Operations as a service
1. Is there a need for new models to provide TMC operations?
2. What does “as a Service” mean?
3. What does “Operations” mean?
4. Possible benefits of an Operations as a Service model in Traffic Management Centers
Is there a need to re-think how operations are provided?

- New sources of data inputs to TMCs are emerging
- Meaningful improvements in safety and mobility is needed
- Increased resources for operations are always a challenge

Traffic Management Centers: Challenges, Best Practices, and Future Plans
https://trid.trb.org/view/1474448
Is there a need to re-think how operations are provided?

- Q28. Contract or privatized operations and maintenance are likely to be increasingly adopted by TMCs, as it relieves the needs to acquire and maintain staff with the required skills (please choose only one).

Traffic Management Centers: Challenges, Best Practices, and Future Plans
https://trid.trb.org/view/1474448
What do we mean by “as a Service?”

The core idea behind Anything as a Service business models is that businesses can cut costs and get specific kinds of personal resources by purchasing services from providers on a subscription basis.
The Pizza as a Service Model
Operations as a Service
“as a Service” in this presentation means a purchasing operations services within a single contract for a monthly subscription fee, which leads to the second part of the definition…
Operations: TSMO systems and staffing within a Freeway TMC

**INCLUDED**
- **CORE**
  - TMC Operators
  - ATMS SaaS
    - Admin & Maint
  - Data Management
  - Reporting/Analysis
- **DESIRABLE**
  - ATMS Operating Environment
  - ATIS
  - Video Management
  - Road Closure
  - Dispatching

**OPTIONAL**
- Asset Management
- Subscription Data

**EXCLUDED**
- Motorist Assist Patrol
- ITS Device Installation and Maintenance
- Field Communications
Examples of Combined Operations & Software Outsourcing in TMCs

- Bridgeport, CT
- I-81 Corridor
- Virginia Statewide Outsourcing

Is outsourcing sufficient? Why take the extra step of Operations as a Service?
Outsourcing versus as a Service

Outsourcing
- Manage day to day
  - TMC staffing
  - Systems project delivery
- Payment based on hours worked for operations and features delivered for systems
- Rigid contract timeframes
- More control of process

as a Service
- Define and monitor operations service levels and performance measures
- Pay for outcomes
  - Subscription payments start when services are rendered
- More flexible subscription time frames
- Less risk of paying without results
Benefits

• Better use of DOT staff – allow DOT to focus on core business
• Reduced effort managing multiple contracts
• Reduced life cycle costs for TMC operations and systems
• Eliminates problems with poorly aligned job classifications with traditional agency positions
• Leverage broader knowledge base – Operations vendor has financial incentive to draw on national and international experience to improve efficiency
• Potential use non-DOT buildings
• Simplified HR processes
• Increase efficiency
• Reduce risk
Potential Drawbacks

- Management
- Quality Control
- Budget Allocation
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THANK YOU
• Q27. What additional types of staff resources (or staff knowledge and skills) are needed to support your TMC’s missions in light of the emerging technology and information applications? Question 27 asks each agency on the expected staff and skill needs in supporting TMC operations from new technology and tools perspective. The common needs identified by the TMCs include:
  - IT related skills, such as network/database management
  - System engineering, in system integration, maintenance and operations
  - ITS design and traffic engineering
  - Additional staff for more coverage/capacity
  - Training and continuing education, including, new technology training, network hardware training, systems training from vendors
  - Funding
We use “as a Service” stuff every day