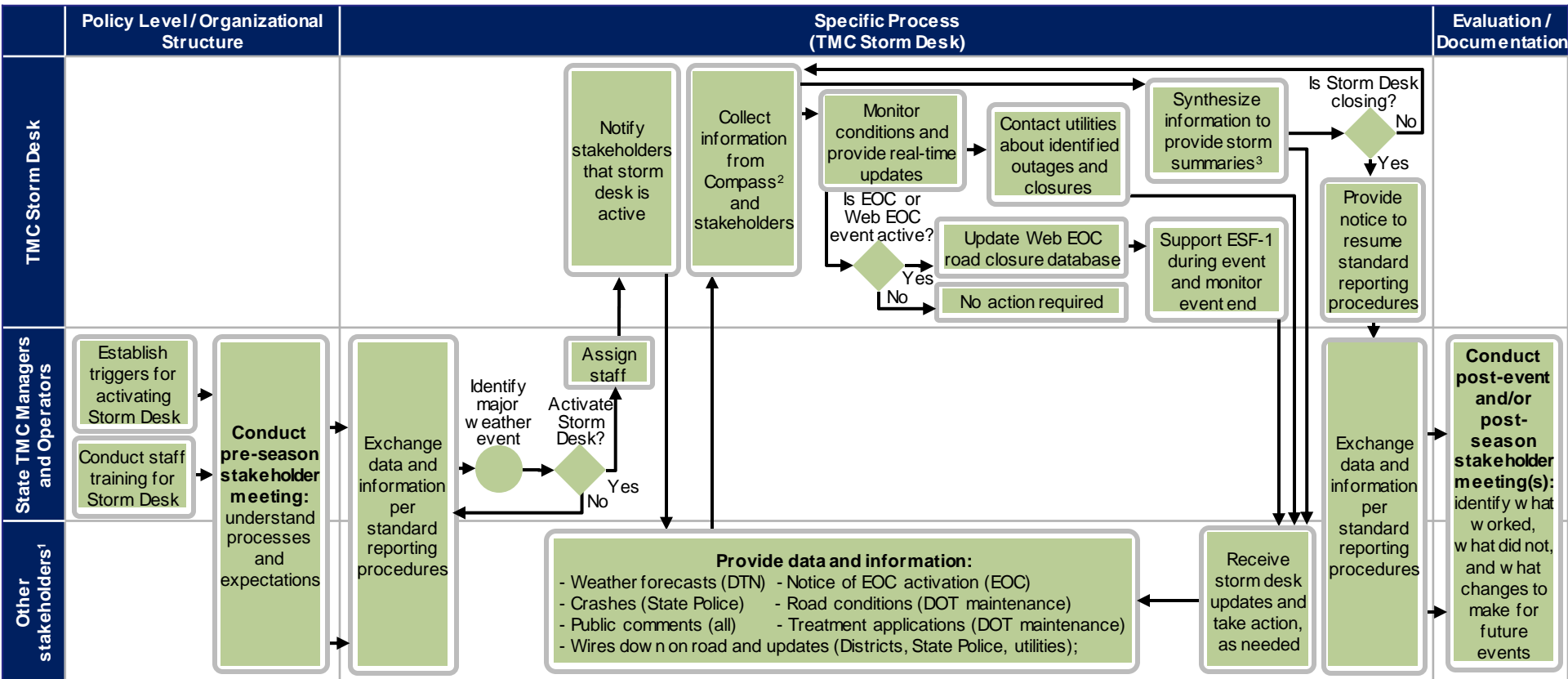


# Improving Business Processes for More Effective TSMO

## New Hampshire DOT Road Weather Management Business Process Diagram for the TMC Storm Desk

This business process diagram shows the interactions required to support the TMC Storm Desk, which is activated during a major weather event to provide a comprehensive statewide view and allow TMC operators to focus on individual events and interact with NHDOT districts.

- Thresholds are established for activating the 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 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.
- 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.



- 1) Other stakeholders include DOT maintenance staff, emergency managers, utilities, weather service providers, law enforcement, and the public.
- 2) Compass is the New Hampshire DOT Advanced Transportation Management System and provides field status, device status, and road closure information.
- 3) Provide an initial summary, periodic updates, and final summary with the weather forecast, storm desk schedule, and operations and closure updates.