

Overview of Program Offices

21ST CENTURY OPERATIONS USING 21ST CENTURY TECHNOLOGIES

The Federal Highway Administration's (FHWA) Office of Operations provides national leadership for the management and operations of the surface transportation system. Operations consists of three program offices: Transportation Operations, Freight Management and Operations, and Transportation Management.

Each of the three program offices is responsible for a variety of program areas. The initiatives in these program areas serve to advance the operational practices and capabilities of State and local transportation agencies through policies and programs, training, and technology transfer initiatives. These programs are also in place to provide State and local transportation agencies with relevant products and services, as well as technical support and assistance.

The **Transportation Operations** program office supports activities to mitigate non-recurring congestion through aggressive management of temporary disruptions as well as consideration of public safety and security by preparing for emergency response. Specific programs include:

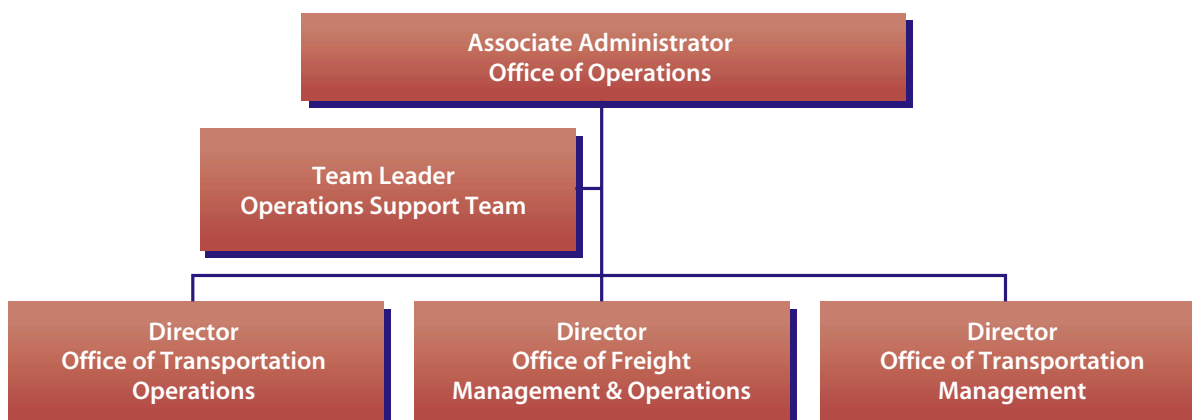
- Emergency Transportation Response
- Manual on Uniform Traffic Control Devices
- Road Weather Management
- Traffic Incident Management
- Work Zone Management

The **Freight Management and Operations** program office promotes efficient, seamless, and secure freight flows on the U.S. highway system, intermodal connectors, and across our borders. Specific programs include:

- Freight Analysis
- Freight Professional Development
- Vehicle Size and Weight
- Intermodal Freight Technology

The **Transportation Management** program office supports activities to improve day-to-day operation of the transportation system and to reduce recurring congestion through the development and implementation of new technologies and new procedures. Specific programs include:

- Arterial Management
- Operations Asset Management
- Regional Transportation Operations Collaboration and Coordination
- Performance Measurement
- Corridor Traffic Management
- Travel Demand Management
- Freeway Management
- Facilitating Integrated ITS Deployment
- Real Time Traveler Information
- Traffic Analysis Tools
- Special Events Traffic Management
- Congestion Mitigation



Reshaping traditional transportation organizations into “21st century operations agencies using 21st century technologies.”

FHWA has identified congestion as one of its “vital few” priority areas. To address this priority area, FHWA’s Office of Operations has recently launched an initiative to reduce highway congestion through better operation of the highway network. This initiative builds on the premise that we can do more to operate the transportation system so that it performs better to meet customer expectations, regardless of the demands placed on the system. Better operation of the transportation network is a viable and effective strategy to improve traffic flow and meet growing travel demands.

As better operations becomes a strategy more fully applied to transportation, it will require rethinking of how services are delivered to those who depend on the transportation system. Effectively addressing the congestion problem will hinge on the ability to reshape traditional transportation organizations into “21st century operations agencies using 21st century technologies”.

Now more than ever, the operations community is accepting the call to move from a dialogue on the issues of system mobility, reliability, and security, to promoting and supporting actions necessary to meet the challenges these issues present. The **National Transportation Operations Coalition** (NTOC) serves as an important foundation for institutionalizing management and operations into the transportation industry. This alliance of national associations, practitioners, and private sector groups represents the collective interests of stakeholders at State, local, and regional levels who have a wide range of experience in operations, planning, and public safety.

The program areas within the Office of Operations are helping to change the mindset of traditional transportation organizations by developing and implementing programs, training, and tools to support:

- National recognition of the importance of operations
- Institutional and regional change to enhance operations
- Advancements in 21st century operations

The *Operations Story* provides further information on what the Office of Operations is doing to support 21st century operations using 21st century technologies.

Operations Leadership and Contacts

The Program Offices and the Operations Support Team are led by the following Office Directors.

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The Office of Operations regular hours are 7:45 am – 4:15 pm Eastern Time, Monday through Friday. A toll-free “Help Line” has been established: (866) 367-7487.

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