Traffic Operations Program Monitor (Transportation Program Monitor II)
TDOT Headquarters
Location: Nashville, TN
Compensation: $3710.00 to $5938.00 monthly

Overview

The Tennessee Department of Transportation is currently hiring a full-time Traffic Operations Program Monitor (Transportation Program Monitor II) professional for our Headquarters location in Davidson County.

The Traffic Operations Division is a Headquarters work unit that establishes policy and procedure, design of capital improvement projects, and provides technical support to Regional TDOT staff. The Traffic Operations Division is responsible for the following operations:

- Management of Traffic Management Center (TMC) & Traffic Incident Management (TIM) programs
- Transportation system performance monitoring and reporting
- Establishing TMC, TIM, & Traffic Engineering guidelines and procedures
- Manage TDOT wireless radio network
- Review of national best practices for Transportation Management & Operations (TSM&O) and emerging technology such as Connected and Autonomous Vehicles
- Support the communication, coordination, and collaboration between Headquarters and Regional offices Research, management, and deployment of ITS projects
- Prepare ITS designs and support deployment of ITS infrastructure.
- ITS Architectures and System Engineering Analysis
- Provide Traffic Engineering legal support for TDOT/State Government (State Traffic Engineer)
- Perform traffic engineering studies (including traffic simulation and analysis)
- Prepare traffic signal, roadway lighting, and roadway signage designs
- Manage state Logo and Tourist Oriented Directional Signs (TODS) programs
- Motorist Information Systems management & support (Tennessee Smart-way, 511, Twitter)

Responsibilities

This position is responsible for the support of Regional Traffic Management Centers, HELP and Incident Management Programs, Traveler Information System and other transportation projects. Regional TMCs are actively involved in planning, organizing, and coordination of traffic operations activities on Tennessee's roadway

network. The TMCs are the 24/7 central hub in traffic incident response and information dissemination through the TDOT SmartWay system for their Region. TMC personnel continuously monitor live traffic cameras and sensor data to report and respond to traffic conditions and incidents. Operators dispatch TDOT first response units and coordinate with other responding agencies to support the quick clearance of roadway incidents.

TMO Program Operations
- Provide continuous improvement support to Regional TMC, HELP, TIM, Traveler Information and ITS Communication programs
- Continually improve communication/coordination/collaboration between Traffic Operations Division and Regions
- Assist in scheduling meetings, creating agendas, and tracking and completing action items
- Take ownership in projects as assigned by management, regularly provide status updates to supervisors, and maintain progress according to project schedule

SmartWay Central Software
- Become proficient in SWCS operations, act as subject matter expert to assist in TMC training and problem solving
- Assist in monitoring software performance, and coordinate meetings between consultant and District personnel when solutions or upgrades are needed
- Document District needs and requirements as resource to be voice of the Districts during development

Traveler Information System
- Ensures accuracy of information by performing daily checks on the 511 system
- Work with TMC and Districts to correct any entries
- Assist in management of vendor contract, review invoices for accuracy
- Monitor system performance and act as POC with the vendor for any issues
- Produce Quarterly Report measuring Tennessee 511 usage
- Make recommendations on improvements to delivering motorist information
- Develop best practice report in anticipation of future needs

ITS Communications Support
- Oversight of communications training for TMC Dispatchers and HELP Operators, assist in periodic drills to ensure all users are proficient at backup radio resources
- Analysis of communications usage/trends in the TMC's, research and identify current usages and trends in the TMCs, i.e., external actions that impact communications, changes in how communications resources are being used)

Yellow DOT Program
- As requested, organize and present at events highlighting Yellow DOT program and assisting in registration efforts
- Monitor ordering supplies, maintain inventory of materials, and send to requestors as available
- Maintain comprehensive and regularly updated list of enrollment sites and receivers of requested materials

Performance Reporting
- Compile data and metrics, and reconcile data for monthly results, analytics, and other projects and outside partner reporting cycles
- Review Regional performance measures and provide guidance and suggestions on operations improvements
- Examine existing performance measures, determine key measures for operations and for management, develop regional reporting plan for statewide trends
- Pursue the use of performance reporting methods to communicate operations activities to various audiences: executive leadership, TMC leadership, stakeholders, the public, etc.

SWCS District Software Solution
- Coordinate meetings between consultant and District personnel
- Document District needs and requirements as resource to be voice of the Districts during development

Training of TOD supplied Software and Applications
- Develops and reassesses format of training annually
- Provides training at least once a year or when needed
- Updates monthly records of personnel training
- Develop T3 programs where needed for efficiency

Coordinates distribution of video for stakeholder and media
- Manage Contracts and MOU, updating as needed
- Access management

Coordinate Division efforts in use of social media
- Performs weekly quality control checks for social media accounts
- Produces monthly report on social media accounts tracking followers and engagements
- Review construction reports weekly for info to be distributed via social media
- Assesses other DOTs semi-annually for best twitter practices that might be used by TDOT
- Keep abreast of latest technology in delivering motorist info via social media and provide a quarterly report to manager

Customer Comments
- Research and respond to public comments within Community Relations Division guidelines.
- Track and document emails recording issues