Integration Map for Incident Management
PRSC Presentation
January 16, 2020
A Smart Initiative

This project developed an real-time operational tool that accomplishes the following Bellevue Smart goals:

Smart:
- PUBLIC SAFETY
- TRANSPORTATION
- CONNECTIVITY

Improves incident situational awareness

Moving people and goods smarter with real-time information
Integration of Technologies

Integrates the following systems onto a single dashboard:

• 911 Dispatch
  (incident management)
• Traffic Cameras 120 360s
  (incident verification)

Incident recovery support through:

• Traffic Signals to reduce recovery time
• Streets Support
• Archiving
• Police/Outreach Coordination
Work Flow

1. Receive incident alert from NORCOM dashboard.
2. Staff visually confirm incident location.
3. Determine impacts to traffic.
4. Implement traffic management countermeasure.
   - Traffic Signal Adjustments
   - Closures
   - Detours
5. Monitor incident in real-time.
6. Archive incident for engineering review.
Nationally Recognized

- Recognized by the National Operations Center of Excellence, out of 46 award applicants.
- Received recognition for Best Use of Management of Data to Improve Transportation Systems Management and Operations (TSMO).