance Ohio roadways.

**Variable speed limits:** speed limits that change based on pavement, traffic, & weather conditions. The infrastructure to be installed & maintained includes the sensors for the data, the DMS that will display the speed limit, & all communication equipment to receive & transmit the conditions to the signs & an ODOT central network. Variable speed limits offer considerable promise in restoring the credibility of speed limits & improving safety by restricting speeds during adverse conditions.

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**CLASS CONCEPT:**
The developmental level class works under immediate supervision & requires working knowledge of business communications, public relations, & skill in computer, telephone, radio, CCTV camera operation, & mapping & specialty software systems (e.g., ATMS) in order to monitor & maintain traffic flow by gathering & assessing traffic information to activate standard messages, dispatch FSP, & notify appropriate internal & external entities (e.g., traveling public, 911 call centers, OSHP, FHWA, highway maintenance personnel) of incidents affecting traffic flow.

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**CLASS CONCEPT:**
The full performance level class works under general supervision & requires considerable knowledge of business communications, public relations, & skill in computer, telephone, radio, CCTV camera operation, & mapping & specialty software systems (e.g., ATMS) in order to independently monitor & maintain traffic flow by gathering & assessing traffic & weather information to activate standard & custom messages, assess incidents for TRIP Program qualification, dispatch FSP & other towing companies when needed, identify violations in work zones, & notify appropriate internal & external entities (e.g., traveling public, 911 call centers, OSHP, FHWA, highway maintenance personnel) of incidents affecting traffic flow; & monitor, identify, & record any ITS device & software issues.

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**CLASS CONCEPT:**
The advanced level class works under direction & requires thorough knowledge of business communications, public relations, & skill in traffic operations, & computer, telephone, radio, CCTV camera operation in order to independently monitor, manage, & optimize traffic flow utilizing & various TSMO strategies & evaluate, test, & suggest changes to various software systems that interact with TSMO technologies; & act as a lead worker (i.e., provide work direction & training).

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**CLASS CONCEPT:**
The supervisory level class works under administrative direction & requires thorough knowledge of supervisory principles, business communications, public relations, employee training & development, & public relations, & skill in traffic operations, & computer, telephone, radio, & CCTV camera operation in order to supervise Traffic Management Center Operators & oversee TMC operations.
Traffic Management Center Operator 1

**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Monitors & performs various functions to maintain traffic flow in Statewide TMC, in accordance with established state &/or local policies, industry standards, &/or ODOT procedures (e.g., relative ORC sections, OMUTCD, TEM, Permitted Lane Closure Policy, Active Work Zone Policy, TIM) that directly impact safety of traveling public & roadside workers; operates computer workstation utilizing mapping applications & specialty software systems (e.g., ATMS, SharePoint, Asset Management) to assess large volumes of data (i.e., static & real-time) to monitor traffic flows, congestion, road closures, incidents, disabled vehicles, crashes; monitors multiple CCTV cameras & changes their position to sufficiently observe freeway conditions; enters incident information & updates into specialty software systems (e.g., ATMS); monitors alarms or suspicious activity (e.g., wrong-way driver & county garage alarms, bridge activity), determines appropriate action & responds accordingly to potential safety & security concerns; drafts, schedules, & publishes standardized messages (e.g., Incident, Amber Alerts, Silver Alerts, Blue Alerts) on DMS, DDMS, & HAR systems, &/or other traveler information systems (e.g., 511 telephone hotline, OHGO), as necessary, to advise traveling public of incidents & events impacting traffic flow; operates computer & related software (e.g., Microsoft Word, Excel, Outlook), telephone, MARCS, & other various systems (e.g., social media, CAD systems) to gather information to dispatch FSP & communicate with &/or notify various internal & external entities (e.g., District & County Forces, Ohio State Highway Patrol (OSHP), 911 call centers, other emergency responders, TMC Supervisor, Emergency Operations Coordinator, Federal Highway Administration (FHWA) &/or highway maintenance personnel) regarding real-time traffic/system conditions to maintain steady traffic flow &/or in event of an apparent equipment, device/system, data, &/or ODOT asset failure & documents failure(s).

Receives public records requests from general public or public agencies & completes ODOT Traffic Cameras Public Records Request Forms to log all information from request for use by upper-level Traffic Management Center Operators, Specialists &/or Supervisors; answers public traffic inquiries & general complaints; logs all radio communications & requests for ODOT resources.

Attends staff meetings; reads publications; attends training to stay abreast of trends, regulations, improved practices & other topics related to traffic management.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of: English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; public relations*; records management; business communications; cardinal directions; metropolitan roadways (e.g., alternate names, jurisdiction they are located, where jurisdiction changes, alternative routes available); agency-specific office practices & procedures* (e.g., Permitted Lane Closure, Active Work Zone Policy, TEM); safety practices (e.g., TIM, relative ORC sections, OMUTCD)*; software applications (e.g., ATMS, SharePoint, mapping applications)*.

Skill in: Word processing; operation of telephone, computer, CCTV camera*, MARCS*.

Ability to: Apply principles to solve practical, everyday problems; deal with variety of variables in somewhat unfamiliar context; interpret variety of instructions in written, oral, picture or schedule form; add, subtract, multiply & divide whole numbers; maintain accurate records; assess questions & provide appropriate information or referral; gather, collate & classify data; handle sensitive inquiries from & contacts with officials & general public.

(*)Developed after employment

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

1 course or 3 mos. trg. or experience in basic computer operations; 1 course or 3 mos. trg. or exp. in business communications.

-Or 6 mos. exp. in dispatch or logistics.

-Or equivalent of Minimum Class Qualifications for Employment noted above.
TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
May witness unpleasant events (e.g., accidents involving injury/death) &/or experience circumstances that cause intense pressure; confined to work area for long periods of time; may work rotating shift; may be on-call 24 hours, 7 days per week.
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Traffic Management Center Operator 2 | 52512 | 07 | 11/26/2017 | 29

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Independently monitors & performs various functions to maintain traffic flow in Statewide TMC, in accordance with established state &/or local policies, industry standards, &/or ODOT procedures (e.g., relative ORC sections, OMUTCD, TEM, Permitted Lane Closure Policy, Active Work Zone Policy, Traffic Incident Management (TIM)) that directly impact safety of traveling public & roadside workers; operates computer workstation utilizing mapping applications & specialty software systems (e.g., ATMS, SharePoint, Asset Management) to assess large volumes of data (i.e., static & real-time) to monitor traffic flows, congestion, road closures, incidents, disabled vehicles, crashes; monitors multiple CCTV cameras & changes their position to sufficiently observe freeway conditions; enters incident information & updates into specialty software systems (e.g., ATMS); monitors alarms or suspicious activity (e.g., wrong-way driver & county garage alarms, bridge activity), determines appropriate action & responds accordingly to potential safety & security concerns; drafts, schedules, & publishes standardized (e.g., Incident, Amber Alerts, Silver Alerts, Blue Alerts) & custom (e.g., Statewide safety campaigns, Air Quality Alerts) messages on DMS, DDMS, & HAR systems, &/or other traveler information systems (e.g., 511 telephone hotline, OHGO) to advise traveling public of incidents & events impacting traffic flow; collects weather information from National Weather Service (NWS) &/or weather devices (e.g., RWIS, visibility sensors) & alerts motorists of adverse conditions via DMS & OHGO system; operates computer & related software (e.g., Microsoft Word, Excel, Outlook), telephone, MARCS, & other various systems (e.g., social media, CAD systems) to gather information to dispatch FSP & communicate with &/or notify various internal & external entities (e.g., District & County Forces, Ohio State Highway Patrol (OSHP), 911 call centers, other emergency responders, TMC Supervisor, Emergency Operations Coordinator, Federal Highway Administration (FHWA) &/or highway maintenance personnel) regarding real-time traffic/system conditions to maintain steady traffic flow &/or in event of an apparent equipment, device/system, data, &/or ODOT asset failure & documents failure(s); assesses traffic incidents & images from various sources to determine whether or not incident meets criteria of TRIP Program & dispatches towing companies when needed; confers with incident responders (e.g., towing company, FSP) throughout duration of incident to collect data (e.g., time stamps) to determine if incident clearance qualifies for incentive payment & provides suggested determination to Management; monitors traffic impacted by work zones, identifies violations of ODOT’s Active Work Zone Policy; notifies District Work Zone Traffic Managers of violations, & provides access to supporting information to confirm violation (e.g., video footage, location, speed data); monitors & identifies ITS device &/or software (e.g., DMS, DDMS, ATMS, QWS, CCTV, HAR, RWIS) issues in TMC & records information into device error logs for ODOT ITS maintenance forces to address; acts as a liaison between TMC staff & information technology (IT) resources in order to mitigate any ITS device &/or software issues.

Reviews ODOT Traffic Cameras Public Records Request Forms to determine availability of requested video footage (e.g., accidents), creates video clip(s), & provides video(s) to supervisor for use by external entities (e.g., law enforcement) as needed; responds to all Motorcycle Hotline calls &/or emails; gathers data to generate letters to be sent to city or county engineers to provide information for signal sensitivity adjustments; answers public traffic inquiries & general complaints; logs all radio communications & requests for ODOT resources.

Attends staff meetings; reads publications; attends training to stay abreast of trends, regulations, improved practices & other topics related to traffic management &/or ITS; provides guidance to lower-level Traffic Management Operators as needed.
MAJOR WORKER CHARACTERISTICS:
Knowledge of: English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; public relations; records management; business communications; cardinal directions; metropolitan roadways (e.g., alternate names, jurisdiction they are located, where jurisdiction changes, alternative routes available); agency-specific office practices & procedures* (e.g., Permitted Lane Closure, Active Work Zone Policy, TEM); safety practices (e.g., TIM, relative ORC sections, OMUTCD)*; software applications (e.g., ATMS*, SharePoint, mapping applications).

Skill in: Word processing; operation of telephone, computer, CCTV camera, MARCS.

Ability to: Apply principles to solve practical, everyday problems; interpret variety of instructions in written, oral, picture or schedule form; deal with many variables & determine specific action; add, subtract, multiply & divide whole numbers; maintain accurate records; assess questions & provide appropriate information or referral; gather, collate & classify data; handle sensitive inquiries from & contacts with officials & general public.

(*)Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
6 courses or 18 mos. trg. or exp. in advanced computer operations to include 1 course or 3 mos. trg. or exp. in business communications.

-Or 12 mos. exp. as a Traffic Management Center Operator 1, 52511.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
May witness unpleasant events (e.g., accidents involving injury/death) &/or experience circumstances that cause intense pressure; confined to work area for long periods of time; may work rotating shift; may be on-call 24 hours, 7 days per week.
JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Independently monitors performance & analyzes conditions of TSMO strategies (e.g., ATDM, variable speed limits, ramp metering, traffic signal coordination) in Statewide TMC, to ensure compliance with established state &/or local policies, industry standards, &/or ODOT procedures (e.g., relative ORC sections, OMUTCD, TEM, Permitted Lane Closure Policy, Active Work Zone Policy, Traffic Incident Management (TIM)) & safety of public (e.g., motorists, pedestrians, cyclists, roadside workers); monitors & properly implements/adjusts plans for various TSMO technologies (e.g., ITS, ATDM, signal systems, CV technologies) in response to real-time system conditions in order to manage & optimize traffic flow utilizing computer workstation, mapping applications, & specialty software (e.g., decision support tools, traffic signal management, ramp meter operations, ATMS); acts as lead worker (i.e., provides work direction & training) over lower-level Traffic Management Center Operators; explains policies & procedures as needed; prioritizes work & advises lower-level operators to reverse, clear, &/or update standard & custom messages; collects, collates, & verifies accuracy of mobility data (e.g., incident clearance, travel times, travel speeds, secondary crashes, other traffic incident management measures) utilizing various databases, business intelligence, & analytics software (e.g., BI Hummingbird, Tableau) to share & explain information to various data analysts, outside the TMC, to collectively optimize ODOT’s roadway system performance (e.g., safety, security, reliability, signal performance metrics); continuously monitors progress; works with other Traffic Management Center Operators to gather information (e.g., incident response, incident timeframes, communication logs, travel times, congestion) following major incidents & documents best practices, lessons learned, &/or opportunities for improvement; monitors network activity & data to ensure accuracy & timeliness of information sent to & from traffic control devices (e.g., ITS, ATDM, signal systems, CV technologies); works with technical support team (e.g., Traffic Engineers, IT staff, ITS maintenance staff) to evaluate, test & suggest changes (e.g., efficiency changes, feature enhancements) to various software systems that interact with TSMO technologies.

Performs lower-level Traffic Management Center Operator duties during adverse traffic conditions, as needed; attends staff meetings; reads publications; attends training to stay abreast of trends, regulations, improved practices & other topics related to TSMO.

MAJOR WORKER CHARACTERISTICS:
Knowledge of: English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; public relations; records management; business communications; cardinal directions; metropolitan roadways (e.g., alternate names, jurisdiction they are located, where jurisdiction changes, alternative routes available); agency-specific office practices & procedures* (e.g., Permitted Lane Closure, Active Work Zone Policy, TEM); safety practices* (e.g., TIM, relative ORC codes, OMUTCD); software applications (e.g., mapping applications, decision support tools*, traffic signal management, ramp meter operations*, ATMS).

Skill in: keyboarding; word processing; operation of telephone, computer, CCTV camera, MARCS.

Ability to: interpret variety of instructions in written, oral, picture or schedule form; define problems, collect data, establish facts & draw valid conclusions; deal with many variables & determine specific action; add, subtract, multiply & divide whole numbers; maintain accurate records; assess questions & provide appropriate information or referral; gather, collate & classify data; handle sensitive inquiries from & contacts with officials & general public.

(*)Developed after employment

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
30 mos. exp. working in a traffic management to include analyzing traffic patterns &/or managing real-time transportation or logistics systems.

-Or 12 mos. exp. as a Traffic Management Center Operator 2, 52512

-Or equivalent of Minimum Class Qualifications for Employment noted above.
TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
May witness unpleasant events (e.g., accidents involving injury/death) &/or experience circumstances that cause intense pressure; may be confined to work area for long periods of time; may work rotating shift; may be on-call 24 hours, 7 days per week.
Traffic Management Center Supervisor

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**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Oversees Statewide TMC operations for assigned shift & ensures they are conducted in accordance with established state &/or local policies, &/or ODOT procedures (e.g., relative ORC sections, OMUTCD, TEM, Permitted Lane Closure Policy, Active Work Zone Policy, Traffic Incident Management (TIM)); supervises assigned Traffic Management Center Operators (e.g., assigns & reviews work, evaluates employees, recommends or authorizes leave, and initiates or recommends disciplinary action, determines work schedules & coordinates employee shifts & overtime rosters) & oversees support staff; reviews & implements construction & monitoring plans for FMS components (e.g., CCTV cameras, DMS, DDMS, HAR, ramp metering, speed data, roadway sensors, & traffic signal systems); monitors traffic incidents where police & fire dispatched; provides training, technical advice, assistance & consultation to TMC Operators & FSP; serves as liaison between ODOT & partnering agencies/organizations (e.g., City of Columbus Police Department & Fire Department, towing & recovery companies) in order to manage traffic flow optimization; evaluates concerns/complaints from motoring public or other partners (e.g., Ohio State Highway Patrol (OSHP), towing companies, ODOT Districts) & works to find solutions to problems (e.g., safety issues pertaining to traffic flow optimization); implements long- & short-range, & agency-wide plans; projects staffing needs & develops & implements staffing plans for TMC; identifies & reports measures of effectiveness for TMC; directs contracted FSP operations; meets weekly with FSP contracted management to discuss ongoing operations & status of any programs &/or requests; coordinates with District work zone traffic managers to identify real time work zone traffic impacts; coordinates responses to large scale traffic incidents; coordinates with ODOT emergency operations (e.g., training, outreach) to develop & implement emergency response plans & coordinates resources for TIM & Emergency Management training; maintains close communication with ITS Engineers/Technicians; develops &/or maintains TMC Standard Operations manual; develops & presents or directs development & presentation of training develops plans to increase effectiveness of public information messages.

Serves as primary contact for public information requests & complaints submitted to TMC; handles after-hours calls (e.g., calls from Traffic Management Center Operators, calls forwarded from county garages, calls pertaining to tripped alarms (e.g., wrong-way driver & county garage alarms, bridge activity); provides recorded videos (e.g., accidents) to external entities (e.g., law enforcement); coordinates with local police departments & OSHP to schedule resources needed (e.g., portable signage) for special events to optimize traffic flow; evaluates equipment needs (e.g., tests computers, software, radios, ITS equipment), tracks, & maintains inventory count; makes recommendations to upper-level management &/or Traffic Engineers regarding equipment purchases or needs; reads publications & attends training to stay current on trends, new regulations, improved practices & other topics related to ITS/ TSMO; participates in periodic TIM meetings, Critical Incident Reviews & other TIM activities to share/explain TMC operations to various entities (e.g., FSP, local police, fire & Emergency Medical Services (EMS), local public agencies, Emergency Management Coordinator) & ensure appropriate interagency coordination.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of: Supervisory principles & techniques; English grammar & composition; arithmetic that includes addition, subtraction, multiplication & division; public relations; records management; business communications; cardinal directions; metropolitan roadways (e.g., alternate names, jurisdiction they are located, where jurisdiction changes, alternative routes available); agency-specific office practices & procedures (e.g., Permitted Lane Closure, Active Work Zone Policy, TEM); safety practices (e.g., TIM, relative ORC codes, OMUTCD); management, workforce planning; employee training development; supervision; software applications (e.g., ATMS*, traveler information website*, signal system software*, mapping applications),

Skill in: Word processing; operation of telephone, computer, CCTV camera, MARCS.

Ability to: Deal with problems involving several variables within familiar context; apply principles to solve practical, everyday problems; complete routine forms or records; assess questions & provide appropriate information or referral; gather, collate & classify data; resolve complaints from concerned citizens & government officials.

(*)Developed after employment
MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:
42 mos. trg. or exp. in transportation or incident management to include 12 mos. trg. or exp. in supervisory principles/techniques & public relations.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:
Not applicable.

UNUSUAL WORKING CONDITIONS:
May witness unpleasant events (e.g., accidents involving injury/death) &/or experience circumstances that cause intense pressure; may work rotating shift; may be on-call 24 hours, 7 days per week.