

All Lanes OPEN

Spring
2025



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MESSAGE FROM THE DIRECTOR

By the time you are reading this edition we “should” be through the bulk of what was a more active Winter season this year.

Snowfall amounts weren't the only thing unique about it. Governor Wes Moore and Lieutenant Governor Aruna Miller stopped by our Statewide Operations Center to show their appreciation for the hard-working team. You can read more about that visit later in this issue. Of course the team at the Statewide Operations Center was only a small representation of everyone that was in service helping keep Marylanders safe.

Thank you to all of our CHART and SHA Maintenance Teams for all that you do every day to keep the public and our fellow responders safe. Speaking of safety, did you know that the most recent University of Maryland CHART Evaluation estimated that CHART prevents 427 secondary crashes and over 1,000 lane-changing incidents, all while achieving over \$2 billion in benefits? With achievements like that, I'm not sure how you can't be excited for what is ahead and what we can all achieve together to keep Maryland moving...safely.

Jason Dicembre
Director – Office of Transportation
Mobility & Operations (OTMO)



CHART MONTHLY STATISTICS

OCTOBER 2024



3,369

INCIDENTS MANAGED



2,404

MOTORISTS ASSISTED

30.13
MINUTES

AVG INCIDENT
DURATION



11.39
MINUTES

AVG RESPONSE
TIME

NOVEMBER 2024



3,166

INCIDENTS MANAGED



2,267

MOTORISTS ASSISTED

32.32
MINUTES

AVG INCIDENT
DURATION



11.61
MINUTES

AVG RESPONSE
TIME

DECEMBER 2024



3,225

INCIDENTS MANAGED



2,407

MOTORISTS ASSISTED

32.16
MINUTES

AVG INCIDENT
DURATION



11.43
MINUTES

AVG RESPONSE
TIME

NEW HIRES

Welcome to the Team:

- **Michala Binns** - Highway Operations Technician (TMC Operations)
- **Douglas Kirby** - ITS Technician I (ITS Division)
- **Jason Noblick** - Regional Manager (Regional Operations)

AASHTO 2024 CTSO ANNUAL MEETING

What is Operations? That is a question that was posed to the attendees at the 2024 American Association of State Highway and Transportation Officials Committee on Transportation System Operations (CTSO) Annual Meeting.

It is a question that we probably don't stop often enough to think about or consider how we are communicating it to our teams. Quick lane and incident clearance is a key goal in condensing our traffic incident management timeline, but, why? Is it because we want to improve mobility? Decrease delays? Make the system more reliable? All of those things may be true but operations begins and ends with safety and saving lives.

We can never lose sight of the fact that the main goal of operations is safety. The definition shared in the particular CTSO presentation was that "transportation operations are the intentional strategies, tools, and real-time actions needed for the system to serve all road users safely and reliably as it was planned, invested, designed, constructed, and maintained." States all over the country are keeping safety as their main focus. They are enhancing their State's Emergency Safety Service Patrols, like CHART, and deploying queue warning systems, variable speed limits, and wrong-way driver detection.

No matter what your role is, from patrol driver, Traffic Management Center operator, engineer, planner, procurement officer, and more, you play a role in operations. It may be easy for us to calculate how many motorists we assisted, the reduction in user delay hours, or travel time savings. How many lives did we save this year? We'll never know, but make no mistake that what you do does save lives.

EMPLOYEE SPOTLIGHT

EMPLOYEE OF THE YEAR: WARREN HENRY

Warren is OTMO's Mobility Planning and Engineering Division Chief and was selected as OTMO's most recent Employee of the Year in recognition of his truly tireless devotion not only to his division but to the entire office. Congratulations, Warren!

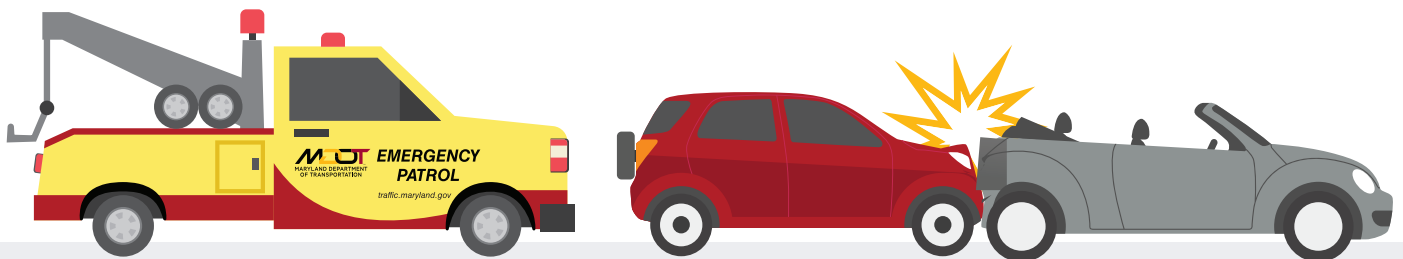
While attending Howard University in Washington, DC, Warren selected civil engineering as a major and began working part-time in the university's Transportation Research Center. At the center, Warren's passion for cars was joined with a newfound interest in roadways and bridges, their role in helping travelers get to their destinations, and how to make roadway infrastructure safer and more efficient.

After college, Warren began his professional transportation career as a traffic engineer with Edwards & Kelcey (now Jacobs Engineering Group, Inc.) in 2005. In August 2007, he began working for OTMO as an on-site consultant in what was then known as the ITS Development Division and is now the Mobility Planning and Engineering Division. Warren was soon



promoted to Planning & Development Section Chief, focusing on statewide Transportation Systems Management and Operations (TSMO)/ITS deployment, Regional ITS Architecture, systems engineering, CHART strategic planning, Automatic Vehicle Location (AVL) deployment, University of Maryland contract management, the SOC Reconfiguration and US 1 Innovative Technology Deployment Corridor Projects, and ITS coordination projects with Federal, State, and local agency stakeholders, among several other responsibilities. In October 2019, after many years as a consultant supporting the CHART Program, Warren formally joined SHA as the Assistant Division Chief for the Mobility Planning and Engineering Division. In 2023, he became SHA's official CAV representative on the Maryland Statewide CAV Working Group and its committees. As of June 26, 2024, he was promoted to the position of Mobility Planning and Engineering Division Chief.

In his nearly 20 years as a traffic engineer, Warren has found that his chosen field always provides stimulating challenges as well as important and fascinating technological advancements in both the vehicle and transportation engineering domains with which to engage. His advice to those considering a career in traffic engineering is to always keep yourself well informed about the tools and technology available to you, cherish the relationships that you build along the way because they will shape your career as you strive to grow, and always put the safety of the traveling public first in the decisions you make while continuing to find time for your family and friends.



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NEWS FROM CHART

OTMO Winter Pot Luck

The OTMO Winter Pot Luck event was held at the Statewide Operations Center on December 17th. It was a good time and a rare opportunity for the whole OTMO team, particularly our patrol operators and SOC and Traffic Operations Center team members, to gather together and break bread (and share other tasty dishes!).



HIGHLIGHTS FROM MOST RECENT CAV WORKING GROUP MEETING

OTMO recently participated in the Maryland Statewide CAV Working Group meeting on December 4, 2024, at the Cruise Maryland facility in Baltimore. The session opened with remarks from Maryland Motor Vehicle Administrator and CAV Working Group Chair Chrissy Nizer, alongside Maryland Port Administration (MPA) Executive Director Jonathan Daniels.

The meeting featured presentations on Cellular Vehicle-to-Everything (C-V2X) deployment from the perspective of auto manufacturers, as well as a collaborative project between the University of Maryland College Park (UMCP) and Morgan State University (MSU) focused on “cooperative perception” to enhance CAV safety—exploring how vehicles respond to varying pedestrian behaviors. Additional presentations covered the Kiwibot personal delivery robot, the Urban Mapping Project, and the Starship autonomous delivery robot, which is currently in operation on the Bowie State University campus.

Following the meeting, attendees observed live demonstrations, including showcases of the Kiwibot and Starship autonomous delivery robots, as well as a “cooperative perception” demonstration led by UMCP and MSU representatives. This demonstration featured a connected and automated vehicle responding to different pedestrian behaviors using a dummy pedestrian.

The next CAV Working Group meeting is scheduled for May 21, 2025, and will be held at Morgan State University.



THANK A SAFETY RESPONDER DAY

Crash Responder Safety Week is celebrated nationally each year to raise awareness of the important role motorists play in keeping traffic incident responders safe as they perform their life-saving work on roadways. In Maryland, Governor Wes Moore proclaimed November 18-22, 2024, Crash Responder Safety Week.

To kick off the week, SHA and the Maryland Transportation Authority hosted “Thank a Safety Responder Day” from 11 a.m. to 3 p.m. on Saturday, November 16th. This free, family-friendly, outdoor event to honor local first responders was held at SHA’s Hanover Complex.

At this fun event, attendees had the opportunity to meet and thank highway crash responders and first responders who serve us every day. Attendees were also able to explore responder vehicles, including fire and rescue units, our own CHART vehicles and even a Maryland State Police helicopter – stationed right on our Hanover Complex parking lot!

That wasn’t all! Attendees were given a “public peek” inside to see our Statewide Operations Center, which monitors traffic 24/7 across the state. Children who participated were presented with Honorary “Junior Safety Responder” certificates!

This event also was a good reminder that we all have a role in keeping our responders safe.



Thank A Safety Responder Day!
 a **FREE Family Event!**
 See Emergency Vehicles & Talk to Maryland's First-Responder Heroes!

Saturday, November 16
 11 a.m. - 3 p.m.
 MD State Highway Administration - Hanover Complex
 7491 Connelley Drive
 Hanover, MD 21076



GOVERNOR/LT. GOVERNOR VISIT TO THE STATEWIDE OPERATIONS CENTER

During the first major winter event of the year on January 6th, OTMO hosted Governor Wes Moore and Lt. Governor Aruna Miller for a tour of the Statewide Operations Center. To quote OTMO Director Jason Dicembre, “CHART was once again on display in all of the best ways.” The Governor and Lt. Governor showed their appreciation for the hard work and dedication of the CHART Operations team and the unique ability of this office to help the citizens of Maryland each and every day.

When the Governor arrived, Jason participated in a cabinet briefing to the Governor regarding the Maryland Department of Transportation’s (MDOT’s) storm response. As part of that briefing, Jason had the opportunity to resume his former role as a Traffic Management Center (TMC) Operator, demonstrating the capabilities of the CHART Advanced Traffic Management System (ATMS), Emergency Operations Reporting System (EORS), CHART website, MView (CCTV camera sharing platform) and DTN weather site for the benefit of not only the Governor’s team but representatives of MDOT’s Secretary’s Office and SHA Leadership, addressing questions regarding roadway conditions and incidents in real time. At one point, Jason emphasized the critical role CHART plays during such storms, keeping roadways clear of crashes and other obstructions so the plows can clear the road, along with helping disabled motorists get to safety. Those in the briefing watched a CHART unit’s truck as it blocked the lane for a single vehicle crash that required a tow truck to remove the vehicle from the scene.



