

Joint Dispatch/Transportation Operations Centers

Briefing on
Benefits and Considerations

Introduction

- Bernalillo County approached NMDOT and other Transportation agencies with the potential to implement a joint dispatch and transportation operations center (Joint Center) in the 415 Tijeras building



This briefing provides an overview on:

- Purpose and concept of joint dispatch and operations centers
- Possible partners in a joint center
- Examples of other joint centers in the US
- Benefits
- Considerations
- Path forward

Purpose and Concept of a Joint Center

Provide Improved Situational Awareness to
Improve Incident Response and Daily Operations

1. Co-location of transportation providers with police dispatch has been shown to increase partnership and coordination for all levels of operations
2. Co-location of police dispatch operations improves cross-jurisdictional operations and support
3. Co-location among multi-jurisdictional and multi-disciplined transportation agencies allows for integrated corridor management
4. Better accommodates alternative routing during incidents and events

Joint Center – Potential Partners

- Transportation Operations

- Arterial (traffic signal operations) from City and County



- NMDOT freeway management and service patrol operations



- Bus dispatch (ABQ Ride/Rapid Ride)



- Police Dispatch

- Albuquerque Police



- Bernalillo County Sheriff



- NM State Police

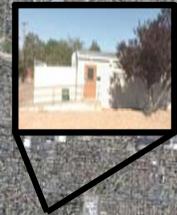


CURRENT LOCATIONS

BCSO Dispatch



COA TOC



State Police Dispatch



County Courthouse



APD Dispatch



Transit Dispatch



NMDOT TMC



BCSO TOC



US Joint Centers

- There are at least 50 Joint transportation/police dispatch centers in the US, and the number is growing
 - Florida – FDOT and FHP at XX locations
 - California – Caltrans and CHP at XX locations
 - Texas – TxDOT and State and locals at XX locations
 - Las Vegas – MPO and State Police
 - Fairfax County, VA –
 - Montgomery Co, MD –
 - City of Chicago
 - MinnDOT
 - Many more

Benefits

- Police access to video images from state and city
 - Typically projected on shared video display wall
 - Improved situational awareness
- Person-to-person contact improves coordination
- Cross Jurisdictional Access
 - Resources
 - Data
 - Personnel
- Corridor Management for Cross Jurisdictional Segments
- Network Management for Cross Jurisdictional Corridors
- Coordinated System Development – Field and Center
- Enhanced System Support
- Shared Costs

Benefits

- Reduced Roadway Clearance Time – FY '08-'09, FDOT and Miami Dade County reduced clearance times by 11 %

Case Examples

- Florida DOT and Miami Dade County – Reduced Roadway Clearance Time by 11 %
- Florida DOT and Broward County – Reduced Roadway and Incident Clearance Times by 18 % and 4 %, respectively

Key Considerations

- Personnel
 - Security screening/background checks for all personnel
- Operations
 - Design must ensure information privacy
 - Dispatch operations afforded extra attention
- Building retrofit challenges
 - Must determine level of protection from natural and manmade threats (blasts, chemical/biological, floods, etc.)
 - Can be the biggest cost driver
 - Meeting NFPA 1221 for dispatch centers
- Costs
 - Retrofit cost can range from \$200 to \$700 per square foot

Key Considerations (cont.)

- Spaces shown in the county building could be adequate as to square footage. The Jt center would need all the space shown (at least) on either of the two floors (basement and 1st for all partners if moved over (not a back-up or emergency center only). Could even need more space for that type of operation, consider office and other space needs.
- The columns are a difficulty in providing a common operations floor with clear space and views to a common video display. Also a hassle in overall basic layout of an operations floor, limiting many configurations. There are structural solutions to remove columns – generally best only when applied to upper floors – and they can be expensive.

Next Steps

- Full Development of a Concept of Operations
- Expand Stakeholders
- Benefits of fully capitalizing on current deployments
(elaborate)
- Present different models of what a co-located facility would consist of