

Authority Operations Center South



MDOT Mission, MDTA Vision and Purpose

MDOT MISSION:

The Maryland Department of Transportation is a customer driven leader that delivers safe, sustainable, intelligent and exceptional transportation solutions in order to connect our customers to life's opportunities.

MDTA VISION:

The MDTA will improve the quality of life and create time for the customers we serve by revolutionizing customer service, delivering premium transportation alternatives and providing a safer, faster and more reliable driving experience.

MDTA PURPOSE:

- Maximizing Safety and Reliability
- Delivering Excellent Customer Service
- Transforming the Workforce of Tomorrow
- Advancing the Future of Transportation

The MDTA's Authority Operations Center South is the command-and-control facility where the employees are responsible for monitoring and controlling traffic management and emergency operations.

MDTA Operations Centers

- **AOC South**

William Preston Lane Jr. Memorial Bridge (Bay Bridge)
Harry W. Nice/Thomas “Mac” Middleton Bridge

- **AOC Central**

Fort McHenry and Baltimore Harbor Tunnels
Francis Scott Key Bridge
JFK Highway – Millard E. Tydings Bridge
Thomas J. Hatem Bridge
Intercounty Connector (ICC)/MD 200

History of the AOC South

- **2004 - Authority Operations Center South was created.**
 - *Started with:*
 - *contractual phone service for Bay Bridge operations (weekends)*
 - *One HOT IV (AOC Supervisor) and two Operators*
 - *Monday thru Friday*
 - *8 AM – 4 PM*
- **2005 - AOC obtains full time staffing**
 - *Began 24/7 Memorial Day Weekend :*
 - *6 Public Information Assistants (Bay Span Operators) with IVR (Integrated Voice Response System)*
 - *9 Highway Operations Technicians*

ITS Devices used at AOC South

- **ATMS**

- **Advanced Traffic Management System**

- Real-time traffic conditions about incidents, congestion, roadwork to federal, state and local agencies, media and customers

- **Includes:**

- **DMS** (Dynamic Message Signs) which also include Toll Rate and Travel Time Messages
- **CCTV Cameras** with Point, Tilt and Zoom (PTZ) across Maryland that are available to the public, media and MVIEW (Maryland's Statewide Camera Platform) for Federal, Local and State police agencies and military personnel
- **HAR** (Highway Advisory Radio)

ITS Devices used at AOC South

- **Lane Use Signals (LUS)** The “X’s and Arrows” on the Bay Bridge
- **Bay Span** Integrated Voice Response System (IVR) which provides real-time conditions along the US 50 corridor and the Bay Bridge
- **Security and Incident Detection Cameras** with FLIR and/or incident detection software
- **VidSys** security and information management system for door alarms, building access and panic alarms etc.
- **LUFFT** –system to monitor wind speeds across the Bay and Nice bridges.

Sample Bay Span Advertisement



LET US FEED YOU
Bay Bridge Traffic Conditions.

  @TheMDTA



BAYBRIDGE.COM • **1-877-BAYSPAN**
(229-7726)



**Since 2005 the AOC South
has handled over
16 Million Bay Span calls**

Bay Span IVR Statistics

Year	IVR Calls
5/2005	161,438
2006	580,707
2007	802,208
2008	1,651,362
2009	1,324,861
2010	1,442,978
2011	1,173,273
2012	1,387,161
2013	1,492,762
2014	1,403,550
2015	719,028
2016	564,341
2017	586,204
2018	690,142
2019	1,050,420
2020	659,349
2021	906,781
As of March 2022	16,668,880

**Since 2005 the AOC South
has handled over
62,000 ATMS Incidents**

ATMS Event Statistics

Year	IVR Calls
2005	1112
2006	2553
2007	2708
2008	3306
2009	4291
2010	4597
2011	3611
2012	3050
2013	3832
2014	3916
2015	3396
2016	3580
2017	4413
2018	4747
2019	4756
2020	4352
2021	4347
	62517

Systems Overview of AOC South



Bay Span IVR:

Traffic Condition Tools Account Report

Traffic Condition

Thank you for calling the Bay Bridge. It's [INSERT Date/Time].

At this time there are no back-ups on or approaching the Bay Bridge in either direction. Motorists are encouraged to follow the overhead traffic control signals on the bridge and maintain a safe distance from the vehicle in front of you to avoid rear end collisions. If you are traveling during this weekend, the best times to travel are before 10 am and after 10 pm on Friday, on Saturday before 7 am and after 5 pm and Sunday before 10 am and after 10 pm.

This message will be updated as traffic conditions change. This traffic report captures real time traffic conditions along the US 50 Corridor from the Annapolis area to the US 50 301 split in Queenstown. Visit baybridge.com to view bridge traffic and get traffic alerts. For real time updates on major incidents, follow us on Twitter at twitter.com/TheMDTA. Find us on Facebook at Facebook.com/theMDTA. For statewide traffic conditions, visit md511.org.

Message: ON OFF Amber Alert: ON OFF

Please select traffic condition below:

<input checked="" type="radio"/> Normal Conditions	Delay: <input type="text" value="No Delays"/>
<input type="radio"/> Wind Conditions	Except Backups: <input type="text" value="Severn River Bridge"/>
<input type="radio"/> Inclement Conditions	Conditions: <input type="text" value="Normal"/>
<input type="radio"/> Incident Conditions	Platoon: <input type="text" value="1 Lane West W/Wind Warning"/>
<input type="radio"/> Heavy Traffic Conditions	Wind: <input type="text" value="Wind Warnings"/>
<input type="radio"/> Two-Way Traffic Conditions	Eastbound Landmark: <input type="text" value="Exit 32 Sandy Point Overpass which is 1/2 mile from the Bay Bri"/>
<input type="radio"/> Bridge Walk Conditions	Westbound Landmark: <input type="text" value="Exit 37 Rt. 8 Overpass which is 6/10th of a mile from the bridge"/>
<input type="radio"/> SRB Conditions	SRB Landmark: <input type="text" value="Exit 27 which is approximately 1/2 mile from the Severn River Bri"/>
	Eastern Shore Landmark: <input type="text" value="US 50 Prior to Kent Narrows Bridge"/>

CHART ATMS

Comm Source Text Search:

Log Other (no info) Add Search Adv.

[Recent Events](#) [Back](#) [Forward](#) [Refresh](#) [Center Rpt](#) [Comm. Log](#) [Instant Messaging](#) [Home Page](#) [Intranet Map](#) [Traffic Events](#) [Help](#)

Planned Closure @ US 50 EAST AT MP 34.3 (BAY BRIDGE)LN 3 TWO WAY OPS

PERMIT ACTIVE

(Event Open; Controlled By AOC South)

[General Info](#) [Permit Info](#) [Lane Closures](#) [Response](#) [Notification](#) [Photos](#) [Event History](#) [Summary](#) [Associated Events](#) [SOP Guidance](#)

General [Edit General](#) [Edit Location](#) [Show on Map](#) [Google Map](#) [MD Imagery](#) [Add To Log](#) [Social Media / Web Settings](#)

Event Name	Planned Closure @ US 50 EAST AT MP 34.3 (BAY BRIDGE)LN 3 TWO WAY OPS	Location Description	US 50 EAST AT MP 34.3 (BAY BRIDGE)LN 3 TWO WAY OPS
Source	LCP (320)	County	Queen Anne's County
Regional	NO	Region	
Queue (mi)	0.0 (None) <input type="button" value="Calculate"/>	State	MARYLAND
Primary		Route Type	US Route
Opposite	0.0 (None) <input type="button" value="Calculate"/>	Route	US 50
Max	0.0 (None) (Primary)	Direction	East
Opened	09:00	Point Along Roadway	AT MP 34.3
Confirmed	09:00	Lat/Long	38.983883° N, 76.339839° W (Operator - cbrenna1)
Delay Cleared	No <input type="button" value="Delay Cleared"/>	Areas of Responsibility	Bay Bridge Area County Queen Anne's ESTO Maryland Statewide MDTA AOCs Bay Br SHA District 2
Scene Cleared	No <input type="button" value="Scene Cleared"/>		
Est. Hours To Clear	Unknown	<input type="button" value="Close (make pending)"/>	<input type="button" value="False Alarm"/>
Op Center POC			
On Scene POC			
Comments			
Open Event			
Remind Time	03/26/22 08:59 <input type="button" value="Edit"/>		
Owning Org	MDTA		
Social/Web Publishing	By Rule		
Web Alert	N/A		
Last Tweet (Manual)	N/A		
Last Tweet Time	N/A		

Please specify a queue length, if applicable.

Select DMSs, HARS, Cameras, On/Off Devices to add to Response (SHIFT + click to select, CTRL + click to toggle selection).
*External Devices are not shown on the map.

Devices in Visible Area -> DMS (1) HARS (1) Cameras (12) On/Off Devices (6) TSSs (1)

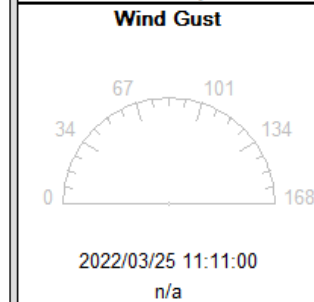
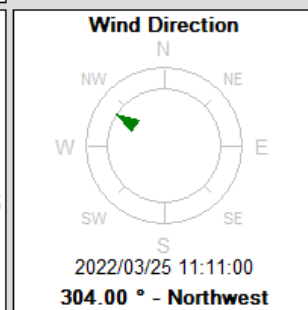
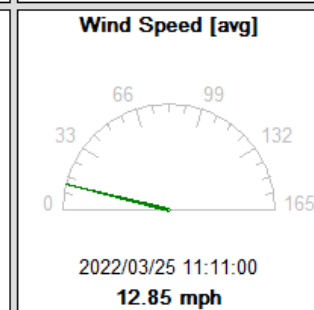
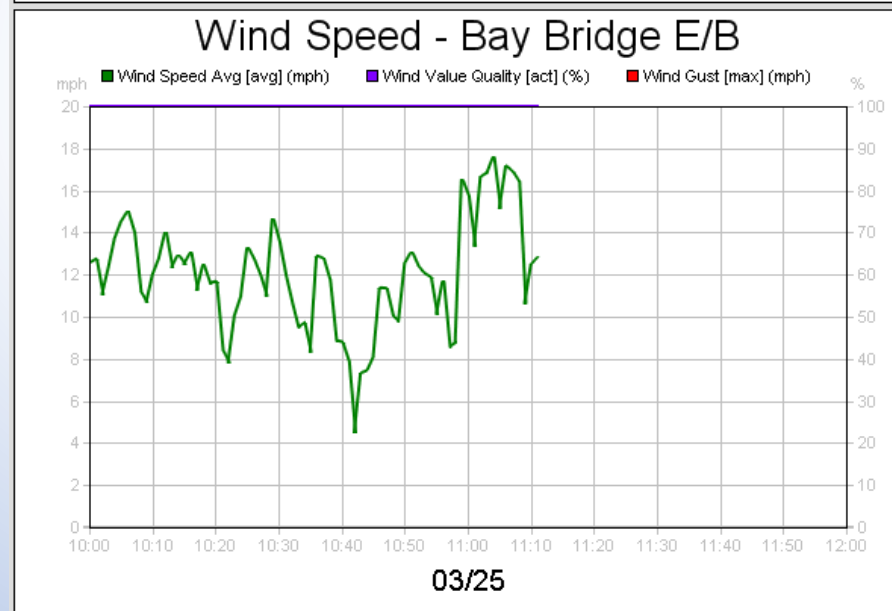
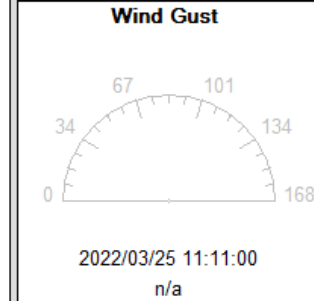
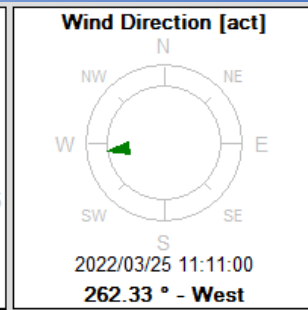
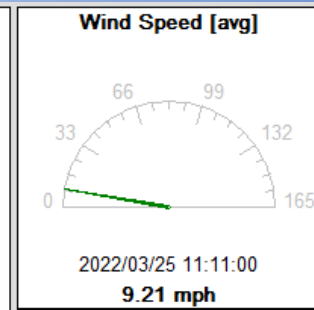
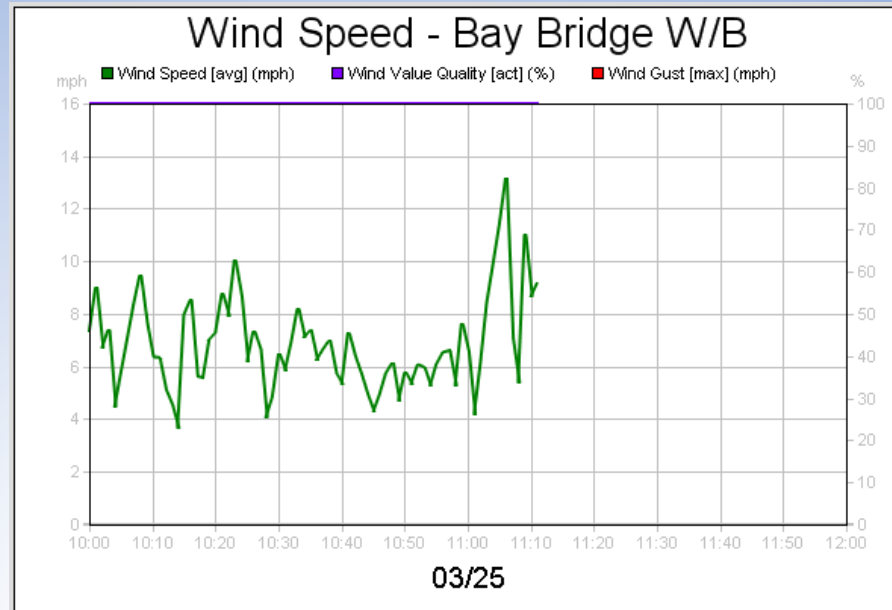
Click a tab to view the devices.

Response [Add Items](#) [Multi-Item Actions](#) [Preview on Map](#) [Refresh](#)

Target Device	Proposed Message	Status
5 Monitors Show Monitors	No cameras in response tour.	<input type="button" value="Execute"/> <input type="button" value="Revoke Execution"/>
<input checked="" type="checkbox"/> 8870 Device Details / Device Queue		<input checked="" type="checkbox"/> Requested message "TWO-WAY TRAFFIC ON BAY BRIDGE OBEY LANE USE SIGNALS VEHICLES OVER 5 TONS RIGHT LANE ONLY" is active on DMS "8870" <input type="button" value="Execute"/> <input type="button" value="Revoke Execution"/> <input type="button" value="Remove"/>



LUFFT: Wind Monitoring System



Questions?

