Strengthening Emergency Response: 911 and Traffic Management Center Webinar Transcript

1
00:00:16.490 --> 00:00:29.840
Brian Tegtmeyer: Hello, and welcome to the State of 911 webinar series hosted by NHTSA's National 911 Program. My name is Brian Tegtmeyer, the National 911 Program Coordinator at the National Highway Traffic Safety Administration's Office of EMS.

2
00:00:29.840 --> 00:00:49.780
Brian Tegtmeyer: In today's session, you will hear from the Florida Department of Transportation and Marion County Public Safety Communications about how collaboration between 911 traffic management centers and emergency response partners can strengthen incident response, improve roadway safety, and enhance outcomes for both patients and responders.

3
00:00:49.780 --> 00:01:03.939
Brian Tegtmeyer: You will hear real-world examples that demonstrate how integrating operations and coordinating communications between the 911 centers and the traffic management centers, or TMCs, enhance crash response and traffic incident management.

4
00:01:06.690 --> 00:01:18.740
Brian Tegtmeyer: This webinar series is designed to provide useful information for the 911 stakeholder community about federal, state, and local participation in the planning, design, and advancement of 911. It includes real-world experiences

5
00:01:18.780 --> 00:01:34.700
Brian Tegtmeyer: from leaders utilizing these processes throughout the country. Today's webinar is being recorded and will be posted on 911.gov. To access previous recordings or learn about NHTSA's National 911 Program "State of" Webinar Series, please visit 911.gov.

6
00:01:36.520 --> 00:01:52.260
Brian Tegtmeyer: The National 911 Program would like to remind you about the Docs and Tools section on 911.gov. This is a valuable, extensive collection of policy documents, plans, and reports covering a wide range of 911-related topics. These resources are for 911 professionals, built

7
00:01:52.260 --> 00:01:57.539
Brian Tegtmeyer: by 911 professionals. You may access this webpage under the Resources drop-down menu.

8
00:01:57.540 --> 00:02:03.539
Brian Tegtmeyer: Or scan the QR code in the bottom right corner of this slide. If you or anyone you know have resources that have

9
00:02:03.540 --> 00:02:17.869
Brian Tegtmeyer: been helpful to you at any stage in your career, I would encourage you to submit them to share with the 911 community at large. Content can be submitted by completing the online submission form on the top right side of the Docs and Tools page.

10
00:02:19.500 --> 00:02:37.340
Brian Tegtmeyer: We would also like to invite you to visit the 911 Telecommunicator Tree of Life and share the name of a remarkable 911 telecommunicator who has inspired you. In collaboration with 911 organizations nationwide, the 911 Telecommunicator Tree of Life continues to grow with every story,

11
00:02:37.340 --> 00:02:42.549
Brian Tegtmeyer: honoring a special 911 Telecommunicator and 911 Center who's making a difference in your community.

12
00:02:42.550 --> 00:02:48.599
Brian Tegtmeyer: Share their story and download a commemorative certificate at 911treeoflife.org.

13
00:02:51.180 --> 00:03:03.380
Brian Tegtmeyer: Please note that all participants' access have been put in listen-only mode. To ask questions of our presenters, feel free to submit a question through Zoom's Q&A tool located at the bottom of your screen. Hover your mouse over the bottom

14
00:03:03.380 --> 00:03:17.419
Brian Tegtmeyer: of the Zoom screen to access meeting controls. You can enter your question at any time during the presentation, and it'll be entered into queue. We will answer those questions at the conclusion of the presentation, and if we're unable to answer them, we will get back to you.

15
00:03:17.520 --> 00:03:26.980

Brian Tegtmeyer: A recording of today's webinar and accompanying materials will be provided through our GovDelivery email platform, posted on 911.gov, and posted on 911.gov in the coming weeks.

16
00:03:27.600 --> 00:03:44.300
Brian Tegtmeyer: It is now my pleasure to introduce our speakers for today's webinar. We're honored to have Lauren Pearson, Garrett Popovich, and Mike Hudson from the Florida Department of Transportation, District 5, and they will be joined by Lisa Cahill, the Director of Public Safety Communications at Marion County, Florida.

17
00:03:44.950 --> 00:03:46.370
Brian Tegtmeyer: Alright, take it away.

18
00:03:48.990 --> 00:04:06.139
Lauren Pearson: Good afternoon, and thank you, Brian. We appreciate the opportunity to be here and to speak with all of you this morning. I'm Lauren Pearson, and I'm the RTMC Manager for the Central Florida Area, collectively known as District 5, and I manage the facility and operations for our combined

19
00:04:06.140 --> 00:04:31.000
Lauren Pearson: communication centers. With the desire to share data with partners, a facility was needed to collect and store the data, and that's why the FDOT D5 group, within traffic operations, built the RTMC. The RTMC is the Regional Transportation Management Center, which is approximately 45,000 state-of-the-art

20
00:04:31.140 --> 00:04:55.590
Lauren Pearson: square foot building, that is here in Central Florida, and you'll learn more about that this morning. We are co-located with FHP, which is the Florida Highway Patrol, as well as FWC, the Florida Fish and Wildlife Conservation Commission, and we do share an operations floor, and we are staffed 24 hours a day, 7 days a week,

21
00:04:55.600 --> 00:05:14.469
Lauren Pearson: all 365 days of the year, just like your normal or typical dispatch centers. At the RTMC / SRCC, which is what our partners collectively call the Sanford Regional Communications Center, you'll see in that photo.

22
00:05:14.630 --> 00:05:38.509

Lauren Pearson: of the operations floor, that is the heart of our building, with staff offices and conference spaces around the perimeter, not pictured. But on the operations floor, everything that you see on the left-hand side, the four pieces of pie, those are going to be our FDOT operations walls, and they have our video walls on them that you'll get to see in a video just shortly.

23
00:05:38.510 --> 00:05:56.690
Lauren Pearson: And everything that you see on the right is going to be our dispatch pods. At our facility, we have two diesel generators that are meant to support the building for 14 days without requiring refueling, in the event of an emergency, and we also have battery backups on site.

24
00:05:56.690 --> 00:06:03.720
Lauren Pearson: And we have a large, internal and external server space. So we actually have server space

25
00:06:03.720 --> 00:06:15.509
Lauren Pearson: on the secured side, that is accessible for our DOT staff and for our data collection efforts, and then we have one that is external for our partners to be able to access and utilize.

26
00:06:15.510 --> 00:06:30.860
Lauren Pearson: So they do not interfere with the inner workings of our large server room. We also have several training and conference rooms, we have a research lab, and as I mentioned, we have 4 large video walls, which house 90 screens.

27
00:06:30.860 --> 00:06:43.859
Lauren Pearson: And then, FWC and FDOT… I mean, FHP have a smaller video wall on their side where we could actually drop video and content for them when an active event is occurring.

28
00:06:44.080 --> 00:06:47.459
Lauren Pearson: With the desire to share data with partners,

29
00:06:47.460 --> 00:07:12.419
Lauren Pearson: We wanted a location where we could collect and store the data, and what we do is collectively referred to as TSM&O. TSM&O is another way of saying Transportation Systems Management and Operations, and it's basically the engineering discipline that focuses

on ways to reduce congestion and improve safety without building more roads. I think we all understand that you can't just build a new road everywhere.

30
00:07:12.420 --> 00:07:21.210
Lauren Pearson: So, we actually look at ways that we could incorporate technology and new innovative resources

31
00:07:21.210 --> 00:07:41.799
Lauren Pearson: to improve or maintain and reduce congestion, and improve safety as well. As I mentioned, we have staff who monitor events, traffic events, whether it's a crash, a construction event, debris, even police activity, and they're here monitoring those events

32
00:07:42.100 --> 00:07:44.579
Lauren Pearson: 24 hours a day.

33
00:07:44.820 --> 00:07:54.390
Lauren Pearson: I'm going to go ahead and transition to a video that will talk a little bit more about the work that we're doing, and after that, my

34
00:07:54.560 --> 00:08:01.220
Lauren Pearson: partner, Garrett Popovich, is going to talk to you a little bit more about the inner workings of our district.

35
00:08:16.850 --> 00:08:27.259
Audio shared by Cody Holguin: The Florida Department of Transportation's District 5 keeps Central Florida moving with a focus on traffic efficiency, safety, and connectivity for residents and visitors.

36
00:08:27.560 --> 00:08:41.529
Audio shared by Cody Holguin: Encompassing nine counties, FDOT District 5 is a fast-growing intersection of bustling commerce, world-renowned tourism and environmental treasures, beaches, parks, and springs that offer an exemplary quality of life.

37
00:08:41.659 --> 00:08:59.010
Audio shared by Cody Holguin: We are proud to work with our communities in the heart of Central Florida to provide a comprehensive multimodal transportation system of 1,883 bridges

and 2,130 centerline miles on our state highway system, with sidewalks, bicycle facilities, and transit operating on them.

38
00:08:59.950 --> 00:09:17.449
Audio shared by Cody Holguin: We serve 4.6 million residents and millions of visitors who travel 136 million miles daily over our nearly 9,000 square miles. With more than 1,000 miles of trails and sidewalks for pedestrians and bicyclists, we are committed to serving all users.

39
00:09:17.450 --> 00:09:32.120
Audio shared by Cody Holguin: We partner with 5 metropolitan and transportation planning organizations, Lake Sumter MPO, Metro Plan Orlando, Ocala Marion TPO, River to Sea TPO, and Space Coast TPO, to deliver the region's needs.

40
00:09:32.500 --> 00:09:46.529
Audio shared by Cody Holguin: Keystones of our transportation network include Interstate 4, Interstate 95, Interstate 75, and Wekiva Parkway, the final connection to complete the Beltway around Central Florida, providing travelers more routes throughout the region.

41
00:09:47.720 --> 00:09:54.000
Audio shared by Cody Holguin: We offer travelers choices with I-4 Express and Sunrail, Central Florida's commuter rail service.

42
00:09:54.400 --> 00:10:10.419
Audio shared by Cody Holguin: District 5 partners with Lynx, one of the three transit authorities in the state, plus six other transit agencies, Flagler County Public Transportation, Lake Express, Space Coast Area Transit, Sumter County Transit, SunTran, and Votran.

43
00:10:10.810 --> 00:10:30.550
Audio shared by Cody Holguin: We are home to freight and passenger rail, a deep water port, Port Canaveral, 4 international airports and 21 general aviation airports, and Florida's premier spaceport launching more and more rockets each year. We are the future of Florida, where history is made, and a robust transportation system is essential.

44
00:10:30.980 --> 00:10:43.900
Audio shared by Cody Holguin: We are guided by the FDOT Compass, where communities are at the heart of everything we do. Safety is our top priority. Our Target Zero initiative works to reduce the number of crash fatalities and serious injuries to zero.

45
00:10:44.130 --> 00:10:53.690
Audio shared by Cody Holguin: Our district is committed to ensuring resiliency and maintaining a robust supply chain, while utilizing technology and developing a strong transportation workforce.

46
00:10:54.060 --> 00:11:00.200
Audio shared by Cody Holguin: Headquartered in DeLand, FDOT District 5 works out of 6 operations centers across Central Florida,

47
00:11:00.200 --> 00:11:14.330
Audio shared by Cody Holguin: Facilitating maintenance, transportation operations, and construction projects for one of the fastest growing areas of the state. We monitor roadway conditions for safety and efficiency from the state-of-the-art Regional Transportation Management Center,

48
00:11:14.330 --> 00:11:33.710
Audio shared by Cody Holguin: located adjacent to I-4 in Sanford. More than 100 traffic managers use hundreds of highway camera feeds, thousands of live data streams from roadway sensors, and ongoing communications with first responders to keep traffic moving and to protect Central Florida drivers. The core of every decision we make is grounded in FDOT's vision

49
00:11:33.710 --> 00:11:40.770
Audio shared by Cody Holguin: where we serve the people of Florida by providing a transportation network that is well-planned, supports economic growth,

50
00:11:40.850 --> 00:11:44.279
Audio shared by Cody Holguin: and has the goal of being congestion- and fatality-free.

51
00:11:44.440 --> 00:11:52.510
Audio shared by Cody Holguin: FDOT District 5's vital work ensures our transportation system sets the stage for the region's success, now and in the future.

52
00:11:52.760 --> 00:11:58.600

Audio shared by Cody Holguin: Everyone who lives and visits Central Florida is a part of this goal, this mission we're undertaking.

53
00:11:58.900 --> 00:12:03.980
Audio shared by Cody Holguin: By paving the way and connecting communities, we're keeping Central Florida moving.

54
00:12:24.600 --> 00:12:32.389
Garrett Popovich: So that video does a good job of explaining, kind of, what District 5 is and how we are, centrally located in Florida.

55
00:12:41.470 --> 00:12:53.729
Garrett Popovich: So you can see we have multiple interstates, toll routes throughout our district. Our district is very dynamic and diverse. We have everything from major tourism

56
00:12:53.730 --> 00:13:09.570
Garrett Popovich: in central Orange County, Osceola County, to the horse farm capital of the world, out in Marion County, to the Daytona 500 and large tourism in Volusia County, to the Spaceport in Brevard County.

57
00:13:09.650 --> 00:13:21.119
Garrett Popovich: With being such a diverse district, our district has the responsibility of integrating and coordinating with all of our first responders located in our region.

58
00:13:21.120 --> 00:13:40.070
Garrett Popovich: We have over 90 first responders from city, county, state, and federal that oversee or overlap our organizational boundaries. Within those 90 first responders, we deal with 4 separate FHP, or Florida Highway Patrol Troops.

59
00:13:40.110 --> 00:13:48.630
Garrett Popovich: We deal with 3 different State Regional Communications Centers, and we have over 31 PSAPs in our district.

60
00:13:48.880 --> 00:14:08.119

Garrett Popovich: When we talk about the goals of FDOT District 5, one of the things that we started early on is trying to integrate and share data with those 31 PSAPs. I'm sure all of you can imagine all 31 PSAPs don't have the same CAD system.

61
00:14:08.120 --> 00:14:27.900
Garrett Popovich: They all don't have the same phone system. Their funding and networking schemes and communication abilities all vary, and we wanted to really push the idea of not letting that be a hindrance, but instead finding solutions for our different agencies.

62
00:14:27.930 --> 00:14:41.169
Garrett Popovich: The next video is going to talk about some of the pieces of technology that we have in our district that we have begun to share with our PSAPs in a more efficient manner.

63
00:15:21.870 --> 00:15:31.730
Audio shared by Cody Holguin: This is the Regional Transportation Management Center. This state-of-the-art facility is the nerve center for transportation management in nine Central Florida counties.

64
00:15:31.760 --> 00:15:43.839
Audio shared by Cody Holguin: 24 hours a day, 7 days a week, operators at the RTMC monitor traffic conditions on 795 miles of freeways and state roads.

65
00:15:44.010 --> 00:16:06.209
Audio shared by Cody Holguin: Live feeds from hundreds of traffic cameras and data sensors provide information on traffic flow, average speeds, travel times, and incidents. If a crash occurs, the RTMC operators work to minimize congestion and secondary crashes by quickly dispatching road rangers and communicating with police, firefighters, and medical responders.

66
00:16:06.210 --> 00:16:22.240
Audio shared by Cody Holguin: When there is an incident on a major roadway, drivers may detour to arterial roads. The RTMC operators have the ability to adjust traffic signal timing, keeping the traffic lights green longer to help facilitate the increased volume of traffic.

67
00:16:22.550 --> 00:16:34.219
Audio shared by Cody Holguin: Using the latest technology, monitoring the roadways, keeping drivers informed, this is how the Regional Transportation Management Center is making our roadways as efficient as possible.

68
00:16:41.390 --> 00:16:53.779
Garrett Popovich: And not only efficient; the goal is to share the data that we take in to our outside entities, such as our PSAPs, our fire, police.

69
00:16:53.990 --> 00:17:08.870
Garrett Popovich: It's really important that we're able to share the technology that we have, that we've invested in, and allow that to ultimately be provided to those agencies in an effort to save lives.

70
00:17:10.500 --> 00:17:24.810
Garrett Popovich: So, one of the things that we have done in our district is we have a TSMNO program, or Transportation Systems Management and Operations program. The goal, like Lauren talked about—we understand that we can't

71
00:17:24.980 --> 00:17:30.500
Garrett Popovich: build ourselves out of congestion, and we need to use technology,

72
00:17:30.590 --> 00:17:44.210
Garrett Popovich: to improve the ability to reduce crashes and reduce congestion. However, the other aspect of TSMNO that's really important is understanding that incidents are going to happen.

73
00:17:44.210 --> 00:17:58.730
Garrett Popovich: We understand that crashes will occur, and we want to be able to use some of this TSMNO technology and share with our outside agencies to help improve response times for our emergency services

74
00:17:58.730 --> 00:18:16.439
Garrett Popovich: to those incidents. Being able to help verify locations when a 911 call comes in, and the person doesn't know if they're eastbound or westbound, or at the 200 mile marker or the 300-mile marker, and using that technology to share,

75
00:18:16.670 --> 00:18:20.509
Garrett Popovich: In an effort to get response to that incident.

76
00:18:22.290 --> 00:18:31.249
Garrett Popovich: There's a lot of active traffic management that occurs here in District 5. It started out with freeways. A lot of states

77
00:18:31.250 --> 00:18:46.459
Garrett Popovich: still do this (and I would say—almost argue every state), has some type of freeway traffic management program where they're actively monitoring their interstates and major thoroughfares. However, one of the things that we quickly learned in District 5 was,

78
00:18:46.510 --> 00:19:01.459
Garrett Popovich: you can't just focus on freeway operation, because ultimately, whatever is happening off the freeway also impacts the freeway, and vice versa. So, one of the things that we do is we look at the arterial system, which is the roadways off the interstates.

79
00:19:01.460 --> 00:19:08.569
Garrett Popovich: just as much as the roadways that are on the interstates, from a traffic management standpoint.

80
00:19:08.570 --> 00:19:26.679
Garrett Popovich: One of the things we also really try to do is push out travel information, either through the Florida 511 app, with our PIO office, working with other PIOs throughout the state, or other agencies. Being able to push that direct information out is really critical.

81
00:19:26.680 --> 00:19:33.750
Garrett Popovich: And then from a traffic incident management standpoint, we have our traffic incident management

82
00:19:33.790 --> 00:19:56.990
Garrett Popovich: program. In our district, we have four TIM teams that meet on a quarterly basis, and we discuss what is going on out in their area, and how we can all improve our coordinated response and different types of technology, either that is emerging, or currently in practice, that we could take a look at implementing in our area.

83
00:19:57.110 --> 00:20:13.500

Garrett Popovich: And then the last part of our ICM program is that emergency management, is working with our emergency management directors throughout our region, either at the state office or at the county level, as well as internally with FDOT District 5.

84
00:20:18.050 --> 00:20:29.059
Garrett Popovich: We try to be very data-driven, and in fact, we use a lot of data to make our decisions on a day-to-day basis. We have, a system called SunGuide, which is

85
00:20:29.290 --> 00:20:40.950
Garrett Popovich: basically our CAD system. It's how we enter in calls for service, how we move our devices, such as our cameras, set our dynamic message signs on the interstate.

86
00:20:40.950 --> 00:20:55.959
Garrett Popovich: It's also where our roadside detectors, all that data gets funneled in to our SunGuide system, where we can then look at it from an interface standpoint and make key decisions based on that data that's being brought in.

87
00:20:56.030 --> 00:21:13.510
Garrett Popovich: The other types of data that we are often bringing in is probe data, such as from the HERE system, or looking at Google Maps or Waze, and using those third-party applications and bringing in detection data

88
00:21:13.510 --> 00:21:23.960
Garrett Popovich: to our Traffic Incident Management Center. One of the kind of cool stories that we recently have done is we have recently brought in Waze alerts

89
00:21:23.960 --> 00:21:35.160
Garrett Popovich: into our CAD system, or into our SunGuide system, and there are several studies out there that talk about how Waze alerts have a possibility of bringing in

90
00:21:35.320 --> 00:21:42.759
Garrett Popovich: incident detection data a lot sooner, even sooner before the first 911 call. And while we were

91
00:21:42.900 --> 00:21:50.989

Garrett Popovich: testing the data, we actually had an incident occur where a crash occurred. Our system got a Waze alert for a crash.

92
00:21:50.990 --> 00:22:08.059
Garrett Popovich: We were able to locate it on camera. We called the local PSAP, and they did not actually even have the call yet, and we were able to provide them all the information from the camera system, letting them know that there was a crash out there that they needed to respond to.

93
00:22:08.790 --> 00:22:20.359
Garrett Popovich: The other thing that we are, ever-evolving, looking at is the use of AI, either to help us with data analytics, being able to analyze data.

94
00:22:20.360 --> 00:22:41.510
Garrett Popovich: As well as using some of our current devices and detection that we have out on the system, and seeing if there's anything we can do to streamline some of those detections. One of the AI projects we currently have going on is looking at our interstate freeway cameras, looking for crashes, disabled vehicles, pedestrians on the highway,

95
00:22:41.510 --> 00:23:03.200
Garrett Popovich: slowdowns, low visibility, and basically alerting the dispatcher here at the RTMC that there is something going on, and this is what we think it is, and having them verify that that is what is occurring, and dispatching the appropriate resources. We try to ensure that we are very

96
00:23:03.200 --> 00:23:20.900
Garrett Popovich: hyper-focused in the latest, greatest technology, and always looking ahead and ensuring that the data we're bringing in, not only serves us, but also can be, of possible use to our third-party agencies. So whether that's sharing our cameras

97
00:23:20.900 --> 00:23:27.909
Garrett Popovich: or other detectional devices with those outside agencies to help them in their mission,

98
00:23:27.910 --> 00:23:38.470
Garrett Popovich: we are committed to. With that, I'm going to turn it over to my counterpart, Mr. Hudson, to talk about some of the equipment we have here at the district.

99
00:23:43.480 --> 00:23:56.690
Michael Hudson: Thank you, Garrett. As Garrett's counterpart, I am the Traffic Incident Management Program Manager for the east side of the district, and we have several pieces of equipment that we have

100
00:23:57.180 --> 00:24:06.149
Michael Hudson: at our hands. We have nearly 1,800 cameras. Now, these are interstate cameras, arterial cameras,

101
00:24:06.150 --> 00:24:18.289
Michael Hudson: local streets. We have a lot of great partnerships with our local agencies, counties and cities that we have access to their cameras as well, which broadens

102
00:24:18.640 --> 00:24:36.340
Michael Hudson: our view. We also have—that little white box that you see pointing down at the roadway is a microwave detector. And what that does, it lets us know the average speeds of the roadway, per lane. So, as soon as it dips down below a threshold,

103
00:24:36.340 --> 00:24:52.160
Michael Hudson: an alert will actually go to an operator, on the RTMC floor, and it's basically flashing on that map you saw for early on, "Hey, look at me, something's going on here," and we will verify whether there is an issue or not. We also have

104
00:24:52.450 --> 00:24:56.869
Michael Hudson: several of those big overhead signs that you see, that are dynamic message signs;

105
00:24:56.870 --> 00:25:12.769
Michael Hudson: approximately about 500 blank-out signs as well. These are both on our freeways and our arterial roadways, and are an invaluable tool to let motorists know that something is happening further up, so we're trying to reduce those secondary crashes.

106
00:25:12.770 --> 00:25:16.409
Michael Hudson: Trying to keep our responders out of the road and keep them safe.

107
00:25:20.160 --> 00:25:32.929
Michael Hudson: We also have portable camera trailers. These are called Smart Work Zone Trailers. They were developed to keep our roadside workers safe.

108
00:25:32.930 --> 00:25:40.779
Michael Hudson: It has an alarm, a siren on it, and if something were to encroach into the scene, it will alert them.

109
00:25:40.780 --> 00:25:54.499
Michael Hudson: What we've also used it for is wildfires. We've set up zones where if a vehicle has gone through a roadblock, it will alert some of the firefighters in the area and other responders.

110
00:25:54.500 --> 00:26:01.200
Michael Hudson: We've also used it for special events. We are very heavily involved with our local agencies

111
00:26:01.200 --> 00:26:18.250
Michael Hudson: on assisting them with special events. That includes, MegaCon, Daytona 500, bowl games, space launches, which Artemis 2 is coming up, so we will definitely be out there watching that, and assisting responders with that as well.

112
00:26:21.020 --> 00:26:38.220
Michael Hudson: So, traffic incident management. What is it? The Federal Highway Administration defines traffic incident management as planned, coordinated, process to detect and respond to, and remove traffic incidents to restore traffic capacity as safely and quickly as possible.

113
00:26:38.400 --> 00:26:52.290
Michael Hudson: The benefits of the goal… the goals of TIM, the benefit includes reducing incident-related congestion, improving response and clearance times, preventing those secondary crashes. That's one of our biggest goals, is reduce those secondary crashes.

114
00:26:52.290 --> 00:26:59.560
Michael Hudson: Because our responders are not going to be in the road if we can reduce those. A lot of times, these primary incidents, they

115
00:26:59.560 --> 00:27:03.679
Michael Hudson: could be just a piece of debris or a disabled vehicle.

116
00:27:03.680 --> 00:27:09.390
Michael Hudson: And I'll show you… I'll share some tools that we use to clear those as quickly as possible as well.

117
00:27:09.390 --> 00:27:21.950
Michael Hudson: And we're trying to improve the flow of traffic, air quality, decreasing economic impacts of the incidents, and again, we harp on this, improving responder and motorist safety.

118
00:27:21.950 --> 00:27:30.470
Michael Hudson: It's not a great feeling being on the side of the road with traffic passing you. Both Garrett and I have personal experience with that, so.

119
00:27:34.570 --> 00:27:51.570
Michael Hudson: So, incident operations: a planned, coordinated process to detect, respond to, and remove traffic incidents as safely as possible. So, our thought process is, the earlier we can get that call, the sooner we can get our assets moving in that direction to keep our first responders safe.

120
00:27:51.690 --> 00:27:55.040
Michael Hudson: As you see in some of these pictures,

121
00:27:55.640 --> 00:28:02.770
Michael Hudson: as traffic congestion builds up, it's increasingly more difficult to get to the scene as well. So

122
00:28:02.770 --> 00:28:18.900
Michael Hudson: as soon as we know about it, we're letting our road rangers know, our safety service patrol. We're trying to reach out to the PSAPs and say, "Hey, this is what you've got." Sometimes it's in the wrong direction, because we're dealing with a passing motorist that may have thought they were in that right direction.

123

00:28:18.900 --> 00:28:30.840
Michael Hudson: So the sooner we can get information out to our PSAPs as well, and we have several tools with that as well. Reducing the risk of secondary crashes, I know I sound like a broken record, but those are our

124
00:28:30.880 --> 00:28:40.509
Michael Hudson: really, really bad incidents that can occur at the back end of a queue, so we're really trying to reduce those as much as possible. Promote responder safety.

125
00:28:40.800 --> 00:28:50.719
Michael Hudson: Florida open roads policy, safe, quick clearance. We have a policy here in Florida, throughout the state with our first responders that we try to clear the road from,

126
00:28:50.750 --> 00:29:07.679
Michael Hudson: white-lined, or clear the road from, at least onto the shoulder, within 90 minutes of the first responding officer on scene. And we have several programs that help with that. Road Rangers, our Rapid Incident Scene Clearance, which I can get into in a little bit.

127
00:29:08.520 --> 00:29:10.980
Michael Hudson: And

128
00:29:10.990 --> 00:29:28.820
Michael Hudson: several other programs. We also have 10 specialists here through the week, that are directly coordinating with our first responders and our operators. They're making the high-level decisions on emergency response. Hey, do we need to pull a road ranger from a different zone? Do we need to get different assets rolling?

129
00:29:28.820 --> 00:29:41.299
Michael Hudson: Do we need to get a drone up in the air? And stuff like that. So, they are, they do have a first responder background, or an outside agency background, so they look at things just a hair differently.

130
00:29:41.330 --> 00:29:44.260
Michael Hudson: and are able to make those high-level decisions.

131
00:29:49.040 --> 00:29:59.520

Michael Hudson: So, one of our biggest assets that we deploy is our Road Ranger program. This is our safety service patrol. We do about 5,500 Road Ranger assists per month.

132
00:29:59.520 --> 00:30:12.659
Michael Hudson: And this can range from disabled vehicles, crashes, debris, somebody that just needs directions, because we do have the House of Mouse here. A wide variety of calls.

133
00:30:13.000 --> 00:30:22.829
Michael Hudson: They're typically, a lot of times first on the scene, because they're already out and about. So they are trained in CPR, first aid, and

134
00:30:23.220 --> 00:30:31.539
Michael Hudson: traffic control, so keeping everybody safe on the roadway. And you see the trucks there, they're built to push, pull, and drag.

135
00:30:31.560 --> 00:30:46.579
Michael Hudson: So these vehicles, I tell the guys that, hey, I want to see scratches, I want to see dents. As a former road ranger, you tried not to smile too much when you were pushing on some guy's Mercedes, but it was the fun part of the job. So

136
00:30:46.760 --> 00:30:54.550
Michael Hudson: they are our primary first responders for DOT to get to the scene.

137
00:30:54.660 --> 00:31:04.949
Michael Hudson: Then we have our asset management. These are more of your longer-term, traffic control, so if we get that overturned semi, we get,

138
00:31:05.130 --> 00:31:19.830
Michael Hudson: you know, a longer-term incident that somebody needs to stay out on, they're bringing out more cones, more arrow boards. They're also repairing any damage to the roadway, infrastructure, or guardrails, or bridges.

139
00:31:19.830 --> 00:31:26.129
Michael Hudson: So they are there to make the scene even safer for the first responders on the scene.

140
00:31:26.220 --> 00:31:43.929
Michael Hudson: And then we have our Rapid Incident Scene Clearance. This is our tow incentivized program. Typically your towers are incentivized to stay out on the road as long as possible, because they pay an hourly charge. Whereas, we pay them a bonus to clear the road from white line to white line

141
00:31:43.930 --> 00:31:56.309
Michael Hudson: within 90 minutes, trying to keep that open roads policy. To be qualified on that contract, they have to have certain pieces of equipment, and they have to respond within 60 minutes and clear the road within 90.

142
00:31:56.310 --> 00:32:07.260
Michael Hudson: So that is one of our, our heavy-duty, we've done planes, semis, tankers, all kinds of things, you name it, they've been out there for it.

143
00:32:07.260 --> 00:32:18.210
Michael Hudson: And then we have our safe tow, because even a disabled vehicle on the side of the road is a hazard, and we don't like to leave people out on the side of the road as much as possible, so if you have that, you know,

144
00:32:18.430 --> 00:32:25.119
Michael Hudson: mom with 3 kids out on the side of the road. We want to make sure we get them into a safe place. So we're putting them

145
00:32:25.660 --> 00:32:43.750
Michael Hudson: into a gas station parking lot, something that is open where they can get facilities. It also allows us to not have to wait for law enforcement to do a tow. So, if we have a vehicle that is blocking, and say it's a semi, and they say there are mechanics coming from Miami.

146
00:32:43.750 --> 00:32:52.239
Michael Hudson: We can actually pick up that car, or that truck, pull it off the interstate, and now we do free up that law enforcement asset that doesn't have to respond for a disabled vehicle now.

147
00:32:52.630 --> 00:33:06.530

Michael Hudson: And as I spoke, special events, we do all kinds of special events around the district. We also do touch trucks, we do a lot of outreach with our road ranger crew, trying to make the public as aware as possible of that service.

148
00:33:06.530 --> 00:33:19.849
Michael Hudson: And then emergency response and support, myself and Garrett, do respond to major, major incidents, where there needs to be that on-scene FDUT command, where we can pull in extra assets as well.

149
00:33:19.850 --> 00:33:27.449
Michael Hudson: And talk directly to, incident commanders in the field, and be right next to them while they're making those decisions.

150
00:33:32.560 --> 00:33:52.260
Michael Hudson: And then we have our emergency management. We have a little thing here in Florida called hurricanes every once in a while. They like to go right across our state. So, we do coordinate with all of our emergency management partners, county EOCs, and response partners. We actually lock down here at the RTMC prior and after a storm

151
00:33:52.260 --> 00:34:04.270
Michael Hudson: to assist with the recovery process. We also assist with evacuation. We have something called emergency shoulder use. We don't use the naughty word "contraflow" anymore.

152
00:34:04.310 --> 00:34:20.850
Michael Hudson: We open up either the left or right shoulder, depending on where you are in the state, for vehicular traffic. We make sure it's clear, flip down some signs, make sure it's safe, and it does provide an extra lane for us to get everybody out.

153
00:34:20.870 --> 00:34:32.250
Michael Hudson: We execute emergency contracts, so we will actually… there's one called Emergency Roadside Assistance Service, and that's to supplement the road rangers. We will

154
00:34:32.250 --> 00:34:46.969
Michael Hudson: bump up their staff and make sure that they have every truck available out there. But we will let the egress contracts do the bulk of the tire changes, gas, and all that, so it frees up the road rangers to be able to clear the road.

155
00:34:47.000 --> 00:34:53.030
Michael Hudson: Then we have our RTMC and our Traffic Incident Management staff, again, here 24/7 during the time.

156
00:34:53.139 --> 00:35:02.560
Michael Hudson: Typically, from the governor's office, we will do toll suspensions, and then signal damage assessment teams, where we will send out

157
00:35:02.670 --> 00:35:11.430
Michael Hudson: all kinds of people to make sure that our signals are still upright and see what the damage level is on them so we can make repairs as quickly as possible.

158
00:35:11.570 --> 00:35:15.249
Michael Hudson: And with that said, I will turn it back over to Mr. Popovich.

159
00:35:15.910 --> 00:35:16.760
Garrett Popovich: Thanks, Mike.

160
00:35:18.120 --> 00:35:32.019
Garrett Popovich: So, ultimately, when seconds count, and those seconds can mean life and death, when our local PSAPs are dispatching the appropriate response personnel to those calls, we

161
00:35:32.050 --> 00:35:41.219
Garrett Popovich: really wanted to focus on how we can streamline communication between our PSAPs and our RTMC.

162
00:35:41.330 --> 00:35:57.429
Garrett Popovich: So, the first thing we looked at is data sharing. So, what would be very easy to share? We wouldn't require agreements, or the data that we were sharing was public already. So one of the first things we started with

163
00:35:57.430 --> 00:36:15.580

Garrett Popovich: was video sharing. So, as Mike talked about, the amount of devices that we have in our district that is used to detect those incidents out on the roadway, we wanted to put it in the hands of our PSAPs. We have done that through multiple ways.

164
00:36:15.580 --> 00:36:22.309
Garrett Popovich: Once again, we understand that all of our PSAPs have different levels of technology integration, different funding models.

165
00:36:22.310 --> 00:36:41.760
Garrett Popovich: So we had to kind of customize, reuse here and there, change a little bit to work with our PSAPs with the data sharing when it comes to video. So one of the ways that we share video is through a system called Mutualink. Mutualink was started

166
00:36:42.280 --> 00:36:51.849
Garrett Popovich: a long time ago, with that video direct sharing, where we can essentially share our screen with the camera footage to those PSAPs.

167
00:36:52.010 --> 00:37:16.979
Garrett Popovich: Fast forward a little bit, and we wanted to make it a little bit easier for our PSAPs. We understood that some of our PSAPs had video walls and wanted to see the cameras, so we essentially created hot links for our centers to be able to view cameras that were related to them. So they can go in, and they don't have to look at, for example, in Marion County, you don't have to watch cameras that are

168
00:37:16.980 --> 00:37:21.980
Garrett Popovich: in Orange County, and you're able to see the incidents that are going on

169
00:37:21.980 --> 00:37:25.809
Garrett Popovich: within your county within those devices.

170
00:37:25.970 --> 00:37:38.650
Garrett Popovich: The other part of the process has been direct communication, either through networking, depending on the PSAP, that is either done through the

171
00:37:38.750 --> 00:37:58.750

Garrett Popovich: county's traffic engineering department, or directly through the PSAP, and being able to get, more direct, high-speed communication data to those centers, that way we can have some more direct connection. And one of the things we have done is that CAD-to-CAD interface.

172
00:37:58.750 --> 00:38:10.950
Garrett Popovich: We have essentially a listener, a secured listener, that can integrate with any PSAP, or, I should say, we haven't found a CAD system that we haven't been able to integrate with.

173
00:38:10.950 --> 00:38:24.700
Garrett Popovich: And essentially, that allows us, as the call takers putting in the call, a bunch of bells and whistles go off on that operations floor, letting an operator know that a 911 call has been put in in a certain location, and some details about that 911 call.

174
00:38:24.700 --> 00:38:30.520
Garrett Popovich: They're able to use those devices, whether it be cameras, detectors, other

175
00:38:30.610 --> 00:38:49.579
Garrett Popovich: data, and they're trying to validate that call for service. If they find it on camera and they can provide anything that would be of value to that PSAP, such as, hey, we see you going out to I-75 at the 350, but you guys have the call in as northbound.

176
00:38:49.580 --> 00:39:04.959
Garrett Popovich: If you're responding to the white truck overturned on its side, with an ejection, that's actually going to be on the southbound side. And that call happens, within a minute, or two of that alert coming in. Depending on where we are at,

177
00:39:05.280 --> 00:39:17.829
Garrett Popovich: that could totally change the call card, that could change which agencies are responding. So being able to provide that quick communication directly is really critical.

178
00:39:18.090 --> 00:39:33.080
Garrett Popovich: We also really pride ourselves in this open communication—our dialogue with our PSAP directors or our communication managers. We want to be able to hear their concerns or,

179
00:39:33.280 --> 00:39:43.279
Garrett Popovich: I don't want to say complaints, but really, I mean, any negative feedback or positive feedback that they have on how FDOT can improve their operations.

180
00:39:43.280 --> 00:40:00.429
Garrett Popovich: Because oftentimes, we have a lot of data or a lot of technology that we are not the 911 experts on, but hearing some of their struggles and hearing some of their concerns, we've been able to build custom, off-the-shelf applications

181
00:40:00.430 --> 00:40:08.899
Garrett Popovich: to get that direct communication. One of the concerns that we actually heard from our fire personnel, that

182
00:40:08.900 --> 00:40:19.000
Garrett Popovich: kind of helped push an integration was the need for kind of a mass call or a mass communication system. We started out with

183
00:40:19.000 --> 00:40:32.140
Garrett Popovich: another application, and then recently have integrated to ReadyOp for anyone that has heard of that company. And basically, you can see an example on the right, where we're able now, an agency can subscribe to

184
00:40:32.140 --> 00:40:46.489
Garrett Popovich: as many people as they would like. If they would like their entire agency to receive these alerts, they can. If they want certain individuals, key decision makers, they can subscribe. And we're able to send critical information out to them with a push of a button.

185
00:40:46.490 --> 00:40:56.570
Garrett Popovich: And that helps with not only the response to the incident, but it also helps with the surrounding response. Oftentimes when we shut down the interstate,

186
00:40:56.570 --> 00:41:13.540
Garrett Popovich: the… it's not oftentimes, the local roads cannot handle the traffic that the interstate is designed to handle, and so when we shut down the interstate, those local communities get impacted. Well, for example, in Ocala, where you have a trauma center, knowing that suddenly you're going to have a lot more traffic

187
00:41:13.540 --> 00:41:38.169
Garrett Popovich: and your response time on a certain roadway might be hindered because the interstate is shut down. That's critical information for agencies to push out to their team, whether it be on the EMS, fire side, law enforcement side. That might mean the difference between calling for a helicopter versus doing a ground transport, because typically a ground transport might only take, you know, 15 minutes, but if we have another incident going on.

188
00:41:38.170 --> 00:41:40.480
Garrett Popovich: That could be an hour.

189
00:41:40.480 --> 00:41:57.080
Garrett Popovich: So, being able to have that open communication and dialogue and ever-changing, in today's world. The other thing we do is training. So, we have the National Traffic Incident Management Program safety training, or it was referred to as SHRP2.

190
00:41:57.080 --> 00:42:12.570
Garrett Popovich: That training program, we give for free to all of our first responder community, sponsored by FDOT, essentially. And with all that being said, we do encourage, actually, our PSAPs to be involved

191
00:42:12.570 --> 00:42:36.719
Garrett Popovich: in that training. We actually hosted a training at Marion County. Marion County had several dispatchers in the room for that training, and it allows us all to get together and understand kind of why FDOT might be calling to ask for certain things, or for them to share experiences so we can go back and look at, is there any tools or technology or resources we can use?

192
00:42:36.880 --> 00:42:42.890
Garrett Popovich: As well as fire rescue and law enforcement. So we do offer that training, with our PSAPs.

193
00:42:47.190 --> 00:42:54.319
Garrett Popovich: And as we look forward, some of the pieces of technology that we are implementing—

194

00:42:54.680 --> 00:43:14.449
Garrett Popovich: for the last one, actually, the wrong-way driving, I wouldn't say it's a look forward. It's a, we're at the finish line. The state of Florida has a very aggressive goal in outfitting all of our interstate ramps with wrong-way driving detection, that actually report back to the RTMC.

195
00:43:14.450 --> 00:43:16.759
Garrett Popovich: So anytime we get a wrong-way driving alert,

196
00:43:16.760 --> 00:43:41.709
Garrett Popovich: a bunch of alarms go off, and if we can validate that it's a wrong-way driver, we have a response plan in place, and a part of that response plan is notifying those PSAPs. One of the things that we are looking forward to advancing more than just the ramp when it comes to wrong-way driving is the main line. So using some of our cameras that are already out on the interstates, using some of our detection devices, our microwave video detection

197
00:43:41.710 --> 00:43:51.119
Garrett Popovich: to detect wrong-way driving as well, to try to really encompass that wrong-way driving alert and being able to get

198
00:43:51.510 --> 00:43:54.260
Garrett Popovich: resources out to stop that wrong-way driver.

199
00:43:54.390 --> 00:44:08.650
Garrett Popovich: The other thing that we are pushing for is our emergency vehicle preemption software. So, one of the things that we have done in our district, there are third-party off-the-shelf EVP, or emergency vehicle preemption softwares.

200
00:44:08.650 --> 00:44:24.359
Garrett Popovich: that you can buy, that agencies can purchase. We worked very closely with Seminole County Fire Rescue to… they were looking at some companies, and we said, we might be able to actually do this for you,

201
00:44:25.170 --> 00:44:40.599
Garrett Popovich: and you won't have to purchase the software, which is a huge cost-savings initiative to that agency. It also allows us to be good partners and stewards of the technology and infrastructure that we have,

202
00:44:40.600 --> 00:44:52.010
Garrett Popovich: either that is owned by the state or the municipality, and being able to provide that service for our emergency partners. Like I said, there are third-party

203
00:44:52.070 --> 00:44:56.890
Garrett Popovich: softwares out there. They are somewhat costly.

204
00:44:56.900 --> 00:45:15.679
Garrett Popovich: So, for an agency, hearing that you're going to spend several million dollars on an EVP software, and then being told that it's actually free, obviously that money can then be turned around and used elsewhere, while also making sure that we can get our first responders to that incident scene quicker. And then

205
00:45:15.680 --> 00:45:35.289
Garrett Popovich: ever expanding our connectivity and communications. We are always looking for new ways that we can communicate with our first responders, provide them the tools and data and information that they need to make their job easier, and we're always looking to expand that every day.

206
00:45:35.870 --> 00:45:40.779
Garrett Popovich: With that, I'm going to turn it over to Lisa from Marion County.

207
00:45:42.180 --> 00:45:43.130
Lisa Cahill: [Inaudible]

208
00:45:44.100 --> 00:45:48.500
Lisa Cahill: Thank you. Good afternoon, everybody.

209
00:45:49.270 --> 00:45:52.859
Lisa Cahill: As Garrett stated, I'm Lisa Cahill with Marion County Public Safety.

210
00:45:53.160 --> 00:45:56.909
Lisa Cahill: And our county is centrally located within the state of Florida.

211
00:45:58.620 --> 00:46:04.570
Lisa Cahill: One of our little fun facts that we like to say is our county is bigger than the state of Rhode Island.

212
00:46:04.890 --> 00:46:17.410
Lisa Cahill: The slide says we have citizens of approximately 350,000, but we did recently learn it's a little over 428,000 as of the middle of 2024.

213
00:46:17.660 --> 00:46:23.619
Lisa Cahill: And we have 1.4 million visitors that come to our county, every year.

214
00:46:24.050 --> 00:46:37.429
Lisa Cahill: So, it does create a lot of traffic on our roadways. Our call volume is 685,969 calls, and that's broken down by 911 calls.

215
00:46:37.610 --> 00:46:43.480
Lisa Cahill: 90% of our calls need to be answered in under 10 seconds.

216
00:46:44.500 --> 00:46:47.810
Lisa Cahill: And that's basically mandated by the State of Florida.

217
00:46:48.570 --> 00:47:08.399
Lisa Cahill: Our incoming calls for 911 is 146,604 calls. Our incoming admin calls, a little over 300,000, and outgoing is approximately 236,000. Our outgoing calls consist of callbacks, calls to other agencies, and things like that.

218
00:47:11.620 --> 00:47:15.630
Lisa Cahill: As has been mentioned in the

219
00:47:15.820 --> 00:47:31.600
Lisa Cahill: previous conversations, I-75 traffic has been challenging at best some days, but the collaboration that we have helps to ensure efficient response from our first responders. And as Garrett mentioned,

220

00:47:31.690 --> 00:47:40.610
Lisa Cahill: the meetings and the feedback—everybody has been very responsive in trying to ensure that we have the best possible response

221
00:47:40.730 --> 00:47:55.109
Lisa Cahill: for any emergency situation, or to assist in mitigating any traffic concerns that may be reported, or that may develop. As most of you know, we do have a bridge on I-75 that has been impacted a few times.

222
00:47:55.340 --> 00:48:00.389
Lisa Cahill: Which creates traffic on the alternate roads.

223
00:48:00.690 --> 00:48:12.190
Lisa Cahill: The next, information that I have here is from the Florida Highway Patrol. The traffic crashes in Marion County, we had approximately 6,300 traffic crashes

224
00:48:12.620 --> 00:48:14.580
Lisa Cahill: in 2025.

225
00:48:15.390 --> 00:48:29.710
Lisa Cahill: Marion County, as a whole, does not respond to traffic accidents. The City of Ocala responds for traffic accidents, and the City of Bellevue. Florida Highway Patrol works our traffic accidents. We had a total of

226
00:48:30.090 --> 00:48:32.320
Lisa Cahill: 78 fatal crashes.

227
00:48:32.900 --> 00:48:36.079
Lisa Cahill: And fatalities from those crashes

228
00:48:36.230 --> 00:48:39.760
Lisa Cahill: were 80, which is actually down from 2024, I believe.

229
00:48:41.880 --> 00:48:43.249
Lisa Cahill: [Inaudible]

230
00:48:44.960 --> 00:48:45.860
Lisa Cahill: [Inaudible]

231
00:48:49.400 --> 00:49:05.189
Lisa Cahill: Anyway, so we appreciate the collaboration. One of the things I know the feedback that I get from our dispatchers is with the cameras that are on the interstate, being very responsive to any requests. Sometimes

232
00:49:06.770 --> 00:49:15.979
Lisa Cahill: when we have a caller, they don't necessarily know where they're at, but based on the angle of the camera, that can help us determine if they're in the northbound lane, the southbound lane, when it comes to I-75.

233
00:49:15.980 --> 00:49:27.650
Lisa Cahill: If they're north or south of a particular exit, which does help our first responders when they're responding, to make sure that they're entering from the best way to help reduce the response time.

234
00:49:29.970 --> 00:49:34.600
Lisa Cahill: And that's all I have. Thank you.

235
00:49:35.050 --> 00:49:36.179
Lisa Cahill: [Inaudible]

236
00:49:37.980 --> 00:49:43.279
Brian Tegtmeyer: Oh, thank you so much, everyone.

237
00:49:47.300 --> 00:50:06.389
Brian Tegtmeyer: We do have some questions that I think we have a little bit of time to get to today. We have a lot that were on interoperability that were asked before. I think we really kind of answered some of them, so let me jump around a little bit here and see if we can get as many of these answered as we can.

238
00:50:06.390 --> 00:50:08.090

Brian Tegtmeyer: So…

239
00:50:08.120 --> 00:50:22.640
Brian Tegtmeyer: First question is, are you guys doing any discussion or research on using drones as DFR, drones as first responders for either the TMC or the 911 Center as far as verifying these incidents?

240
00:50:24.040 --> 00:50:37.100
Michael Hudson: Yes, we have looked into that. I'm actually—I failed to mention that we have a drone team here at the RTMC ready to deploy. Myself and Garrett both have a drone on our trucks, ready to go.

241
00:50:37.100 --> 00:51:02.079
Michael Hudson: And we've utilized them for several incidents. We currently do not have a DFR drone here, where it's stationed here and automatically can lift off. We have looked into it, and possibly sharing that with agencies, but it's come down to a funding mechanism at that point. But we do offer that drone for a mutual aid. It doesn't necessarily have to be a traffic-related incident.

242
00:51:02.080 --> 00:51:15.039
Michael Hudson: We've used it for search and rescues. We have a couple people here that are trained on that as well. So, the drone has become a very easy way to get eyes on something that we don't have a camera.

243
00:51:15.060 --> 00:51:18.809
Michael Hudson: You know, I said we have 1,800 cameras, but inevitably,

244
00:51:18.910 --> 00:51:26.240
Michael Hudson: there might be an overpass in the way, or it's in the middle of nowhere. So we are utilizing drones pretty heavily in this district.

245
00:51:28.370 --> 00:51:30.910
Brian Tegtmeyer: Great. So,

246
00:51:32.720 --> 00:51:51.660

Brian Tegtmeyer: does FDOT employ any wrong-way driver detection and notification? And I think we already kind of got the answer that there was some… some of that is a yes, but this question then goes on to say, how is it integrated with 911? Which, for me, is a talking point I've been working at with,

247
00:51:51.660 --> 00:52:01.429
Brian Tegtmeyer: incident management detection is that if we're seeing this incident detection, are we sharing it live to 911, or is it just coming into the TMC?

248
00:52:01.430 --> 00:52:03.929
Brian Tegtmeyer: So if you could start with that, that'd be great.

249
00:52:05.750 --> 00:52:24.479
Garrett Popovich: Yeah! So, we have begun to integrate our wrong-way driving detection into our third-party centers. We've started with the state law enforcement centers, so right now, there is an application that law enforcement can have

250
00:52:24.480 --> 00:52:26.570
Garrett Popovich: that allows them to…

251
00:52:26.570 --> 00:52:43.639
Garrett Popovich: essentially, when we get an alert on the floor, they're also getting the alert in that application, so they can share that. We are looking to expand that application outside of just our state agencies, to local, county, and city municipalities.

252
00:52:43.640 --> 00:53:04.880
Garrett Popovich: One of the big things that we've heard from some of our agencies, though, is they don't want to monitor another application. They feel like their dispatchers are all already monitoring something new, and being over-tasked with more and more things to monitor. So one of the things we are looking at is, in our district,

253
00:53:05.040 --> 00:53:15.359
Garrett Popovich: looking at CAD providers and seeing the possibility of paying the cost to integrate with our PSAP's providers.

254
00:53:15.360 --> 00:53:40.350

Garrett Popovich: We're still trying to figure out if we want to do one or two, or if it makes more sense to start out with a certain provider. But being able to essentially auto-generate a call for service; that way, those dispatchers would see the call pop up on their screen, "wrong-way driver," and it would auto be geolocated to that location. That way, they already have the information that's been essentially transmitted to them

255
00:53:41.010 --> 00:53:57.400
Garrett Popovich: in a secure manner, that they can immediately put out to their units. So that's something that we are really interested in, in trying to help, because we hear the concerns from our PSAPs that they don't want to mon… they want the information, but

256
00:53:57.400 --> 00:54:01.129
Garrett Popovich: their dispatchers are already monitoring a lot of applications.

257
00:54:02.030 --> 00:54:18.869
Michael Hudson: And one of the things that we are doing in our district, I'll add on to that, is because we are co-located with Florida Highway Patrol, they are able to get on the radio. We have inter-city here, which is a radio channel that most agencies in our direct area monitor.

258
00:54:18.870 --> 00:54:26.060
Michael Hudson: And they're able to hear the alert as it goes off in the TMC. We are verifying it, and within

259
00:54:26.480 --> 00:54:34.349
Michael Hudson: seconds, we're set… they are putting that over the air to every police agency, throughout the Central Florida area.

260
00:54:36.470 --> 00:54:37.330
Brian Tegtmeyer: That's great.

261
00:54:41.260 --> 00:54:47.400
Brian Tegtmeyer: So… One of the questions that we have is:

262
00:54:47.520 --> 00:54:56.839
Brian Tegtmeyer: were there any legal barriers needed to overcome that PSAP integration between the TMC and the 911 centers? So,

263
00:54:57.440 --> 00:55:09.909
Brian Tegtmeyer: what we're looking for, you know, there is… I believe you said that it was passed both ways. The TMC is seeing 911 data, and the 911 is seeing TMC, or could you clarify and then answer about the legal?

264
00:55:10.370 --> 00:55:13.939
Garrett Popovich: Yeah, absolutely. So, one of the big struggles… so.

265
00:55:14.170 --> 00:55:26.110
Garrett Popovich: for DOT, we have a system that is a secure listener. A lot of applications, and this listener can be done through, like, email, text—so a lot of CAD systems have that ability to send information out.

266
00:55:26.180 --> 00:55:44.360
Garrett Popovich: So, essentially, our CAD system here at FDOT gets that information. For an FHP standpoint, we have direct CAD-to-CAD. However, for our outside, non-state agencies, we're getting information. We have had agencies

267
00:55:44.410 --> 00:55:54.250
Garrett Popovich: be interested in receiving information for us, and that is something that we have gone down the road. However, what oftentimes is a hurdle is

268
00:55:54.350 --> 00:56:07.050
Garrett Popovich: the CAD providers want to charge a large amount of money to integrate a third-party application, and because every state has a different DOT CAD system,

269
00:56:07.590 --> 00:56:24.269
Garrett Popovich: they're looking at it not as a benefit—I mean, a sales pitch—they want the dollar signs, unfortunately, behind it. So that's oftentimes what's been the stopgap between it, is, we've been willing to share it, but unfortunately, those PSAPs,

270
00:56:24.270 --> 00:56:39.110
Garrett Popovich: would have to go to their CAD providers and have to pay for that enhancement, which was not a cheap ask. That's why, to the previous wrong-way driving thing, we as a district are looking at, kind of, possibly what the cost might be to

271
00:56:39.200 --> 00:56:43.200
Garrett Popovich: pay that, and what the cost benefits are for that.

272
00:56:43.690 --> 00:56:44.780
Garrett Popovich: And then…

273
00:56:44.780 --> 00:56:45.380
Brian Tegtmeyer: Yeah, I think that's…

274
00:56:45.380 --> 00:56:46.110
Garrett Popovich: Sorry, go ahead.

275
00:56:46.110 --> 00:57:11.099
Brian Tegtmeyer: Oh, I was gonna say, so if I understood you correct, when you're talking about, you know, like, the CAD… you're like in listen mode from your PSAP's CADs, I think what you're saying is the PSAP CAD then is sending it out as a… the same way they would use other notification devices. So, in a more generic outbound, what we used to call texting, you know, or, like, sending a message out from a CAD, it would be the same interface

276
00:57:11.100 --> 00:57:14.580
Brian Tegtmeyer: that CADs would use to interface to, like,

277
00:57:14.710 --> 00:57:27.710
Brian Tegtmeyer: you know, eCall, or for, you know, IAmResponding, or any of those Active911 kind of notification platforms that would normally do it, you're just a recipient of those notifications, right?

278
00:57:28.050 --> 00:57:28.910
Garrett Popovich: Yes, yep.

279
00:57:28.910 --> 00:57:32.549
Brian Tegtmeyer: Okay, that makes sense. Great.

280

00:57:33.060 --> 00:57:57.149
Brian Tegtmeyer: So I think we talked about wrong-way driving. The last question we've got is a really interesting topic for me, but we only have, like, 2 minutes left. But it's: are you doing anything on the connected vehicle data front? Meaning that in a true connected vehicle world, I mean, the vehicles have cameras inside them, they have other vehicle data that, you know, we want to get to the 911 through, like, automatic crash notification and other technologies, but

281
00:57:57.150 --> 00:58:08.430
Brian Tegtmeyer: are you, as a DOT, sort of working to get any of that connected vehicle? You had mentioned Waze integrations, which is, you know, from the driver, not the car, mostly, but what else are you doing?

282
00:58:08.970 --> 00:58:19.399
Garrett Popovich: So yeah, in our district, we have a very expansive connected vehicle deployment, with roadside units. One of our biggest struggles,

283
00:58:19.400 --> 00:58:29.680
Garrett Popovich: which I think would be echoed across the U.S, is, there's not kind of this standard, and we haven't had this clear investment by the manufacturers

284
00:58:29.680 --> 00:58:48.500
Garrett Popovich: to send data, essentially, back to us. Which, you know what I mean, is kind of the biggest struggle right now when it comes to connected or autonomous driving vehicles. We, as a district, are looking to see if there's other examples or other ways or mechanisms that we can use

285
00:58:48.500 --> 00:58:55.569
Garrett Popovich: to get this data, whether that be through, the OEMs themselves, through another source.

286
00:58:55.710 --> 00:59:01.050
Garrett Popovich: Or looking at probe data, for, like, hard braking,

287
00:59:01.230 --> 00:59:14.350
Garrett Popovich: from drivers and stuff like that, but unfortunately, because there hasn't been a clear agreement by the OEMs to say, "Okay, we're going to put these devices in the vehicle," it's kind of,

288
00:59:14.490 --> 00:59:16.660
Garrett Popovich: we're looking for other solutions.

289
00:59:18.360 --> 00:59:21.449
Brian Tegtmeyer: Great, thank you so much, again.

290
00:59:21.580 --> 00:59:31.309
Brian Tegtmeyer: This concludes today's State of the 911 webinar. I want to thank all of our speakers from Florida Department of Transportation and Marion County Public Safety Communications.

291
00:59:31.310 --> 00:59:49.840
Brian Tegtmeyer: You are able to access previous recordings or learn more about NHTSA's National 9-1-1 Program "State of 9-1-1" webinar series by visiting 911.gov. Also important to note is we dropped two important links into the chat. The first was for Traffic Incident Management Training, free online training available through the Federal Highway

292
00:59:49.840 --> 01:00:04.750
Brian Tegtmeyer: department here at the Department of Transportation, and also the Safer Streets for All grant, which we're expecting to have our Notice of Funding Opportunities to open up in March of this year, 2026, for the final year of funding. So, please

293
01:00:04.750 --> 01:00:11.939
Brian Tegtmeyer: check that out, and again, we appreciate your attendance and everyone's participation. Have a great day.