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Safety Service Patrol Idea Sharing Network – Session V: TMC Dispatch and SSP Communications



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Safety Service Patrol Idea Sharing Network

CDOT Courtesy Patrol (CP)

Three Regions

Region 4 – Ft. Collins

Region 1 – Metro Denver

Region 2 – Colorado Springs

Current Operations:

Denver Metro:

Mon-Fri 06:30 – 09:00: 18 units

09:00 – 15:00: 2 units

15:00 – 18:30: 18 units

As needed for planned events and severe weather.



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Real Time Traffic Operations

Communications

- Handset radio – direct to TOC
- Dispatched by TOC or self-dispatched
- Local agency centers communicate with TOC
 - Not directly with CP
- TOC tracks incidents via CTMS

Incident Classifications

- No coding system for incident response
- Plain language



CTMC Tracking System – CTMS

The screenshot displays the CTMC Tracking System (CTMS) interface. The main window shows a map of Colorado with various layers and data points. The interface includes a menu bar (File, Edit, View, Manage, Window, Help), a toolbar, and a sidebar with two layers panels: 'Dynamic' and 'Static'. The 'Dynamic' layer panel includes options like 'Dynamic Message Signs', 'DMS OK', 'DMS Service', 'DMS Failed', and 'DMS New'. The 'Static' layer panel includes options like 'Highways', 'Mile Markers (Icons)', 'Mile Markers', 'Mountain Passes', 'Cities', 'Counties', 'State Boundaries', 'Maintenance Regions', 'CDOT Regions', and 'Topographic Image'. An 'Overview Map' is located at the bottom left. A 'Notifications' panel on the right lists several updates, including 'US 24 Waldo Cym Flood/Slide', 'Ready Op Distribution v.5', 'Ready Op.RISK Management or Seriou...', 'Event Classifications', 'PD Godelivery Procedure', and 'Courtesy Patrol'. The bottom of the interface shows a scale bar (One Inch = 43 Miles), a scale of 1:2,736,381, and coordinates (Lat: 37.0333366394043, Lon: -102.90841674804688, X: 686,030.785, Y: 4,100,616.183). The KRITEK logo is visible in the bottom right corner.



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CTMC Tracking System – CTMS

Corridor Management

New Save Clear

Corridor Info

Id:

Type: Chain Up Stations

Name:

Road: Interstate | 125

Direction: south Both Directions

Start/End MM:

Primary/Secondary POI:

Description:

Status: Enabled

Security Group:

Device Types Included: VMS BOS FLASHING BEACON VSL LUS SMVMS VTMS

Device Exclusions Manage

Common Name	Status
Filter...	

Total Records: 0

Lane(s)

Physical No	Eng. Ia...	Lane No	Type	Direction	MMs
Filter...					

Total Records: 0

Retrieved at 8:17 AM

Interchange(s)

MM	Name	Exit No	Direction
Filter...			

Total Records: 0

Speed Limit(s)

MMs	Min	Max
Filter...		

Total Records: 0

Type	Id	Road	Name	Direction	Start MM	End MM	Device Types Included	Status	View	Access
Chain Up Stations	1	70	Chain Up Station A - I-70 @ 32nd	← west	265	250	VSL, BOS, VMS	Enabled	View	
Other	5	25	I-25 CO Springs south	↑ north ↓ south	127	0	VMS	Enabled	View	
Other	4	25	I-25 Denver south-CO Springs	↑ north ↓ south	194	158	VMS	Enabled	View	
Other	2	25	I-25 North	↑ north ↓ south	219	299	VMS	Enabled	View	
Other	3	70	I-70 Mountain Corridor	→ east ← west	189	268	VSL, FLASHING BEACON, BOS, VMS	Enabled	View	
Hard Shoulder Runnin...	11	70	I-70 Peak Period Shoulder Lane	→ east	215	250	LUS, VSL, VTMS, VMS	Enabled	View	
Chain Up Stations	6	70	Mountain Corridor	← west	159	268	VSL, FLASHING BEACON, BOS	Enabled	View	
Chain Up Stations	7	70	Mount Vernon Canyon	→ east ← west	250	267	LUS, VSL, FLASHING BEACON, BOS, VTM...	Enabled	View	
ATM With VSL	12	25	North I-25 Express	↑ north ↓ south	215	225	LUS, SMVMS, VMS	Enabled	View	
Other	9	285	US-285 VSL Signs	↓ south ↑ north	191	203	VSL, VMS	Enabled	View	
ATM With VSL	10	36	US-36 ATM	→ east ← west	43.1	58.1	LUS, RTMS, VMS, SMVMS	Enabled	View	

Total Records: 12 [Visible: 11, Hidden: 1] Clear Filter



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Communication & Tracking

- **Currently**

- Dispatch
 - TOC Dispatched
 - Self Dispatched
- Tracking
 - Tracking: Golden TOC inputs data into CTMS

- **Proposed with New Contract**

- Dispatch
 - TOC Dispatched
 - Self Dispatched
- Tracking
 - Unit tracking with tablets
 - WiFi & GPS
 - TOC will still have ability to track & log events in CTMS
 - Automated Vehicle Location AVL – will allow dispatchers to send closest unit to incident



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Best Practices / Lessons Learned

- **Previous Practices**

- Dispatch

- Units used to have local PD Nextel's for direct link to PD Traffic units
- Helped develop Team network
- Dedicated dispatcher for shift

- Local Agency Dispatch Awareness of Program

- **Lessons Learned**

- Dispatch

- Administration at Regional Level
- Operations at TOC level

Which caused disconnect with program, lack of internal communications

- DATA Collection – increase in data has caused tracking issues
 - What information is truly relevant

