

# Long Island City, NY

## Joint Transportation Management Center (JTMC)

For over 15 years, Kapsch TrafficCom has stood as the consultant for the New York State Department of Transportation (NYSDOT), overseeing the regional operation of the Advanced Traffic Management System (ATMS) and Intelligent Transportation System (ITS) at the Joint Transportation Management Center (JTMC) located within the heart of New York City. Our expertise stretches beyond managing the extensive State-owned arterial system spanning 110 miles, encompassing a network of over 300 Closed-Circuit Television (CCTV) cameras and 100 Variable Message Signs (VMS) across all five boroughs of this highly congested metropolis.

***Kapsch state-of-the-art systems for traffic monitoring, road user protection and emergency measures are safe, efficient and sustainable.***

In close collaboration with key stakeholders such as the New York City Department of Transportation (NYCDOT), the New York City Police Department (NYPD) and the Federal Highway Administration (FHWA), our team diligently monitors and coordinates the activities of 4 tunnels, 13 major bridges and 15 critical highways and parkways within the city.

At JTMC, our accomplished team adeptly manages an impressive volume of over 30,000 planned and unplanned incidents each year, all transpiring within the city's streets, parkways and highways. These incidents range from a simple fender-bender to a potential cascading incident able to effectively paralyze the regional transportation network and the communities that depend on it.



Our team possesses a remarkable skill set that enables them to perform at peak levels 24 hours a day, 7 days a week, whether it involves gathering precise data or swiftly issuing accurate notifications within tight timeframes, irrespective of the nature of the incident. To keep the city that never sleeps moving, our team is highly adept at working through New York City's complex transportation system interoperability. For most of our staff, managing some of the busiest stretches of roadway in the country, and arguably the world, is just another day at the office.

The data we systematically collect serves a dual purpose of not only providing the basis for analyzing traffic patterns but also facilitating the prediction of traffic conditions. This information, in turn, aids in the continuous enhancement of the efficiency and effectiveness of our operations.

Through a range of effective methodologies, we consistently embody world-class operations standards at JTMC. Our team members are meticulously trained through Kapsch University, federally-sponsored training courses from agencies such as

the FHWA and FEMA, and various other knowledge-driven initiatives directed by the leadership team.

Our commitment to excellence is realized through the provision of superior service, meticulous training of our operations personnel tailored to the unique demands of each TMC, and the infusion of valuable insights into the data and information we amass. Kapsch TrafficCom is laser-focused on delivering unparalleled value to each Transportation Management Center (TMC) that we oversee in the United States and JTMC is an integral part of this intricate network.

### Project Scope:

- Five-year contract - three years guaranteed with two one-year extensions
- 40 staff members working around the clock at the JTMC, which includes Operators, Construction Coordinator, Surface Transportation Controller, Special Incident Coordinator, Shift Managers and System Administrators/Analysts
- After-action incident summary of major incidents that affect the roadway
- Periodic Performance Measures Reporting and Analytics
- Field Technicians patrolling the city's highways and parkways 24/7/365
- Coordination with other transportation and emergency management agencies within and outside the city

### The Challenges:

- Maintaining a fully staffed roster during challenging times (i.e. Adverse Weather Conditions, COVID-19)
- Managing JTMC and Field resources to work as one coordinated group
- Being able to work remotely upon the request of the client

### The Solution:

- Creative, focused recruiting to remaining fully staffed
  - Dedicated staff to attract and hire flexible, detail-oriented, hard-working individuals with winning personalities
  - Full off-site backup TMC
  - Cross-trained staff ensures seamless backup coverage
- Encourage transparency to ensure all-inclusive communication via monthly meetings
- Regular check-ins with staff establishing a dynamic and coordinated team
- Employee development initiatives aimed towards individual professional growth empowering each staff member to reach their full potential, correspondingly leading to "top-talent" retention
- Cross-trained staff minimizes operational disruptions when unforeseen staffing challenges occur (i.e. time offs, familial issues, sick, extended leave)
- Meticulous collection, review and analyzation of all transportation incident-related information and data in the New York City area



### The Added Value

- Enhanced insight into actionable traffic data
- Real world information-driven decision-making processes
- Thorough understanding of regional interdependencies foster a more comprehensive situational awareness

## **Kapsch TrafficCom**

**Kapsch TrafficCom** is a globally renowned provider of transportation solutions for sustainable mobility with successful projects in more than 50 countries. Innovative solutions in the application fields of tolling, tolling services, traffic management and demand management contribute to a healthy world without congestion.

With one-stop-shop solutions, the company covers the entire value chain of customers, from components to design and implementation to the operation of systems.

Kapsch TrafficCom, headquartered in Vienna, has subsidiaries and branches in more than 25 countries and is listed in the Prime Market segment of the Vienna Stock Exchange (ticker symbol: KTCG). In its 2022/23 financial year, about 4,000 employees generated revenues of EUR 553 million.

**>>> [www.kapsch.net](http://www.kapsch.net)**

**Visit us on:**

