

COORDINATING INFORMATION AND DATA BETWEEN TRAFFIC MANAGEMENT CENTERS AND PUBLIC SAFETY ACCESS POINTS.

Connecticut's Experience
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Connecticut is the “Gateway to New England”, providing a transportation system for goods and services, as well as a vital roadway for commuters along the Eastern Seaboard. The I-95 Corridor is critical in providing a main artery to the Tri-State area. This corridor hosts a traffic volume that is among the busiest in the country and links New York City and Boston as well as the Canadian Maritimes.

It is recognized that impediments to the I-95 Corridor, such as the Mianus bridge collapse in 1983 and the Howard Avenue bridge fire in 2004, caused major disruptions to the transportation system, the effects of which were experienced throughout the Eastern Seaboard and the nation.

Identifying a need to dedicate resources to Highway Incident Management, CTDOT organized a Highway Operations Group to work with CSP and local agencies. On August 5, 1994, CTDOT's Traffic Management Center (TMC) in Newington became operational. No longer would individual agencies need to contact individual CTDOT Units and Garages. With a **single call** all requests for CTDOT assistance were routed from the Newington Operations Center (NOC), thereby reducing response time.

To enhance the ability to detect and react to highway incidents, CTDOT designed and constructed a "real time" camera system, utilizing fiber optic cable along the critical I-95 Corridor stretching from the New York/CT border east to Branford. CTDOT, building on a partnership with CSP, co-located a new highway operations center within a newly renovated CSP Troop G Barracks in Bridgeport. The operations staff is co-located within the Troop G dispatch center personnel.

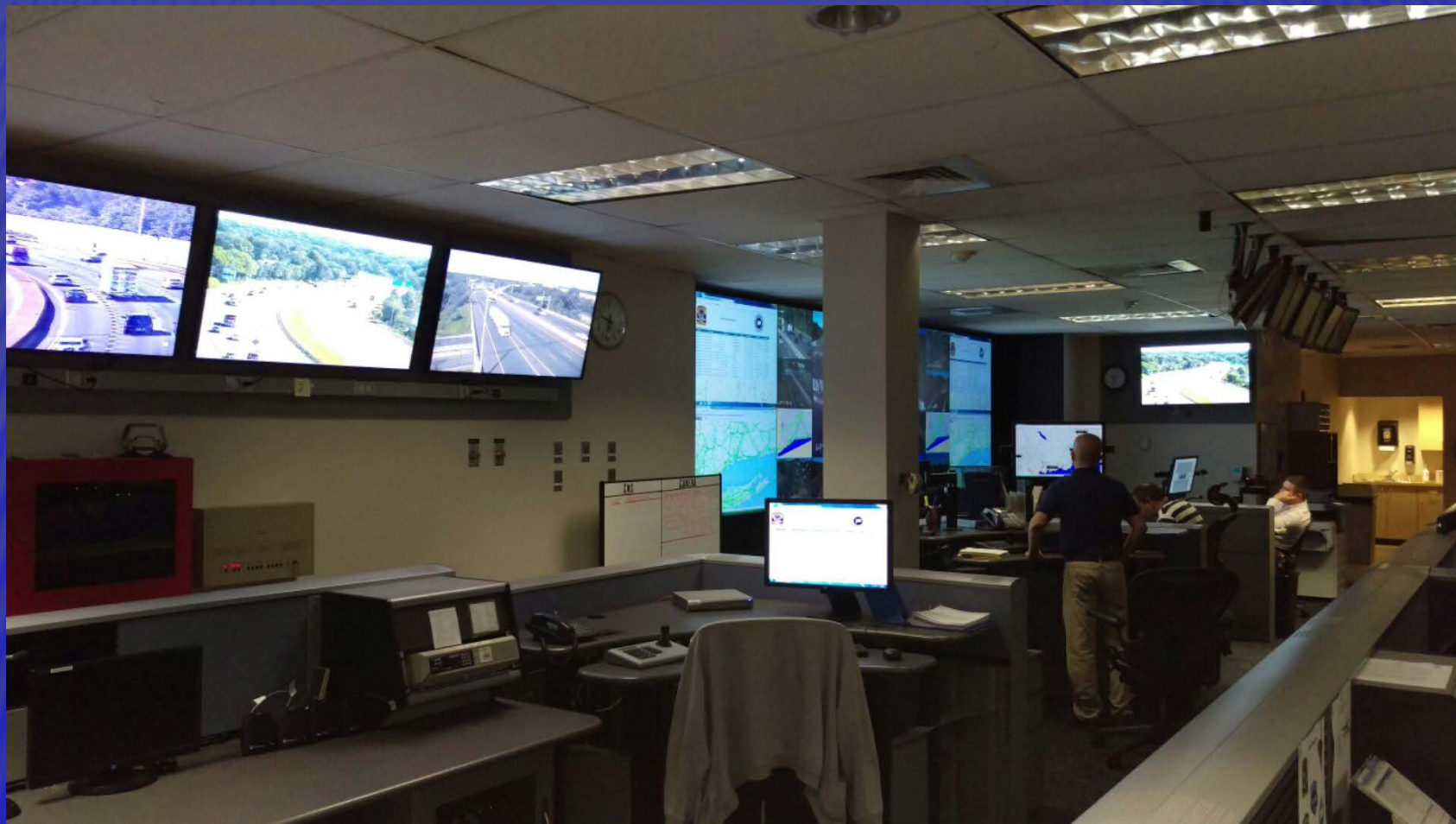
The Bridgeport Operations Center (BOC) as it is called began operations in 1995. The BOC is the control center for the traffic management system first installed along 56 miles of I-95 in the mid 1990's. This was the first co-located Highway Operations Center in the nation; a cooperative effort among these State Agencies and the Federal Highway Administration (FHWA) that identified the need to quickly respond and clear traffic disrupting incidents along the I-95 Corridor to insure the safety of all transportation users. The BOC is still cited today as a model for highway incident management.

The BOC is responsible for performing Intelligent Transportation System (ITS) functions for CTDOT, including operation of advanced traffic management systems and advanced traveler information systems, and coordination of CTDOT response to traffic incidents and other activities that require 24/7 response. The BOC monitors the highways in the southern part of the state while the northern part of the state is covered by the Newington Operations Center (NOC), which is located within the CTDOT Headquarters building at 2800 Berlin Turnpike, Newington, Conn., and is staffed by CTDOT personnel.

BOC-CSP TROOP G DISPATCH CENTER

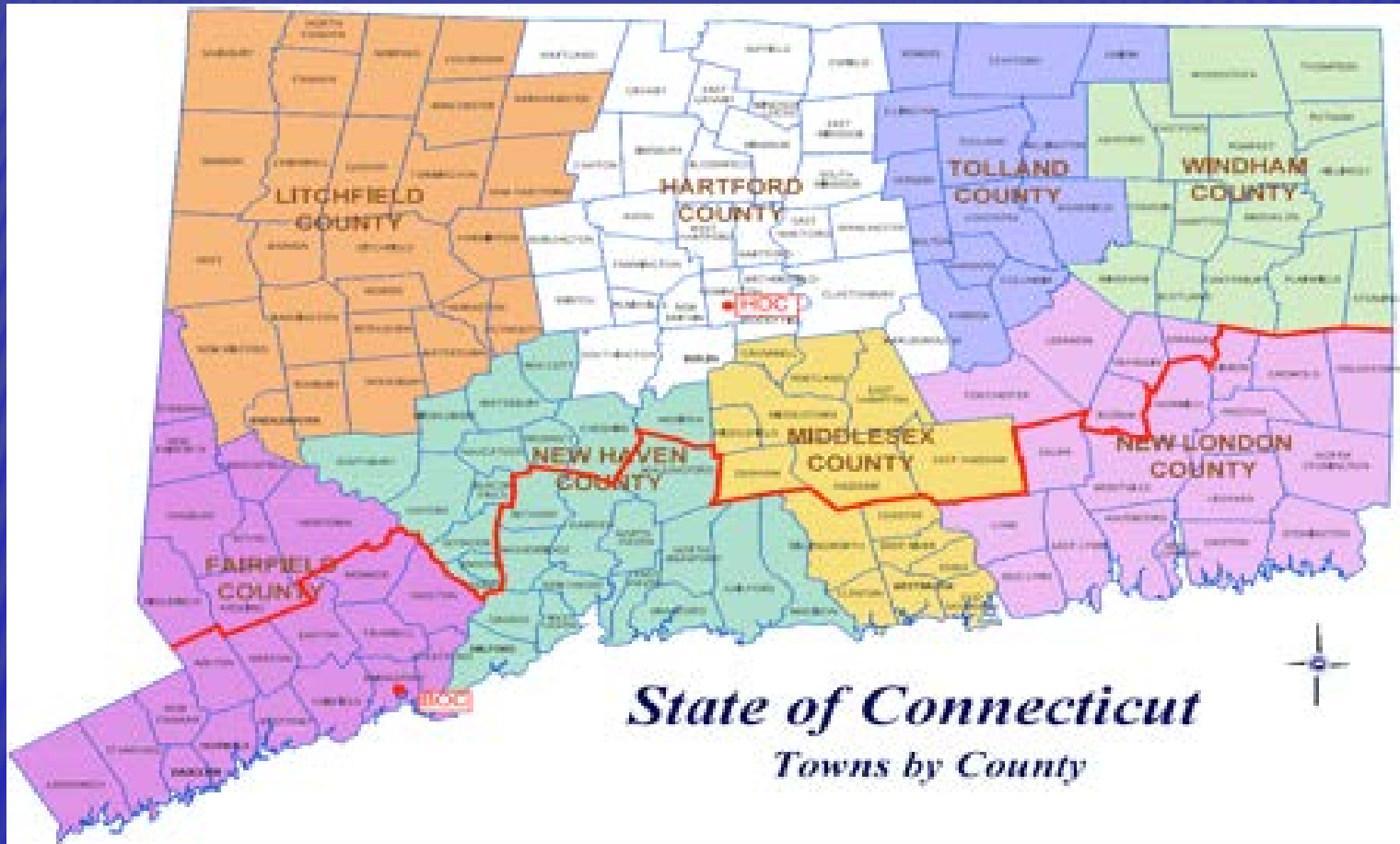


BOC-CSP TROOP G DISPATCH CENTER



The BOC and NOC are directly managed by CTDOT Highway Operations. The two operations centers help fulfill Highway Operation's *primary responsibilities* which include: ensuring the safe and efficient movement of traffic over the State highway network, through roadway maintenance, snow and ice control, traffic incident management, traveler information and the operation of CTDOT State Farm service patrols. Both the BOC and NOC operations staff largely perform the same functions, but within their respective geographic jurisdictions. The following diagram shows the two operations centers within the State of Connecticut boundaries and their respective jurisdictions are shown divided by the red line.

CONNECTICUT HOC AREAS OF RESPONSIBILITY



These operation centers are vital components of CTDOT ITS Implementation Plan, whose primary goals are as follows:

- ◆ to facilitate a multi-agency/multi-departmental approach to highway transportation management and traffic safety;
- ◆ to mitigate both recurring and non-recurring traffic congestion;
- ◆ to facilitate mobility;
- ◆ to insure that traffic related activities are interchangeable and interoperable where appropriate; and
- ◆ to improve regional air quality;
- ◆ to promote consistency between existing and future traffic management equipment and facilities;

Both Operations Centers operate and manage the State's Advanced Traffic Management System (ATMS), the CRESCENT system. CRESCENT is the primary traffic management tool used by the operators which generates response plans for both planned and unplanned events that can be approved, modified, or rejected by operators, as well as tracked and updated during an incident or event.

The CSP provides a redacted Computer Aided Dispatch (CAD) link to CTDOT HOC operations. This allows the Newington HOC to receive updated information directly as it is inputted by troopers in the field and or dispatchers at the troop. This information provides a level of detail, e.g. notification times for responding agencies, extent of incident, arrival and clearance times, etc. This redacted CAD does not provide detailed levels, e.g. operator and vehicle information, arrest information, etc. but allows CTDOT to examine response needs and times.

The CSP, at the request of CTDOT, is in the process of revising its CAD time logs to incorporate a “roadway open” and “scene clearance” time log. These additional timestamps will note when the roadway is open and when the last CSP trooper leaves the incident scene. This additional information will provide an opportunity for CTDOT and CSP to examine scene clearance times and practices, and aid in the development of future performance measures.

CTDOT provides a direct traffic camera linkage to CSP. CTDOT has provided assistance for CSP to fit “push bumpers” to their patrol vehicles to remove disabled vehicles from the travel portion of the roadway. CTDOT has also supported the CSP Traffic Services Unit’s (TSU) Accident Reconstruction Units in acquiring equipment to aid in collecting scene evidence and documentation at traffic incidents that reduce collection times. The TSU continues to evaluate and identify new methodologies and equipment that will provide this timely and efficient incident scene documentation.

NEXT STEPS

CTDOT continues to work with partnering agencies to evaluate strategic needs towards improving the safety of all transportation users by reducing secondary crashes through utilizing timely, coordinated information sharing. We recognize the need to provide critical links and information in a timely manner. We are actively working with CSP to provide the “seamless” transfer of CAD information.

CONTACT INFORMATION

Paul Krisavage is a retired Connecticut State Police Captain, having served for 35 years in a host of assignments. Paul is an Affiliate of the IBI Group and currently serves as the Connecticut Department of Transportation's, Project Manager for the Federal Highway Administration, Train the Trainer (TIM) Program. He is tasked with working with State, Local, Metropolitan Planning Organizations (MPO) and private sector entities in building the Highway Incident Management program. He works closely with the State Training directors for Fire and Law Enforcement Academies, as well as MPO and industry, such as towing and recovery, to coordinate TIM training activities and response planning.

He provides support and planning assistance to the Department of Transportation for Highway Incident Management projects working with project partners to develop goals and objectives that promote highway safety. He provides program updates to State, Local and Federal Agencies.

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