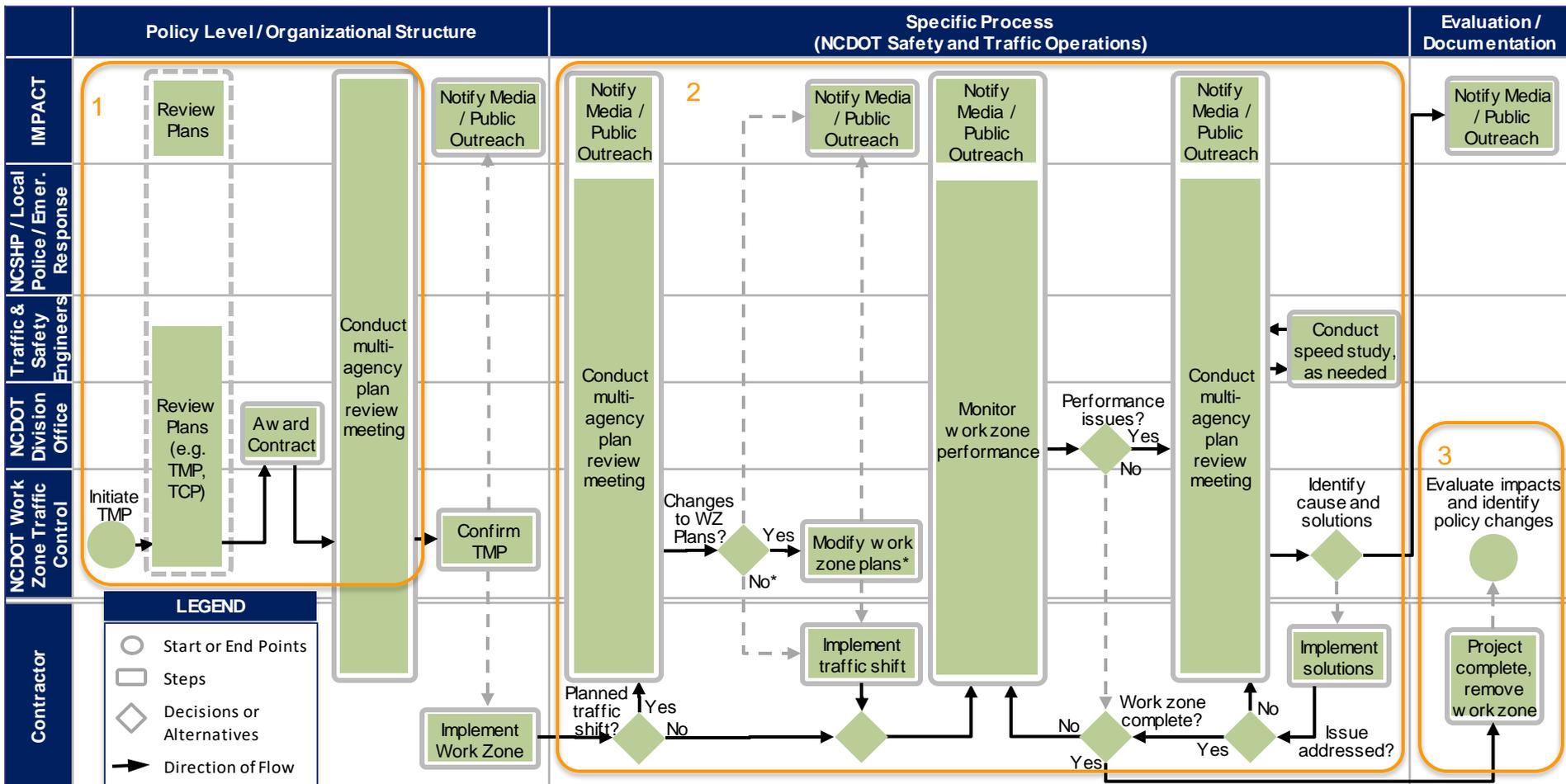


Improving Business Processes for More Effective TSMO

Example Business Process Diagram: North Carolina DOT (NCDOT) Safety and Traffic Operations Committee*

Overview

- (1) A work zone is planned. Multiple stakeholders including NCDOT, the North Carolina State Highway Patrol (NCSHP), Emergency Response, and Information Management Public Affairs, Construction and Traffic Control (IMPACT) group review plans before construction occurs.
- (2) During the active work zone, stakeholders monitor work zone performance and conduct additional coordination meetings prior to planned traffic shifts or when performance issues are identified.
- (3) Impacts are evaluated after the work zone to determine any potential policy level changes that may be appropriate.



*Source: E-tool for Business Processes to Improve Travel Time Reliability, Final Report, 2014. www.fhwa.dot.gov/goshp2/Content/Documents/Factsheets/SHRP2_L34_Final_Report1401.pdf