

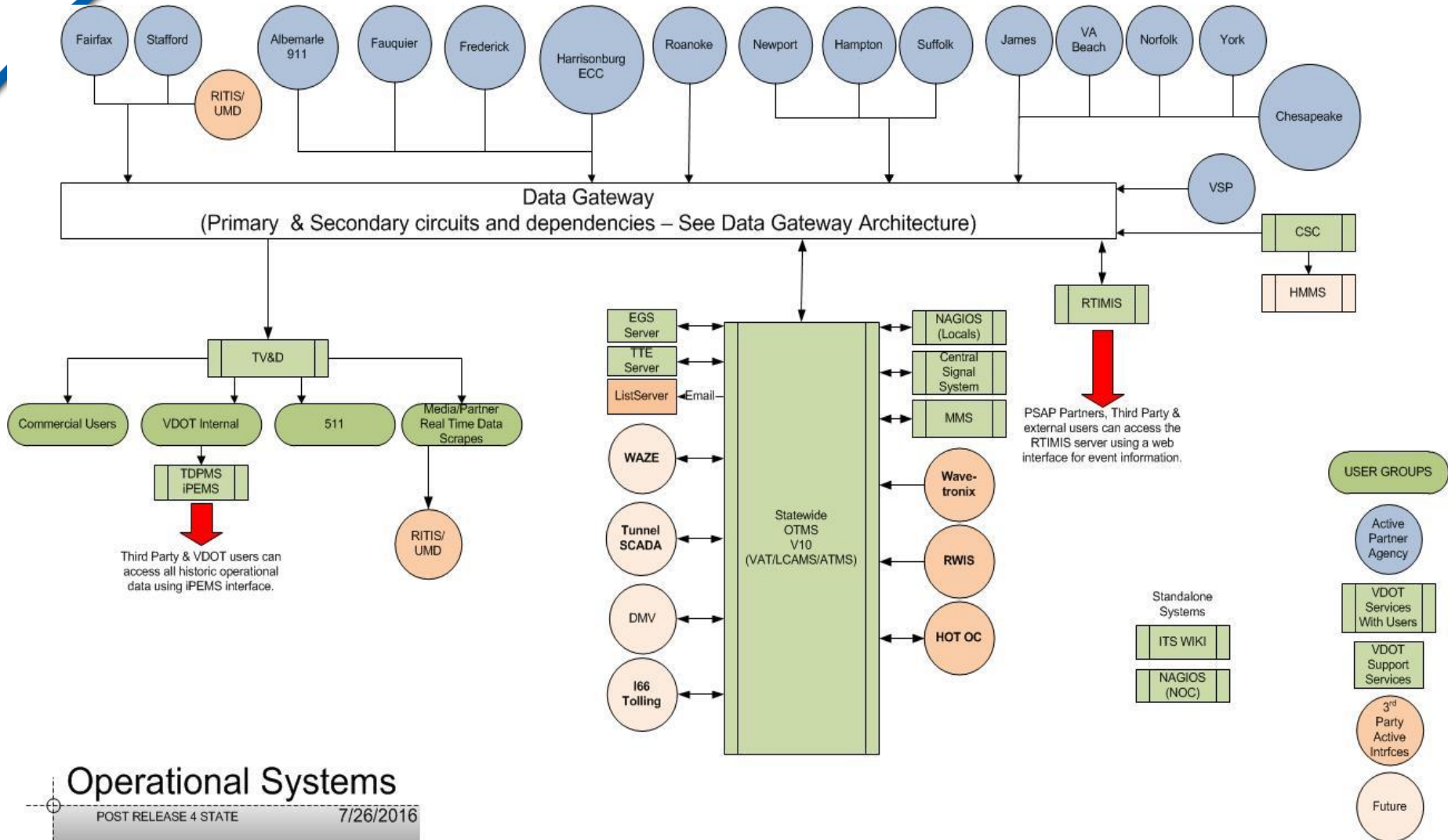


**Real-time Traffic Incident  
Management Information System  
(RTIMIS)  
Strategic Plan Phase I**

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# PSAP Integration



## Operational Systems

## 4.1 Short-term Opportunities (0-2 years)

- Opportunities categorized as short-term included those that could be easily implemented or for which there seemed to be few barriers such that implementation could occur with **two years**.
- Short-term opportunities include strategies that generally require enhanced collaboration and will require some regional dialogue but will likely not require significant infrastructure investments. Short-term opportunities are discussed in more detail in the following subsections.

## 4.1.3 COMPUTER AIDED DISPATCH (CAD) ENHANCEMENTS

As an initial means to better identify incidents along the CoRS and elsewhere, there is an opportunity to improve integration of computer-aided dispatch (CAD) feeds from local police departments with VDOT's 511 Virginia system. It was identified through the interviews that a number of incidents occurring on the arterial network are not being identified by jurisdictional Traffic Operations Centers (TOC) nor the VDOT TOC. By modifying and removing filters on local jurisdiction CAD feeds there is an opportunity to better identify incidents on the arterial

## 4.1.3 COMPUTER AIDED DISPATCH (CAD) ENHANCEMENTS

network that may negatively impact operations at the local and regional levels. Any enhancements to CAD feeds/filters will likely require additional coordination with the local police departments and may require Memoranda of Understanding (MOU) to be developed to protect sensitive information that may be provided. In addition, a review of the workload that will be required of the VDOT TOC operators to input the information into VA Traffic may be needed.

# “Top 10 Attributes”

## 1. Incident Type

## 2. Incident Location;

- route (number and/or name), nearest mile marker and/or cross street, special facility if applicable

## 3. Incident Detection Source;

- helps determine if incident confirmed from onset, though may be moot point if majority of PSAP calls are from public

## 4. PSAP Responder Status;

- waiting, dispatched, on scene, clear (distinguish between only PSAP clear or entire incident scene clear of incident and all responders), details or execution may change if multiple departments under one PSAP

## 5. Lane Impact;

- reported, confirmed, projected, updated as conditions change

# “Top 10 Attributes”

## 6. Injuries/Fatalities;

- reported, confirmed

## 7. Agency On Scene Status;

- Fire, Rescue, LPD; responding, on scene

## 8. Infrastructure Damage;

- bridge hit, guardrail damage, traffic signal damaged, etc.

## 9. Incident Details;

- tractor trailer, overturned, cargo spill, vehicle fluid spill or hazmat, etc. Helps give sense of potential lane impacts and incident duration

## 10. Traffic Delays