

FASTER RESPONSE TIME

**EFFECTIVE USE OF
RESOURCES**



**Integrating
Transportation
Systems and
Emergency
Management
Systems**

Individual Agencies Can Respond to a Limited Number of Traffic Incidents

“On the Los Angeles County freeway system, the California Highway Patrol logs more than 4,000 incidents per day. The CHP doesn’t have the resources to verify, locate, and respond to each incident. We cooperate with a variety of other agencies to help.”

—William Pasley, Commander, Transportation Management Unit, California Highway Patrol

To manage budget and staffing constraints, yet continue to meet their core responsibilities, many emergency services and transportation management agencies are reallocating their individual resources and prioritizing operations.

Still, given an increasing number of vehicles on the roads and intense highway environments, identifying and locating traffic incidents and sending out response units requires far more than a single agency’s resources—regardless of how efficient that agency’s operations may be.

Sharing Resources Improves Efficiencies and Response Times

When emergency service providers and transportation management agencies share information, each performs its core mission more effectively.



“I consider integration essential.... You have one system that gathers the information about the incident and another that coordinates the response to the incident. When the two are well integrated, the result can save time, save lives, and clear the incident faster.”

—Steve Galgano, Director of Signals and Lighting, New York City DOT



Communication of accurate incident information, such as its location and severity, helps emergency response personnel:

- Decide the type and number of response units to send to the scene
- Minimize delays in response time
- Maximize emergency response resources

“You have to optimize to make the best use of your resources, and you don’t optimize piece by piece. You have to improve the incident management delivery system as a whole. You can do this more easily if you are working together as a team, observing each other working, and exchanging ideas daily.”

—Glen Carlson, Manager, Transportation Management Center, MnDOT Metro Region

Combining Operations Maximizes Limited Resources

When emergency services agencies share facilities and traffic monitoring resources with transportation management agencies, the efficiency and speed of incident response are measurably improved.

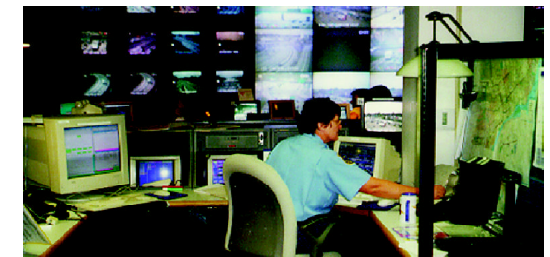
“It is imperative to show police and fire departments the potential resources in intelligent transportation systems that can help them do their jobs better. All the technology in the world won’t help if the police officers on the street do not realize the full capability of the technology.”

—Captain Timothy Kelly, Transportation Management Center Operations Supervisor, Houston Metro Police

Emergency services and transportation management agencies in states and metropolitan areas are increasing the value of their individual resources by:

- Co-locating the critical functions of their two systems
- Sharing communications media
- Automating notification to responding agencies

Emergency services dispatchers located in transportation management facilities can rapidly choose any type of response required by simply clicking a mouse when using an automated notification system.



Creating Synergy that Benefits Public Safety

"Our new FIRST (Freeway Incident Response Services Tracking) system allows us to choose the appropriate type of response and to notify the responder in the correct jurisdiction by dragging and clicking with a mouse on the computer. This especially helps when response units from many agencies may be needed to adequately clear up the incident."

—William Pasley, Commander,
Transportation Management Unit,
California Highway Patrol

Agencies Maximize Limited Capabilities through Coordination

When agencies integrate their resources, they can achieve more.

"Because of the close coordination among us, we have been able to respond to a greater number and a wider variety of incidents than we used to."

—Sean Nozzari, Chief of Caltrans
Transportation Management Center, San
Francisco Bay Area

The ability for all agencies to view the same information by sharing video images further enhances emergency response.

"During the Olympic Games in Atlanta, as part of our joint response efforts with the GDOT, the state patrol, and the city police, we saw how beneficial the video surveillance cameras were. Being able to view the scene of a freeway incident using the surveillance cameras helped us to better decide the type and number of units to send to the incident."

—Tony Davidson, Chief of
Communications, Atlanta Fire
Department

Coordinated Efforts Facilitate Emergency Response

Co-locating emergency dispatchers with transportation management staff builds strong working relationships that facilitate emergency response.

"Mayday Plus and ARTIC [integrated systems] would not be possible without Minnesota Guidestar's ongoing partnership with the Minnesota State Patrol. These two projects and a new network of Transportation Operation Centers are excellent examples of how transportation and public safety agencies must work together to improve emergency and incident response through ITS."

—Gene Ofstead, Assistant Commissioner,
MnDOT

Increased interagency communication further enhances incident response.

"The technology to identify, verify, and precisely locate an incident that we have at the Transportation Management Center went a long way to promoting communications with emergency medical services staff... the accuracy and timeliness of the incident information we give emergency medical service agencies has built a climate of trust between us."

—Joe Stapleton, Assistant State Traffic
Operations Engineer, GDOT

INTELLIGENT TRANSPORTATION SYSTEMS



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