

## Who we are:

TDOT is a multimodal agency with responsibilities in aviation, public transit, waterways, railroads, and cycling and walking.

The Department of Transportation (TDOT) has close to 4,100 employees statewide with regional facilities in Knoxville, Chattanooga, Nashville, and Jackson. TDOT's headquarters is located in downtown Nashville.

## What we do:

The Tennessee Department of Transportation (TDOT) provides citizens and travelers of Tennessee with one of the best transportation systems in the country.

**For more information on this position please see job specification link:**

<https://agency.governmentjobs.com/tennessee/default.cfm?action=viewclassspec&classSpecID=99977&viewOnly=yes>



## Transportation Manager 1/Statewide TIM Coordinator

Traffic Operations Division

Location: Nashville, TN

Compensation: \$5,483 - \$8,722 per month

### Overview

The Tennessee Department of Transportation is currently hiring a full-time **Statewide Traffic Incident Management (TIM) Coordinator** in the Traffic Operations Division 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 oversight of the HELP and Incident Management Programs and other transportation projects. This position also supports the Incident Management function within the Regional Traffic Management Centers. 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 HELP units and coordinate with other responding agencies to support the quick clearance of roadway incidents.

### **Traffic Incident Management (TIM) Program**

- Provide continuous support and leadership for Regional Traffic Incident Management Team Meetings
- Provide guidance and resources as a Subject Matter Expert on national TIM best practices to support the Region TIM Programs for next generation TIM
- Coordinate with the THP, the Regional TMC Managers, and other statewide TIM stakeholders to coordinate and schedule the Statewide TIM Steering Committee. Create agenda and post meeting action plan
- Provide continuous improvement support to Regional HELP, TIM, and TMC 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

### **Quick Clearance Memorandum of Understanding**

- Foster support for the Statewide Quick Clearance MOUs by contacting Stakeholders and partner agencies and help facilitate and ensure the signing and tracking of MOUs
- Provide support and leadership to the Region TIM and HELP Programs to manage the Quick Clearance MOU portion of the program
- Identify existing MOUs and support outreach to First Responder partner agencies.
- Outreach for these will be part of ongoing support for TIM Teams
- Create material to show changes between previous and new MOU
- Create and maintain tracking system for MOUs statewide
- Progress will be tracked and shared with Regions

### **Statewide TIM and HELP Training**

- Update and manage the State of the Program report on TIM Training
- Manage the Statewide HELP Training Academy
- Provide guidance and resources as a Subject Matter Expert on national TIM Training
- Facilitate ongoing development and improvement of all aspects of TIM Training: 4-hr SHRP2 TIM Training, TIM Train the Training, Advanced TIM Training, Region HOT Training
- Coordinate with Regions on a regular basis on training needs and scheduling
- Manage tracking/reporting of training sessions, attendees, and trainers
- Additional Continuing Training – Seek opportunities to keep field ops at their best
- Maintain tracking system for HELP Training documentation and record keeping

### **HELP Program**

- Maintain HELP Statewide Truck and Equipment Database - Statewide method to track existing HELP truck units to track inventory, performance, and life cycles.

- Work with General Services and the Regions for tracking of HELP vehicles through the procurement process
- Coordinate and schedule regular HELP Equipment Committee meetings; Create an action plan and complete follow up on items raised
- Continue efforts on the HELP Training Update and Documentation; provide schedule for completion and rollout with regular progress reports
- HELP Operator Training Documentation- Compile required training status for HELP program operators; work with TDOT Training for an online repository solution
- Prepare monthly, quarterly and annual reports detailing HELP Operations, Statewide TIM Training performance statistics for both Regional Operation staff and TDOT leadership.
- Coordinate with the Transportation Management Office team to develop topic items and disseminate an agenda for the quarterly and annual meetings; Create and prioritize an action plan with a time frame to address issues or suggestions raised during each of the sessions
- Provide weekly updates at TMO Staff Meetings on HELP and TIM Programs, escalating issues as needed including scheduled project meetings
- Become proficient in SWCS operations, act as subject matter expert to assist in TIM / HELP elements of TMC training and problem solving
- Assist in monitoring software performance to support TMCs