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

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.

FIRST ALERT WEATHER
TOW DRIVERS TO THE RESCUE ON SNOWY ROADS
DRIVERS WORKING OVERTIME
THE DENVER CHANNEL.COM

COLORADO
Department of Transportation

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
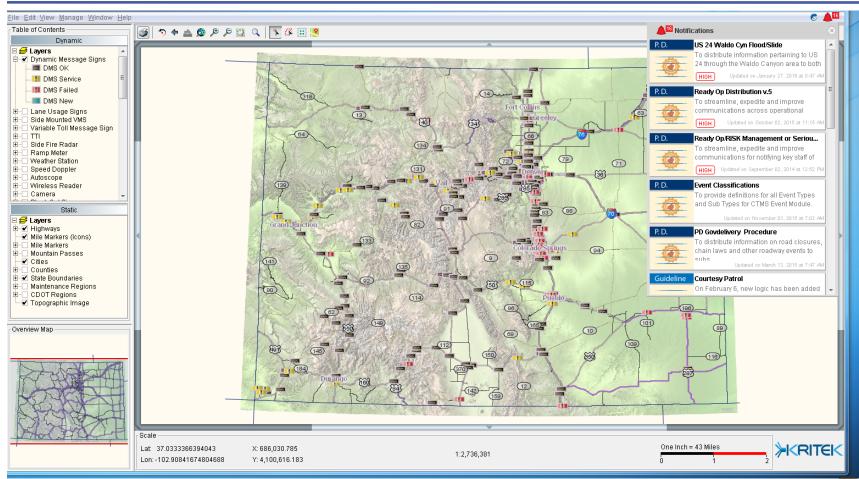- TOC tracks incidents via CTMS

Incident Classifications

- No coding system for incident response
- Plain language

CTMC Tracking System – CTMS

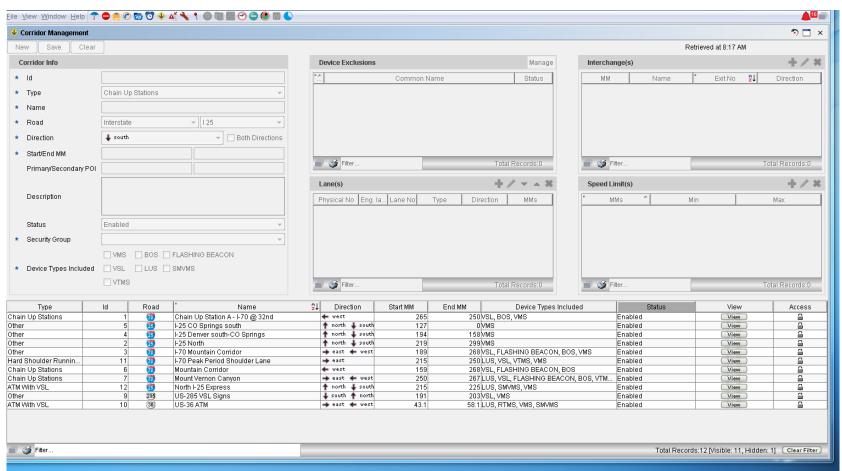# CTMC Tracking System – CTMS

Safety Service Patrol Idea Sharing Network

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

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