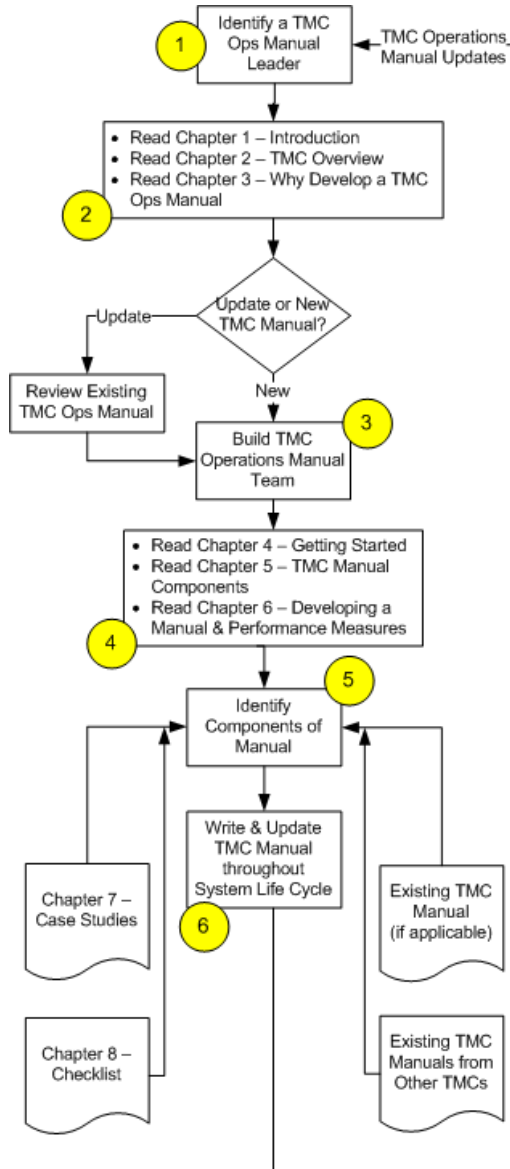
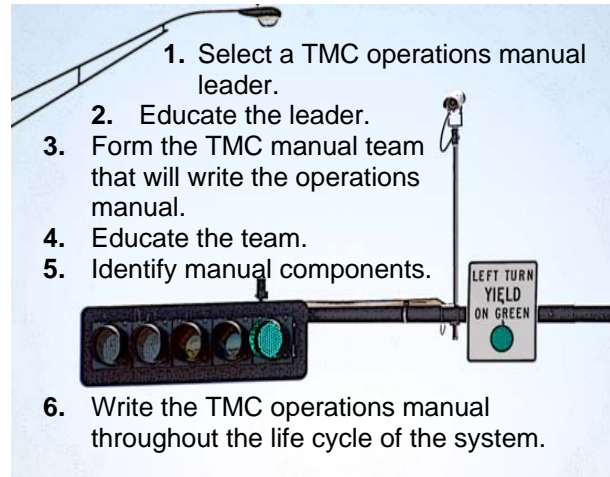


Process to Develop a TMC Operations Manual



See the back panel of this brochure for a description of the six major steps of this process.

Six Step Summary of Process to Develop a TMC Operations Manual



The purpose of a TMC operations manual is to formalize and document the policies, plans, procedures, and other support activities that are performed to achieve a TMC's mission, goals, and objectives.

For More Information

Visit the TMC Pooled-Fund Study website at

<http://tmc pfs.ops.fhwa.dot.gov/>

Call the FHWA Help Line toll-free
(866) 367-7487



U.S. Department
of Transportation
**Federal Highway
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Federal Highway Administration
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▶ Handbook for Developing a TMC Operations Manual



<http://tmc pfs.ops.fhwa.dot.gov/>





Why an Operations Manual?

Operations affect outcomes. With more effective operations, there is more effective system performance. An operations manual is a key tool in leveraging effective operations.

You wouldn't buy a high performance car or a stereo system without a manual.

So why operate a sophisticated transportation management system (TMS) without an up-to-date operations manual? But since every transportation management system is unique and infrastructure changes are a routine occurrence, the challenge of developing an up-to-date manual can be imposing.

Fortunately a number of TMS agencies banded together and wrote a handbook for developing a transportation management center (TMC) operations manual. Based on this extensive practitioner knowledge base the document has become a resource suggesting best practices.



Who's the Audience?

The audience for this *Handbook* includes the following types of agencies and personnel.

- Traffic management and transit management centers concerned with traffic signal control systems, freeway management systems, or multi-modal systems.
- Operators and dispatchers who work in a TMC.
- Managers and technical staff who interface with a TMC and need to know its scope, resources, and procedures.

Key Aspects of a TMC Manual

A successful operations manual must satisfy a number of needs. In some cases the requirement is for quick response to pressing activities. Therefore, it is important to include sections that contain emergency contact numbers and control room emergency procedures.

In other cases the need is to communicate policies and concepts of operations to the operations staff. These topics provide the framework for effective management of the system and identify the roles of interagency cooperation.

Other sections of the manual describe the physical characteristics of the system and field infrastructure so that TMC operators and field staff are able to work cooperatively to repair system outages.

Another portion can identify daily operational practices so that staffing can be planned, citizen service requests can be handled, and building security can be maintained.

Other sections describe procedures for operating the systems and equipment to effectively respond to incidents and congestion. For example details can be provided for displaying messages on dynamic message signs, exchanging data with information service providers, and posting information to the Internet.



How Does the Handbook Work?

The *Handbook* leverages existing products that have been developed for TMCs. These resources include a *TMC Business Planning and Plans Handbook* and a guide for *Developing and Using Concept of Operations in Transportation Management Systems*. The *Handbook* stresses key strategies such as using a team approach, educating the TMC manual team, developing a TMC manual throughout the system life cycle, and documenting the transportation management center's concept of operations prior to writing the TMC manual.

The *Handbook* then guides a user in the development of a TMC operations manual using a sample outline linked to key resources. The *Handbook* leverages existing products that have been developed for TMCs including those sponsored by the TMC Pooled-Fund Study Team.

Case Studies and References

The *Handbook* provides two case studies from real-world transportation management centers and also supplies links to other references.

How Do I Get the Handbook?

The *Handbook* is available at the TMC Pooled-Fund Study website at <http://tmcps.ops.fhwa.dot.gov/>. Other resources include a PowerPoint presentation of key *Handbook* topics, a fact sheet, and a primer describing the *Handbook*.