

# All Lanes OPEN

Spring  
2023

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# MESSAGE FROM THE DIRECTOR

Welcome back to All Lanes Open, SHA's traffic management newsletter! It is apropos that we re-launch with our spring edition. When I think of spring, I think of new beginnings and transformations. There has been quite a transformation in CHART. While the CHART Program is focused on Traffic Incident Management (TIM), the office itself encompasses much more. To capture all that we do, what was once the Office of CHART has been re-named the Office of Transportation Mobility and Operations (OTMO).

While the name has changed, the mission remains very much the same, to improve safety and mobility through technology and inter/intra-agency partnerships. We still focus on six key focus areas: traffic incident management, emergency operations, traffic monitoring, traveler information, traffic management, and statewide radio communications.

CHART operations remains a core program element within OTMO and we continue to advance that program, which now includes an expanded partnership with the Maryland State Police in the establishment of a new Traffic Incident Management Unit, which you'll read more about in this issue. TIM is just one TSMO solution we are engaging in, and we look forward to highlighting some other initiatives from our various focus areas in coming issues.

Most importantly, All Lanes Open is not just a newsletter for our external partners but it is also a place where we can celebrate the accomplishments, milestones, and hard work that Team OTMO does every day. This team, emphatically, keeps Maryland moving and we are excited to tell our stories.

Stay well and stay safe,

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



## CHART MONTHLY STATISTICS

JANUARY



**2,813**  
INCIDENTS MANAGED



**2,855**  
MOTORISTS ASSISTED

**28.16**  
MINUTES  
AVG INCIDENT  
DURATION



**10.71**  
MINUTES  
AVG RESPONSE  
TIME

FEBRUARY



**2,698**  
INCIDENTS MANAGED



**2,837**  
MOTORISTS ASSISTED

**27.80**  
MINUTES  
AVG INCIDENT  
DURATION



**11.11**  
MINUTES  
AVG RESPONSE  
TIME

MARCH



**3,204**  
INCIDENTS MANAGED



**3,208**  
MOTORISTS ASSISTED

**27.55**  
MINUTES  
AVG INCIDENT  
DURATION



**11.04**  
MINUTES  
AVG RESPONSE  
TIME

# RETIRES & HIRES

## **Congratulations on Your Retirement:**

- David Pettis - Field Patrol Shift Supervisor (Regional Operations), 47 years
- Michael Garber - ITS Supervisor (ITSD), 32 years

## **Welcome to the Team:**

- **Laura Frymoyer** - Procurement Officer (ITSD)
- **Robert Groves** - Inventory Management Specialist (ITSD)
- **Joyce Mason** - TMC Operator (TMC Operations)
- **Alando Wilson** - TMC Operator (TMC Operations)
- **De'Quan Hanna** - TMC Operator (TMC Operations)
- **Brian Britcher** - Emergency Response Tech (Regional Operations)
- **Jeffery Cresanto** - Emergency Response Tech (Regional Operations)
- **Thomas Smith** - Emergency Response Tech (Regional Operations)
- **Talley Ober** - Emergency Response Tech (Regional Operations)
- **Kristopher Warburton** - Emergency Response Tech (Regional Operations)
- **Raymond Burroughs** - Emergency Response Tech (Regional Operations)
- **Tom Costello** - ATM Data and Business Process Manager (Mobility Planning & Engineering)

# TESTIMONIAL



I would like to thank MDOT CHART Service Technician Michael Meek for his outstanding professional assistance that he rendered on March 01, 2023. During that time my police vehicle experienced a blown out tire near the MSP weigh/inspection station on S/B I-83. Technician Meek was able to assist me with retrieval of the spare tire which took considerable time due to unforeseen mechanical difficulty. If not for his help I would have probably been delayed for hours awaiting our fleet service assistance which was delayed due to extreme call volume and event location. For this I am most grateful to him and your fine agency.

I realize that Mr. Meek's actions were consistent with your agency's high standards and professionalism. But it was nice to know it was he who did this quite well. Again, I am most grateful. If our agency may ever be of service to your department, do not hesitate to call upon us.

Sincerely,  
William D.  
Supervisory Special Agent  
CSX Railroad Police





## EMPLOYEE SPOTLIGHT

At a young age, Ryder Malone realized that he had an affinity for helping people and an intense interest in motor vehicles and motorcycles. Though initially undecided between becoming an Emergency Medical Technician (EMT) or a mechanic as a career path, he learned that his position as an Emergency Response Technician (ERT) fulfills many aspects of both careers. In 2010 while working as a Vehicle Recovery Technician (VRT) for the Maryland Transportation Authority (MDTA), Ryder came upon a school bus fire in the Fort McHenry Tunnel. Without hesitation, he evacuated motorists from the scene and was instrumental in moving them to safety, avoiding a potentially catastrophic event. This experience ultimately led Ryder to SHA, where he has been for nine years. Each day continues to be a new and rewarding opportunity to help people in need, according to Ryder, and he says that he goes home knowing he was able to help people through what could prove to be a terrifying experience of being stranded on the highway.

His advice to anyone considering traffic management or becoming an ERT would be to prepare for the unexpected and be ready to think critically in unforeseen situations. Ryder believes that being an ERT is an excellent opportunity for those who are open to meeting new people daily, solving problems, and most importantly, helping others. Lastly, he said that this kind of work will leave you with a strong sense of gratitude.

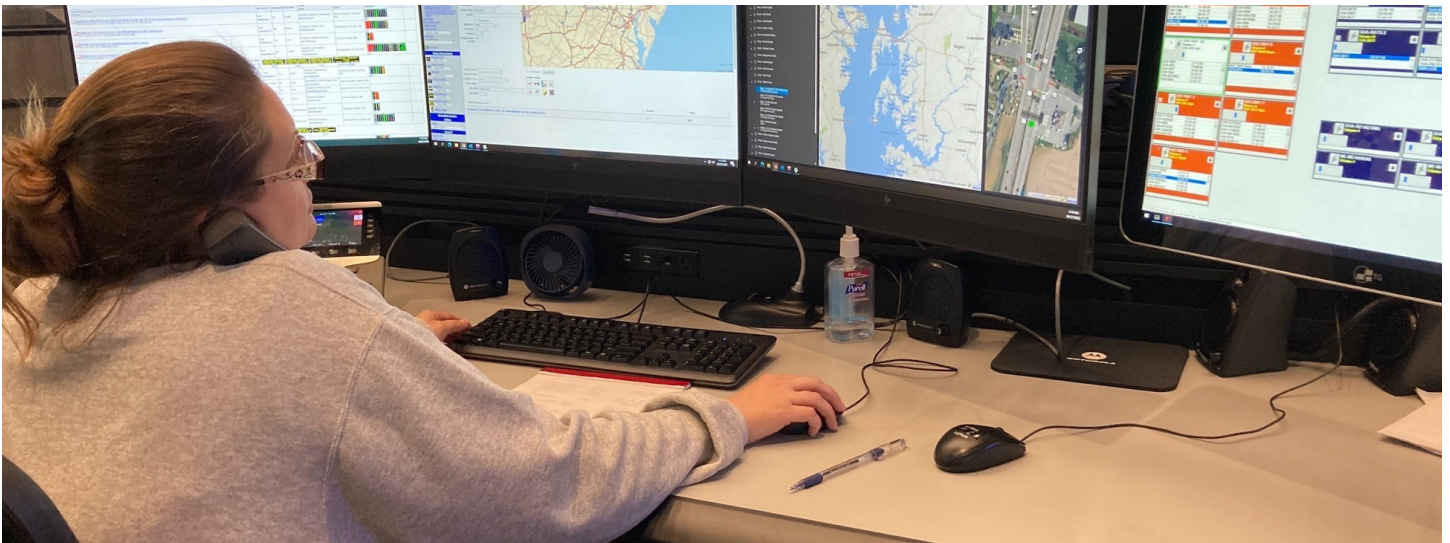
# NEWS FROM CHART

The longstanding partnership between MDOT SHA and the Maryland State Police (MSP) has served as a model for Traffic Incident Management (TIM) programs across the nation. In December 2022, the MSP and MDOT SHA officially updated their Memorandum of Understanding to add an officially designated Traffic Incident Management Unit to the department, fully funded by SHA and working hand in hand with the SHA CHART Field Patrol Units. The MSP TIM Units monitor the SOC/TOC radio channels for dispatching to roadway emergencies on a daily basis and can be dispatched directly by the SHA Traffic Operations Center (TOC) to roadway incidents, while still maintaining communication with the MSP police barracks. The TOC tracks their calls for service and response within the SHA Advanced Traffic Management System. The establishment of the TIM Unit was an outcome of research conducted on OTMO's behalf to identify best practices and other successful initiatives from other states, such as New Jersey's Incident Management Response Team (IMRT)/Incident Management Unit (IMU) and New York State Police Traffic Incident Management Unit. The addition of this unique and historic partnership has become a force multiplier and is already paying dividends beyond anyone's expectations. The future of this partnership is bright and exhibits a modern, innovative approach to traffic incident management partnership between DOT and law enforcement.



# ATTRACTING THE NEXT GENERATION

The University of Maryland, College Park and Prince George's County Public Schools (PGCPS) have partnered to pilot the Transportation Infrastructure Management Education and Simulation program, a new component of PGCPS' Foundations of Homeland Security and Emergency Preparedness course. As part of the curriculum, OTMO and Prince George's County Traffic Response & Information Partnership Center representatives visited Parkdale and Potomac High Schools to discuss real-life examples of incident response to show the level of response coordination required for large-scale incidents. Students from the schools also visited MDOT SHA's Statewide Operations Center (SOC) where they were able to experience hands-on demonstrations of CHART's response vehicles and Advanced Traffic Management System. Members of the Maryland State Police (MSP) Traffic Incident Management Unit were on site discussing the relationship and response coordination between MSP and MDOT SHA. OTMO's operations teams created exercises for students to complete, such as activating a Dynamic Message Sign in the training system or lowering the CHART Response Vehicle tow truck stinger. In two days of field trips, more than 50 students visited the SOC. Students will receive a certificate of completion from the University of Maryland.



## NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK 2023

National Public Safety Telecommunicators Week took place from April 9 – 15. OTMO's TMC operators serve as SHA's version of this critical function, handling everything from large weather events to gubernatorial ceremonies, to helping manage and coordinate nearly 29,000 roadway incidents annually. They have the capability to monitor and utilize more than 160 dispatch channels, including shared channels with law enforcement partners. MDOT SHA's Statewide Operations Center also receives more than 112,000 phone calls annually. To all of our TMC Operators along with police, fire, and 911 dispatch partners, thank you for all that you do to help save lives and keep Maryland moving!

# TRAINING TIPS

## RECENT CHANGES TO MARYLAND “MOVE OVER” LAW

As of October 1, 2022, the Move Over Law in Maryland expanded to require motorists to change lanes or slow down when approaching any vehicle that is stopped, standing, or parked displaying warning signals (this includes hazard warning lights, road flares, or other caution signals such as traffic cones, caution signs, or non-vehicular warning signs). The expanded law is in place for the protection of law enforcement, emergency responders, and motorists required to stop near travel lanes while encountering a roadside emergency.



Previous 'Move Over Law' Sign



New 'Move Over Law' Sign

## RESOURCES FOR EMERGENCY RESPONDERS

To handle the increasing number of electric and hybrid vehicles on the road today, several automakers have made information about their various electric and hybrid vehicle models available for the benefit of first and second responders:

<https://energysecurityagency.com/erg>.

This website also contains other helpful resources pertinent to first and second responders, such as Emergency Response Guides and various training opportunities.



Use the QR code above to access the emergency response guides webpage. Open the camera app on your smart phone and point it at the figure.



# EMERGING TECHNOLOGY

OTMO participated in the first ITS Maryland Legislative Technology Fair since the beginning of the pandemic!

The event took place in the Atrium and Governors Hall area of the Calvert House at the Historic Inns of Annapolis. Carole Delion, Rick Dye, Mohammed Raqib, and Tom Costello represented OTMO by staffing its display, which showcased OTMO's nationally recognized CHART and TSMO programs! Several other agencies and companies also offered their own displays, including MDOT, Maryland Transportation Authority (MDTA), Maryland Motor Vehicle Administration's (MVA's) Highway Safety Office, University of Maryland Center for Advanced Transportation Technology (CATT) Lab, Montgomery County DOT, and Prince George's Department of Public Works and Transportation (DPW&T). There was a steady stream of interested legislators and their staffers who visited our booth and inquired about our programs during the event. All in all, the fair was a success and was the first such opportunity to interact directly with Maryland State legislators and their staffers in several years!



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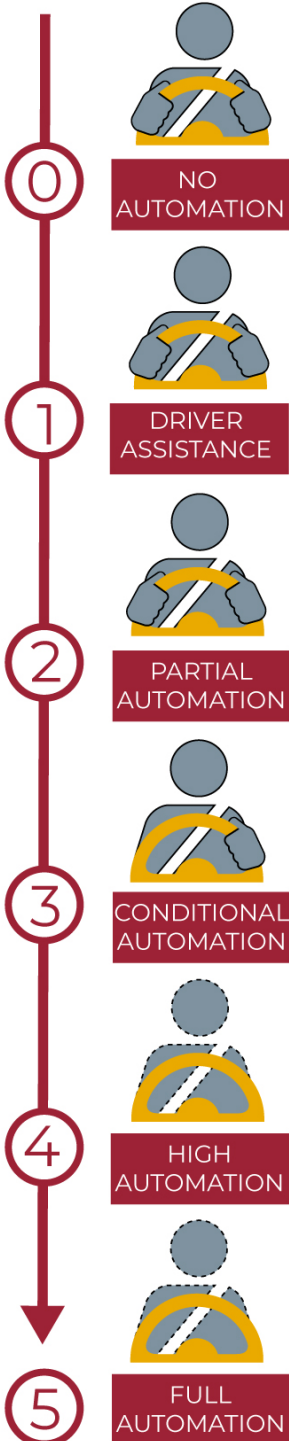




# AUTOMAKERS IN THE EXCITING WORLD OF CONNECTED AND AUTOMATED VEHICLES

Until recently, the autonomous car was the stuff of science fiction. More hype than happening sometime soon. However, with automakers spending billions to develop the technology — the race is on to be the first to launch a fully self-driving vehicle.

## LEVELS OF AUTOMATION



### MERCEDES-BENZ

Mercedes released a Level 3 AV which is available for sale in the version of a Mercedes-Benz EQS sedan and S-Class. Mercedes calls the system Drive Pilot. It can handle most driving requirements, but a driver must still jump in and take control if required.

### HONDA

Honda is known for both vehicles and robots, and over the last few years it has tried combining those two things with the Autonomous Work Vehicle (AWV). It just unveiled a new 3rd-generation version designed to transport up to two palettes worth of goods around worksites with no human assistance. It can operate autonomously or via remote control through challenging terrain like construction sites, thanks to a suite of sensors on the mast.

### GENERAL MOTORS

GM has been working on the technology behind their new semi-autonomous driving system, Ultra Cruise, since 2021, and the tech aims to log zero crashes, emissions, and traffic jams. This upgrade from their existing technology offers several new features like object avoidance, automatic parking, following speed limits, and automatic lane change.

AV makers are also outlining regulatory, legislative recommendations. The Autonomous Vehicle Industry Association (AVIA) earlier this month unveiled its federal policy recommendations for autonomous vehicles' safety, mobility and economic opportunities. The framework outlines recommendations for Congress and the U.S. Department of Transportation to maximize the deployment and commercialization of safe autonomous technology across the United States.

CAV technology is exciting and emerging across the globe and education, preparation, and regulations are needed. Automakers are researching and creating AV's which represent a potentially disruptive yet beneficial change to our transportation system. The impacts and interactions with other components of the transportation system, as well as implementation details, remain uncertain. As these new automotive technologies are integrated, more about how to address these concerns will become prevalent.

# WORK ZONE SAFETY AWARENESS WEEK 2023

National Work Zone Awareness Week took place on April 16-22. Governor Wes Moore proclaimed April 19, "Go Orange and Highway Worker Appreciation Day." As part of the recognition, MDOT and construction industry partners, with the assistance of state and local law enforcement, hosted a Work Zone Safety Awareness Unity Ride to honor the lives lost in work zone crashes along Maryland Roadways. The route traversed the west side of the I-695 Baltimore Beltway, by the location of a crash that took the lives of six highway workers in March.



## SOCIAL SNAPSHOT

**MD State Highway Adm @MDSHA · Mar 29**

As part of [#WomensHistoryMonth](#), meet Carole Delion, Deputy Director of the Office of Transportation Mobility & Operations. She oversees a team that looks at the planning of intelligent transportation systems from start to finish.

[#MDOTexperts](#)

marylandstatehighwayadmin

**MD State Highway Adm Retweeted**

**MD Highway Safety Office @zerodeathsMD · Mar 28**

In Maryland – If you see flashing lights, you MUST safely [#MoveOver](#) to the next lane or [#SlowDown](#) — it’s the law. [#MDOTsafety @MDSHA](#)

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MDSHA