

Arizona Department of Transportation

Transportation Management Plan

[Project Name]

[Project TRACS #]



Month/Year [contract
award]

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Month/Year [date of award]

List of Abbreviations

ACT	ADOT Communications Team
ADE	ADOT Assistant District Engineer
ADOT	Arizona Department of Transportation
AFAD	Automated Flagger Assistance Device
BLM	Bureau of Land Management
CAT	Construction Advisory Team
CMB	Changeable Message Boards
CTCPOC	Contractor's Traffic Control Point of Contact
DE	ADOT District Engineer
DLMS	Dynamic Lane Merge Subsystem
DMS	Dynamic Message Sign
DPS	Department of Public Safety (Uniformed Officers)
ECD	ADOT Enforcement and Compliance Division
ERT	Emergency Response Team
EVAP	Emergency Vehicle Access Plan
FHWA	Federal Highway Administration
GPSLS	Global Positioning System Location Sensor
IDO	ADOT Infrastructure Delivery & Operations Division
MDA	Mobile Device Application
PIP	Public Involvement Plan
PIO	Public Information Officer
PM	ADOT Project Manager
PS&E	Plans, Specifications and Estimate
RACI	Responsibility, Accountability, Consultation, and Informed
RE	ADOT Resident Engineer
RTE	ADOT TSMO Regional Traffic Engineer
SAB	Amart Arrow Board
SEQ	Sequential Flashing Lights
SFS	Speed Feedback Sign
SWZ	Smart Work Zone

TCP	Traffic Control Plan
TDCS	Traffic Data Collection Subsystem
TEES	Truck Exit / Entry Subsystem
TIM	Traffic Incident Management
TIS	Traveler Information System (AZ511)
TMP	Transportation Management Plan
TMCS	Traffic Monitoring Camera Subsystem
TOC	ADOT TSMO Traffic Operations Center
TPTS	Temporary and Portable Traffic Signal
TSMO	ADOT Transportation Systems Management and Operations Division
TTS	Travel Time Subsystem
VSL	Variable Speed Limit Subsystem
WZDx	Work Zone Data Exchange
QWS	Queue Warning Subsystem

Chapter 1

Transportation Management Plan

1.1 Purpose

This Transportation Management Plan (TMP) outlines the strategies that will be implemented to minimize impacts to the traveling public during construction of this project. This TMP also outlines the roles and responsibilities of the project stakeholders prior to and during construction.

This TMP was prepared to comply with the Arizona Department of Transportation's (ADOT) Policy – *ENG 07-3 WORK ZONE SAFETY AND MOBILITY POLICY*. The policy was implemented in order to comply with the Federal Highway Administration (FHWA) *WORK ZONE SAFETY AND MOBILITY RULE*. All State and Local governments that receive federal funding are required to comply with the provisions of said document. This policy is periodically updated, and the policy that was applicable at time of bid submission shall be the policy enforced for compliance within the plan.

The purpose of a TMP is to minimize motorist delays associated with project construction without compromising public or worker safety, or the quality of the work performed. In order to do so, this document details the application of traffic control and construction sequencing strategies including public and motorist notification, corridor and network management, incident and emergency management, alternate route strategies, and public outreach opportunities.

1.2 Transportation Management Plan Summary

The following strategies and elements will comprise the TMP for this project.

- Project Location
- Project Description
- Roles and Responsibilities
- Motorists Information Strategies
- Incident Management
- Construction TMP Strategies
- Stakeholder Coordination
- Corridor/Network Management Strategies
- Alternate Route Strategies
- Public Information/Public Awareness Campaign
- Contractor and ADOT Emergency Contingency Plan

These strategies may be modified, changed, or eliminated as necessary, with consultation from the appropriate Infrastructure Delivery and Operations (IDO) District, Transportation Systems Management and Operations (TSMO) Region, and ADOT Communications, to maximize safety and to minimize traffic congestion throughout the corridor. The Divisions shall appoint the appropriate point of contact for each project. This shall be done during project development by the Traffic Designer to allow enough time to come to a consensus without impacting the contractor's schedule. The ADOT Project Manager (PM), or their designated consultant PM, will be responsible for this to be completed.

Items may also be added back in or further items removed or changed with additional consultation with the project contractor after contract award.

Chapter 2 *[To be completed by Traffic Designer]*

Project Location

2.1 Location

The [Project Name] Project is located within [county], in (or near) [municipality]. The project begins X miles [north/south/east/west] of the [Name] Interchange at (Milepost X.X), and terminates X.X miles down the road at Milepost X.X, X miles [north/south/east/west] of the [Name] Interchange (or major feature).

Figure 2.1a [Title]

[Figure-Map][Large Area]

The figure below shows the project roadway and general limits.

Figure 2.1b [Title]

[Figure-Map2][Project Area]

Chapter 3 *[To be completed by Traffic Designer]*

Project Description

3.1 Description

The time allowed for completion of the work included in the construction phase of the contract is _____ calendar/working days. Construction will begin in _____ and is expected to conclude in _____.

The construction improvements will be phased such.....

In general, the project will be constructed as follows:

Phase 1: Construction begins with

Figure 3.1a [Title]

[Cross section]

Phase 2:

Figure 3.1b [Title]

[Cross section]

Chapter 4

Roles and Responsibilities

4.1 Resident Engineer (RE)

The ADOT RE will be the main point of contact during construction for all project related items including this TMP. The RE will ensure full implementation of the TMP in close coordination with the District Engineer or Assistant District Engineer, herein referred to as DE, so that disruption to the traveling public is minimized. The RE will work with the DE and the contractor to ensure that project activities conform to the TMP and that contingency plans are implemented if necessary. The RE facilitates review, approval, modification, or disapproval of planned lane closure requests for this project. The RE directs termination or modification of active planned lane closure operations for this project without compromising the safety of the public or workers, when traffic impact becomes significant. The RE will coordinate with the Traffic Operations Center (TOC) staff to respond with appropriate measures when significant travel delays occur on the highway system as a result of this project. The RE will coordinate work activities with the Department of Public Safety (DPS) and other local and regional transportation stakeholders as appropriate. This includes issue resolution escalation as per the partnering program, countermeasures implementation with DE concurrence.

4.2 District Engineer (DE)

The DE is responsible, along with the RE, and the ADOT Communications Team (ACT) to ensure implementation of the TMP during the project. The DE is to support the RE when not available.

4.3 Project Manager (PM)

The PM assists and supports the RE and DE in assuring the TMP is implemented.

4.4 ADOT Communications Team (ACT)

The ACT is responsible for engaging with the public to provide up-to-date information and address concerns to minimize the disruption to residents, businesses, and the community while work is underway. Individuals with limited English proficiency or disability considerations will be included in outreach efforts and documented. The ACT will be the lead on public outreach including the following activities:

- Media Relations
- Responding to constituents, stakeholders, and government officials and coordinating meetings with these individuals or groups as needed
- Business outreach with assistance from the Local Agencies and MPO's.
- Traffic alert or news release development and distribution. Distribution includes impacted stakeholders, government officials, and constituents who have indicated a desire to receive traffic alerts and releases.
- Communication materials and distribution
- Website development and updates

- Hotline maintenance

Typically ADOT assigns a Public Information Officer (PIO) to each project, who will act as a point of contact for ACT.

4.5 Construction Advisory Team (CAT)

Also known in other plans as a transportation systems management team, a CAT meeting is formed to facilitate the coordination and communication among stakeholders during construction. This team is typically assembled after the first partnering workshop to address how ADOT and the contractor work with local emergency service providers to maintain access during construction, and plan for what the team does in various emergency scenarios, such as vehicles or large trucks breaking down within the one-lane constrained traffic control limits. Catastrophic events should also be addressed, like a civil unrest, 100-year flood or an open-range fire approaching the job site. CAT assists the RE in making decisions during construction when applicable and appropriate, and assembles prior to each major stage change or in the event there is an emergency or conflict during construction in which the RE needs input. Participants in the CAT are shown on the Responsible, Accountable, Consulted, and Informed (RACI) Table 5.1a .

4.6 Contractor's Traffic Control Point of Contact (CTCPOC)

The CTCPOC shall be responsible for coordinating efforts involving traffic control for the duration of the project. The CTCPOC shall attend weekly meetings and coordinate the contractor's activities to ensure that traffic alerts are provided to ACT in a timely manner. The traffic alerts shall serve to notify the public of future lane closures and impacts to the public access and affected businesses. The CTCPOC shall work closely with the RE and TOC to coordinate emergency access during all phases of construction. The CTCPOC shall coordinate with traffic control/barricade companies regarding the proper placement and maintenance of traffic control devices. They must be available (24 hours/day) during active Traffic Control.

4.7 Regional Traffic Engineer (RTE)

The RTE can function as a point of contact for the Transportation Systems Management and Operations (TSMO) Division within ADOT. This responsibility should not supersede the roles as defined in the RACI Table 5.1a, and direct communication with other TSMO Groups including the TOC, will be needed at times during the project. The RTE shall be consulted on all Traffic Control Plan (TCP) approvals.

Chapter 5

Motorist Information Strategies

Critical to the success of this TMP is the Motorist Information System that will be implemented during construction. The main components of this system are the CMBs that alert drivers of upcoming traffic conditions, access to corridor and project specific road conditions via a cell phone application, and other dynamic support systems (SEQs on tapers and DMS on the corridor). These tools and information will guide and assist the motorists in making alternate route selections to avoid the impacted area in advance of the project, and alert them to changes through the project. The various motorist information system elements are discussed below:

5.1 Smart Work Zone (SWZ) The SWZ system is a broad range of portable communications-based information and electronic technologies placed in and around work zones to enhance transportation and improve safety and mobility. The real-time information and automation provided by the SWZ system is used by contractors and transportation agencies to alter traffic control strategies and provide traveler information to better inform motorists of upcoming traffic conditions, allow motorists the opportunity to alter their travel routes, and/or modify the travel behavior within work zones. The SWZ system consists of one or multiple SWZ subsystems that operate together. These subsystems include TDCS, QWS, DLMS, TTS, TMCS, VSL, SAB, SFS, GPSLS, and TEES. Data from these subsystems shall conform to the WZDx specification. TPTS, and AFAD are also considered smart device, but not included in the SWZ section of the project contract.

5.2 Portable, Changeable Message Boards (CMB)s

In addition to the CMBs associated with the SWZ, CMBs are truck or trailer mounted message boards that provide advance schedule messages alerting drivers of future traffic changes. These signs are utilized to provide motorists information about expected closures and shifts in traffic, especially prior to alternate work zone movements. In general, CMBs are implemented for inbound traffic as they approach the work zone. Additional CMBs may be placed and operated as deemed necessary by the RE.

5.3 Dynamic Message Signs (DMS)

The DMS shall be utilized when they are available and in a location that is appropriate to the work zone. The primary use of these signs is to advise motorists in advance of upcoming work zones, anticipated delays, and possible detours in advance of the impacted area. Also displayed on the DMS shall be estimated travel time to reach a certain destination, or anticipated delay. With such information accessible to them far in advance, long distance travelers are able to make informed decisions. There are two DMS located within this portion of the [route] corridor. These two DMS are listed below by their location:

- On NB [Route Name] [cardinal direction] of the [NAME] Interchange (MP XX.X)
- On SB [Route Name] [cardinal direction] of the [NAME]k Interchange (MP XX.X)
-

Optional: As a result of the stakeholder meeting between FHWA, ADOT, and [municipality], the [municipality] will assist ADOT by modifying their messages on their DMS system. The contact information for [municipality] is provided in Appendix A.

5.4 Ground Mounted Signs

Warning signs shall augment the maintenance of traffic plans by guiding motorists through various traffic control layouts through the active project limits. An adequate signing scheme has been developed within the construction documents to guide motorists through the various stages of construction. There are also a series of signs established to warn motorists that cannot fit through the construction project, to use an alternative route. The contractor and the RE are responsible to make sure that adequate signage is installed and maintained to guide motorists safely through the project.

5.5 AZ511 Traveler Information System

Real-time highway conditions are available to motorists by calling the 511 TIS. By dialing 511, the caller has the option to obtain information on any particular route by selecting the route number. This should be utilized for any traffic impact to the roadway facility, including Freeway Closures, Lane Closures, Shoulder Closures, etc.

5.6 Sequential Flashing Lights

Sequential Flashing lights (SEQ) is an award-winning system of sequential lighting that improves safety by alerting drivers to a work zone ahead and helping guide them through one of the least safe transition points: the merge taper. Particularly useful in nighttime work zones, it is a low-cost, high-benefit solution that is easy to understand and deploy.

By flashing a sequential series of lights mounted on work zone channelizers, the system helps direct a driver's attention to the path that is designated through the work zone while producing a demonstrated reduction in vehicle speed. It also promotes a smooth lane merge, where necessary, to enhance safety and traffic flow.

With a low unit cost and simple installation, SEQ is an alternative to Type C lighting that is rapidly gaining popularity among agency users. The system also demonstrates innovation at work on a project—it is a tangible safety improvement that roadway customers can readily appreciate.

5.7 Website

ADOT's website (www.AZ511.gov) provides travelers and truckers the latest information on the [route] construction projects. The website features links to traffic cameras available at az511.gov, traffic alerts, potential detour routes, informative videos and the latest project news. Additionally this project has a dedicated web page available to notify the public of upcoming delays and detours:

[http://www...\[complete with project web address\]](http://www...[complete with project web address])

5.8 Freight Transportation Information

The work zone information may include, but is not limited to, truck restrictions, traffic impacts, detours, occurrence of incidents, planned closures, etc. Such information is disseminated to central locations via fax, or email distribution to trucking companies. Further elements of the Motorist Information System are referenced in the Communications Plan, as described in Chapter 11. ADOT Enforcement and Compliance Division (ECD) is a good resource

5.9 Mobile Device Application

The mobile device, such as a smartphone or tablet, application (app) is a downloadable, free application to the public to download and for use on Apple and Android mobile devices. The purpose of the app is to convey corridor information (delays, restrictions, and closures) to motorists prior to reaching the corridor. ADOT will provide personnel to set up and maintain the app and to keep the information provided on the application up-to-date with the construction activities. The contractor shall coordinate the information provided to ACT to insure there is consistent information and no conflicts in the information provided. The proposed information provided shall be approved by the RE prior to providing it to the ACT. The frequency of updates to be provided shall be as directed by the Engineer. Updates occur prior to construction activities that cause delays or impact the flow of traffic through the construction zone. The information provided by the application should be included in the contract documents. This information could include, but is not limited to travel time, detour routes, lane closures, etc. The contractor shall ensure that the application is active and broadcasting the appropriate information by checking at least once a week.

5.10 Public Involvement Plan

Implement the components of the project Public Involvement Plan (PIP) in accordance with ADOT best practices for communication and community relations prior to and during construction. The project hotline number should be included in all public notifications. Outreach to public transportation is an important aspect to the traveling public, as significant or unforeseen closures could greatly impact travel times and delays affecting connections and scheduling. ACT will initiate a reassessment of stakeholders and community makeup prior to finalization of the PIP. The PIP also includes the Public Information Campaign, see Chapter 11 for more information.

Chapter 6

Traffic Incident Management and Enforcement Strategies

Traffic Incident Management is a planned and coordinated program process to detect, respond to, and remove traffic incidents and restore traffic capacity as safely and quickly as possible. TIM consists of a planned and coordinated multi-disciplinary process to detect, respond to, and clear traffic incidents so that traffic flow may be restored as safely and quickly as possible. Effective TIM reduces the duration and impacts of traffic incidents and improves the safety of motorists, crash victims and emergency responders. This coordinated process involves a number of public and private sector partners, including:

- Law Enforcement
- Fire and Rescue
- Emergency Medical Services
- Transportation
- Public Safety Communications
- Emergency Management
- Towing and Recovery
- Hazardous Materials Contractors
- Traffic Information Media

On highways under construction, incidents and vehicular breakdowns can compound an already congested highway. In order to minimize the impacts of these events, this TMP incorporates a TIM element. This element aims to reduce the effects of incidents or vehicular breakdowns on the flow of traffic. The following incident management elements will be utilized:

6.1 Access of Emergency Services

In the event that an emergency vehicle must access a particular segment of the construction zone, every effort must be made by the contractor and RE to facilitate the safe access of such vehicles. The current Emergency Vehicle Access Plan (EVAP) in accordance with ARS 28-652 has been prepared for the anticipated construction phasing, and is shown as Appendix E. The EVAP shall be developed separately from the Safety Plan as specified in Section 107.08 of the Standard Specifications. Once the RE approves the EVAP it should then be incorporated into Appendix E. The EVAP should be developed in consultation with project area law enforcement and emergency responders.

The EVAP is intended to pre-plan actions prior to an emergency event and how the contractor and project staff coordinate with emergency response units. The EVAP shall evaluate typical conditions at various locations throughout the project during each construction phase and be implemented throughout construction. The EVAP shall include the following, but not limited to, an emergency contact list, emergency vehicles access to and from all areas of work, and traffic control coordination during an emergency event. An emergency event is defined as an incident that requires an emergency vehicle to respond. If the contractor identifies a condition within the project limits during construction that emergency access cannot be provided from the mainline, an alternative access route shall be identified.

The contractor shall submit the EVAP at the preconstruction conference to the RE for approval. The RE will review the EVAP within 15 working days and identify any additional items to be included. The contractor shall then modify the EVAP, if necessary, for re-submittal to the RE within five working days. The contractor shall review the approved EVAP with all staff and subcontractors designated as Project Manager, Superintendent, Foreman, and any other staff that may be in a responsible charge on the project. Each person shall be familiar with the approved EVAP and their responsibilities during an emergency event. The contractor shall not commence work until the EVAP has been approved, unless authorized by the RE.

The approved EVAP shall be communicated to project area law enforcement and emergency responders by electronic mail, fax or other effective means 14 calendar days prior to implementation by the contractor. The contractor and RE should also facilitate a meeting with emergency responders to review every new EVAP that is implemented. See section 8.1 for additional guidance on conducting these meetings.

6.2 Traffic Operations Center (TOC)

The ADOT TOC will coordinate and manage road-user information. Proper messaging shall be displayed on the DMS to inform motorists of incidents and to provide useful information on alternate routes. Close coordination between ADOT TOC, the contractor, and RE is critical to allow quick response to incidents and disseminate information when needed to key operational stakeholders. The TOC Manager will also coordinate with adjoining municipalities for the use of their respective fixed DMS.

6.3 Emergency Response Team (ERT)

The ERT is composed of members from ADOT and the contractor that deal with emergency vehicle access or broken-down vehicles within the project limits. If shoulders are narrowed or closed within the work zone, a broken-down vehicle has the potential to completely block a lane(s) of traffic and completely shut down the roadway. In the event that emergency vehicles need through access to the site, the ERT implements the EVAP.

6.4 Enhanced Enforcement

DPS officers or local enforcement officers are utilized during construction to improve the safety of construction work crews and the motoring public. The types of enhanced enforcement that DPS provides include roving or stationary patrol vehicles for speed enforcement, queue control, and monitoring of traffic control devices. DPS officers may also be utilized for traffic control assignments and provide any needed emergency response support services. Due to the high traffic volumes on [route], enhanced enforcement is needed.

Chapter 7

Construction TMP Strategies

Construction TMP strategies are measures that are included in the plans and specifications and performed by the contractor during construction. The objectives of construction TMP strategies are to reduce construction time, minimize traffic disruptions, and avoid potential safety issues during construction. The construction sequencing and traffic control plans, commonly referred to as the Maintenance of Traffic (MOT), that were developed for the project shall be used as the anticipated construction strategy for the project. The contractor may develop their own strategy that differs from the plans with the approval of the RE. The construction sequencing plans and traffic control plans are shown in Exhibits [X] and [Y] respectively.

The following construction TMP strategies apply:

7.1 Lane Restrictions

The existing [route] facility is a #-lane facility, with # lanes in each direction. Allowable lane restrictions are identified in Section 104.04 Maintenance and Protection of Traffic. Lane restrictions are used to minimize traffic impacts and the contractor is discouraged from closing all of the lanes of this facility.

7.2 Project Coordination

Coordination with other highway projects, specifically improvements or inspections to other bridges in the corridor, as well as non-highway related projects, is critical in minimizing traffic disruptions. Coordination involves scheduling projects within a corridor to ensure that adequate capacity remains available to accommodate the anticipated travel demand within the corridor by not implementing work zones on parallel roadways, or on detours concurrently. At a minimum, care should be taken in the timing of lane closures to ensure that all projects are coordinated during construction to minimize any interference among the various projects and compounding the effects on the motoring public. Prominent projects with known significant impacts have been cited in the Special Provisions.

Chapter 8

Stakeholder Coordination

Further transportation management measures may be implemented, should unusual and unplanned circumstances warrant. These will be determined on an individual, day-to-day basis. The CAT will continuously monitor the project to ensure the safe and efficient movement of traffic.

8.1 Team Meeting

One of the primary roles of the CAT is to facilitate the coordination and communication among stakeholders during construction. The CAT is comprised of members from both ADOT and organizations outside of ADOT. The primary focus of the team is to develop a communication plan that identifies all the possible risks that may arise during construction. With each risk identified, the team identifies an action plan to inform the impacted stakeholders and develop a Communication Plan to resolve the issue. The Communication Plan includes a decision tree with clearly defined lines of communication and responsibilities. The CAT continuously monitors the project to ensure the safe and efficient movement of traffic throughout the execution of the project. At a minimum, 14 calendar days prior to any major stage change, a meeting should be called to discuss issues pertaining to the stage. Issues on hand may be, but not limited to the following:

- Messages to be displayed
- Police or DPS deployment
- Flagger deployment
- Signs to be used
- Identifying closures of lanes, ramps, or connectors
- Review of the Traffic Control Plans
- Modifications to the Detour Plans
- Development of an Emergency Vehicle Access Plan
- Roles and interaction between:
 - o ACT
 - o CTCPOC
 - o TOC
 - o ERT

See Exhibit [Z] for the list of CAT members and the respective unit and organization that they represent.

Chapter 9

Corridor/Network Management Strategies

These strategies intend to optimize traffic flow through the work zone corridor and adjacent roadways using various traffic operations techniques and technologies.

9.1 TMP Effectiveness Monitoring

If directed by the DE or RTE, the TOC will collect and analyze non-recurring congestion data, using either tachometer runs, or using third party data in combination with the SWZ data.

To gather data using a tachometer, collect the following data during the morning and evening peak periods on a Tuesday, Wednesday, or Thursday on the highway corridors approaching the project area during construction. Each “tach-run” involves a two-car team, using the “floating car” method. The cars are separated by 15 minutes as they follow one another along the corridor. The process is repeated several times during the course of the peak period. Non-recurring congestion determined from the “tach-run” data will be analyzed according to its magnitude, time, and space distribution.

The total vehicle-hours of congestion are converted into congestion measuring parameters of congested lane-miles, congestion duration, average speeds, user delay, and user delay cost. These congestion characteristics can then be compared with the pre-construction condition.

Chapter 10

Alternate Route Strategies

10.1 Detours

There are no full closures planned at this time. For partial lane closures, the contractor shall abide by the specifications established in the project Special Provisions.

There is an alternative route available to smaller vehicles to use (there are weight restrictions on some of the structures on this route). For sensitivity reasons, that route is not formally published on the corridor, but is well known by locals. Transportation officials that work and permit oversized and restricted loads know what cannot be used. It may be used by emergency services.

In the event of an unforeseen closure, the alternative route is as shown in Exhibit [W]. The detour signs necessary to use this alternative route shall be maintained by the Contractor through the duration of this project. At the end of work, the signs shall be removed.

Chapter 11

Public Information Campaign

Public information is a vital component of this TMP. The objective of the public information campaign is to create awareness of the project and disseminate timely information related to construction activities and traffic impacts to the public and local business communities. The campaign includes targeted messages and customized information for the following key target audiences:

- General Public
- Businesses
- Local Government Officials and Staff
- Community Organizations and Stakeholders
- Emergency Service Providers
- Trucking/freight/shuttle service companies
- Media
- Internal ADOT employees and divisions

The information campaign for this project consists of various strategic tactics over the construction period. Additional details about the campaign and the strategies for each of the market segments that were previously identified are available in the Communications Plan, which can be found in Exhibit B of this TMP. Some of the elements of the campaign include, but are not limited to:

11.1 Printed Communications Materials

Printed information about the project will be distributed to the public and stakeholders. General information about the project, traffic alerts, fact sheets, project maps, lane closure announcements, and other information will be distributed to each of the target audiences listed above through mailings, media outlets, public meetings, special events, and other available distribution channels.

11.2 Press Releases

Information about upcoming traffic impacts, detours and construction milestones will be regularly issued to the local media so that they can publicize the information to the public. The recipients of the press releases include local radio, TV, newspapers, publications and websites. A complete list of the media that will be receiving regular press releases about this project can be found in the Communications Plan.

11.3 Project Hotline and Public Feedback

Although not initially envisioned as necessary, ADOT could quickly implement a project hotline during the project to allow the public to contact ADOT for inquiries, questions, concerns, and comments. This has been done successfully on other projects. A toll-free hotline could be staffed during regular business hours (8 a.m. – 4 p.m., Monday – Friday). Callers could leave voice messages 24 hours a day, 7 days a week, which is checked at least twice a day and responses are provided as soon as possible depending on the research time needed.

With no hotline in place, ACT receives public questions and comments related to the construction project and address them in any of the following ways:

- By email: [Subscribe](#)(link is external) to receive project updates and traffic alerts.
- By phone: Call the ADOT Bilingual Project Information Line at 855.712.8530.
- Online: Submit a question or comment through the ADOT website. Visit azdot.gov/Contact and then select Projects from the dropdown menu.
- By mail: Write to ADOT Community Relations, 1655 W. Jackson St., MD 126F, Phoenix, AZ 85007

11.4 Electronic Media

Traffic alerts and project updates will also be distributed to the public and stakeholders through electronic media, including email blasts, web updates, electronic newsletters, and Facebook.

ACT works in collaboration with the RE, TOC, and other key members of the [NAME] District to provide the public with timely information about the project. The RE will keep ACT, TOC, and the DE informed and up to date on the construction progress, delays, closures and other information which may assist them in the performance of their duties.

Chapter 12

Contractor & ADOT Traffic Emergency Contingency Plan

12.1 Contractor's Responsibility

The contractor shall be required to submit a traffic control plan for approval by the RE prior to any lane or ramp closures or the use of any detour plans. The traffic control plan shall contain a detailed contingency plan to ensure opening of the route by the designated time. During construction activities requiring lane or ramp closures, or the use of any detour plans, the contractor shall provide appropriate personnel to monitor activities and make decisions regarding activation of contingency plans.

12.2 Contingency Plans

The contractor shall provide contingency plans that are approved by the RE and CAT. These plans identify key operational decision points with a timeline listing the expected completion time of each critical path activity. Clearly defined trigger points shall be identified with each critical path activity to establish when the contingency plan is activated.

12.3 Emergency Communication Plan

A Communication Plan will include a decision tree with clearly defined lines of communication (provided in the section below). The information includes names, telephone numbers and mobile numbers of the contractor's Project Manager, ADOT TOC, RE, ADOT Permit and/or Construction Inspector, DPS Area Commander, and other applicable personnel (local law enforcement or emergency responders (fire/medical)).

12.4 TOC Response Protocol

The ADOT traffic contingency plan basically follows the TOC major incident response protocol. When a major lane-blocking incident occurs, TOC should receive a report from DPS, ADOT, or the Contractor field personnel.

Chapter 13

Responsibility, Accountability, Consultation, and Informed (RACI)

13.1 TMP RACI Table:

TMP Responsibility, Accountability, Consultation, and Informed (RACI) Table

Project Description (or Activity) - as applicable to project	Project Development Team							
	Law Enforcement**	Project Management Group	Contracts & Specifications	Districts	Traffic Operations Center	Regional Traffic Engineer	ADOT Communications Team	Traffic Designer
* R = Responsible (does the work); A = Accountable (to review/ensure the work is getting done); C = Consulted (for input as needed); I = Informed (as needed, is kept in the loop on progress)								
** Law Enforcement could be DPS, ECD, or local (City or County) uniformed law enforcement officers								
Task								
Define as "Significant" for WZSM		A	I	R*	C	R*	I	C
Traffic Control Plans	C	A	I	C	C	C	I	R
Emergency Vehicle Access Plan	C	A	I	C	C	C	I	R
TMP Template	I	A	I	C	C	C	I	R
TMP Specification	I	A	R	C	C	C	I	C
* Projects should be defined as Significant for Work Zone Safety & Mobility by ADOT Multimodal Planning Division during project scoping, however the District will be responsible at the start of design.								

Table 13.1a TMP RACI Table (Development)

TMP Responsibility, Accountability, Consultation, and Informed (RACI) Table

Project Description (or Activity) - as applicable to project	Construction Advisory Team Roles ⁺					
	Law Enforcement ^{**}	Contractor	RE	TOC	RTE	ACT
⁺ R = Responsible (does the work); A = Accountable (to review/ensure the work is getting done); C = Consulted (for input as needed); I = Informed (as needed, is kept in the loop on progress) ^{**} Law Enforcement could be DPS, ECD, or local (City or County) uniformed law enforcement officers						
Motorist Information Strategies	Chapter 5					
Smart Work Zone		R	A	I	C	I
Changeable Message Board		R	A	I	C	
existing fixed overhead digital Dynamic Message Sign		C	A	R	C	I
Ground Mounted Signs	I	R	A		C	
AZ511 Traveler Information System	C	C	A	R	C	I
Sequential Flashing Lights		R	A	I	C	
Website	I	C	C	I	C	R
Freight Transportation Information	C	C	C	C	C	R
Mobile Device Application	C	C	C	I	C	R
Public Involvement Plan	C	C	C	I	C	R
Traffic Incident Management & Enforcement Strategies	Chapter 6					
Access of Emergency Services	C	R	A	I	C	
Traffic Incident Management	R	C	C	A	C	I
Law Enforcement	R	C	C	A	C	I
Emergency vehicle access management and planning	C	R	A	C	C	
Construction TMP Strategies	Chapter 7					
Lane Restrictions	I	R	A	I	C	C
Project Coordination		R	A	I	C	C
Stakeholder Coordination	Chapter 8					
Team Meeting	I	A	I	I	C	A
Corridor/Network Management Strategies	Chapter 9					
TMP Effectiveness Monitoring	I	A	E	I	C	C
Alternate Route Strategies	Chapter 10					
Detours	C	R	A	C	C	C
Public Information Campaign	Chapter 11					
Printed Communications Materials		A	C	I	I	R
Press Releases		A	C	I	I	R
Project Hotline and Public Feedback		A	C	I	I	R
Electronic Media		A	C	I	I	R
Emergency Contingency Plan	Chapter 12					
Contingency Plans	I	R	A	A	C	C
Emergency Communication Plan	I	C	E	A	C	R
TOC Response Protocol	I	A	A	R	C	I

Table 13.1a TMP RACI Table (Construction)

Appendix A: Emergency Contact List

Appendix B: Response Protocol

ADOT inspector or contractor responsibility:

- Call 911 and report incident
- Notify TOC.
- Notify the RE.
- Not leave post until released.
- Update any events to TOC and RE.
- Document the accident and accident report number.

TOC responsibilities:

- Notify DPS, EMS, and Fire Department if applicable, ADOT Maintenance (first response team) if needed.
- Verify details with DPS unit and ADOT inspector on duty.
- Release a 511 alert and will keep updates.
- Activate the DMS for accident, closure and detour route. (DMS will be deactivated once the roadway re-opens)
- Collaborate with [municipality] counterparts to activate DMS within [municipality], respectively.
- Update any events to RE.
- Document the accident and accident report number.

RE responsibilities:

- Notify the DE if the emergency detour plan would need to be implemented.
- Notify and coordinate with [municipalities] to implement the emergency detour route.
- Notify the ADOT media.
- Notify the DE, Community(s) of [municipalities] when the roadway is reopened.

DE responsibilities:

- Notify ADOT Senior Management (if applicable).
- Notify FHWA (if applicable).
- Notify the adjacent District (if applicable).
- Notify ADOT Senior Management, FHWA, and adjacent District when the roadway is re-opened (if applicable).

Uniformed officers (including DPS) responsibilities:

- Coordinate with RE, and ADOT and contractor project staff throughout incident
- Monitor local streets and roadway closure.
- Notify and update TOC of any changes to the closure.
- Coordinate with ADOT and contractor for clean-up, if HAZMAT is needed.

Contractor responsibilities:

- Set-up and take down traffic control to divert traffic to alternative route (if applicable).
- Update TOC of any changes to the closure.
- Coordinate with DPS for clean-up, if HAZMAT is needed.

Appendix C: Traffic Control Plans

Appendix D: Emergency Vehicle Access Plans

Appendix E: Meeting Agendas & Minutes

Formatting Guide:

The following information is to be deleted

This shall not be used in the TMP once approved. It is used to aid in proper formatting of additional information added to this document.

(This TMP Template is version 1.0 - October 2020)

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Chapter 1

[Chapter Title]

1.1 [Section Title]

[Content] Block, Justified, Calibri 12 Body

1. Numbers should be used for a series of steps or lists that are written in complete sentences with punctuation.
2.
 - a.

1.1.1 [Subsection Title]

[Content]

1.2 [Section Title]

[Content]

Chapter 2

[Chapter Title]

2.1 [Section Title]

[Content] Block, Justified, Calibri 12 Body

Table 2.1 [Title]

[Table]

Figure 2.1a [Title]

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Figure 2.1b [Title]

[Figure]