



COMMONWEALTH TRANSPORTATION BOARD

TRAFFIC OPERATIONS SERVICES

Traffic Operations Centers / Safety Service Patrols

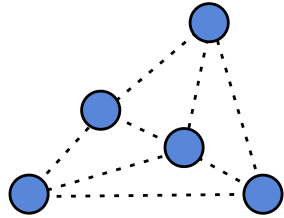
| Kevin Gregg / Kenneth Reynard

May 19th, 2026

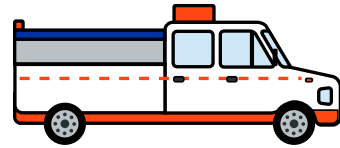
Why Are We Here?

- **Update the CTB on one of VDOT's core functional areas.**
- **The Traffic Operations Centers (TOC) and Safety Service Patrols (SSP) contract is coming to end of term in March 2027.**
- **The procurement of a new contract is an extended process.**
- **This procurement will set contract terms for the next decade.**
- **The dollar value of this contract is one of the larger contracts in Traffic Operations.**
- **This procurement gives VDOT an opportunity to improve future service needs through updated technology, performance metrics, updated incentives/disincentives.**

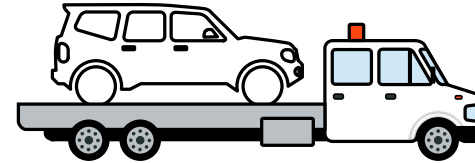
Traffic Operations Infrastructure and Services



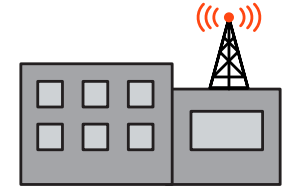
Five Traffic Operations Centers



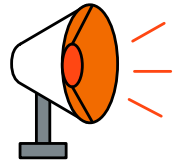
Safety Service Patrol



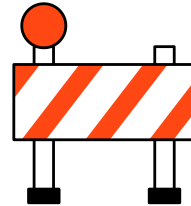
Towing and Recovery Program



Traffic Operations Support Center



Statewide Emergency Operations Situation Room



Work Zone Management Solutions



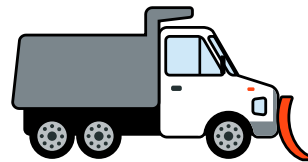
Corridor & Arterial Traffic Management Service



Customer Support Center



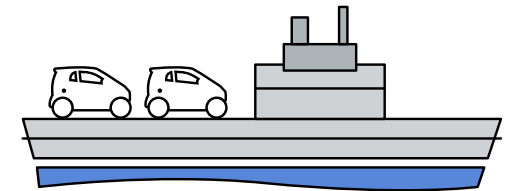
Traffic Safety Services



Winter Weather and Emergency Services



Detours Management



Ferry Management Services

Devices, Technology and Control Services



Advanced Traffic Management Systems



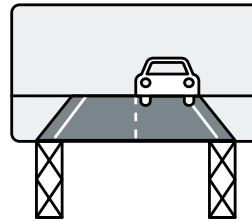
Statewide Signal Systems



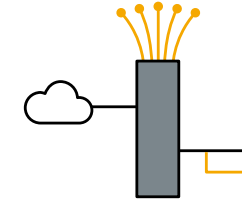
Operations Technology Cybersecurity



Field Devices Communication Network



Freeway and Arterial Field Devices



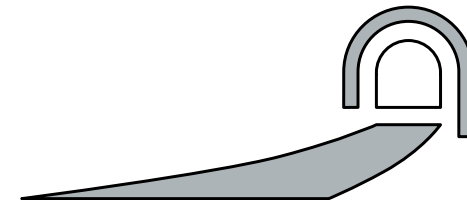
Statewide Fiber Communications Network



Traffic Alert / Calming Solutions



511 Traveler Information Systems



Tunnel Traffic Management Solutions

To Handle This.....



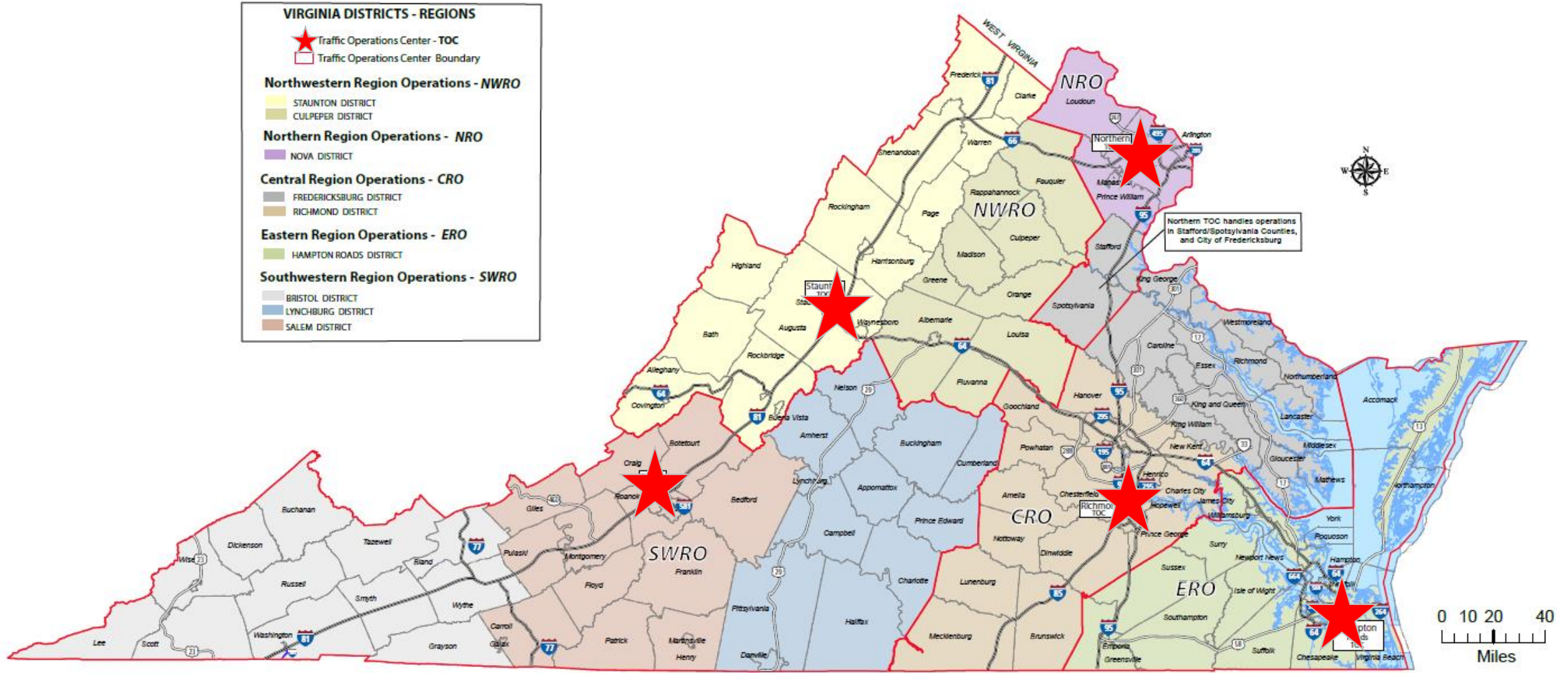
It Takes a Joint Team Effort



TOC / SSP Major Program Update

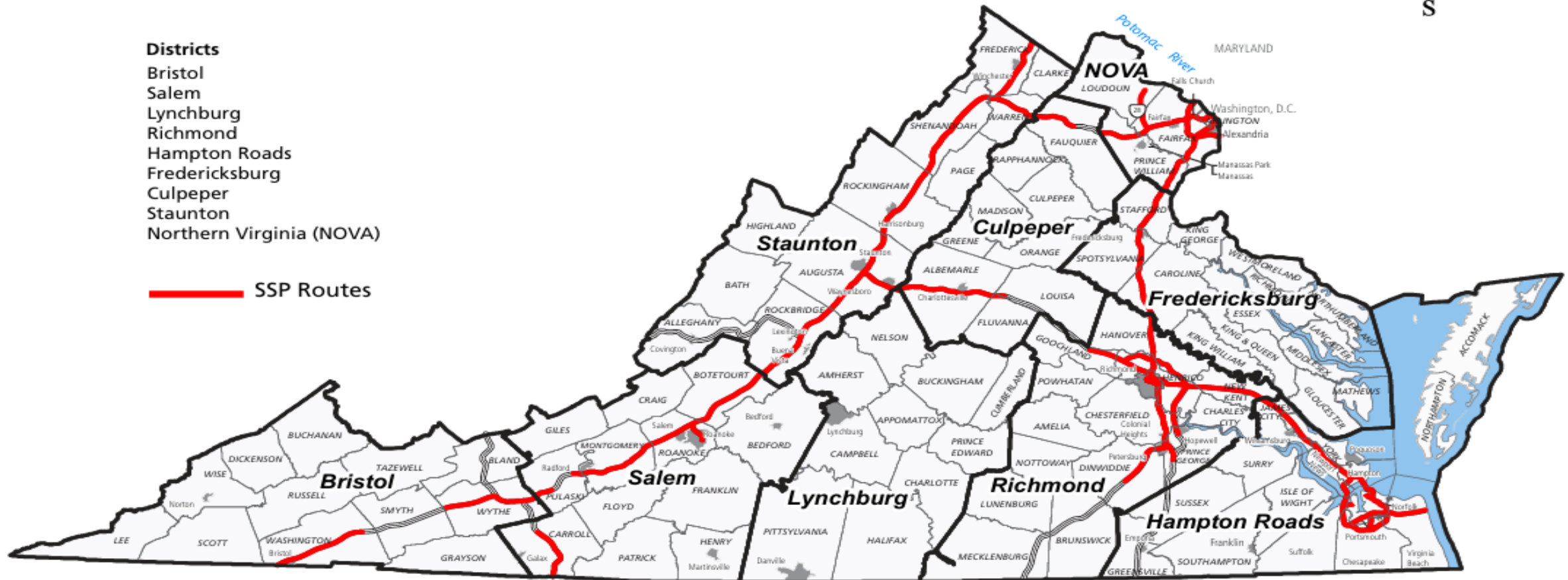
- **The Traffic Operations Centers (TOC) and Safety Service Patrols (SSP) contract is coming to end of term in March 2027.**
- **The procurement of a new contract gives VDOT an opportunity to improve future service needs through updated technology, performance metrics, updated incentives/disincentives**
- **This procurement will set contract terms for the next decade.**
- **Outreach and Industry Engagement:**
 - **Completed three (3) industry engagements on services best practices.**
 - **Completed four (4) peer-exchange discussions with other comparable DOTs.**
(North Carolina, Georgia, Florida, Michigan)
 - **Conducted an AASHTO Survey with thirty (30) DOT peer respondents.**
- **We are working through contracting approaches that incorporate future long term needs, offer flexibility for both VDOT and service providers, and improve both motorist safety and service performance through better defined requirements.**

Virginia Traffic Operation Centers (TOC)




Statewide Safety Service Patrol (SSP) Routes

Currently there are 963 miles of Interstate covered by SSP routes. (86%).



- Districts**
- Bristol
 - Salem
 - Lynchburg
 - Richmond
 - Hampton Roads
 - Fredericksburg
 - Culpeper
 - Staunton
 - Northern Virginia (NOVA)

 SSP Routes

TRAFFIC OPERATIONS SERVICES

TOC / SSP

| Kenneth Reynard

May 19th, 2026

What is VDOT's TOC SSP Program?

TOC Floor Operations (5 TOCs)

- Traffic Monitoring & Event Management
 - Arterial Management
 - System Monitoring
 - Weather Response Management
 - Notification and Documentation
- 24/7/365 Coverage of Our Network
 - Manage ~ 35K Incidents Monthly
 - Every 1-2 Minutes Statewide
 - Monitor and Operate ~ 2,600 Devices
 - Cameras, Signs, Signals, VA511 System, VaTraffic

Key Role in Maintaining Situational Awareness, Incident Management, and Multi-Agency Coordination.



What is VDOT's TOC SSP Program?

SSP Program (9 Districts)

- Incident Response
- Emergency Support
- Traffic Control
- Motorist Assistance
- Respond to ~28K Interstate Incidents Monthly
- 21 Minute Avg Scene Clearance Time
- \$1,374 Cost Per Minute During Peak Hours



Key Role in Motorist Safety and in the Expeditious Flow of Goods and Services Across the Commonwealth.

Procurement Goals

- **Raise the Bar**
 - **What does the Commonwealth, VDOT, TOC Floor Operations and the SSP Mission look like approaching 2030 and beyond?**
- **Improve Interoperability**
 - **Strengthen Traffic Operations As a Core Function, Standardization Across Districts**
- **Contractor Diversity**
 - **Multiple Partners, Competitive Pricing**
- **Improve Performance Metrics and Accountability**
 - **Motorist Safety, Incident Detection, Accuracy in Reporting, Dedicated Express Lane Support, Preventable Incidents**
- **Support Innovation Growth and the Changing Environment**
 - **Artificial Intelligence (AI), Automation, Safety (Employee, Motorist, Work Zone)**
- **Foster Existing/Joint Partnerships – VSP, VDEM, First Responders, Localities, Tow**

Contract Cost

- Contract Cost Over Its 9 Year Lifecycle**

<u>Contract Year</u>	<u>2018</u>	<u>2026</u>
TOC	\$11,402,901	\$21,055,817 = 85% increase
SSP	\$21,862,053	\$35,935,704 = 64% increase
Training	\$666,870	\$407,845 = 39% decrease
Statewide Total	\$33,931,824	\$57,399,366 = 69% increase

- Estimated Future Contract Cost: \$65M - \$75M per year**

- Labor Rate Increases are the Biggest Cost Driver**
- TOC SSP Contract is in the RFP Development Phase. Updated cost estimate will be developed after Requirements are finalized.**

TOC SSP Project Scheduled

- **Planning Phase: December 2023 – June 2025**
 - **Outreach and Industry Engagement:**
 - **Three (3) Request for Information Activities (Final Outreach in January 2026)**
 - **AASHTO Member State Survey – Thirty (30) DOT Respondents**
 - **Peer Exchange With Four (4) Other DOTs**
- **Requirements and RFP Phase: July 2025 – July 2026**
 - **Develop Requirements and Request for Proposals**
- **Procurement Phase: August 2026 – July 2027**
 - **Competitive Public Procurement**
- **Award Phase: August / September 2027**
- **Transition, and Operations Phase: September 2027 – January 2028**
 - **CTB Update Prior to Award**

