

# Transportation Management Center (TMC) Concept of Operations

San Francisco Municipal Transportation Agency

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## **I. Introduction**

This document serves as the Concept of Operations for the San Francisco Municipal Transportation Agency (SFMTA) Transportation Management Center (TMC). The purpose of the Concept of Operations is to fully define the operational and institutional relationships, as well as the communication elements of various departments for all functions within the TMC.

## **II. Mission and Vision of the Transportation Management Center**

The TMC will enhance the environment, safety and livability of San Francisco by facilitating efficient and effective real-time management of the City's road network serving transit vehicles, automobiles, bicycles, and pedestrians.

The TMC will receive and disseminate real-time information to and from passengers, transit vehicles, field staff including transit staff and traffic enforcement staff, and partner transportation agencies within and beyond the City. The TMC will also serve other functions including maintenance support, a training facility for city transportation management personnel, resource center for transportation data, and a department operations center in the event of an emergency.

## **III. Roles and Responsibilities**

### **TMC Floor Manager (9160 - Transit Operations Specialist)**

The TMC Floor Manager directs, plans, and organizes a broad range of transportation activities in the Transportation Management Center (TMC). The Floor Manager:

- Manages the daily operation of transit service in San Francisco including safety, incident response, and service performance. Directs and coordinates all service provisions and responses to service impacts.
- Directs resources and makes complex decisions to respond to incidents and performance issues through field and TMC units to safely respond and minimize customer impacts.
- Supervises Transportation Controllers assigned to the TMC and oversees the delivery of transit service across the City of San Francisco with a focus on safety and performance.
- Ensures that TMC and Field Operations staff are informed on appropriate policies and procedures consistent with the rules and regulations of the Agency.
- Supervises the implementation and coordination of contingency plans, including strategies during service disruptions, special events, VIP visits, and emergencies to minimize delays and inconvenience to customers.
- Prioritizes responses that require TMC intervention or response using the following priority: 1. life safety issues; 2. other emergencies; 3. line delays; 4. vehicle delays; 5. anticipated pending delays such as overhead hangers, and street obstructions.
- Maintains complete and accurate documentation of all activities performed by staff in the TMC, and completes reports related to staffing,

personnel matters and service standards.

- Provides or coordinates staff training and coaching of Transportation Controllers; conducts yearly compliance checks; recommends personnel actions related to selection, employee performance, evaluation and discipline.
- Identifies monitors and coordinates project tasks and resources; conducts research related to the implementation of projects, analyzes ATCS and On-time Performance data and makes recommendations.
- Distributes Bulletins, Notices, and other written instructions to all TMC personnel. Obtain signatures from personnel for material received as determined by the Floor Manager.
- Distributes special event operations orders and clearance summaries while implementing and coordinating permit and clearance procedures.
- Monitors Transit Signal Priority software and directs systems and software issues to appropriate MTA departments.
- Coordinates and balances service delivery needs through central operator dispatching.
- Reviews all daily log entries and incident reports to insure accuracy.
- Monitors TMC staffing levels, and fill any open shifts with relief personnel.
- Provides technical expertise in assigned area(s).
- Prepares various reports and correspondence.

#### **TMC Controller (9153 - Transportation Controller)**

Under the direction of the Floor Manager, the Transportation Controller monitors, coordinates, and responds to real-time system operations in fields such as train control, bus dispatching, parking enforcement, emergency response/management. Transportation Controllers:

- Monitor bus, trolley, Cable Car, historic streetcar, surface light rail, and subway transit system operations using system devices and equipment to assess information on operations activities and external conditions affecting operations.
- Monitor, control, track, report and dispatch personnel and vehicles as part of normal duties and to respond to incidents or natural catastrophes/disasters.
- Use logs and shift transfer procedures, follow incident management, dispatching, contacting and reporting processes.
- Operate automated equipment systems in real time on computer workstations. Use Computer Aided Dispatch / Automated Vehicle Location (CAD/AVL), traffic signal control for bus rapid transit, control street level closed circuit TV cameras, post messages to public information systems, coordinate with parking management systems, and the new digital radio system.

- Listen to and verbally interpret multiple-information feeds. Must verbally convey important information clearly and succinctly in person, via telephone, radio, and by entering through computer system.
- Analyze operational information and understand applications of road and service maps, video image displays, data, icons, and transportation modes and symbols in written/digital formats.
- Determine if real-time transportation data is abnormal, anomalous, or within applicable thresholds. Make operational decisions, solutions, and recommendations as necessary.
- Coordinate with relevant personnel to resolve breakdowns, safety issues, disruptions, and computer failures. Coordinate with other partners in transportation management (law enforcement, fire protection, parking control, etc.) functions and responsibilities within/outside of the TMC.
- Prepare reports and correspondence, including incident reports, notifications, research regarding incidents and complaints.
- Monitor, through Automatic Train Control System (ATCS) all systems including, Station Control Subsystem (SCS), wayside equipment, and trackways that affect subway service.
- Utilize the Close Circuit Television (CCTV) to monitor all facilities including platforms and stations.
- Supervise train movement in coordination with field units to rebalance service spacing and to regulate subway train movement.

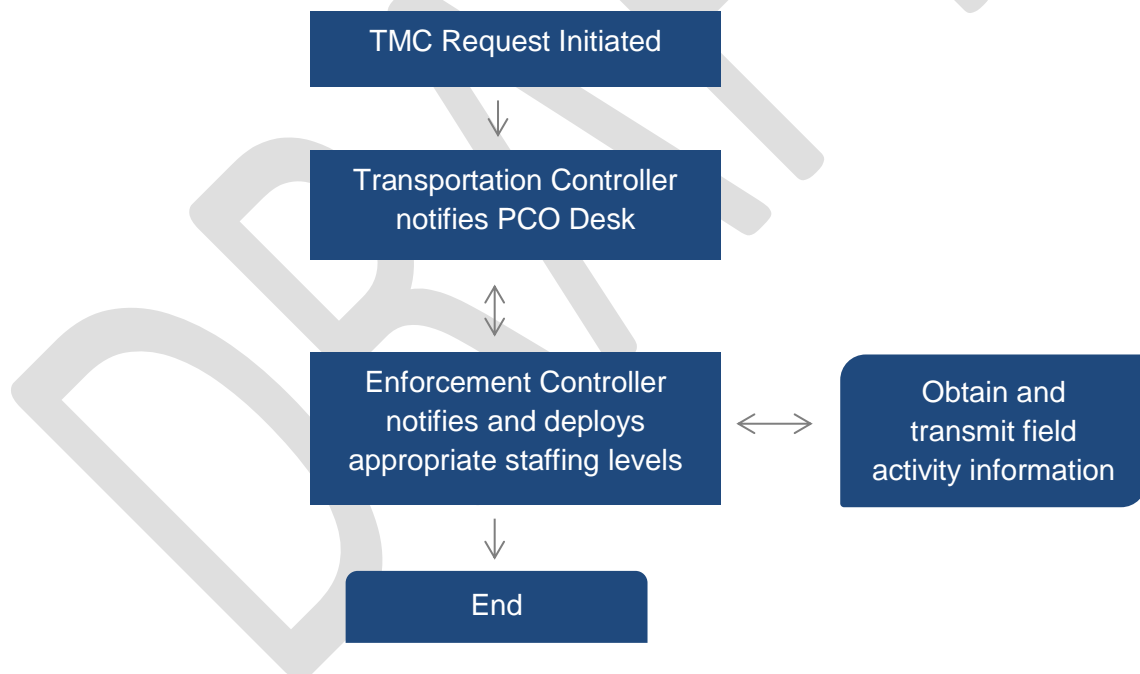
#### **Enforcement Controller Console**

Parking Control Officers are tasked with managing the safe passage of the transit system, vehicular passage, pedestrian and bicyclist safety, on and through City streets. The Enforcement Controller Console performs the following functions at the TMC:

- Monitor real time traffic cameras, real time traffic information from sources such as 511 and/or Google, radio communications with field units to provide real time traffic updates to the TMC and provide recommendations to improve transportation conditions.
- Provide daily detail for TMC staff to visualize PCO resources for the day
- Routinely communicate any resource issues such as injuries, high priority needs, etc.
- Provide information on how many PCOs can be reassigned to improve transportation across San Francisco.
- Assess Transit Operations requests for PCO deployment adjustments and address based on PCO resource availability and effectiveness.
- Work with PCO Dispatch to monitor PCO resources and redistribute resources to meet transportation needs and goals

- Serve as a liaison between PCO Dispatch, the TMC, and PCO field personnel
- Continually communicate any transportation changing conditions to the TMC staff and Floor Manager in real time.
- PCO Response Types:
  - *Category One:* Sergeant allowed to readily deploy 3-4 PCOs who will be pulled from low productivity areas. PCOs assigned to the Transit Detail will not be redeployed for expanded requests.
  - *Category Two:* For requests greater than 5 PCOs, Sergeant must contact Assistant Director (AD) for approval as it may require shifting resources from other areas of the City. Additionally, for City Wide events, ADs will proactively seek input from TMC Floor Managers and Sergeants to understand and incorporate transit needs

Figure 1: PCO Support Console Process Diagram



### **Bus Maintenance Control Center (Diesel and Trolley)**

*The Bus Maintenance Controller – Diesel & Trolley functions:*

- Provide troubleshooting guidance for reported defective rubber tire vehicles in service.
- Advise Transportation Controllers to keep and/or remove trouble vehicles from service based on information obtained from maintenance records (SHOPS), New Flyer (NF) Connect, and Road Call Mechanic.

- Familiarize Controllers with basic vehicle troubleshooting procedures.
- Brief responding Road Call Mechanic of reported defects, relevant maintenance history and New Flyer (NF) Connect events to help expedite defect diagnosis and clear issues in service.
- Inform NF Connect monitoring desk of repair made by Road Call Mechanic to active post road call monitoring.
- Assess vehicle availability and coordinate rescue vehicles from home divisions (cut out vehicles).
- Assist in deployment of maintenance personnel to respond to an incident.

### **Rail Maintenance Control Center**

Rail Maintenance Controller functions:

- Maintenance Controller communicates with Operator to assess exact issue and offer troubleshooting guidance
- Advise Controllers to keep and/or remove trouble trains from service based on information obtained from maintenance records (SHOPS) and in field MRU.
- Familiarize Controllers with basic vehicle troubleshooting procedures.
- Brief responding MRU of reported defects to help expedite defect diagnosis and clear issues on the main line.
- Assess vehicle availability and coordinate rescue vehicles from home divisions.
- Assist in deployment of maintenance personnel to respond to an incident.

### **Traction Power Desk**

Traction Power Controller coordinates with Power Control and Transportation Controller/Floor Manager Service during planned and unplanned power outages. Traction Power Controller is primarily responsible for dispatching staff to investigate and repair transit power systems, trolley overhead contact wires, poles, conduits, cables, feeders, switches, and related support structures. The following units fall under the purview of the Traction Power Desk:

#### **i. Underground Crew**

Perform all underground work, under a clearance including repair, replacement, and pulling of new cables. Performs PM inspections of feeder cables, duct banks, vaults and manholes for proper condition. Complies with state orders to mark USA (Underground Service Alert) tags and properly identify locations of Traction Power assets below grade preventing system disturbance by 3rd party construction.

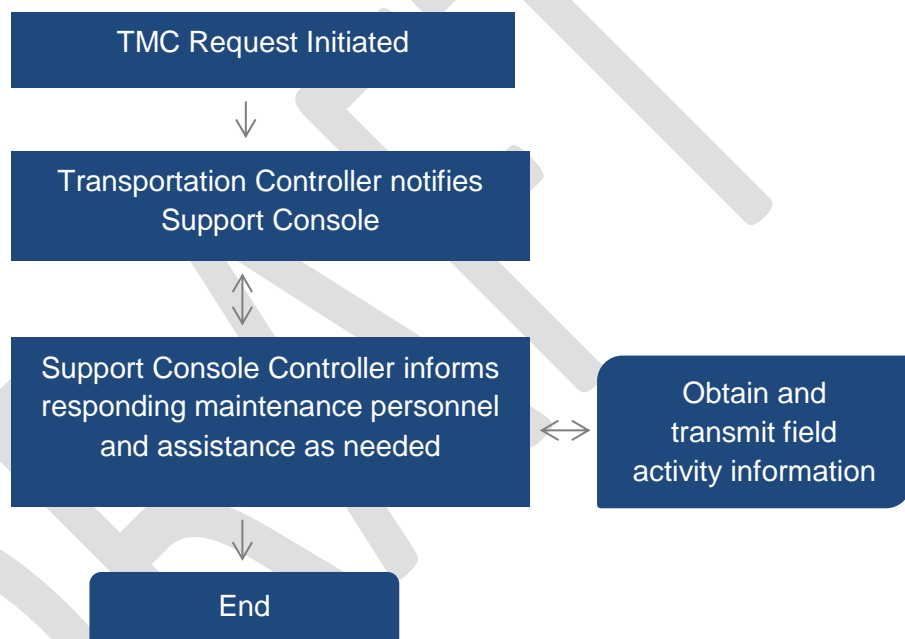
#### **ii. Overhead Lines**

Overhead Lines crews routinely repair, replace lines and make necessary adjustments, documenting work completed. Crews conduct line inspections and assess OCS performance. Crews investigate power line disturbances and respond to emergency calls.

### iii. Motive Power

Field crews respond to outages, investigate alarms and conduct electrical switching by direction of Power Control. Personnel perform inspections and preventive maintenance for the various elements of transit substation equipment and facilities, under direction of the Senior Powerhouse Operator.

Figure 2: Transit Support Console Process Diagram



### Public Information Officer (PIO)

Public/Customer Information Officer works with TMC Floor Manager to update passengers of major service disruptions using various communications tools, including social media sites. The PIO is specifically responsible for:

- Providing real time service alert messaging to SFMTA customers via text, email, on-street transit stop signage, and social media.
- Provide audio messages to customers in the subway via the subway public announcement system and into the vehicles via the radio system as needed to assist in delays and incident management
- Interacting directly with MTA customers via social media answering service related questions and general inquiries.
- Relate customer feedback regarding service, facility issues, MTA personnel, vehicle conditions, etc. to appropriate departments.



- Notifying Agency spokesperson of serious transit service delays.
- Drafting press releases and blog posts for public release.
- Updating post incident summaries for delays larger than 30 minutes for public notifications.
- Drafting rush hour summary for the Director of Transit.

### **Security Operations Center Liaison**

The Security Operations Center (SOC) Liaison monitors SFMTA assets and provides security and video response to incidents. The SOC liaison is specifically responsible for:

- Handling expanded requests by the Transportation Management Center for armed and unarmed officer coverage (all requests are subject to security availability and level of priority).
- Coordinating TFI requests between POP Supervision/Management and TMC Floor Managers.
- Assisting with dispatching police support.
- Annotating the nature of all calls received on the Call Log. The Call Log is a living document that is maintained 24/7 from shift to shift
- Notifying MTA personnel of emergency situation/s or abnormal condition
- Receiving request and assisting with video copying
- Starting initial process for video pull and copying, by annotating the call and scheduling the video to be downloaded or pulled
- Requesting assistance from Video Shop for any instance beyond the capabilities of the SOC or VSP Operations
- Placing video request within SharePoint
- Monitoring Muni Yards and Platforms via the mounted Closed Circuit TV System
- Researching coach / LRV locations for urgent video requests
- Activating/Deactivating alarm system for Cable Car Museum

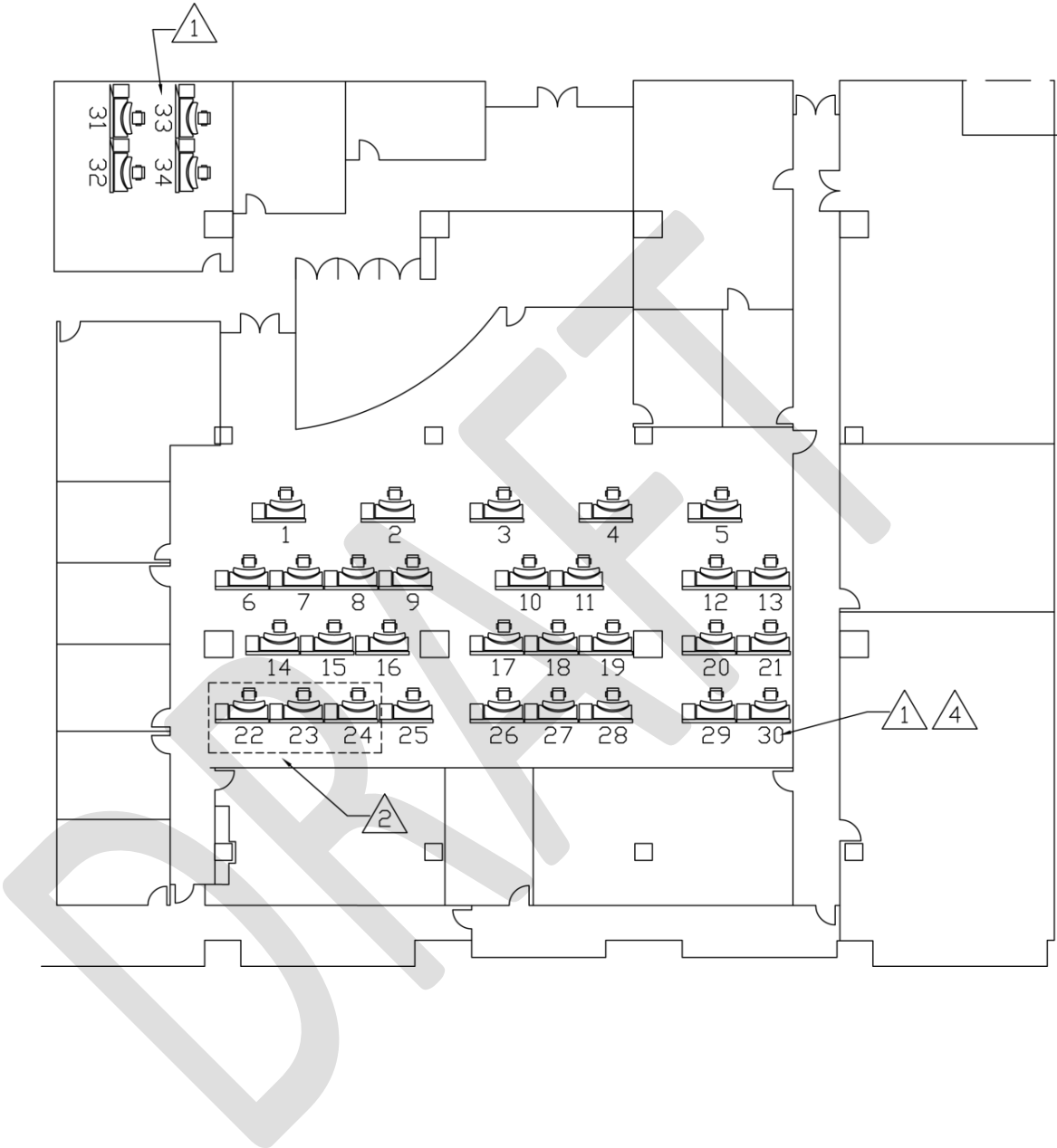
### **SFgo Offsite Support**

SFgo monitors the Agency's traffic cameras and signal systems, Transit Signal Priority, variable messaging boards, and flashing beacon system. In light that SFgo cannot provide real-time traffic management support, this function will not be housed within the theater floor. However, SFgo has provided Floor Managers with the following tools/resources:

- On-call support for updating variable messaging signs;
- Monitoring and troubleshooting training for Transit Signal Priority; and
- Remote accessing feed of traffic cameras.

IV. Staffing and Equipment

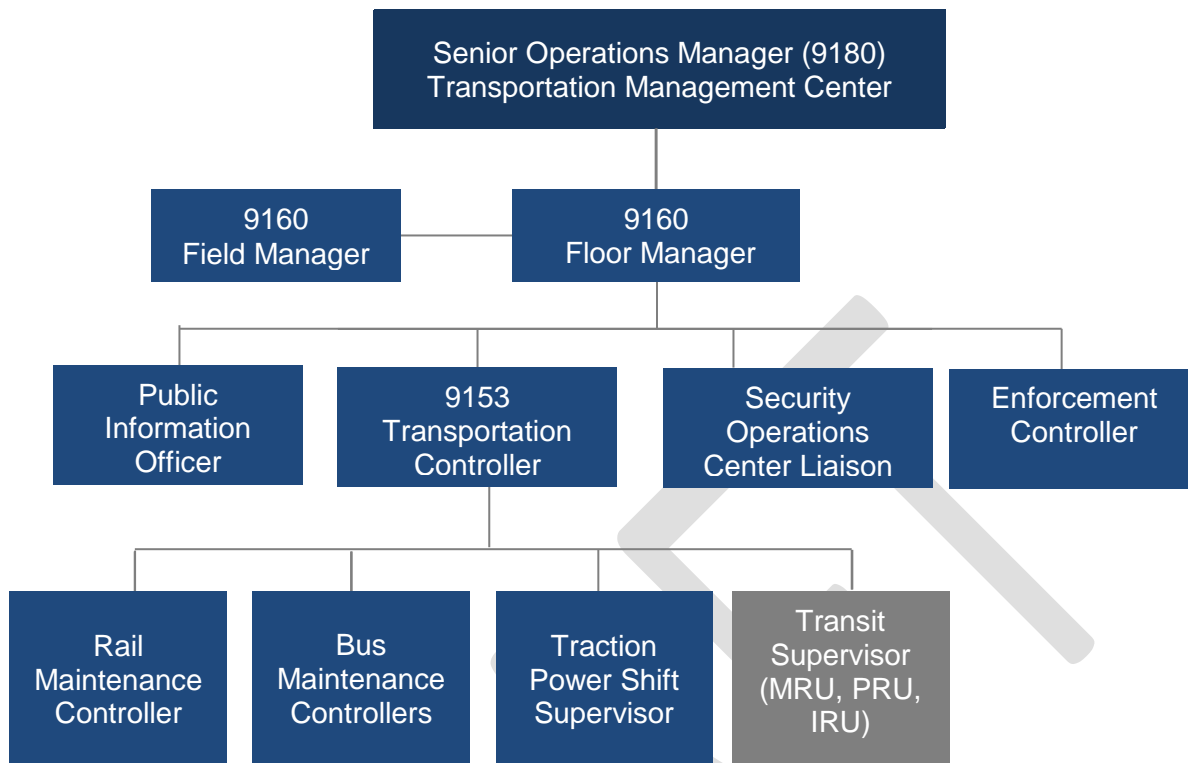
Control Room Design



### Console Directory and Organization Chart/Reporting Structure

TMC Desk Number	Role	Division	Talk Group ID
1	Rail Maintenance Controller	Rail Maintenance	TMC01
2	Symphony on Symphony	Interop Function	TMC02
3	Floor Manager 1	Transit Services	TMC03
4	Floor Manager 2	Transit Services	TMC04
5	Public Information Officer	Communications	TMC05
6	Rapid Network - Metro	Transit Services	RAILMN
7	Rapid Network - Metro	Transit Services	RAILMN
8	Rapid Network - Metro	Transit Services	RAILMN
9	Central Subway Expansion Desk	Transit Services	RAILMN
10	Traction Power	MOW	TMC10
11	Traction Power (Extra)	MOW	TMC11
12	Enforcement Controller Console	SSD	TMC12
13	Enforcement Controller Console	SSD	TMC13
14	Local - Network	Transit Services	TMC14
15	Local - Network	Transit Services	TMC15
16	Local - Network	Transit Services	TMC16
17	Local - Network	Transit Services	TMC17
18	Frequent - Network	Transit Services	TMC18
19	Frequent - Network	Transit Services	TMC19
20	Bus Maintenance Controller	Bus Maintenance	TMC20
21	Bus Maintenance Controller	Bus Maintenance	TMC21
22	Historic – CC/F/E	Transit Services	TMC22
23	Connector Network	Transit Services	TMC23
24	Specialized & Owl Network	Transit Services	TMC24
25	Vacant	Vacant	TMC25
26	Rapid Network - Bus	Transit Services	TMC26
27	Rapid Network - Bus	Transit Services	TMC27
28	Frequent Network - Bus	Transit Services	TMC28
29	SFgo Standby Console	SSD	TMC29
30	Security Operations Liaison	SSD	TMC30

Figure 3: TMC Reporting Structure



Within the theater floor of the Transportation Management Center (TMC), the Floor Manager (9160) assumes full responsibility of all actions and orders given and taken in service. The Floor manager reports to the Senior Operations Manager actions exercised in service and coordinates administrative, training, and logistical needs of the Transportation Management Center.

All calls made to the TMC are manually or electronically logged in the OrbCAD Incident Queue. Transportation Controllers are responsible for acknowledging and managing all calls received in a timely and orderly manner. Upon receiving a call the Transportation Controller must assess and forward calls to the appropriate support console such as the Rail Maintenance Controller, Bus Maintenance Controller, Enforcement Controller, Traction Power Shift Supervisor, and/or Security Liason. Support consoles communicate directly with incident callers, responding field staff, and report actions taken to the Transportation Controller tasked with managing an incident.

In the field, Transit Supervisors in Incident and Performance Response Units receive orders and are dispatched by the Transportation Controller to manage incidents and service. Responding Transit Supervisors coordinate and execute orders given by the TMC to quickly and efficiently restore service.

The Public Information Officer (PIO) works alongside Transportation Controllers and Floor Managers to ensure accurate information is disseminated to customers on current traffic and transit conditions.

### *Hours of Operation*

The Transportation Management Center operates twenty-four hours a day, seven days a week including government holidays. During morning and afternoon weekday service two Floor Managers, approximately 10 Transportation Controllers, and five support consoles manage the Agency's seven transit service types (Rapid, Frequent, Local, Connector, Specialized, Historic, and Owl). The table below details approximate control room coverage parsed by day of week and time of day.

Table 1: TMC Floor Coverage

<b>Day of Week</b>	<b>Time of Day</b>	<b>Floor Manager</b>	<b>TMC Controllers</b>	<b>Support Consoles</b>
Weekday	AM	2	10*	6
	PM	2	10*	6
	OWL	1	4	1
Weekend	AM	1	8	1
	PM	1	8	1
	OWL	1	3	1

\* Assuming two Rapid Metro consoles and one Historic console are staffed

### *Shift Start, Change and Closing Procedures*

At the start of a shift, TMC Controllers and personnel staffing support consoles are required to properly login to OrbCAD (consult console manual for login instructions). In addition, TMC Controllers are expected to perform the following actions at the start of every shift:

- Thoroughly review Performance Queue and Service Summary. Controllers are required to address revenue service anomalies and/or restore scheduled service (i.e. late logon, missing runs, bunches and gaps etc).
- Review Train Orders, Construction and/or Special Event Bulletins
- Communicate with the Floor Manager and Controller being relieved of on-going incidents that the Controller will need to take over and close out
- Check-in with Floor Manager for service specific performance goals

At the end of a shift, TMC Controllers and personnel staffing auxiliary consoles are required to properly logoff OrbCAD. TMC Controllers must also thoroughly brief relief Controllers of unresolved incidents and tags at the end of every shift.

## V. Types of Operations within the TMC

The TMC will be the focal point for many different types of functions and operations for the San Francisco Municipal Transportation Agency (SFMTA). The TMC will provide the system operators with the tools to effectively and efficiently monitor transportation operations from a central facility. Discussed below are the key types of operations and functions that are conducted within the TMC.

### *Real-time System-wide Incident and Emergency Response and Performance Monitoring of Transit Network*

Monitor bus, trolley, light rail, and cable car operations using Multimodal Transit Management System (MTMS), videos, and other equipment to assess information on operational activities and external conditions affecting service. Controllers monitor, control, track, report and dispatch personnel and vehicles as part of normal duties and to respond to incidents or natural catastrophes/disasters. Provide and coordinate response to an incident or emergency through clear, concise communications with operators, transit supervisors, field management, and other on-street resources.

### *Real-time Transit Customer Service Information*

Collect, process, and disseminate transportation-related information real-time via Twitter, On-Street Transit Signage, and GovDelivery. The PIO is responsible for alerting customers of service disruptions, re-routes, and other disruptions that may impact service.

### *Real-time Rubber Tire (Diesel & Trolley) and Rail Support*

Provide direct troubleshooting support for operators and controllers on a real-time basis to expedite resolution during service disruptions.

### *Real-time Traction Power Support*

Monitor and provide power support for controllers on a real-time basis to expedite resolution during service disruptions.

### *Historical Data Processing and Storage*

Store real-time and static data for later retrieval and processing.

### *Configuration Management*

Manage all of existing and new hardware and software packages that are added to the TMC which will be a key function for the System Administrator.

### *Performance and Procedural Evaluation*

Evaluate performance and effectiveness of current management and incident procedures, new data systems and equipment, and capital projects.

### *Construction and Special Event Management*

Coordinate, monitor, and manage special events, including unplanned special events, protests, or VIP visits, and construction service demands.

### *Real-time Security and Surveillance Support*

Coordinate, monitor, and manage special events, including unplanned special events, protests, or VIP visits, and construction service demands.

## **VI. Real-time Operations Sequence Main Control Room**

When a call is received from an operator/Inspector/SFMTA Employee, a sequence of steps has been identified that Controllers should follow. These steps are listed and discussed in brief below.

### *Collect and Monitor*

This is the normal monitoring operations performed by Controllers using the Computer Aided Dispatch. Calls and/or data messages automatically populate the Incident Queue in the order received and or the priority request level.

### *Alert/Call*

Once a call is received from an operator, inspector, or other partner entity of the Agency, the Controller will communicate with the caller to assess the situation, gather key information, and assign a level of priority.

### *Verify and Analyze*

The Controller will need to confirm that the condition is real through verifying the information with the operator or other appropriate staff and utilizing traffic cameras views or other real-time information. Once the condition has been identified, the TMC Controller will need to notify the Floor Manager and appropriate personnel and divisions which may include Transit Supervisors, Transit Supervisors, Maintenance Shop Truck, Enforcement, Signal Technicians (Signal Shop), Overhead Lines, Traction Power, Police Department, etc. Responding personnel may serve to further verify the condition. Upon collecting pertinent information, the Controller will share the tag/incident with appropriate TMC consoles who will work jointly to resolve the issue.

### *Execute Actions*

The Controller will utilize any procedures that have been set in place including establishing re-routes, rebalancing service, placing messages on variable message signs that will notify customers and motorists of the condition and any action they might consider (e.g., diversion routes), notifying Enforcement Controller for PCO support, conducting switchbacks, etc. Controllers are to log all actions taken in the CAD/AVL Incident Form.

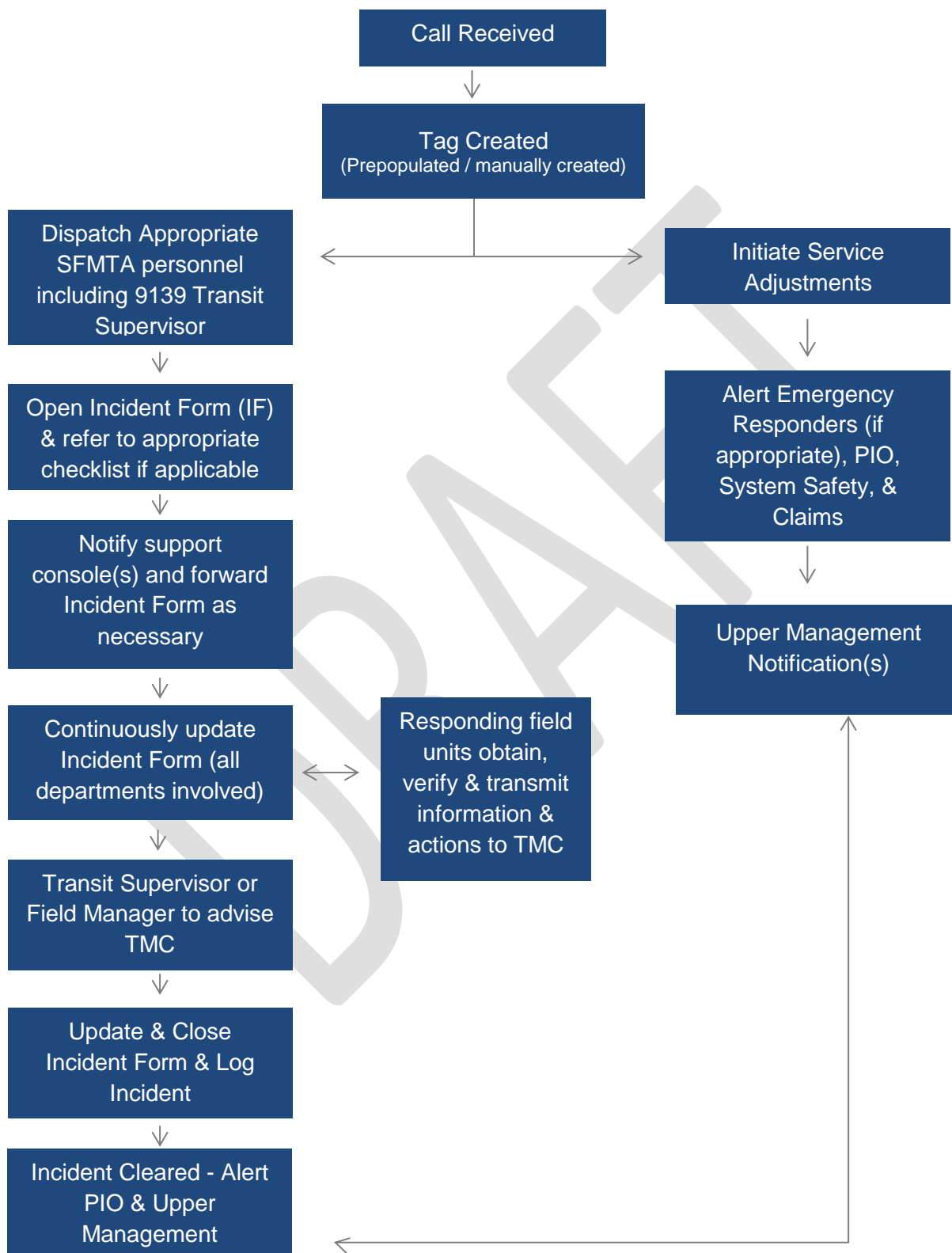
### *Confirm Success*

Upon executing the appropriate response plans and procedures for the incident/issue, the Controller will need to monitor the operation to confirm its effectiveness and perform further adjustments as necessary by information obtained from the field and/or performance metrics.

### *Resume Normal Operation*

Once the incident/issue has been resolved, the TMC Controller will be responsible for restoring normal service. The incident commander at the location of the incident will advise the TMC to go 713. The TMC Controller alert responding units and affected route(s)/parties incident has been cleared and normal operations can be resumed. All information and actions taken must be recorded.

Figure 4: Control Room Operations Sequence





## **VII. Field Unit Operations**

### **Station Operations**

In the event of an incident in the subway, the Station Operations agents and supervisors are a resource to assist in gathering information and responding.

#### *Station Agents*

Responsibility for the Station Operations Station Agents: At least one Station Agent is on duty at each subway station during the subway operating hours. Station Agents can provide information station status, customer crowding, incidents in their stations, assist in customer service and communications, and initiate and assist station evacuations.

Relationship to TMC: TMC Controllers will contact Station Agents to deploy and respond as needed to incidents impacting light rail service, gather station specific information via telephone or handheld radio, and assist customers during delays, emergencies, or as needed. Controllers will direct the Station Agents to the relevant task needed. In emergencies and delays, Station Agents should be immediately contacted to provide announcements in their stations and assist customers.

#### *Station Operations Supervisors*

Responsibility for Station Operations Supervisor: In addition to Station Agents, there is at least one Station Operations Supervisor on duty at all times during subway operating hours. Functions include dispatching personnel in the stations to assist TMC, coordinating and supervising communications across all stations and station agents, coordinating and supervising subway station incident response, and assisting with customer interaction and communications.

Relationship to TMC: TMC Controllers will contact Station Operations Supervisors via radio to deploy to subway incidents in order to ensure proper procedures are implemented in incident response and to coordinate on-scene any direction from TMC. Supervisors will assist and initiate communications between all stations and agents to ensure timely dissemination of information. Controllers will direct the Station Operations Supervisors to the relevant task needed.

### **Transit Services - Field Managers (9160)**

Field Managers are responsible for coordinating and supervising service activities and orders with Transit Supervisors. Field Managers exercise the role of Incident Commander and/or Liaison in the event of major service disruptions. Personnel in this role analyze major incidents and provide recommendations to curb the reoccurrence and/or magnitude of future service disruptions.

Relationship to TMC: Field Managers are subject to orders from the Floor Manager at the Transportation Management Center. Field Managers respond to incidents and continuously update the TMC of all incident developments and relay service recommendations to the TMC. Field managers provide recommendations to the TMC and work collaboratively with the TMC to ensure safety and efficient transit operations and proper incident response.

### **Street and Metro Rail Operations (Transit Supervisors)**

The TMC Controllers will deploy on-street resources as needed to respond to incidents and ensure service is coordinated and performing as expected.

*Incident Response Unit (Rovers):* Based on daily coverage, TMC Controllers will contact and deploy the nearest Incident Response Unit as a first responder to incidents impacting the SFMTA Muni service area and transportation network. The Incident Response Unit responsibilities include:

- First to respond to all road calls and incidents
- Communicate effectively and frequently with the TMC to relate service and incident information
- Investigates Collisions/Incident issues (including Non-Revenue Issues)
- Trouble shoots all Transit Vehicles (Assist Mobile Response Units & Diesel and Trolley Mobile Shop Units)
- Able to move any vehicle operators are assigned
- Respond to Signal & Switch Issues (Rail & Trolley)
- Issue parking citations that obstructs or hinders transit movement
- Assist TMC & District Inspectors with re-routes due to line blockages
- Assist with Special Events and Construction issues
- Monitors Rail Roadway Worker Protection sites (Construction near/at Rail Lines)
- Work with Internal and External Departments to maintain transit services (Track Maintenance, Overhead Lines Department, Parking Enforcement Unit, etc.)
- Relieve District Units when on Break
- Corridor Management within districts
- Transport Operators from one Division to another if needed
- Customer Service

*Performance Units:* These transit supervisors are to be used and deployed to address service performance issues to drive improvements for on-time performance and reduce gaps/bunches. A key improvement from OCC to TMC is the initiation of performance monitoring. Performance Units are to be deployed by TMC and monitor on-time performance, bunching, and gapping. These units may also respond to incidents.

- Second to respond to road calls
- Cover all terminals for on time departures and/or interlined corridors
- Give operator orders to maintain service
- Work with Division Dispatchers, Division Units, TMC and Incident Response Units to maintain transit services
- Assist with Special Event issues
- Respond to Terminal Issues (Issue citations, Construction, Signal & Switch, etc.....)
- Monitors Rail Roadway Worker Protection sites (Construction near/at Rail Terminals)
- Work with Internal and External Departments to maintain transit services (Track Maintenance, Overhead Lines Department, Parking Enforcement Unit, etc.)

- Troubleshoot vehicles at the terminals (When problem arises and Assist Maintenance Personnel)
- Ensure all Pull-Out operators perform a pre-operational inspection on their vehicles
- Ensure all Pull-Out operators fill out vehicle defect cards and sign
- Ensure all runs pull out on time as scheduled and communicate any yard issues or late pull outs to the TMC
- Work with Division Dispatchers, Division Units, OCC, TMC and Rovers to maintain transit services
- Monitor all unscheduled pull-ins, ensure operators are assigned another vehicle and pre-operations inspection has been completed
- Cover all open shifts (Subject to Orders)

### **Construction Support Operations**

Coordinate within and outside of Transit construction related activities including construction request for roadway and bus stop changes that impact service.

*Construction Support Units:* Transit Inspectors in this unit are assigned to construction locations to assist with service management issues.

### **Central Dispatch**

Dispatchers serve as the front line supervision for the divisions and oversee the workforce at the divisions. Division Dispatchers oversee and manage the workforce at the divisions in the absence of management and ensure that service is filled each day and coordinates the deployment of operators to vehicles and other divisions as needed. TMC shall communicate regularly with the divisions to ensure that service is filled and balanced across the divisions. The TMC is the decision maker on the distribution of limited operator resources. The Floor Manager shall coordinate with the Division Dispatchers to balance the operator workforce to best serve the City of San Francisco. In addition, Division Dispatchers are the first responders to incidents occurring at the division and should be directed to investigate incidents and prepare reports. Division Dispatcher responsibilities include:

- Front line supervision and oversight of the operating divisions including management of the division in the absence of a manager on duty. Ensures the divisions are operating safely and efficiently.
- Communicate with TMC before and during the daily pull outs to ensure that service is filled and resources are balanced and redistributed as needed
- Through TMC direction, coordinate the movement and use of the FEBs taking a systemwide oversight approach to ensure that one division or one line does not have excessive missed service.
- Through TMC direction, coordinate with TMC to deploy rescue operators and cut out vehicles in the event of incidents
- Fill open runs, fill other work assignments, and assign the Extra Board to open runs
- Ensure operators are ready for duty and have materials for their shift.
- Ensure collision/incident reports are filled out for each collision and incident. Ensure collision/incident reports and all other forms provide complete, clear, and accurate information.

- Call into TMC at beginning of shift for a service update.

**Road Call Trucks (Motor coach, trolley coach, and rail)**

Service Truck Maintenance Employees are responsible for responding to Road Calls at the direction of the TMC Controller and or appropriate Maintenance Controller, analyzing and effecting required Road Call repairs, determining if the vehicle needs to return to the Maintenance Division or recommend that the vehicle be towed, recording on required documents all Road Call information. The TMC Floor Manager will use the information and recommendation of the maintenance staff to determine if a vehicle will be sent in.

**Mobile Cleaning Truck**

The mobile cleaning crews are responsible for responding to and cleaning any vehicles that become dirty in service. These resources are to be deployed by the TMC Controller to a vehicle based on information from operators and other staff. The mobile cleaning crew is critical to keeping vehicles in service and expediting the clearing of delays based on vehicle cleanliness. These resources should be deployed to a fixed location such as a terminal to clean vehicles when not needed to respond to an incident.

## **VIII. Security Operations Center**

The Security Operations Center (SOC) is located in the TMC across from the main control room. This center provides real-time monitoring of SFMTA assets and provides security response to incidents.

### **Security Interface**

The primary purpose of the Cypress Security Officer assigned to SFMTA is to offer assistance to building occupants, visitors, and service personnel and provide constant surveillance over SFMTA assets while they are away during business and non-business hours.

According to SOC policy, all expanded requests by the Transportation Management Center for armed and unarmed officer coverage must be made through the SOC. All requests are subject to security availability and level of priority.

To request security presence, TMC Controllers/ Floor Managers must contact the SOC directly at 415-565-3172 and provide the following information:

- Location
- Time
- Incident Type
- Coverage Duration

### **Video Requests**

Video Surveillance Unit (VSU) is responsible for managing the request, retrieval, analysis, processing and management of revenue vehicle and facility video surveillance data. The division responds to all subpoenas and requests for video from the public, SFMTA supervisory personnel, SFPD, DA and City Attorney's Office for copies and analysis of incidents recorded on SFMTA's revenue vehicles and at SFMTA's facilities.

All video requests for major and minor incidents, security events, and or requests to pull video footage by upper management must be made using the VSU SharePoint Video Request Form. Controllers are required to follow up requests submitted online with a call to the SOC for incidents involving violent crimes, collisions with serious injuries and/or fatalities, or other requests that are time sensitive. Requests made to the SOC should be noted in the OrbCAD Incident Form for reporting and investigation purposes. Requests are assigned a priority level based on the designated type of event from the TMC. Urgent requests are immediately granted and video staff is sent to retrieve the video immediately. Priority requests are granted generally by the next day.