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State of 911

Webinar Series

STRENGTHENING EMERGENCY RESPONSE: 911 AND TRAFFIC MANAGEMENT CENTER

January 20, 2026

911.gov

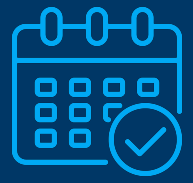
STATE OF 911 WEBINAR SERIES

VARIETY OF TOPICS

Provides useful information to the 911 community on the advancement of 911.

EXPERIENCE

Brings Federal, State and local leaders to you!



REGISTER

Held every other month with opportunity for Q&A.
Closed captioning is available.

FEEDBACK & QUESTIONS

nhtsa.national911@dot.gov

911.GOV RESOURCE: DOCS & TOOLS

Categories

- All
- Governance
- Historical Documents
- Management
- National 911 Program
- Operations
- Post-Crash Care
- Standards and Best Practices
- Technical

Sort By

- Title
- Publish Date

911.gov Docs & Tools

Have a resource you'd like to share with the community? **Click here to share**

Search Documents & Tools

302 results

NSGIC Addresses for the Nation - Pathways from Restricted Data to Open Data

This white paper describes how three states—Arizona, Kansas and Kentucky—overcame policies in place that restrict data from being shared publicly to become NAD partners.

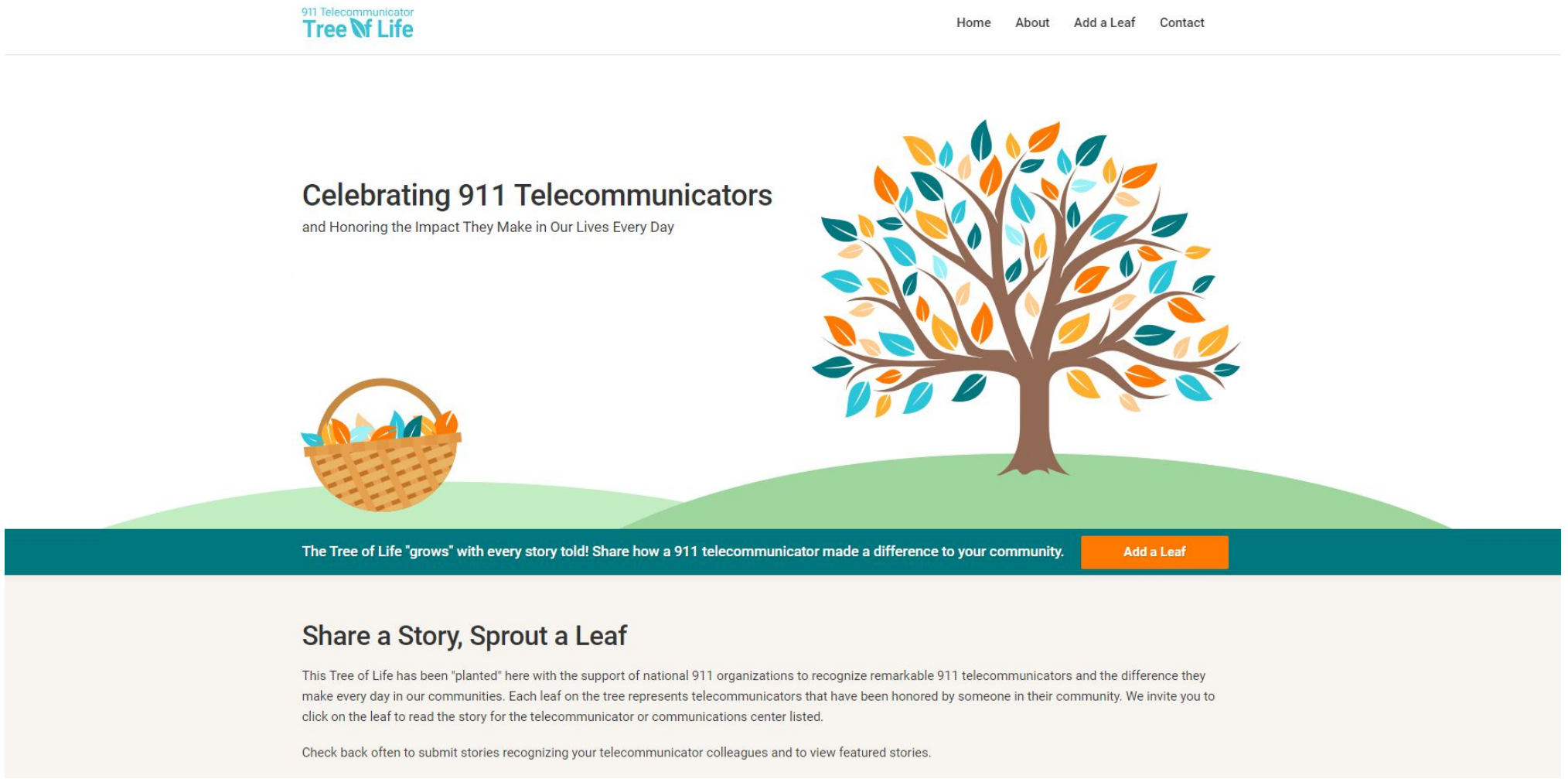
Jun 7, 2023 / Technical / GIS / National 911 Program / Additional Resources

What Is a Safe System Approach?

This webpage explains the principles and objectives of the U.S. Department of Transportation's Safe System Approach.

Jun 7, 2023 / Post-Crash Care / National 911 Program / Additional Resources

NATIONAL TELECOMMUNICATOR TREE OF LIFE



ZOOM FUNCTIONS

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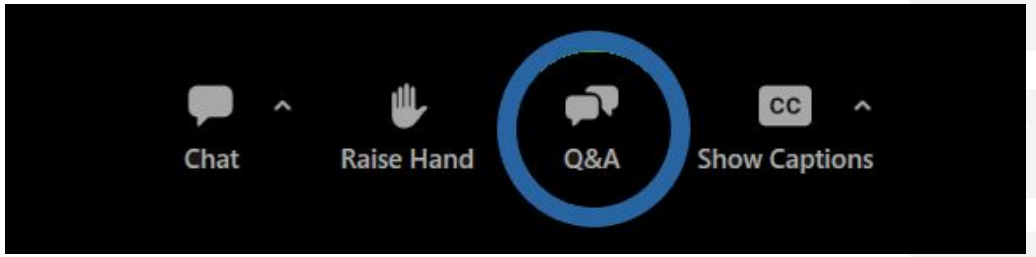
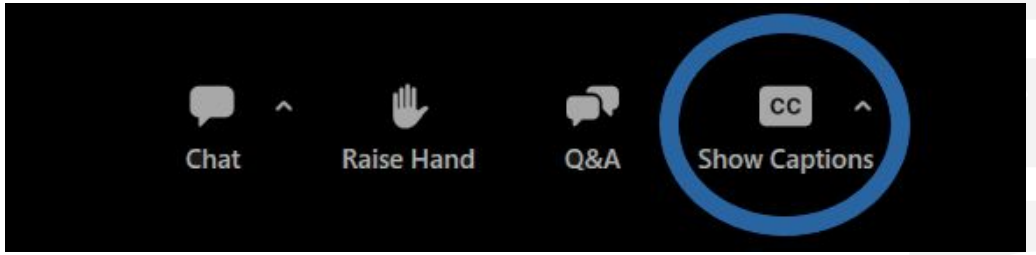




DISTRICT FIVE REGIONAL TRANSPORTATION MANAGEMENT CENTER (RTMC)

911 Center Collaboration

Florida Department of
TRANSPORTATION

ABOUT THE RTMC

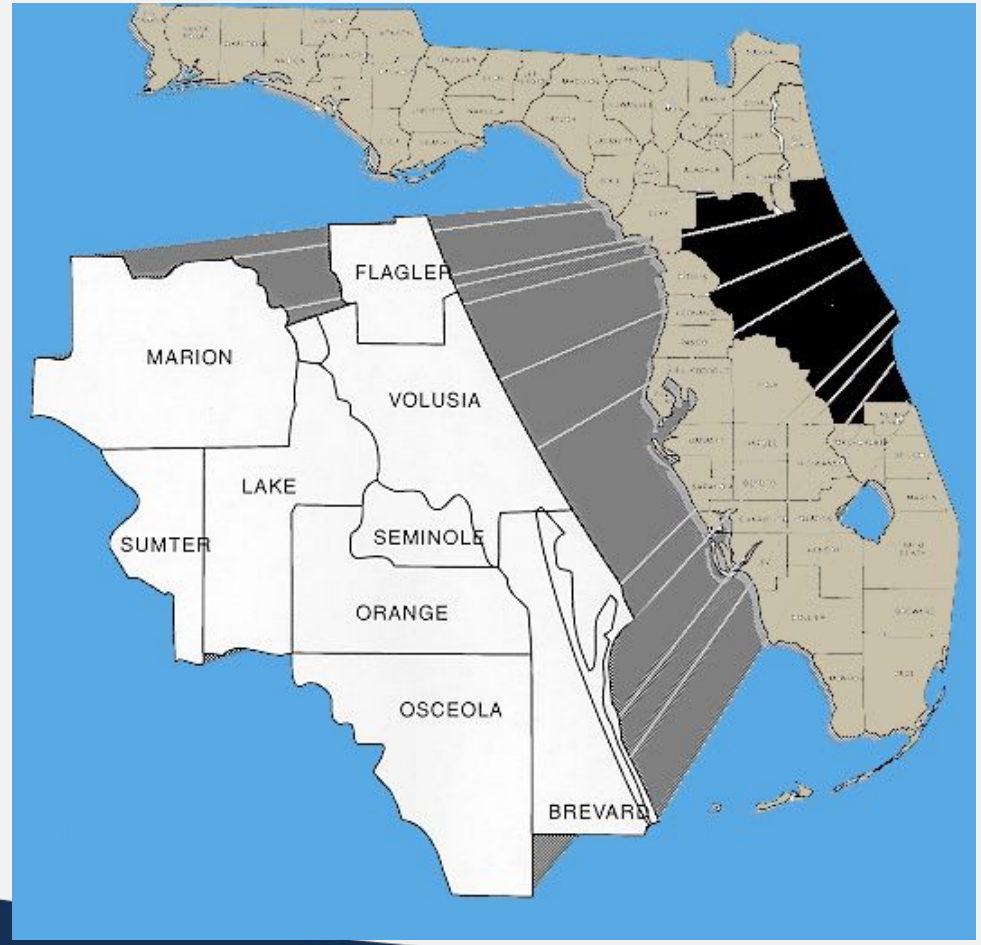
- 44,994 sq ft State-of-the-Art, Hurricane Ready Facility
- Co-located with FDOT, FHP & FWC
- Staffed 24 / 7 / 365

RTMC / SRCC

- Battery back-up
- 2 diesel generators
- Server / State Network
- Training / Conference Rooms
- 4 large video walls (90 screens)

DISTRICT FIVE

FDOT DISTRICT FIVE RTMC OPERATIONS



INTERSTATE 4

I-4 EXPRESS

INTERSTATE 95

INTERSTATE 75

TOLL 429

TOLL 528

TOLL 408

TOLL 417

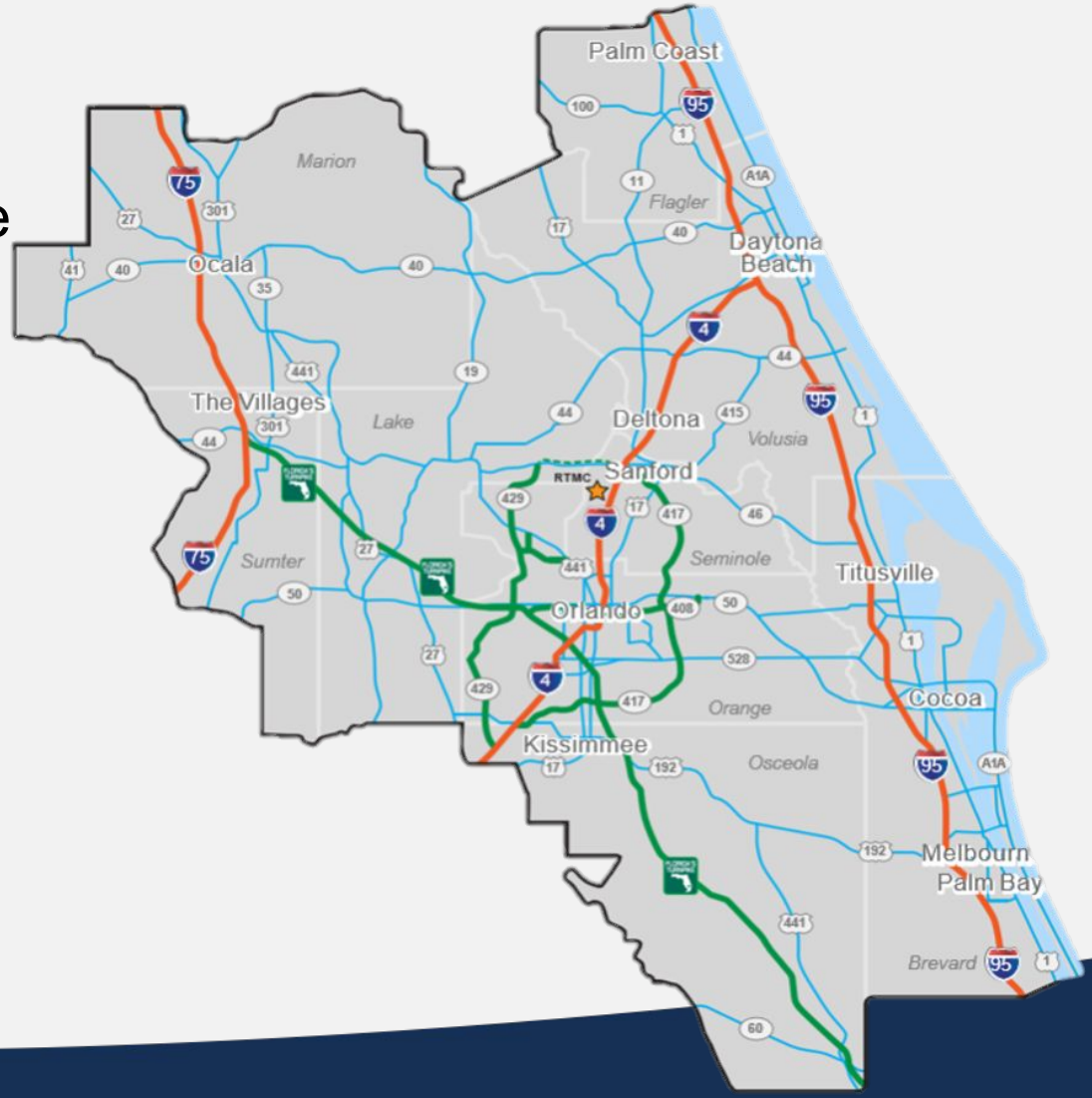
FDOT DISTRICT FIVE RTMC OPERATIONS

- Over 90 first responder organizations with boundaries in District Five
  - 4 FHP Troops
  - 3 State Regional Communications Centers
  - 31 PSAP

Traffic Cameras

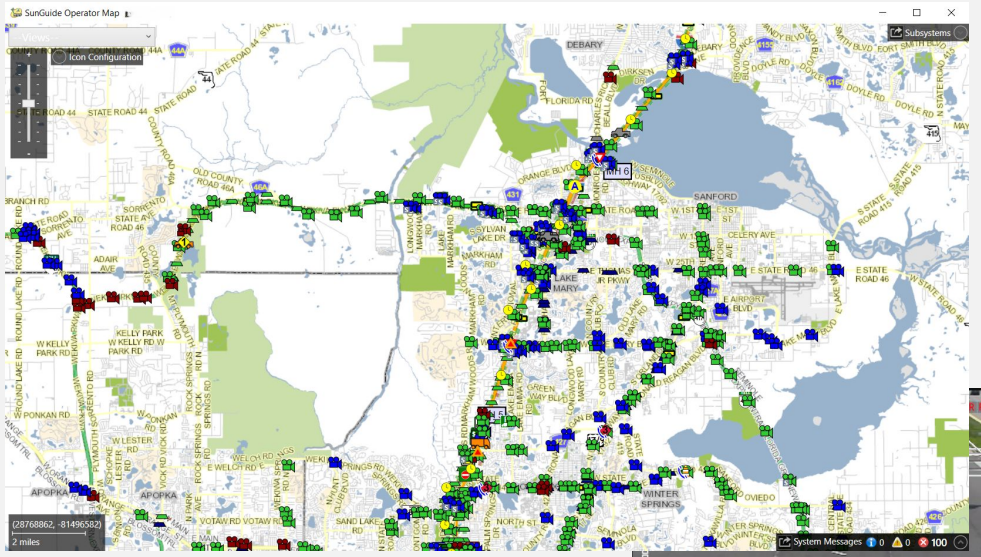
INTEGRATED CORRIDOR MANAGEMENT (ICM)

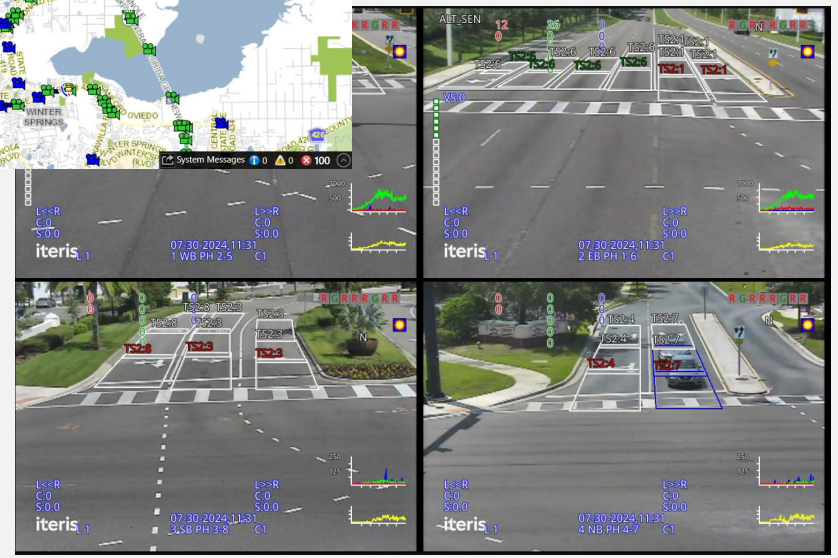
- Focused on Transportation Systems Management and Operations (TSM&O)
  - Reduce congestion and improve safety within the existing system
- Active Traffic Management
  - Freeway
  - Arterial
- Traveler Information
- Traffic & Incident Management
  - 795 Miles of State Roadway
- Emergency Management



DATA-DRIVEN TRAFFIC MANAGEMENT

- SunGuide
- Roadside detectors
- Vehicle probe data
- Third party applications
  - Navigation Providers
- Crowdsourced data
- AI





EQUIPMENT

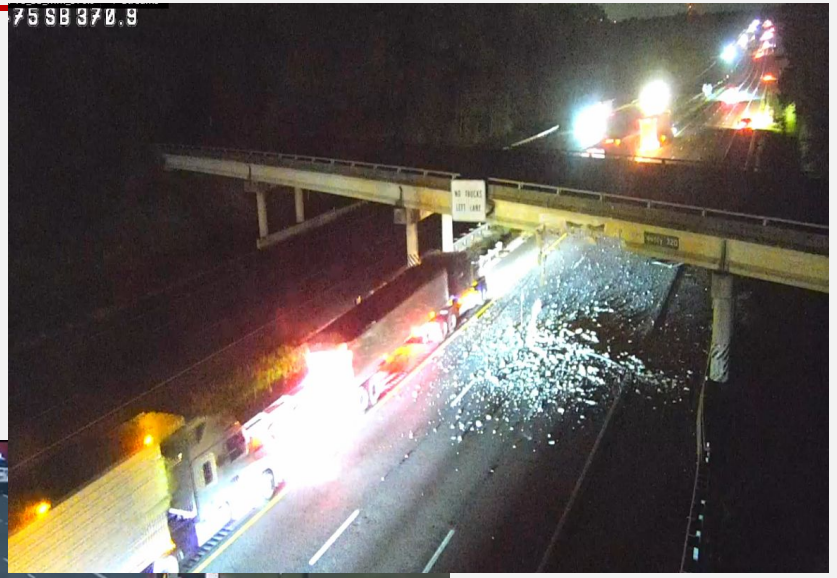
- CCTV Cameras
  - Nearly 1,800 including local agencies
- Detectors
  - Over 1,600 including MVDS, WWD, etc.
- Dynamic Message Signs (DMS)
  - Approx. 500 signs posted on freeways, arterials, blank outs and more

TRAFFIC INCIDENT MANAGEMENT - TIM

- What is TIM:
  - The Federal Highway Administration defines Traffic Incident Management as a planned and coordinated process to detect, respond to, and remove traffic incidents and restore traffic capacity as safely and quickly as possible.
- Goal of TIM:
  - The benefits include reducing incident-related congestion, improving response and clearance times, preventing secondary crashes, improving traffic flow and air quality, decreasing the economic impacts of incidents and most importantly…**IMPROVING RESPONDER AND MOTORIST SAFETY**.

INCIDENT OPERATIONS

- Planned and coordinated process to detect, respond to, and remove traffic incidents as safely and quickly as possible.
- Reduce risk of secondary crashes
- Promotes responder safety
- Florida's Open Roads Policy
  - Safe, quick clearance (90-min or less)
- TIM Specialists
  - Make high-level decisions regarding emergency response and resources



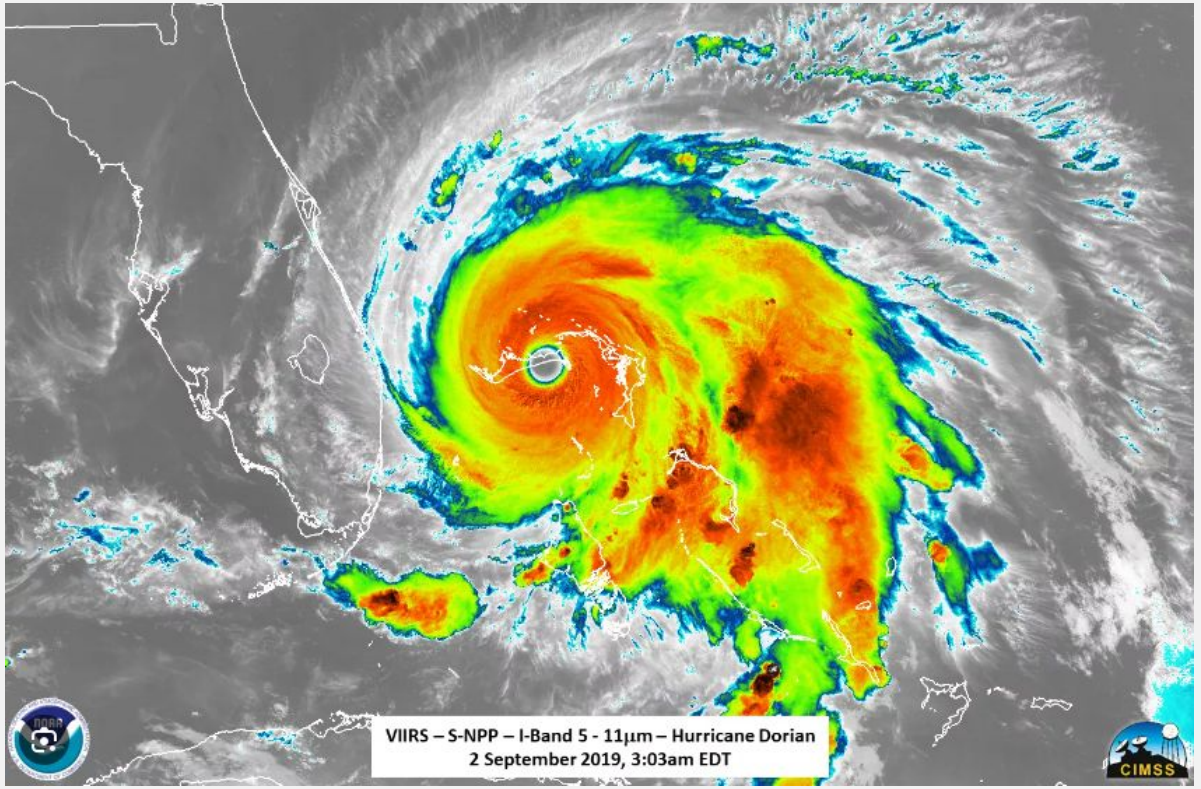
TRAFFIC INCIDENT MANAGEMENT

- Incident Management/Dispatch
  - Road Rangers
    - 5,500+ RR Assists per month
  - Asset Management
  - Structures
  - RISC (Rapid Incident Scene Clearance)
  - Safe Tow
- Special Events
- Emergency Response & Support

EMERGENCY MANAGEMENT

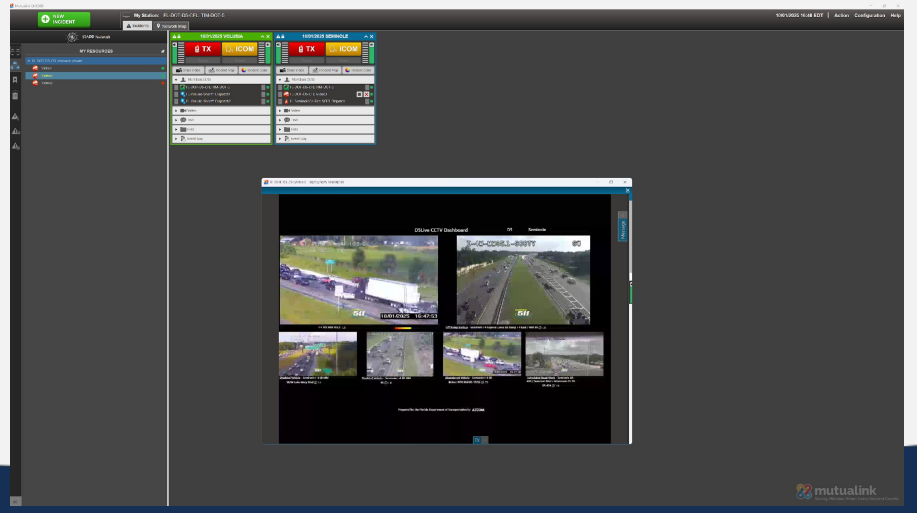
Prep / Response / Recovery

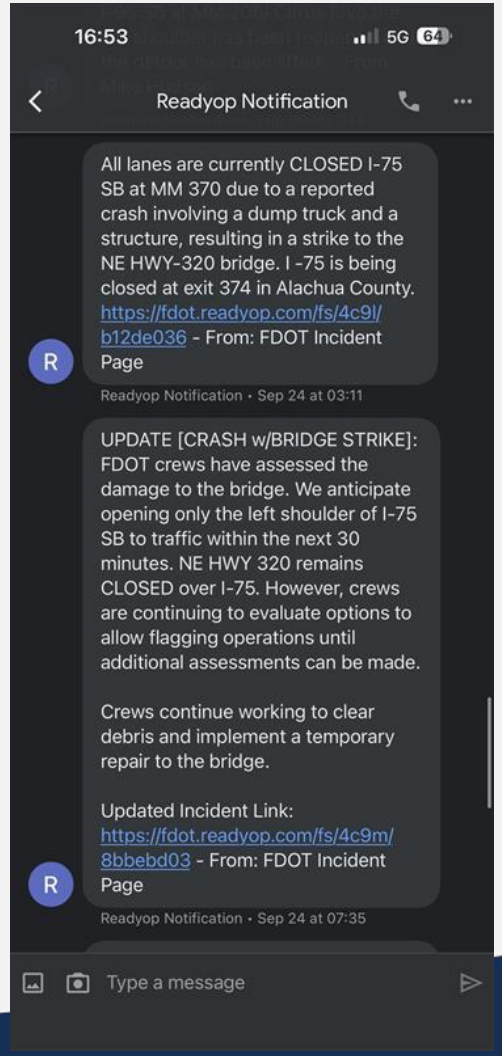
- Coordinate with EM, County EOC's and other response partners
- Assist with evacuation plans; ESU
- Execute emergency contracts
- Add'l Road Ranger support
- RTMC/TIM staff on 24/7
- Toll suspensions for evacuations
- Signal Damage Assessment Teams



DIRECT WITH 911

- When seconds can determine life and death partnering with our local PSAP to ensure the most effective communication is critical
- Data sharing
- Open communication with PSAP directors and TIM Program Mangers
- Training





LOOKING FORWARD

New projects continue to enhance corridor management

- Emergency Vehicle Preemption
- Connectivity/Communication
- Connected Vehicle (CV) Projects
- Advanced Wrong Way Driving Detection

Marion County
FLORIDA

PUBLIC SAFETY COMMUNICATIONS

Interesting Facts

- Marion County is bigger than the state of Rhode Island
- 350,000 Citizens call Marion County home.
- 1.4 Million Annual Visitors.

685,969
10/1/2024 - 09/30/2025

90%

Of all calls need to be answered

in under 10 seconds!

146,604

INCOMING 911 CALLS

302,373

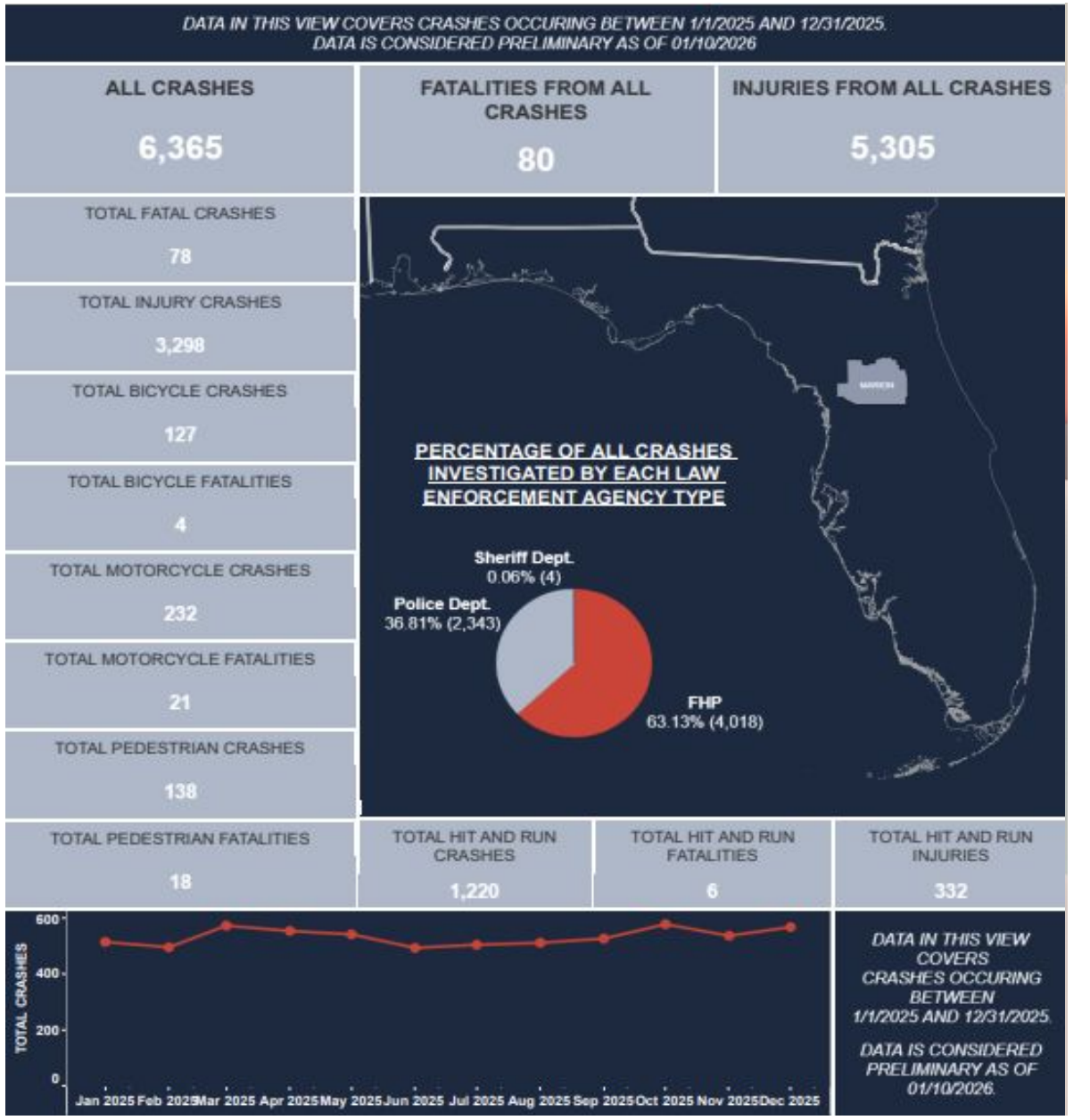
INCOMING ADMIN CALLS

236,992

OUTGOING CALLS

I75 TRAFFIC

2025 TRAFFIC CRASHES



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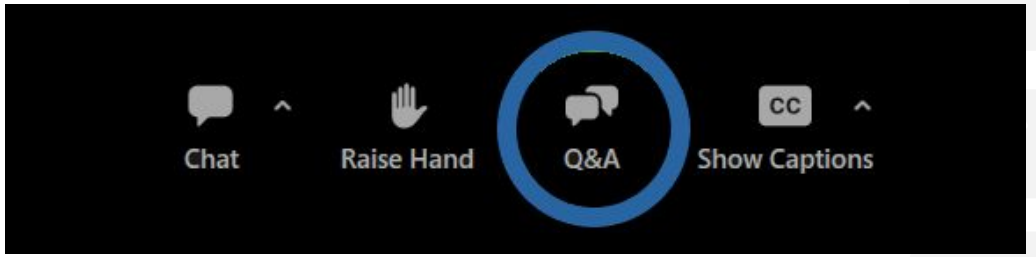

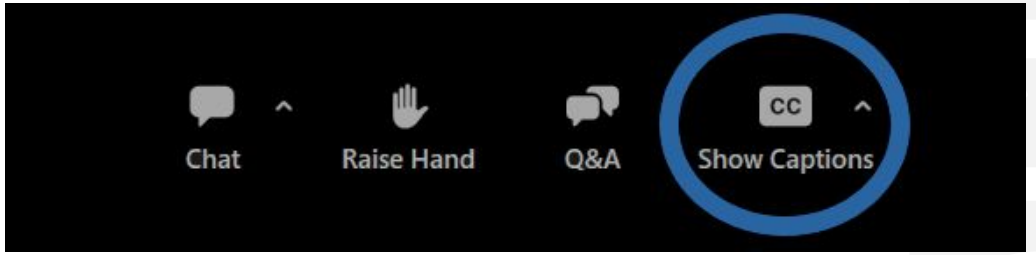

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Feedback & Questions

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