

ITS Operation Support Contracts

Principal Investigators: Raman Patel, Hualiang Teng, Polytechnic University

The purpose of this project was to develop an Intelligent Transportation Systems (ITS) operational support and contract implementation plan for NJDOT's two Transportation Operations Centers (TOCs). The project was initiated to review the current operations and maintenance practices of the NJDOT and further investigate the best practices of other states' TOCs to develop recommendations for the Research Project Selection and Implementation Panel (RPSIP). The recommendations stated in this report define requirements and approaches to provide support for ITS TOC technical personnel, either through staffing guidance and/or contracts, so that the ITS will operate at peak efficiency.

This project began with a simple hypothesis: a better maintenance plan for ITS systems and devices, and reduced downtime in TOCs for network, hardware, and software made possible by better system administration will allow the NJDOT to achieve peak efficiency at both TOCs. The project took the approach that there are a significant number of successful TOCs in other states that have faced similar challenges and were able to devise plans to improve their operational efficiency.



Towards that end, the first step was taken to investigate the operational support issues facing the NJDOT TOCs, followed by the examination of the practices of other states' TOCs. An extensive literature review was conducted and the information collected (through surveys and site visits) was synthesized about current practices of other states' TOCs.

22 specific recommendations were made to NJDOT in three categories: Policy, Staffing, and Operational Support. The project concluded that providing TOC managers with operational support in the following three critical areas -- system administration; network management; and ITS inventory, parts and equipment management -- would improve the system's technical performance and overall operational efficiency. In addition, it is recommended that each TOC add a team of three additional positions (system administrator, a network system technician, and a purchasing assistant).

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