



***County of Nassau, State of New York  
Traffic Management Center  
Westbury, New York***

**Operations Plan**

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# ***Traffic Management Center Operations Plan***

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## **1 INTRODUCTION**

The Nassau County Traffic Management Center (TMC) is located within the Public Works building at 1194 Prospect Avenue, Westbury, New York and is the central point for coordinating County-wide traffic management and incident response, as well as for the collection and dissemination of traveler information to be shared with the New York State Department of Transportation (NYSDOT), Nassau County Police Department (PDCN), Nassau County Office of Emergency Management (NCOEM), TRANSCOM and local media agencies.

### **1.1 MISSION STATEMENT**

It is the mission of the Traffic Management Center to improve the safety and mobility of people and goods movement throughout the Nassau County area through the sharing of partner agency resources, deployment of advanced technologies, multi-agency cooperation, and system integration in a concerted fashion to maximize the efficiency of the transportation network.

### **1.2 TMC HISTORY**

The concept of Traffic Management in Nassau County dates back to 1972 when Public Works was commissioned to design and construct the first-generation traffic signal central computer system, field communications, and field telemetry units with connectivity to 108 signalized intersections in order to improve coordination along five County arterials. The current fourth generation traffic signal central computer located in the TMC maintains a connection to over 1000 of the County's 1700 traffic signals.

### **1.3 TMC OVERSIGHT AND MANAGEMENT**

Management of the TMC operations will be under the oversight of the Department of Public Works (DPW) Commissioner. Operations staff will be under direct supervision of the Director of Operations. If warranted, the Director may be provided with a Deputy Director to assist with day-to-day operations and to manage the TMC Operations staff.

The TMC shall have a Director of Operations, a Nassau County DPW employee along with Systems Operations personnel (DPW or consultant staff). The Director of Operations shall be responsible for the daily operations of the TMC, and is responsible for directing TMC Operations in managing incidents, special events, and emergencies. The Director of Operations will have primary control of the TMC systems which will be used to manage the transportation network. It will be the responsibility of the Director of Operations to provide proper guidance and direction to the TMC system operators to ensure that all objectives are met and that the operations of the TMC are in accordance with this TMC Operation Plan.

Operations personnel will assist the Director of Operations with the daily management of the TMC. Director of Operations will meet regularly with engineering staff to review the TMC Operations Plan and make modifications as necessary to improve the overall operation. Primary responsibilities of the Systems Operations staff will include assisting with the coordination of incidents with County-wide impacts, coordinating traffic management with New York State DOT, Nassau County Police, and Nassau County OEM personnel.

The focus of the TMC is devoted to:

- Promote safety and mobility within the transportation network in Nassau County
- Enhancing, improving, and upgrading the TMC Copper and Fiber Optic Communications network
- Promoting information sharing between various public safety and transportation agencies
- Integrating the functionality of various stand-alone operations and communication systems
- Integrating new Advanced Traffic Management Systems including various traffic management devices such as CCTV cameras, Variable Message Signs (VMS), and other traffic incident management tools
- Implementing other ITS-related improvements through Capital projects

#### **1.4 CONCEPT OF OPERATIONS SUMMARY**

The TMC acts as the nerve center for seamless traffic management, incident management and for disseminating information related to planned and unplanned incidents impacting the transportation network in the Nassau County area.

There are four agencies that provide resources, information, and coordination for the TMC:

- The New York State Department of Transportation, Region 10 INFORM
- The Nassau County Road Maintenance Unit
- The Nassau County Police Department
- The Nassau County Emergency Management Office

The four agencies are actively engaged, both singularly to meet their respective agency goals and jointly to provide effective inter-agency coordination, in performing three major functions at the TMC: Traffic Management, Incident Management, and Information Sharing and Dissemination.

##### **1.4.1 Traffic Management**

The TMC is equipped with the following ATMS (Advanced Transportation Management Systems) that allow for interagency resource and information coordination.

- Siemens ACTRA is the primary traffic signal control and information dissemination system. There are three components to the ACTRA platform:
  - Field Communications: the TMC communicates to traffic signals, video cameras, and proposed variable message signs with an Ethernet platform using a mixture of copper and fiber optic cable.
  - Incident alerting and logging: based on previously determined thresholds, the ACTRA system detects, reacts, alerts, and logs any incidents that may occur along our network of County roads. This allows the TMC Operator on duty to view and react to situations in the field.

- Video Wall: A graphical interface with street level detail that displays resources within Nassau County such as traffic camera video displays, traffic signal status, and vehicle detector speed data polled from various locations.
- Video Control System: Nassau County has deployed the first phase of a multi phase rollout of over a hundred CCTV camera locations for arterial incident management throughout Nassau County. Resources can be shared internally and externally to various agencies and outlets using common video access software. The interoperability between different agencies will allow camera views to be displayed within the TMC and at several other locations simultaneously. The video control system also provides the ability to receive and display traffic video feeds from other outside agencies as well as the ability to monitor broadcast television stations for breaking news and traffic information.
- Variable Message Signs (VMS): Approximately 50 VMS have been slated for installation at specific areas of interest to alert the public to ongoing incidents as well as planned events or public service information.
- Detector Data: Several hundred vehicle detectors have been deployed on arterials and secondary streets within Nassau County. Data collected by these detectors is distributed to the TMC central computer for active traffic management and planning purposes.

Additional Traffic Management Data and Software Programs planned for the TMC:

- Destination Time Information System, a program in conjunction with *TRANSCOM* that uses detector data (EZpass) to compute travel times between multiple locations and post those times to changeable fixed location message signs in multiple areas in Nassau County.
- Regional Architecture, a *TRANSCOM* managed program that integrates member agency ITS information for electronic sharing of information among tri-state agency operations centers
- IRVN (Interagency Remote Video Network): a *TRANSCOM* managed program that enables member agencies to share several hundred CCTV feeds throughout the Long Island and New York City Region
- SMS (Signal Management System), the Nassau County Traffic Signal Maintenance System designed to maximize the efficiency of traffic operations, signal maintenance, and traffic engineering support.

By utilizing each of these systems in a coordinated effort, the TMC is able to execute efficient plans for moving people, goods, and services throughout Nassau County and affect a response in a way that benefits the public by providing timely response to incidents, and accurate information regarding delays and event information.

#### **1.4.2 Incident Management**

Nassau County is committed to the goal of proactive incident management for planned and unplanned events. Coordination among the agencies is essential to ensure the actions follow

local, State, and Federal Incident Management guidelines (CIMS, SIMS, NIMS) and established protocols for incident management of both planned and unplanned events.

The stages of incident management recognized by the TMC as essential to providing a coordinated incident management response are Detection, Verification, Evaluation, Response, and finally Clearance.

Detection of an incident can be performed through on-scene personnel, another agency or TMC, utilization of ITS resources, monitoring of multimedia broadcasts, or through delivery by public inquiry (911 and Firecom). TMC staff monitors the County's Fire and Police radio communications bands to ensure early identification of roadway incidents.

Verification of an incident can be obtained through the same sources defined under Detection but only by achieving a set level of confidence in the detection system, usually requiring an "eyes-on" verification.

Continuous Evaluation and Response evaluation of the incident through effective internal and external (PD, FD, Media) agency communication in order to determine the level of response. Each agency has a different level of response as provided in their agency standard operating procedures.

PDCN response to an incident would normally include verifying a Patrol or Highway unit or other appropriate police resource is responding to the scene of the incident, the coordination for additional emergency or specialized services (Fire / EMS), the temporary blocking of lanes to provide safety to those involved in and responding to the incident, the dispatching of authorized tow services, and following-up by maintaining communications with on-scene personnel.

NCDPW response to an incident would be two fold, and would normally include the dispatch of services to investigate and make emergency repairs to parts of the physical roadway or utility equipment at the location, to effect cleanup of a debris or liquid spill or coordinate with other agencies for the removal of debris or liquid spills. The Traffic Management Center's actions would normally include the coordination of personnel to inspect traffic signals at the location and coordination of the overall ITS operations response for the TMC including the posting of messages to VMS and other ITS resources.

NCOEM initial contact would be made for notification only. NCOEM personnel would monitor the situation and if the incident progressed would make the determination as to their involvement and dispatch Emergency Management personnel to the scene as needed.

Clearance is where agencies follow existing protocols and technical standards for removing, vehicles or equipment damaged in an incident and reopen all travel lanes to their pre-incident state.



TMC Operations vehicles and personnel shall be equipped with all the necessary two-way radio communications equipment to facilitate efficient communications between other incident management agencies such as fire, police, OEM, tow agencies, help trucks, contractors and DPW. The ability to communicate directly with these other agencies on designated interoperability frequencies shall be completed in compliance with the National Incident Management System.

TMC Operations vehicles and personnel shall be equipped with the appropriate equipment to allow access to the internet and TMC network while traveling throughout the County.

For unplanned events, all stages of incident management are followed; however, the delegation of repair and emergency responders would be re-evaluated depending on the situation. Planned events such as short and long term construction, parades, festivals, and sporting events often have pre-defined response plans for managing delays and unexpected circumstances that may arise. The TMC will review and update plans as the situation requires.

#### **1.4.3 Information Sharing and Dissemination**

The internal and external distribution of information received by personnel from TMC partner agencies is essential to providing an effective platform for coordinated traffic and incident management. The reporting of information occurs on multiple levels, between outside agencies and internally within Nassau County.

Typical information obtained during the course of traffic or incident management of planned or unplanned events includes:

- Incident location, type, and details affecting the roadway network
- Details related to road construction advisories
- Alternate routes
- Traffic conditions and travel times
- Traffic data: vehicle counts, speed, and classifications
- Special event information
- Weather information and roadway conditions
- Historical traffic data

Nassau County TMC personnel handle specific levels of information reporting, some examples are as follows:

The receipt, compilation, and distribution of weekly NCDPW construction closure information is reviewed and disseminated amongst other agencies, partners, and the motoring public.

For incident-specific reporting, data is obtained by following the stages of incident management for unplanned events, or gathered via telecommunications notification or engineering documents for planned events. The TMC will also notify appropriate levels of upper level and executive management within their departments to provide each agency with as much information necessary depending on the severity or impact of the event.

Additional information sharing and dissemination occurs with members of the media as well as through the Nassau County website. Information is also disseminated through calls received by the TMC from “traffic reporting companies” that provide real-time traffic information to radio and television stations. The communication of such information is distributed in a timely and accurate manner in order to provide the most accurate and appropriate information for motorists to make an informed decision.

## **1.5 OPERATIONS PLAN**

This document is a detailed-level gathering of operational procedures and maintenance-related items created and promulgated for the Nassau County Traffic Management Center. This Operations Plan is a living document. When policies and procedures change over time, this document will be updated. All procedures contained in this document have been reviewed and sanctioned by Nassau County Traffic Engineering and the Commissioner of Public Works. Additional procedures are referenced in the User Manuals for the various systems utilized within the TMC. This document is to be treated as a guide and a tool. If circumstances arise outside the parameters of this document, the Director of Operations’ experience and judgment will allow for solutions to unexpected issues that may involve extenuating circumstances.

### **1.5.1 TMC Operations Plan Change Protocol**

Procedures and facility-related items that pertain to the TMC will change over time. Any new procedure created or existing procedure changed will be documented and presented to the Traffic Engineering staff and the Commissioner of Public Works for review before final acceptance into the TMC Operations Plan.

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## **2 TRAFFIC MANAGEMENT CENTER OPERATIONS**

### **2.1 HOURS OF OPERATION**

The Traffic Management Center is open and operational 13 hours a day, from 6am to 7pm, weekdays. Upon notification of a planned event scheduled to occur during non-operational hours, it will be the decision of the Director of Operations whether to assign operations personnel to the TMC during the planned event.

### **2.2 STAFFING AND RESPONSIBILITIES**

An organizational chart of TMC partner agencies is provided in the Appendix Section. Changes to this document will be reflected and dated as the change occurs.

### **2.3 TRAINING**

Operations staff will be provided training to conduct assigned duties. The Director of Operations will be responsible for scheduling the training and will ensure appropriate staff attends the required and authorized training. Individuals who desire additional training should approach their supervisor for authorization and approval. Participating partners and their staff will receive comprehensive training on the operations of any and all appropriate software so that they are fully capable of accessing, viewing, and utilizing all available system components of the TMC.

### **2.4 INCIDENT MANAGEMENT**

TMC operations personnel shall detect, verify, evaluate, and respond to incidents in a timely manner. An appropriate and adequate response time is essential for traffic control and the expedient clearance of incidents. This does not preclude other agencies from recognizing incidents outside of their individual resources and, if necessary, initiating and following the additional steps of incident management. When an incident is verified and the estimated impact on traffic determined, TMC personnel will manage the incident, taking appropriate actions with regard to assistance and notification until the incident is cleared. It is understood that NCDPW is not a first responder for incidents within Nassau County, but will provide assistance to the respective first responder agency at the request of the said agency.

For any incident, the following stages of incident management are recognized by the TMC in accordance with local, State, and Federal Incident Management guidelines (CIMS, SIMS, NIMS). The stages of incident management are listed in order below.

- Detection The initial phase of incident management. Detection can be recorded using any of the following resources:
  - On-Scene Personnel. Where an authorized agency or other valued source is on scene of the incident.

- Other Agency or TMC. Where a regional transportation agency or other Transportation Management Center is reporting the incident following notification protocols.
- ITS Resource. Where an authorized agency utilizes the ITS resources at its disposal to record the incident. These resources could be, but are not limited to CCTV networks, radar, loop, and classification detectors as well as the TRANSMIT system.
- Multimedia Broadcast. Where an area media company (television station, radio station, or website) is reporting the information.
- Public Inquiry. Where phone calls from the public, inquiries from traffic reporting agencies or other organizations are received by TMC personnel.
- Verification. Verification of an incident allows for the confirmation of location and incident specific data as well as initial impact on travel in the area. The verification process may be attributed to the resources listed under Detection following a confirmed level of confidence in the information provided.
- Evaluation & Response. Evaluation of an incident should be constant as incidents and their impact to traffic are subject to change during the incident. TMC Partners will refer to their individual SOP's for response to an incident and gauge their response according to the continual evaluation process. For coordination purposes, the evaluation and response for every incident will always include notification of other TMC Partners.
- Clearance. Clearance of an incident will also follow individual agency SOP's. Clearance for TMC partner agencies shall include the deactivation of ITS resources (VMS, Signal Timing Modifications, diversion plans, etc) as well as final notification to management and agency officials.

## **2.5 TRAFFIC MONITORING**

The basic concept of traffic monitoring relates to monitoring the roadway system via CCTV image viewing; traffic flow detector monitoring using all available TMC software, taking phone calls, or interacting with outside agencies or parties (e.g. TRANSCOM, NYSDOT Regions 10 and 11, Nassau Police, and Fire agencies, etc). Operations staff will monitor systems and take appropriate action once an incident is detected or based on the needs of traffic management for special events.

### **2.5.1 Use of Closed Circuit Television (CCTV) Cameras**

Nassau County DPW has deployed CCTV cameras in various locations throughout the County. These cameras are used to provide images for incident management only. Unauthorized use of CCTV software, hardware, and images are strictly prohibited. Nassau County DPW is responsible for the maintenance and repair of CCTV field devices and systems.

### **2.5.2 TMC Video Wall**

The TMC video wall will be used as a tool to view a large amount of information within one room. Recognizing the difficulty in monitoring every camera at all times, CCTV's with active incidents in view will be prominently displayed on the video wall for monitoring until the conclusion of the incident. As the system has the capability to arrange feeds in multiple ways, TMC personnel will utilize the various functions of the system to best monitor changing conditions, including video sequencing and corridor monitoring plans during known problem times.

### **2.5.3 Individual Console Monitors**

In addition to the TMC Video Wall, camera images may be brought up on console monitors for a closer more detailed look at an incident, or to monitor a specific location.

### **2.5.4 Video Management System Guidelines**

There will be standardized video wall configurations (monitors showing specific "choke points", major interchanges, etc) for each commuting corridor. Images on the video wall and on individual TMC personnel workstation monitors will be configured to allow for optimal viewing of area roadways. Configurations will be regularly reviewed and revised to adapt to changes in traffic patterns or changes in roadway design. Configurations of CCTV images on the video wall will be devised to monitor resources effectively by accommodating various factors (rush hour travel direction, incident based, special event start and end times, etc).

### **2.5.5 CCTV Video Distribution to the Media**

Several media organizations will have the capability to receive CCTV video feeds from the TMC. The existing CCTV equipment will allow for this connection; however additional equipment and communications media arrangements will need to be made in order to actually transfer video feeds to the requesting media agency.

### **2.5.6 CCTV Video Distribution to Regional Agency Websites**

The TMC will have the capability to distribute CCTV images to multiple regional agencies in order to provide for regional incident management. In certain cases, those images are re-broadcasting our image via the individual agency's website.

## **2.6 PROPOSED USE OF VARIABLE MESSAGE SIGNS (VMS)**

Traffic Engineering personnel have proposed plans and funding sources for the installation of Variable Message Signs (VMS) in various locations across Nassau County. The use of all VMS, fixed location, and portable signs assigned to the TMC will allow operations personnel to provide timely, reliable, accurate, and relevant information with regard to area traffic conditions. Unauthorized use of VMS software and hardware will be strictly prohibited.

## **2.7 USE OF ROADWAY DETECTOR DATA**

Nassau County has installed roadway detectors throughout the County to monitor multiple factors including average speed, volume, and lane occupancy. The information received from these detectors is routed into the TMC and used for active incident management and planning purposes. Unauthorized use of detector software, hardware, and information is strictly prohibited.

## **2.8 SPECIAL EVENT PLANNING**

The definition of “Special Events” shall include, but is not limited to: parades, festivals, holiday celebrations, sporting events, large scale events, and national or international dignitary visits. TMC personnel will establish a plan, in accordance with our existing operating procedures, to address traffic concerns and/or issues during these planned events.

## **2.9 CONSTRUCTION INFORMATION COORDINATION**

The compilation and distribution of construction information is handled by TMC Operations staff. Information gathered will be disseminated to the appropriate agencies with potential impact from the construction recorded. This information is also used to assist field personnel in recognizing compliance issues.

## **2.10 TMC SAFETY AND SECURITY**

In order to gain access to the Traffic Management Center, one must gain access to three security checkpoints. Checkpoint 1 – Gated parking lot: Only those with proper credentials will be permitted to access the parking area. Checkpoint 2 – Receptionist Area: In order to gain access to Public Works, you must be an authorized visitor, or have a key card for entry. Checkpoint 3 – TNC: This door remains locked. In order to gain access to the TMC, you either need to possess a key, or be given access to the TMC by one of the operators.

Access to the TMC is limited to Operations and Management staff, as well as Commissioner’s senior staff. All others must request permission and be authorized for entry.

### **2.10.1 Building Threats / Evacuations / Homeland Security**

Staff should exit the building using the south stairwell and assemble quickly in the western portion of the parking lot. Supervisors are responsible for the accountability of their staff. Nassau Police will take the lead on all evacuation activities and will remain in the building at the discretion of the ranking officer on duty. See evacuation plan in the appendix section.

### **2.10.2 Fire Drill**

Fire Drills will be scheduled and conducted in accordance with Nassau County Public Security policy and procedures. Staff should exit the building using the south stairwell and assemble quickly in the western portion of the parking lot. Employees should only take personal items related to immediate safety such as coats and jackets when leaving the building. However, in the event of an actual emergency, personnel will be directed to leave without delay. See evacuation plan in the appendix section.

### **2.10.3 Fire**

The procedure utilized for fire drills shall apply to actual fire evacuations. Personnel identifying fire or smoke in the TMC must call the Westbury Fire Department at 516-334-7924.

### **2.10.4 Medical Emergency**

In the case of a medical emergency within the TMC, personnel should immediately bring it to the attention of the supervisor on duty. In cases where emergency transport services are required, 911 will be contacted without delay.

#### **2.10.5 Localized Power Failure**

The TMC is equipped with Uninterruptible Power Supplies (UPS) which should activate immediately in the event of a catastrophic power failure. Emergency power generation units should activate within 8 to 10 seconds following the loss of power. All issues involving electrical service and maintenance are to be managed by the Nassau County Facilities Electrician unit. Regular power-fail tests will be run in order to ensure all back-up equipment is functioning properly.

#### **2.10.6 Generator Procedure**

Testing of the back-up generator is performed by Nassau County Facilities staff. All the required scheduled maintenance will be the responsibility of Nassau County Facilities staff. In the event of a power failure, the Nassau County Electrical Unit will be summoned in order to make the back-up generator operational. In the event immediate maintenance is required for power back-up systems, the facilities help desk should be called.

#### **2.10.7 Bomb or Security Threats**

Bomb threats or similar threats to the staff and/or facility will be handled by calling 911 and evacuating the building. See evacuation plan in the appendix section.

#### **2.10.8 Severe Weather, Major Power Failure, or Other County-Wide Emergency**

In the event of severe weather, major power failure, or other County-wide emergency in the Nassau County area, the TMC's mandate is to remain operational, so as to make its resources fully available to all agencies coordinating the response to the emergency. If necessary, additional staffing both in the TMC and in the field will be requested by the Director of Operations.

#### **2.10.9 Data / Information Security**

Any data or information that is generated or received from any other agencies via the phone, fax, or e-mail is to be considered confidential. Generally acceptable information that can be provided to outside groups includes location, direction of travel, incident type, and estimated impact. Questions regarding this procedure should be directed to the Director of Operations for clarification. The policies regarding use, distribution, and sale of information and revenues received will be developed in accordance with State and Federal laws and applicable State and County laws, rules, regulations, and guidelines. Any instances where confidential information was provided to an unauthorized person or agency will be followed up on by the Director of Operations in accordance with Public Works procedures for disciplinary action and where appropriate, civil and criminal charges may be filed.

### **2.11 TELEPHONE CALL ETIQUETTE AND NOTIFICATION PROCEDURES**

The Nassau TMC will continue to utilize County telecommunications equipment including phone and fax systems. All existing County communication policies for these systems will be followed. Any failure or maintenance issues will be handled by Nassau County Facilities. All problems should be reported to the facilities help desk. Operators will speak clearly and respectfully and will identify themselves using their assigned operator number immediately when picking up the phone. This assigned operator number will be used for identification purposes in logging and record keeping, and is an easy way to identify operators over the phone.

## **2.12 CONTACT WITH THE MEDIA, THE PUBLIC, AND OTHER AGENCIES**

The objective of the TMC is to gather traffic information, conduct data analysis, and determine the actions required to coordinate response to incidents in the most expeditious and efficient manner possible. Third parties, such as traffic service organizations, may request access to the operating systems managed at the TMC, all such requests will be directed to the Director of Operations for review and approval. Any media notifications for planned events should be done at least 24 hours prior to the planned event.

### **2.12.1 FOIL Requests**

The Freedom of Information Law pertains to the public's right to government records. Any New York State or municipal department, board, bureau, division, commission, committee, public authority, public corporation, council, office, or other governmental entity performing a governmental or proprietary function is subject to the Law. All FOIL requests that come into the TMC should be forwarded to Public Works Administration at 516-571-9600.

## **2.13 PERSONNEL ISSUE MANAGEMENT**

Operational or personal issues (e.g.: air conditioning temperature controls, levels of lighting in the TMC, etc) that develop between individuals shall be handled immediately and at the lowest management level possible. This means that the involved parties should try to resolve issues amongst themselves, except if they involve some kind of discrimination or criminality. Issues that remain unsettled should be immediately reported to the next level of supervision and if they are still not resolved, sent to the Director of Operations for resolution without delay. If a resolution is not reached, the Director of Operations should notify the Commissioner's Office in a timely manner to that a resolution can be expedited. All personnel should adhere to the Nassau County code of conduct.

## **2.14 SMOKING POLICY**

Smoking is not permitted within any Nassau County building.

## **2.15 DRUG-FREE WORKPLACE**

Nassau County offices are drug-free. Personnel are expected to remain alert during their shifts at all times. No employee shall arrive at the work place under the influence of alcohol or any controlled or over-the-counter drug that will impact his or her performance. Failure to follow this procedure will result in disciplinary action, such as: suspension, loss of pay, and/or termination. Nassau County code of conduct policies will be strictly adhered to at all times.

## **2.16 HARASSMENT**

Any form of harassment will not be tolerated within the TMC. Sexual harassment is a form of discrimination in the United States that violates Title VII of the Civil Rights Act of 1964. Allegations of harassment between employees will be reported to the Director of Operations, except where prohibited by law and in compliance with respective EEO guidelines. Nassau County Sexual Harassment policy will be strictly adhered to at all times.



## **2.17 UNIFORM AND DRESS CODE**

The appropriate dress code for TMC personnel is business-casual or agency-approved uniform during shifts that cover business hours (9:00 a.m. to 4:45 p.m.). Torn jeans, shorts or t-shirts are allowed. Other acceptable articles include collared shirts or sweaters. Ties are optional. Footwear should follow the business casual rule as well, with no sneakers, sandals, or other unprofessional footwear allowed. During non-business hours, the dress code can be relaxed according to agency regulations, allowing clean, neat dress jeans, while the rest of the rules still apply. Hair and beards should be neatly trimmed and appropriate for an office setting. Special requests may be made for operators to adhere to business-hour rules during off-peak hours if a VIP is visiting or a tour is arranged.

## **2.18 MEAL BREAKS**

No meals are allowed within the TMC. Beverages are permitted in spill proof cups. Each Operator will have a designated break time for meal. Except during declared emergencies (major incidents, etc.), it is expected that the staff members take their breaks in designated areas.

## **2.19 VISITOR AND TOUR PROCEDURE**

Any requests for visitation or tours will require authorization from the Director of Operations. One day's advanced warning for group visitation is required.

## **2.20 KITCHEN AREA**

The kitchen area, kitchen appliances, and supplies provided are for the use DPW staff. Personnel are expected to clean up after themselves following meal breaks and return all items to their proper place following use. Refrigerators are also available for the storage of food.

## **2.21 RESTROOMS**

Restrooms are located on the second floor of the DPW building near the south stairwell. Additional restrooms are available on the second floor in the north end of the building.

## **2.22 CLEANING SERVICES**

It is the responsibility of all TMC personnel to keep the TMC neat and clean. Operator workstations, peripheral equipment area, and server room will be kept clean and neat at all times. Cleaning supplies and vacuums are available for TMC operations personnel. All work or cleaning conducted in the TMC will be coordinated with minimal disruption to operations. No cleaning or maintenance will be conducted while large scale incidents are being handled. Facilities staff will be responsible for cleaning and maintaining the bathrooms and kitchen area.

### **2.22.1 Advertising**

Messages advertising a product, service, campaign, or political party are prohibited. Messages for special events should be designed such that advertising is not embedded in the messages. This includes VMS, video, website, and other ITS systems that disseminate information to the public.

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## **3 TRAFFIC MANAGEMENT CENTER SYSTEMS**

### **3.1 BUILDING AND FACILITY-RELATED SYSTEMS**

#### **3.1.1 Location**

TMC is housed on the second floor of the Nassau County Public Works building in Westbury, New York. This building's office space is used primarily by DPW engineering staff and Nassau County Police and Fire Communications.

#### **3.1.2 Layout**

See the plan view of the control center for location of equipment, etc. Plan layout is provided in the appendix section of this document

#### **3.1.3 Power Source**

Long Island Power Authority (LIPA) provides the primary and secondary source of electric power for the TMC. The power enables the normal operation of the building, building equipment, and equipment installed in the field. The primary source is defined as the Westbury power grid, and the secondary power source is defined as the Hicksville power grid. In the event of a failure of the Westbury LIPA grid, a transfer switch automatically changes the power source to the Hicksville LIPA grid. Tertiary power to the building is supplied via 3 redundant diesel backup generators located at the north end of the building. The utilization of the generator should have no impact on operations, provided there is an adequate amount of fuel for the generators stored in an underground tank. Any emergency work on the generator must be performed by and only by qualified personnel. Nassau County will provide and maintain diesel fuel for the backup generators, based on the need in an emergency situation. There are no secondary power sources for field devices. When power is lost to a field device, TMC operators will follow existing procedures for reporting technical outages and coordinate with the signal maintenance contractor for troubleshooting.

#### **3.1.4 TMC Facility Service Agreements**

Service agreements are in place for specific facility systems and equipment. A listing of the agreements, the vendors responsible for maintenance and support, and contact numbers is provided in the "Facility Service Agreements" section of the appendix.

#### **3.1.5 Air Conditioning**

The TMC has a primary and secondary heating/cooling system. The primary system (Liebert) is a 15-ton unit that forces air into the raised floor for uniform heating/cooling within the TMC and the computer/server room. In the event the Liebert fails, a back-up 15-ton Trane unit mounted on the roof automatically activates and maintains temperature for the TMC and the server room. Temperatures for both rooms are set at 70° F and 40% humidity.

#### **3.1.6 Communications Systems**

Data communications for the TMC consist of fiber optic cable, twisted pair-copper, Ethernet cable modem, and analog telephone lines. If there is a failure with the fiber optic cable or the twisted-pair copper, our "On-Call" communications contractor will be notified. If a failure with the cable modem occurs, Cablevision of Long Island will be notified. If a failure of the analog phone lines occur, Nassau County facilities help desk will be notified.

Voice communications for the TMC consist of MA/Com dispatch consoles for emergency responder agencies, analog telephone lines, and cellular telephone units. In addition, operators in the TMC monitor Police and Fire communications using radio frequency scanners. As with data communication lines, if voice channels fail, the agency specific vendor or the County's Facilities unit will be contacted for repair.

### **3.1.7 Cable Television**

Cablevision of Long Island is the cable television provider for the Center. Television service is provided for viewing weather, traffic and news channels, for operational use, and coordination only. The Director of Operations will determine which channels will be viewed. Under no circumstances will inappropriate programs be allowed to be displayed in the TMC.

## **3.2 SIEMENS ACTRA HARDWARE AND SOFTWARE-RELATED ITEMS**

All hardware/software connected to the Siemens ACTRA system is for the exclusive use of the Nassau County TMC in conducting traffic surveillance and ITS related work. Limited resources, such as video, are accessible to *TRANSCOM*, various media outlets, and also on the Internet. Use of TMC or other equipment (including computers, internet, phone, etc.) not related to the Traffic Management Center shall not be allowed.

No unauthorized software or hardware shall be connected to or installed on any of the TMC's equipment. Authorization for installation of this hardware/software must come through the TMC Director of Operations. Technical repairs of Nassau County installed field ITS resources are currently accomplished under a multi-year Traffic Signal Maintenance and Communications contract.

Technical repair of field ITS resources is accomplished by a combination of in-house maintenance contractors and outside contractors.

Each workstation on the Ops Floor will have multiple monitors with access to all ITS controlled at the TMC. All equipment shall be issued with the appropriate user manual. Detailed explanations of the systems to be used are available through training programs as they are scheduled. TMC operators are responsible for checking that all equipment is working properly and must report malfunctions to the Director of Operations.

### **3.2.1 TMC Software and Hardware Routine Maintenance**

With multiple operating systems serving specific purposes at the TMC, it is critical to understand and document any changes (either planned or unplanned) that may be performed. The TMC operations contractor, through coordination with the Director of Operations, will be responsible for coordinating with all ITS consultants and TMC personnel to ensure accurate records are kept of any software or hardware changes. Routine equipment maintenance will be conducted so that operations are not impacted during the management of incidents. System maintenance, support, and general building maintenance activities will be scheduled in advance and will occur during non-critical operational periods.

### **3.2.2 TMC Software and Hardware Modifications**

Over time, it is anticipated that software and hardware systems within the TMC will need to be modified or upgraded. Any system changes will need to be coordinated in advance and receive

the approval of the Director of Operations. Any modifications or upgrades should be scheduled for off-peak time periods so as to not impact any systems during critical periods.

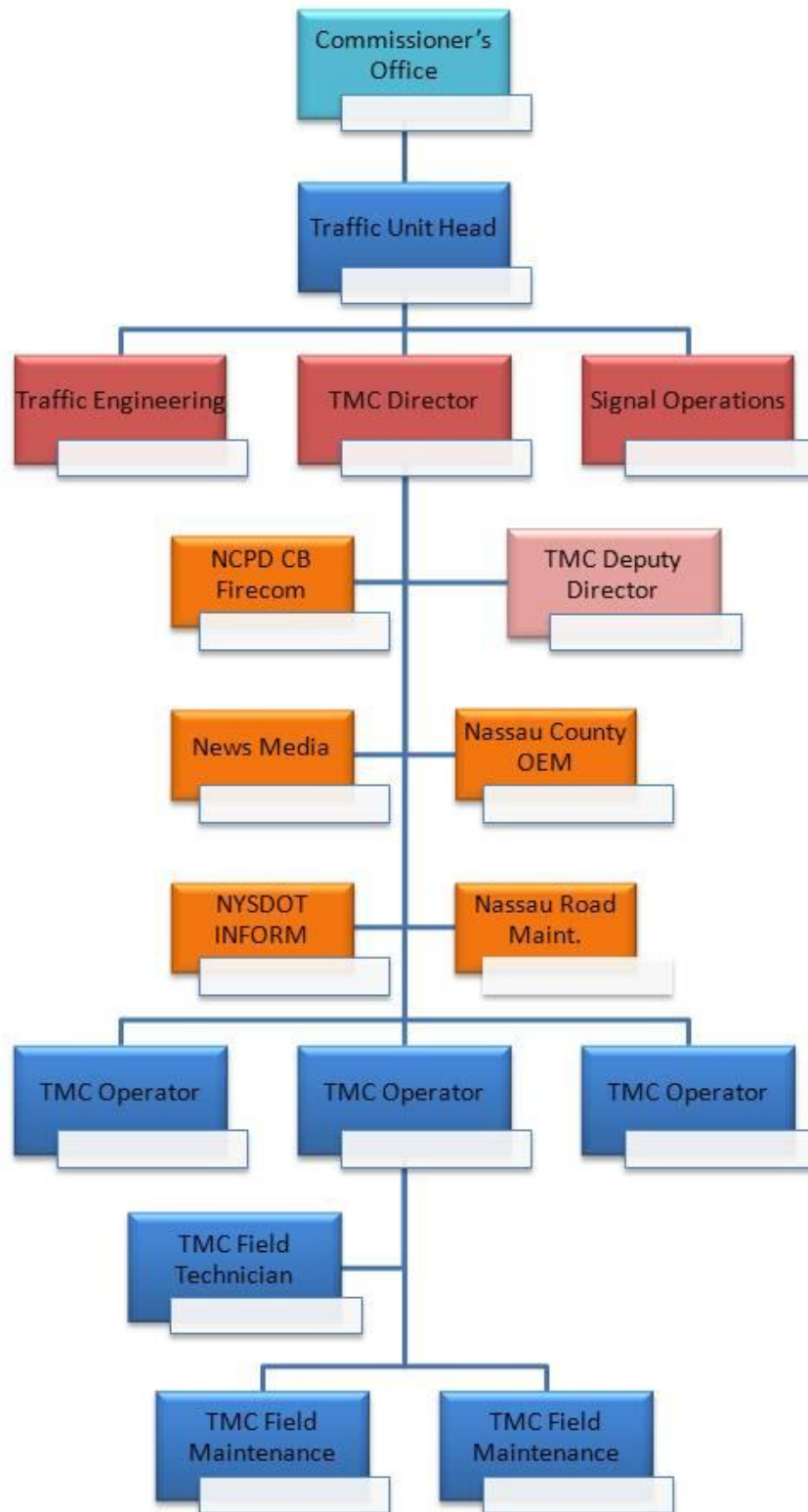
### **3.2.3 Emergency TMC Software and Hardware Issues**

Nassau County maintains contracts with on-call support teams available to sustain operations in case of an emergency. Emergency software or hardware issues should be reported to the Director of Operations to determine if the issue can wait until a scheduled appointment can be made or if an emergency call needs to be placed to the appropriate technical support team.

### **3.2.4 TMC Software and Hardware Notifications**

In the event of any planned or unplanned downtime, TMC personnel will be notified (verbally, electronically, or in memo form).

## **APPENDIX A: TMC STAFFING AND ORGANIZATION CHART**



## **APPENDIX B: INCIDENT-RELATED PROTOCOLS**

Disabled Vehicle – If the TMC operator identifies a disabled vehicle in the roadway or on the shoulder, they shall:

- Notify the appropriate Law Enforcement agency according to the Police jurisdiction map

Auto Accident – If the TMC operator identifies an auto accident they shall:

- Notify the appropriate Law Enforcement agency according to the Police jurisdiction map
- Notify the appropriate Fire Department agency according to the Fire District map

Wires in the Roadway – If the TMC operator identifies downed utility poles or wires in the roadway they shall:

- Notify the appropriate Law Enforcement agency according to the Police jurisdiction map
- Notify the appropriate Fire Department agency according to the Fire District map

*Police and Fire agencies will notify the appropriate utility from scene for incident response*

Trees or Limbs in the Roadway – If the TMC operator identifies trees or limbs in the roadway they shall:

- Notify the appropriate Law Enforcement agency according to the Police jurisdiction map
- Notify the appropriate road maintenance agency according to the Road Maintenance jurisdiction map

Roadway Deficiency – If the TMC operator identifies a roadway surface defect such as pot hole that is causing a traffic back-up, they shall:

- Notify the appropriate Law Enforcement agency according to the Police jurisdiction map
- Notify the appropriate road maintenance agency according to the Road Maintenance jurisdiction map

Debris or Spill in the Roadway – If the TMC operator identifies trees or limbs in the roadway they shall:

- Notify the appropriate Law Enforcement agency according to the Police jurisdiction map
- Notify the appropriate road maintenance agency according to the Road Maintenance jurisdiction map for any debris in the roadway
- Notify the appropriate Fire Department agency according to the Fire District map for any type of spill in the roadway

#### Request for Temporary Traffic Signals:

- *Planned Event* – The TMC Operator will record all the information (type of event, date, time, location, agency requesting) and forward the request to the TMC Director
- *Unplanned Event* - TMC Operator shall notify the Director or Deputy Director who will assign the appropriate personnel in order to comply with the request

#### Request for Portable VMS Trailers:

- *Planned Event* – The TMC Operator will record all the information (type of event, date, time, location, agency requesting) and forward the request to the TMC Director
- *Unplanned Event* - TMC Operator shall notify the Director or Deputy Director who will assign the appropriate personnel in order to comply with the request

#### Request for Generator Trailer:

- *Planned Event* – The TMC Operator will record all the information (type of event, date, time, location, agency requesting) and forward the request to the TMC Director
- *Unplanned Event* - TMC Operator shall notify the Director or Deputy Director who will assign the appropriate personnel in order to comply with the request

#### Request for Incident Management Trailer:

- *Planned Event* – The TMC Operator will record all the information (type of event, date, time, location, agency requesting) and forward the request to the TMC Director
- *Unplanned Event* - TMC Operator shall notify the Director or Deputy Director who will assign the appropriate personnel in order to comply with the request

#### Request for Portable Highway Radio Trailers:

- *Planned Event* – The TMC Operator will record all the information (type of event, date, time, location, agency requesting) and forward the request to the TMC Director
- *Unplanned Event* - TMC Operator shall notify the Director or Deputy Director who will assign the appropriate personnel in order to comply with the request

#### Request for Portable Traffic Camera Trailers:

- *Planned Event* – The TMC Operator will record all the information (type of event, date, time, location, agency requesting) and forward the request to the TMC Director
- *Unplanned Event* - TMC Operator shall notify the Director or Deputy Director who will assign the appropriate personnel in order to comply with the request

## **APPENDIX C: FACILITY RELATED PROTOCOLS**

**Field Communications Failure** – The TMC operator shall notify the County’s On-Call communications contractor for response.

**Tele-Communications Failure** – The TMC operator shall notify the County’s Facility Help Desk at 572-HELP (4357). In the event of a County digital Phone system failure, the TMC operators shall use the hard-wired back-up telephones located on the console desk until the County’s digital phone system is repaired.

**Primary HVAC Failure** – The TMC operator shall notify the County’s Facility Help Desk at 572-HELP (4357). The TMC operator should verify that the back-up HVAC unit was activated when the primary unit failed.

**Secondary HVAC Failure** – In the event the secondary HVAC unit also fails, the TMC operator shall open the doors to the Server room to allow for ventilation. In the event the room temperature reaches 85 degrees Fahrenheit, the TMC operator will start shutting down “Non-Essential” server equipment to reduce the heat load.

**Server/Computer Technical Assistance Issues** – If the TMC operator experiences a computer problem that they can’t rectify, they are to first notify the TMC Director and Deputy Director. If there is no response from either, then the operator shall notify the County’s On-Call communications contractor for response.

**Catastrophic TMC Electrical Failure** – In the event the primary, secondary power feeds, and the primary and secondary back-up generators fail, the TMC will operate on UPS Battery power for approximately 20 minutes. The TMC operator shall notify LIPA of the power loss @ 631-755-6400

**Field Device Power Failure** – The TMC operator shall notify LIPA of the power loss @ 631-755-6400

**Smoke or Fire Condition** – TMC operator shall evacuate the building in accordance with the evacuation plan and notify Westbury Fire Department at 334-7924.

**Water Leak** – The TMC operator shall notify the County’s Facility Help Desk at 572-HELP (4357).

**Building Deficiency** – The TMC operator shall notify the County’s Facility Help Desk at 572-HELP (4357) for any and all building issues that require maintenance or repair.

*Any of the conditions above will require the TMC operator to send a text message out to the TMC Director and Deputy Director for their information.*



## **APPENDIX D: TMC SECURITY PLAN**

During both hours of operation and non-operation, the door to the Traffic Management Center must remain locked at all times.

Access to the Traffic Management Center is limited to TMC Operations and Maintenance staff and Commissioners senior staff. All other personnel must request permission and be authorized for entry.

Visitors – Any requests for visitation or tours for non-County personnel will require authorization from the Director of Operations at least one day in advance of the visit.

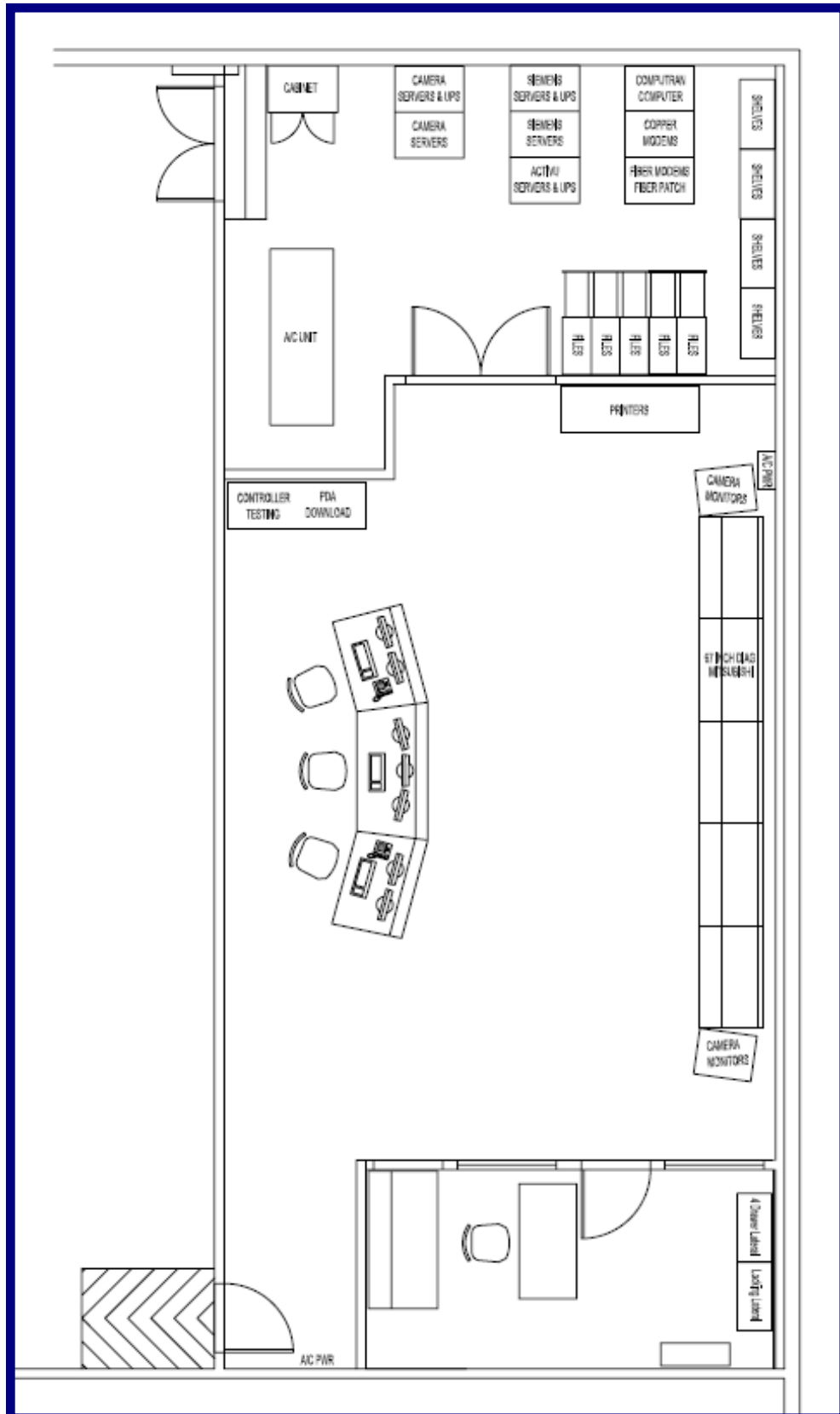
Fire – TMC operators and other personnel will evacuate the building in accordance with the building evacuation policy, and contact Westbury Fire Department at 334-7924.

Medical Emergency – TMC personnel should immediately bring the problem to the attention of the supervisor on duty. In cases where emergency transport services are required, 911 will be contacted without delay.

Bomb or Security Threats – Bomb threats or similar threats (chemical or biological agent release) to staff and/or the facility will be handled by calling 911 and evacuating the building in accordance with the building evacuation policy.

If any other safety-related incident occurs, the TMC operator or other TMC staff shall take appropriate action, evacuate when necessary, and notify the appropriate agency to respond to the incident in question.

## APPENDIX E: TMC FLOOR PLAN



## **APPENDIX F: FACILITY SERVICE AGREEMENTS**

1. Air Conditioning – Nassau County Facilities Unit @ 572-HELP (4357)
2. Electrical – Nassau County Facilities Unit @ 572-HELP (4357)
3. Field Communications – Welsbach Electric Corp of LI @ 516-454-0023
4. Tele-Communications – Nassau County Facilities Unit @ 572-HELP (4357)
5. Traffic Signal Maintenance - Welsbach Electric Corp of LI @ 516-454-0023
6. Server/Computer Technical – Welsbach Electric Corp of LI @ 516-454-0023

## **APPENDIX G: TMC EMERGENCY TELEPHONE CONTACTS**

### **POLICE DEPARTMENTS**

#### **Nassau Police**

EMERGENCY	911
Main Switchboard	3-7000
Public Information	3-7135
First Precinct	3-6100
Second Precinct	3-6200
Third Precinct	3-6300
Fourth Precinct	3-6400
Fifth Precinct	3-6500
Sixth Precinct	3-6600
Seventh Precinct	3-6700
Eighth Precinct	3-6800
Aviation	3-4000
Highway Patrol	3-8210
Emergency Services	3-3333
CB Supervisor	3-7606

#### **Village Police**

Floral Park	326-6400
Freeport	378-0700
Garden City	465-4100
Glen Cove	676-1000
Hempstead	483-6200
Lake Success	482-4600
Long Beach	431-1800
Lynbrook	599-3300
Oyster Bay Cove	922-6363
Rockville Centre	766-1500

#### **NYPD**

NYC 911 System	212-999-2222
NYPD Switchboard	646-610-5000

#### **Suffolk Police**

Suffolk 911 System	631-852-6454
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#### **NYS Police**

NYS Troopers	631-756-3300
NYS Park Police	631-669-2500
LIRR MTA Police	718-558-3300

## FIRE DEPARTMENTS

Albertson Fire Department  
Emergency – 742-3300

Baldwin Fire Department  
Emergency – 223-0066

Bayville Fire Company  
Emergency – 742-3300

Bellerose Fire Department  
Emergency – 742-3300

Bellerose Terrace Fire Department  
Emergency – 742-3300

Bellmore Fire Department  
Emergency – 783-6600

Bethpage Fire Department  
Emergency – 931-0666

Carle Place Fire Department  
Emergency – 742-3300

East Meadow Fire Department  
Emergency – 542-0576

East Norwich Fire Company  
Emergency – 742-3300

East Rockaway Fire Department  
Emergency – 599-4400

East Williston Fire Department  
Emergency – 742-3300

Elmont Fire Department  
Emergency – 742-3300

Farmingdale Fire Department  
Emergency – 249-0700

Floral Park Centre Fire Dept.  
Emergency – 742-3300

Floral Park Fire Department  
Emergency – 742-3300

Franklin Square & Munson FD  
Emergency – 742-3300

Freeport Fire Department  
Emergency – 378-0400

Garden City Fire Department  
Emergency – 746-2800

Garden City Park Fire Department  
Emergency – 742-3300

Glen Cove Fire Department  
Emergency – 671-3437

Glenwood Fire Company  
Emergency – 742-3300

Great Neck Alert Fire Company  
Emergency – 487-7000

Great Neck Vigilant Fire Company  
Emergency – 482-5000

Hempstead Fire Department  
Emergency – 486-0012

Hewlett Fire Department  
Emergency – 374-1600

Hicksville Fire Department  
Emergency – 931-0026

Inwood Fire Department  
Emergency – 239-4700

Island Park Fire Department  
Emergency – 431-1213

Jericho Fire Department  
Emergency – 931-0898

Lakeview Fire Department  
Emergency – 785-2222

Lawrence-Cedarhurst Fire Dept.  
Emergency – 569-4411

Levittown Fire Department  
Emergency – 731-4110

Locust Valley Fire Department  
Emergency – 671-2600

Long Beach Fire Department  
Emergency – 889-7800

Lynbrook Fire Department  
Emergency – 599-4600

Malverne Fire Department  
Emergency – 742-3300

Manhasset-Lakeville Fire Department  
Emergency – 466-4411

Massapequa Fire Department  
Emergency – 798-0040

Meadowmere Park Fire Department  
Emergency – 742-3300

Merrick Fire Department  
Emergency – 221-7044

Mineola Fire Department  
Emergency – 742-3300

New Hyde Park Fire Department  
Emergency – 742-3300

North Bellmore Fire Department  
Emergency – 781-9200

North Massapequa Fire Department  
Emergency – 931-1366

North Merrick Fire Department  
Emergency – 221-1500

Oceanside Fire Department  
Emergency – 766-0245

Oyster Bay Atlantic Steamer Fire Co.  
Emergency – 742-3300

Oyster Bay Company No 1  
Emergency – 742-3300

Plainview Fire Department  
Emergency – 938-2727

Plandome Fire Department  
Emergency – 742-3300

Point Lookout-Lido Fire Dept.  
Emergency – 742-3300

Port Washington Fire Department  
Emergency – 742-3300

Rockville Centre Fire Department  
Emergency – 766-0400

Roosevelt Fire Department  
Emergency – 742-3300

Roslyn Highlands Fire Company  
Emergency – 742-3300

Roslyn Rescue Fire Company  
Emergency – 742-3300

Seaford Fire Department  
Emergency – 221-4300

South Farmingdale Fire Department  
Emergency – 742-3300

South Floral Park Fire Department  
Emergency – 742-3300

South Hempstead Fire Department  
Emergency – 486-1064

Stewart Manor Fire Department  
Emergency – 742-3300

Syosset Fire Department  
Emergency – 921-0000

Uniondale Fire Department  
Emergency – 742-3300

Valley Stream Fire Department  
Emergency – 742-3300

Wantagh Fire Department  
Emergency – 785-0215

West Hempstead Fire Department  
Emergency – 742-3300

Westbury Fire Department  
Emergency – 334-7924

Williston Park Fire Department  
Emergency – 742-3300

Woodmere Fire Department  
Emergency – 374-2000

## MISCALENEOUS

### **Suffolk County**

Fire Communications 631-924-5252

### **New York City**

Fire Communications 212-999-2222

### **Public Safety**

Nassau County 2-0300  
794-5882

Town of Hempstead 538-1900

Town of Oyster Bay 677-5350

### **Highway Departments**

Nassau County 1-6935

NYSDOT 631-904-3050

Town of Hempstead 546-0912

Town of Oyster Bay

Town of N Hempstead

### **Emergency Management**

Nassau County OEM 3-0636

3-7055

SEMO Region 1 631-952-6322

518-292-2200

### **INFORM**

NYSDOT INFORM 631-904-3050

NYSDOT Signals 631-724-4040

### **Utilities**

LIPA Emergency 631-755-6400

Keyspan Emergency 800-490-0045

LIRR Movements 718-558-8204

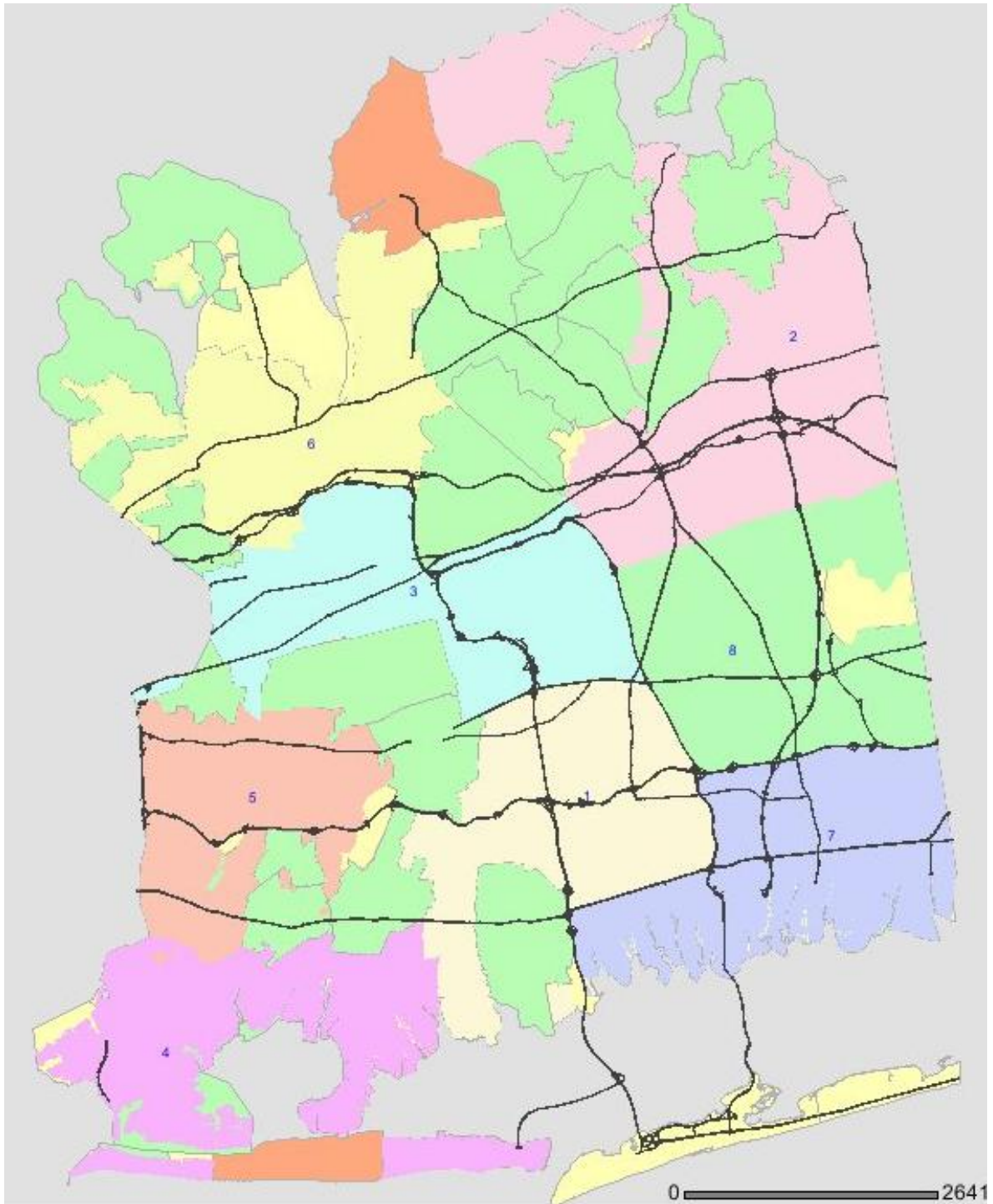
### **Misc**

National Weather Svs 212-399-5789

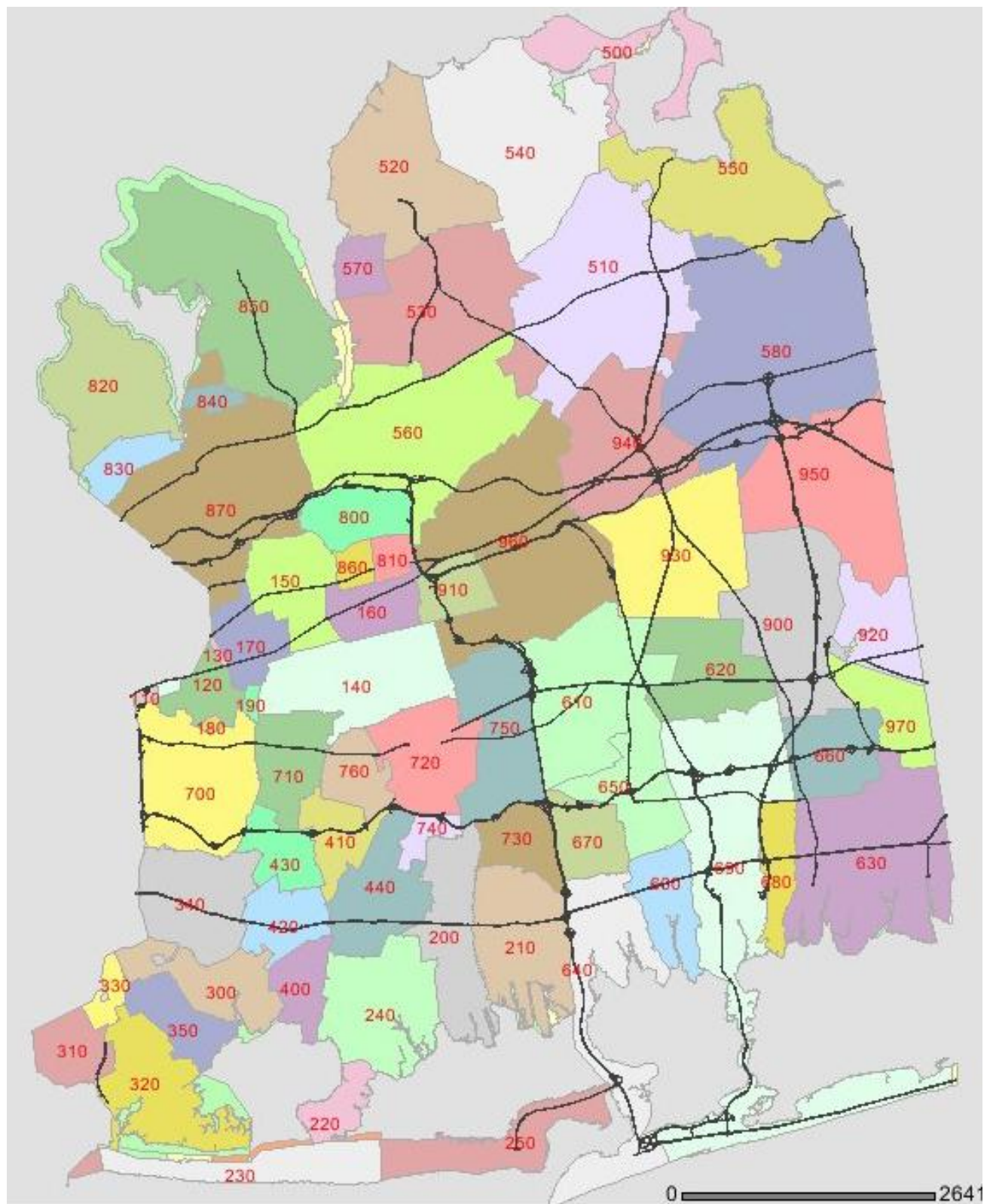


## **APPENDIX H: EMERGENCY RESPONSE JURISDICTION MAPS**

### **POLICE PRECINCTS**



## FIRE DISTRICTS



## FIRE BATTALIONS

### FIRST BATTALION:

100 - Bellerose  
110 - Bellerose Terrace  
120 - Floral Park  
130 - Floral Park Centre  
140 - Garden City  
150 - Garden City Park  
160 - Mineola  
170 - New Hyde Park  
180 - South Floral Park  
190 - Stewart Manor

### SECOND BATTALION:

200 - Baldwin  
210 - Freeport  
220 - Island Park  
230 - Long Beach  
240 - Oceanside  
250 - Point Lookout-Lido

### THIRD BATTALION:

300 - Hewlett  
310 - Inwood  
320 - Lawrence-Cedarhurst  
330 - Meadowmere Park  
340 - Valley Stream  
350 - Woodmere

### FOURTH BATTALION:

400 - East Rockaway  
410 - Lakeview  
420 - Lynbrook  
430 - Malverne  
440 - Rockville Centre

### FIFTH BATTALION:

500 - Bayville  
510 - East Norwich  
520 - Glen Cove  
530 - Glenwood  
540 - Locust Valley  
550 - Oyster Bay  
560 - Roslyn  
570 - Sea Cliff  
580 - Syosset  
590 - Roslyn Highlands

### SIXTH BATTALION:

600 - Bellmore  
610 - East Meadow  
620 - Levittown  
630 - Massapequa  
640 - Merrick  
650 - North Bellmore  
660 - North Massapequa  
670 - North Merrick  
680 - Seaford  
690 - Wantagh

### SEVENTH BATTALION:

700 - Elmont  
710 - Franklin Square  
720 - Hempstead  
730 - Roosevelt  
740 - South Hempstead  
750 - Uniondale  
760 - West Hempstead

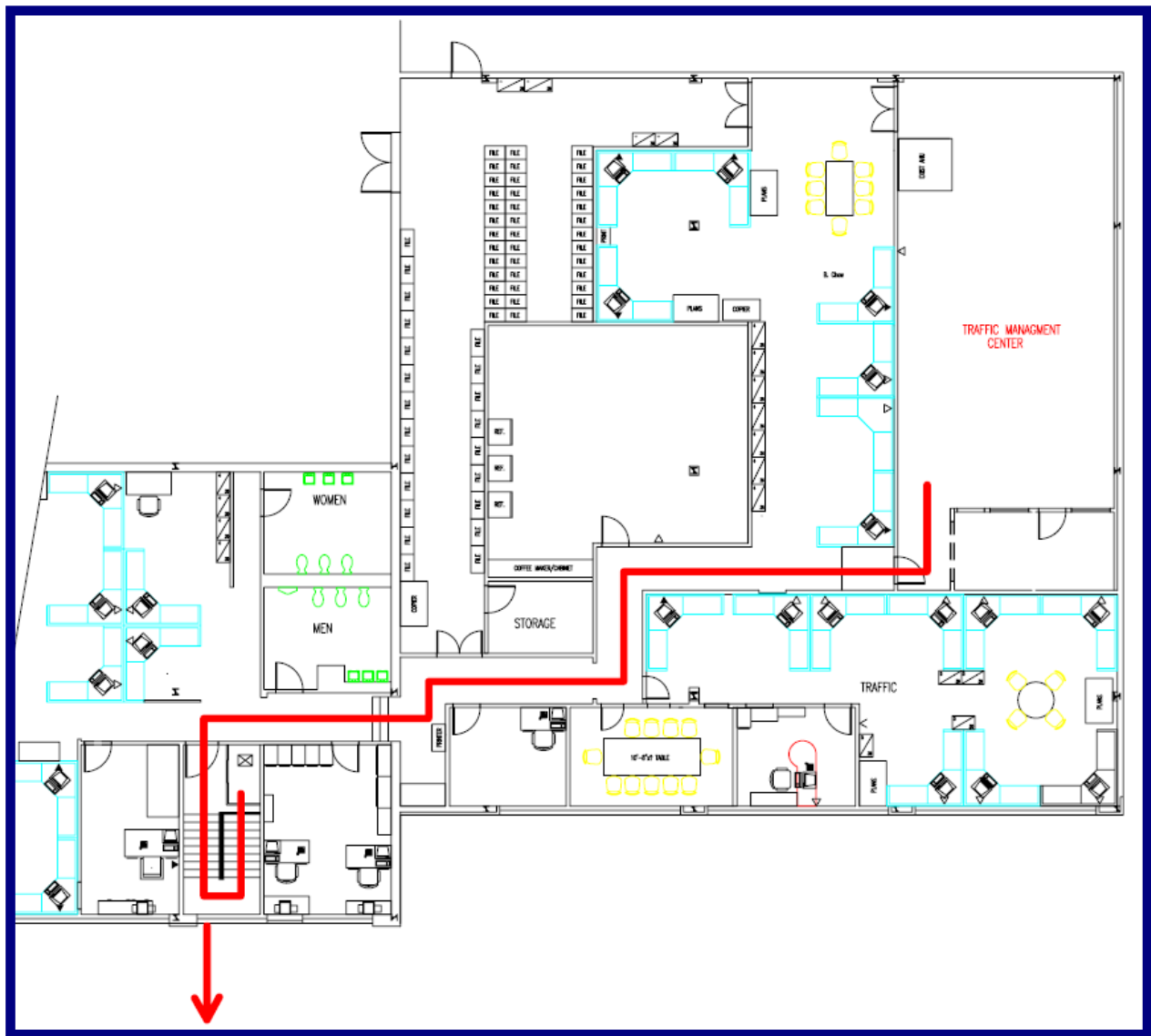
### EIGHTH BATTALION:

800 - Albertson  
810 - East Williston  
820 - Great Neck Alert  
830 - Great Neck Vigilant  
840 - Plandome  
850 - Port Washington  
860 - Williston Park  
870 - Manhasset-Lakeville

### NINTH BATTALION:

900 - Bethpage  
910 - Carle Place  
920 - Farmingdale  
930 - Hicksville  
940 - Jericho  
950 - Plainview  
960 - Westbury  
970 - South Farmingdale

## **APPENDIX I: BUILDING EVACUATION PLAN**



In the event of fire, security threat, or other emergency, TMC Personnel shall evacuate the building using the South stairwell as indicated above. Once you exit the building report to the western most portion of the parking lot and wait until you receive word that it is safe to re-occupy the building.