

## PennDOT Traffic Management Center & Emergency Service Patrols



PennDOT's Regional Traffic Management Center (RTMC) for the western part of Pennsylvania is located at

District 11-0's headquarters in Bridgeville, Allegheny County. The center began operating Monday through Friday from 5:00 a.m. to 8:00 p.m. in 1998, as well as weekend operations during special events. The RTMC went to 24-hours-a-day, 7-days-a-week operation on a trial basis in February 2008, with the intent to hire additional staff to maintain this level of operation in the future.

PennDOT staff monitor traffic conditions on various roadways in the Pittsburgh area with the help of closed circuit television cameras. These cameras can be used to quickly identify incidents and allow staff to dispatch Parkway Service Patrol vehicles and/or notify local and state law enforcement and emergency responders. Camera images are also made available via the Internet and to local traffic information service providers, some of whom are housed in the media room of the RTMC. In addition to providing radio, television, and Internet updates on traffic conditions, the RTMC has capabilities to interface with Intelligent Transportation Systems such as Highway Advisory Radios (HAR), Dynamic Message Signs (DMS), and reversible HOV lanes that are part of the roadway infrastructure.

PennDOT's Parkway Service Patrols typically operate on I-79, I-279 - SR 22/30/60, I-376, and I-579 between the hours of 6:00-9:00 a.m. and 3:00-6:00 p.m. on weekdays. This no-cost (to the motorist) assistance program helps travelers whose vehicles suffer mechanical failure, run out of gas, have a flat tire, or are involved in a minor crash. If the problem can not be fixed within 30 minutes, the vehicle is pushed or towed to a designated location where the owner can call for additional help. The Service Patrols also assist law enforcement personnel by providing traffic control at crash scenes. The graphs below illustrate some of the performance results of these patrols in recent years.

