

# NEW HAMPSHIRE DOT

## *Summary of TMC Storm Desk Activities*

This document provides a summary of the New Hampshire DOT TMC Storm Desk, which was implemented beginning in the 2017-2018 winter season.

### **TMC Storm Desk Goals**

The overall goals of the TMC Storm Desk are to:

- Be a central location where information is gathered and communicated to stakeholders, and
- Relieve the burden on TMC operators during major weather events.

### **Roles of the TMC Storm Desk**

The TMC Storm Desk works to understand the current condition of infrastructure and share that condition information with NHDOT and District Offices, other state agencies primarily through the Emergency Operations Center (EOC), and the public. The TMC Storm Desk is activated during major weather events, such as heavy snow, ice accumulation, and high wind events. When activated, the Storm Desk performs the role of the overall TMC shift supervisor and is required to stay apprised of road conditions statewide.

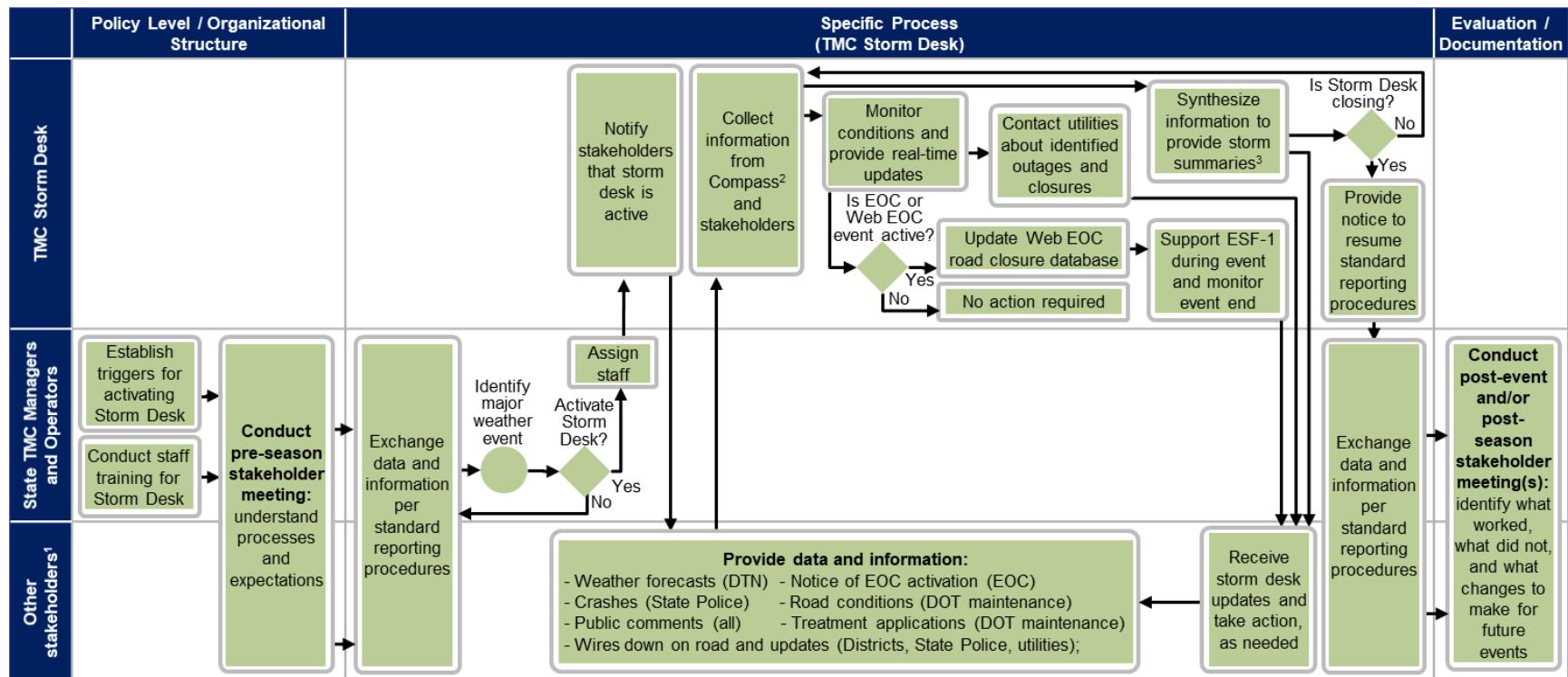
Primary roles of the TMC Storm Desk are to receive or gather a variety of information from various sources to contact stakeholders when action is needed, provide information to the public, and generate a Summary Report for stakeholders. Information-gathering and reporting activities include:

- Receive weather and pavement forecasts from various sources.
- Monitor RWIS and contact maintenance staff to address any outages prior to the weather event.
- Contact State Police Headquarters to identify and monitor crashes and generate a statewide crash frequency report.
- Collaborate with TMC operators to monitor road closures and communicate with District offices.
- Receive reports of pole outages and wires down, contact utilities as needed, and monitor the status of these events.
- Respond to requests from law enforcement and others for plowing needs.
- Monitor school closing statuses to understand if plow drivers will need to be called in early to clear roads for buses to run prior to school opening times.
- Monitor plow truck locations; DMS messages posted; reduced speed areas; time to bare pavement metrics; and personnel status active in the field.

The TMC Storm Desk serves as the single point of contact for the media and Districts. The TMC Storm Desk also provides the current status of road closures, conditions, and speeds at the request of the public information officer (PIO). At the end of the weather event, the TMC Storm Desk documents after actions and mitigation approaches for future events, including operator actions and situational awareness.

### **Stakeholders**

Specific TMC Storm Desk stakeholders include: Homeland Security Emergency Management – ESF-5; Executive Office; Commissioners; Governor's Office; NHDOT District staff; Highway Maintenance; Turnpike Bureau; Utilities; FHWA; local emergency responders, police departments, fire departments, and Bureaus of Public Works; State Police; weather service providers; media; tourism; and the Public.



Note 1. Other stakeholders include DOT maintenance staff, emergency managers, utilities, weather service providers, law enforcement, and the public.

Note 2. Compass is the NHDOT Advanced Transportation Management System and provides field status, device status, and road closure information.

Note 3. Provide an initial summary, periodic updates, and final summary with the weather forecast, Storm Desk schedule, and operations and closure updates.

**Figure. Business Process Diagram for the New Hampshire DOT TMC Storm Desk**

#### Explanation of Business Process Diagram for the NHDOT TMC Storm Desk:

- At the far left, thresholds are established for activating the TMC Storm Desk. At least once annually or before the winter season, a stakeholder meeting is conducted so that all entities understand the processes, roles, and responsibilities during a major weather event.
- When activated, the TMC Storm Desk receives information from stakeholders and systems to monitor conditions. Updates are provided to stakeholders as needed and also periodically as storm summaries that include detailed information on messaging, closures, and forecasts.
- Finally, stakeholder meetings are conducted after events, after the winter season, or both to discuss lessons learned and identify ways to enhance the business process for future weather events.