Integrating TMCs and PSAPs to Enhance Public Safety

Traffic Incident   **Traffic Operation Center**   **Real-time Driver Data**

What is TSAG

- TSAG is a group of transportation and public safety professionals working with the USDOT to address safety needs through proven and emerging technologies

- TSAG represents nine communities of interest focused on various aspects of enhancing public and responder safety on transportation facilities

- TSAG supports research and education in technology to improve responder safety

TSAG Communities of Interest

- Emergency Communications
- Law Enforcement
- Emergency Medical Services
- Fire and Rescue
- Transportation Operations

- Emergency Management
- Technology and Telematics
- Academic and Research
- Governing Agencies

TMC-PSAP Project Overview

- Looked at the types of integration between traffic management centers (TMC) and public safety answering points (PSAP)
- Conducted interviews with five agencies on their integration
  - Florida DOT
  - Virginia DOT
  - Minnesota DOT
  - Maryland DOT
  - Niagara International Transportation Technology Coalition
- Summarized findings and recommendations
- Published a whitepaper and webinar

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Integration Opportunities

- Physical integration – colocation of DOT and public safety personnel

- Voice integration – radio and telephone integration

- Data system event record sharing – ATMS and CAD

Photo Credit: Pat Noyes

Data Integration Options

- Incident alerts
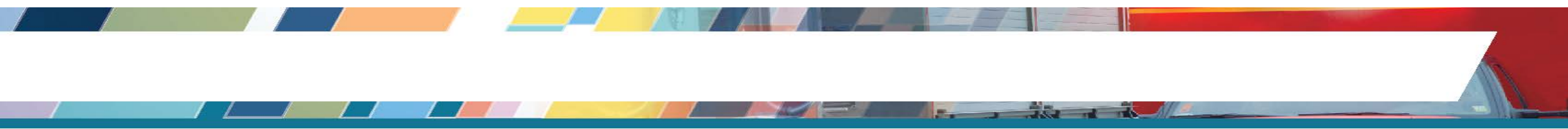- View event records
- Merge event records
- Two-way integration

Source: Creative Commons

Full Integration

- Real-time data sharing between PSAP CAD system and ATMS or TMC system

- Automatic flow of event data between systems

- Record initiation by PSAP call takers and TMC operators

- Opportunity to merge events as needed

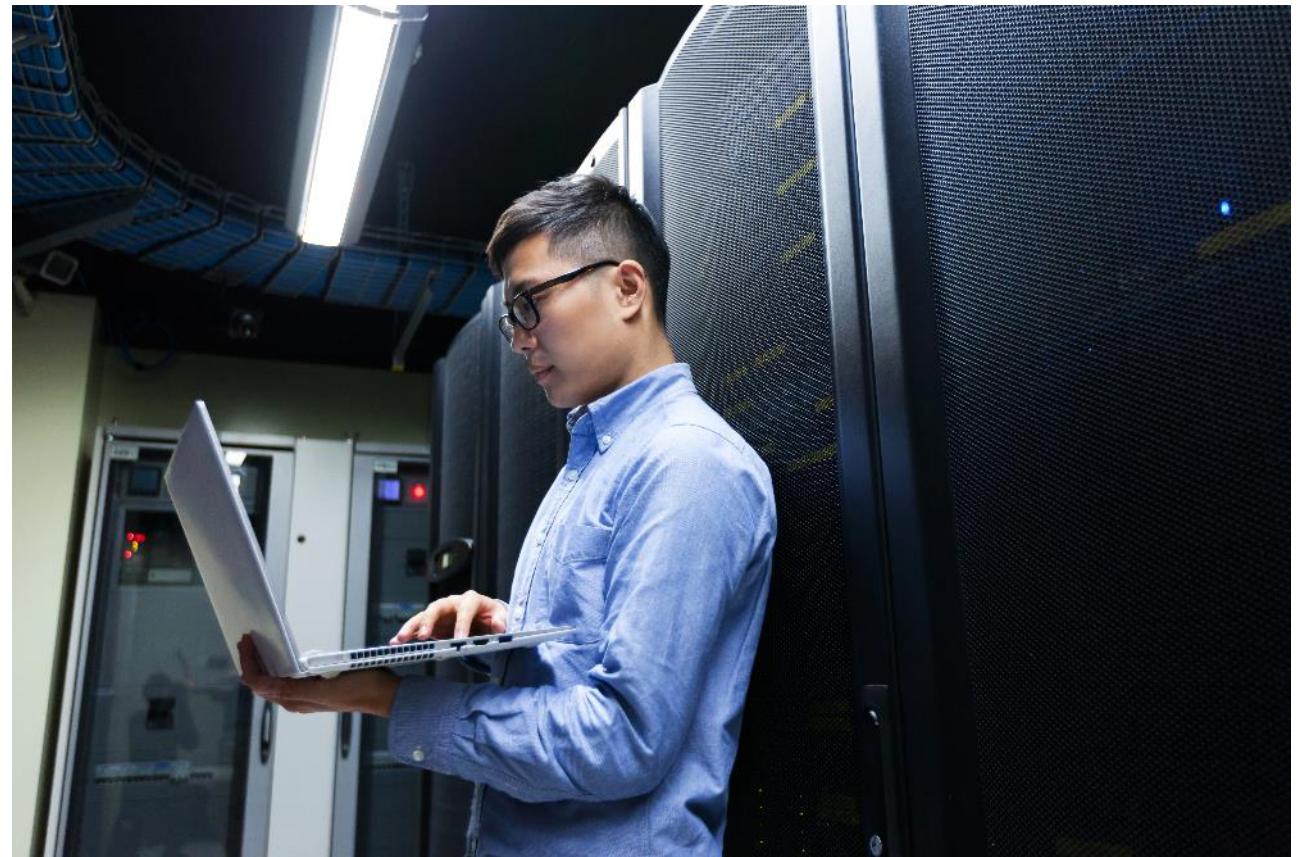- Event data available for ATMS and analysis

Potential Benefits

- Faster notification of incidents

- Improved incident response and quicker clearance

- Reduced workload/time through automation

- Enhanced situational awareness

- Enhanced access to resources

- Improved communications and coordination

- Improved data for DOT operations and planning

Challenges

- System integration

- Information overload

- Data security and sensitivity

- Interagency resistance to integration
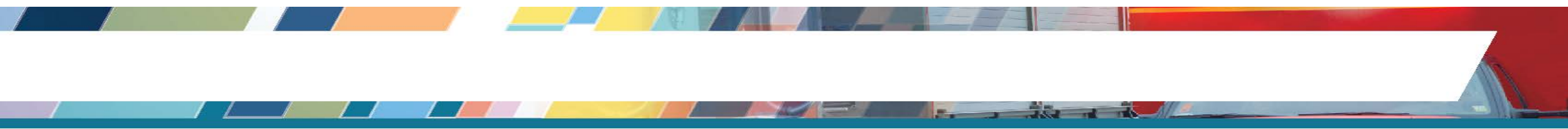
- Resources

Source: USDOT

TSAG Recommendations

- Support advancement and implementation of integration

- Develop a pilot program to test or expand integration

- Support additional research on the benefits of TMC-PSAP integration

- Expand the use of incident data to maximize ROI and public safety

Source: Creative Commons

Photo Source: USDOT

Whitepaper and webinar available at:

www.tsag-its.org