



DATE: February 3, 2020

TO: Mayor Robinson and City Councilmembers

FROM: Andrew Singelakis, Director, 425-6468
Mark Poch, Assistant Director, 452-6137
Transportation Department

SUBJECT: 911/Smart Mobility Integration Award

The National Operations Center of Excellence (a partnership of the Intelligent Transportation Society of America and the Institute of Transportation Engineers) recently recognized Bellevue with a runner-up award for Best Use of Management Data to Improve Transportation Systems Management and Operations. This award demonstrates Bellevue's commitment and progress in our Bellevue Smart (Smart Cities) Plan as well as staff's commitment to our Core Values, particularly Innovation and Exceptional Public Service.

Staff from the Transportation and Information Technology Departments collaborated to develop a tool that integrates real-time 911 dispatch data from NORCOM with traffic operations, video monitoring and incident archiving, allowing Traffic Engineering staff to more quickly identify and respond to roadway emergencies and congestion causing events.

As the City's engineers use this tool to actively monitor collisions and other incidents, they can then utilize Bellevue's other Smart Mobility systems such as the SCATS traffic adaptive signal system, and extensive traffic camera systems, to provide a timely response plan. As a result, the congestion duration from the incident is shortened and the public reaps the benefit of less travel delays. In Bellevue, serious incidents usually take 30 to 60 minutes to clear and normalize. More quickly identifying these incidents through this new tool can easily reduce the recovery time by half.

This tool has also allowed staff to be more effective in other areas. Using the dashboard, engineers can promptly save the video footage from incidents (over 700 times last year alone). Not only does the video help the Police department investigate the incident, it is also available to lawyers, insurance companies, and the individuals involved. Transportation has received numerous commendations for resolving disputes through the provided video footage, eliminating ambiguity from investigations. Video also saves staff time by not having to explain the signal timing or give depositions for lawsuits.

Other benefits include more recovery on damage to City property. Because of improved integration with NORCOM 911 data and archived video recordings, Risk Management staff

were able to use camera video to support the recovery of approximately \$70,000 in damages to City property in 2019. The incident footages also provide the foundation for engineering studies that can lead to safety improvements to reduce future collisions and injuries.

The dashboard has transformed how Traffic Engineering staff manages incidents, and the City is looking to build upon this success. For instance, staff plan to move toward other creative solutions such as integrating with third party applications (Google, Waze, Inrix, etc.), and providing the public the same alerts and updates this tool now provides Traffic Engineering staff. This tool has helped us take how we manage traffic collisions to the next level, to the benefit of those that depend on mobility in Bellevue.