

TMC Video Recording & Archiving Best General Practices

Donald Gedge

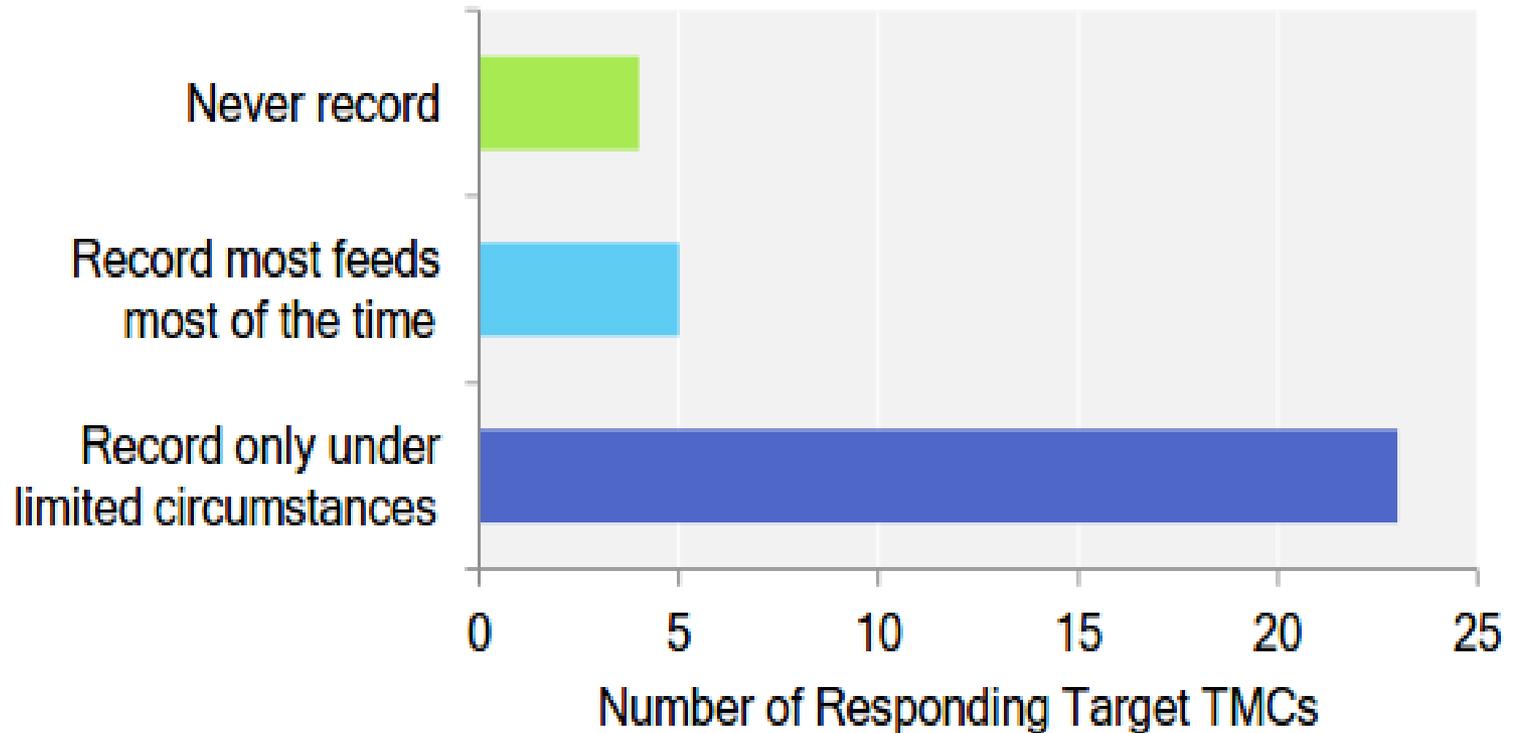
Transportation Manager

Tennessee Department of Transportation

Traffic Operations Division

Video Recording - what is the norm?

Always – Sometimes - Never





Tennessee Video Recording Policy

The Tennessee Department of Transportation (TDOT) will make live video of traffic conditions from Closed Circuit Television (CCTV) available to the public. CCTV feeds from the Regional Transportation Management Centers (RTMC), located in Nashville, Knoxville, Chattanooga, and Memphis, will be supplied through TDOT's SmartView CCTV web site. The video feeds provided are those made available by the RTMC Operators from the images on the traffic surveillance monitors within the RTMC and that are consistent with the objectives of traffic management.

Tennessee Video Recording Policy cont.

- Tennessee Transportation Management Centers (TMC) only record under certain circumstances:
 - New Employee Training
 - Conduct After Action Reports
 - Review video to establish best practices
- What may be recorded?
 - Major Incidents
 - Incidents during severe weather
 - Long Term Incidents and Special Events
- Recordings are only kept until training is completed or after action reviews have been conducted

TSM&O Capability Maturity Model

Initial	Repeatable/ Defined	Managed/ Optimizing
<p>Ad-hoc decisions on which types of events to record, when to start recording, who decides to start recording, and how files are saved</p>	<p>Have written policy with agreed-upon types of events to record and who has the authority to make and delete recordings; file management system or standardized, searchable file naming convention</p>	<p>Document annual uses of recordings including value added and necessary staff time and technical resources to provide; consider needs to revise policies and practices, including reaching out to stakeholders to see if select recordings would support related functions such as engineering studies; consider process simplification</p>

Reasons behind the decision!

- Inadequate Staffing
 - Tennessee has not increased staff since TMCs came into operation
 - Inadequate Resources to archive or to respond to requests

Sharing of Real-Time Video

Who may request Live Streaming?

- **ANY FIRST RESPONDER AGENCY**
 - Law Enforcement
 - Fire
 - EMS
 - Towing
 - Local Traffic Management Agencies
 - Emergency Management Agencies

Controlling access to video feeds!

Three different products:

- Smartview
- Smartview+
- EVP

Video feeds are also available to the public on TDOT's website!

Why do we bear the cost to provide this service?

Tennessee DOT Approach: Provide Streaming Video cont.

TDOT also makes Live Streaming Video available to these entities!

- Media
- Local and State Government Agencies
- Others



Multi-Agency Collaboration

- *TSM&O collaboration with local agencies:*
 - *Each agency is required to sign a Video Sharing MOU*
 - *MOU for First Responders*
 - *MOU for other Government Agencies*
 - *MOU for Public Entities/Agencies*
- *MOU's require:*
 - *TIM participation as a condition of sharing streaming*
 - *Information sharing and reporting*
 - *Signing of Tennessee Open Roads MOU (Optional for most agencies)*



Multi-Agency Collaboration

- *Video sharing MOU includes the following:*

1. Information Sharing, as defined in this agreement, is that information provided or discovered by the USER which has an adverse traffic impact on any Tennessee Interstate, State Route, and that which adversely affects travelers. Any information that falls within this definition will be **shared with the TDOT RTMC within 10 minutes** of receiving such information pursuant to section 2.1.
2. USER agrees to actively participate in the National Traffic Incident Management Responder Training Program. USER agrees that any employee of the agency reporting to the scene of an incident shall attend one 4-hour, in-person, National Traffic Incident Responder Training Program session within one year of the signing of this document. Training sessions will be provided for free and coordinated between the USER and TDOT.

Multi-Agency Collaboration cont.

- *Video sharing MOU includes the following:*
 3. USER agrees to actively participate in quarterly Regional Traffic Incident Management meetings. USER agrees to provide the names of a primary and alternate individual with the authority to speak on behalf of the USER at these quarterly meetings.



Staffing by Region

Transportation Management Centers	Knoxville	Chattanooga	Nashville	Memphis	TOTAL
Positions	Auth	Auth	Auth	Auth	Auth
Operators	8	6	8	6	28
Supervisor 1	5	3	5	3	16
Supervisor 2	1	1	1	1	4
Dispatcher	4	5	6	5	20
Reg. IM Coord.	1	1	1	1	4
TMC MGR	1	1	1	1	4
TOTAL	20	17	22	17	76
IT TECHNICIAN	3	2	3	2	10