

SPECIAL ORDER



DISTRICT OF COLUMBIA

Subject	Command Information Center Traffic Desk
Number	SO-14-05
Effective Date	July 30, 2014
Rescinds:	SO-12-12 (Command Information Center Traffic Desk), Effective Date March 19, 2012
Related to:	GO-HSC-803.06 (Command Information Center)

I.	Background	Page	1
II.	Definitions	Page	1
III.	Procedures	Page	2
III.A	Traffic Desk Duties	Page	2
III.B	Rush Hour Operations	Page	3
III.C	Non-Rush Hour Operations	Page	4
III.D	Large Scale Traffic Incidents	Page	4
III.E	Weather Events	Page	5
IV.	Roles and Responsibilities	Page	5
V.	Cross References	Page	6

I. BACKGROUND

The Metropolitan Police Department (MPD) operates the Command Information Center (CIC) as a primary communication hub; enabling internal and external notifications while providing situational awareness of unfolding events.

Many events monitored by the CIC are related to, have an effect on, or are directly caused by traffic conditions. Accordingly, a dedicated Traffic Desk has been established within the CIC to focus on the timely dissemination of information pertaining to these incidents and to provide guidance to field units on traffic control.

II. DEFINITIONS

When used in this directive, the following terms shall have the meanings designated:

1. **Authorized Media** – News media and their representatives that provide news and information and are authorized by the Chief of Police or his/her designee to receive direct information from the Traffic Desk. This may include, but is not limited to, newspapers, television, radio and services that provide traffic data.
2. **Closed Circuit Television Cameras (CCTV)** – Cameras owned and controlled by the Department and designated for either Homeland Security or Neighborhood Crime.

3. City Wide 1 Radio Zone – Non-encrypted MPD radio zone used to receive and disseminate traffic information.
4. Computer Aided Dispatch (CAD) – Software enabling MPD to monitor calls for service.
5. Evening Rush Hour – 1600 to 1900 Monday through Friday.
6. Morning Rush Hour – 0630 to 1000 Monday through Friday.
7. Police Alerts – RSAN messages programmed for specific pre-designated groups or individuals on critical incidents and crime.
8. Remote Secure Alert Network (RSAN) – Authorized vendor and system used by the District of Columbia government for electronic messaging and paging.
9. Regional Integrated Traffic Information System (RITIS) – Web-based, real-time, data sharing network between the Departments of Transportation for the District of Columbia, Maryland, Virginia, and the Washington Metropolitan Area Transit Authority (WMATA).
10. Traffic Cameras – Cameras designed for traffic routes and accessed either through the District Department of Transportation (DDOT), the Homeland Security and Emergency Management Agency (HSEMA) or private open source.
11. Traffic Desk Officer – Member assigned to the Traffic Desk by the Watch Commander, CIC.
12. Washington Metropolitan Area Transit Authority (WMATA) – Regional agency tasked with managing area public transportation, including communication on those venues and for the Metro Transit Police.

III. PROCEDURES

A. Traffic Desk Duties

1. The Watch Commander, CIC, shall ensure that a CIC member is assigned to serve as the Traffic Desk Officer for the morning and evening shifts, Monday through Friday, with the exception of legal, public holidays.
2. When notified of an incident involving a traffic lane closure, the Traffic Desk Officer shall ascertain all intersections that have been affected and/or posted with MPD members or DDOT Traffic Control Officers. If necessary, the Traffic Desk Officer shall contact the appropriate supervisor or watch commander to advise of different locations that

would be more efficient for the movement of traffic and/or for the placement of personnel.

3. The Traffic Desk Officer shall monitor ongoing events to ensure that vehicles are removed from the roadway and traffic lanes are reopened as soon as practicable so as not to impact any ongoing investigation and to ensure the safety of all involved parties, emergency response personnel, and the public.
4. The Traffic Desk Officer shall use available tools such as RITIS, Google Maps, and information from live monitoring of cameras to advise units of the best detours for each situation and any adjustments as events progress.

NOTE: Members are reminded that the use of Closed Circuit Television Cameras (CCTVs) must comply with applicable laws and Department policies including, but not limited to, GO-OPS- 603.07 [Closed Circuit Television Camera (CCTV)] and SO-06-12 (Enhanced Use of CCTV to Combat Crime).

5. During a major incident or large-scale traffic event when the Joint Operations Command Center (JOCC) is activated, the Traffic Desk Officer shall move all Traffic Desk functions to the JOCC. The Watch Commander, CIC, shall assign other members as needed to assist in the operation.

B. Rush Hour Operations

1. Absent critical incidents, the Traffic Desk Officer's sole assignment during the morning and evening rush hour shall be the Traffic Desk.
2. During the morning and evening rush hour, the Traffic Desk Officer shall:
 - a. Monitor the City-Wide 1 Radio Zone for any traffic closures reported by members.
 - b. Use the City-Wide 1 Radio Zone to voice for situational awareness any traffic closures that come to the CIC's attention through other means and monitoring.
 - c. Disseminate information and updates on all traffic closures via Twitter.
 - d. At twenty (20) minute intervals, send out to the authorized media email group a summary of traffic incidents and closures including alternate travel routes when possible.

- e. When rush hour traffic events are affecting areas beyond the District of Columbia, ensure seamless communication with our transportation partners in Maryland and Virginia.

C. Non-Rush Hour Operations

1. While Traffic Desk Officers may handle other CIC duties during non-rush hour periods, they shall also monitor any events that may impact traffic.
2. Traffic Desk Officers shall follow the procedures outlined in Part III.B of this order during non-rush hour periods except that the summary of traffic incidents and closures described in Part III.B.2.d shall be sent to the authorized media email group at one (1) hour intervals.

D. Large Scale Traffic Incidents

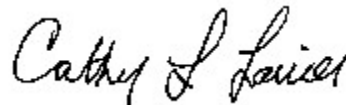
1. During large scale traffic incidents (e.g., incidents that significantly impact the nearby vicinity, that require lane/street closures for an extended period of time, or require closures that affect a large/high volume area), the Traffic Desk Officer shall:
 - a. Forward information and updates through RSAN to the Chief of Police Paging Group, Command Staff, and Patrol District Watch Commanders.
 - b. Forward information and updates to the Media Alert RSAN group.
 - c. Contact the separate, designated group of authorized media to provide information and updates, at minimum, every half hour.
 - d. Forward information and updates to the appropriate public groups (e.g., MPD email list groups).
 - e. Forward information and updates through Police Alerts.
 - f. For incidents that have an impact across more than one (1) police district, disseminate information to patrol members for situational awareness using iMobile for a blast broadcast to all units with mobile data computers (MDCs) or personal digital assistants (PDAs).

NOTE: The Traffic Desk Officer may consult with the Watch Commander, CIC, about appropriate methods and groups for information dissemination and updates during a major incident.

- a. The District Department of Transportation (DDOT) 24-Hour Hotline at (202) 671-3368.
 - b. The District of Columbia Homeland Security and Emergency Management Agency (DCHSEMA) at (202) 727-6161.
2. Ensure the City-Wide 1 Radio Zone is monitored during all shifts.
 3. Ensure other CIC members notify the Traffic Desk Officer of issues that come to their attention through CAD monitoring and field reports.
 4. When the Traffic Desk is not operational (e.g., the midnight shift, or Saturday and Sunday), ensure:
 - a. Timely Twitter updates are sent on traffic closures and events.
 - b. Police Alerts are sent to the Media RSAN group when appropriate.
- B. The Field Commander shall:
1. Ensure each element Watch Commander maintains regular contact with the CIC during large scale traffic disruptions, providing updates on staffing dedicated to the event and any changes in traffic posts.
 2. Respond to the scene of a large and prolonged traffic disruption and participate in Unified Command with other agencies to ensure the Department is working in concert to relieve traffic congestion that forms as a result of traffic closures.

V. CROSS REFERENCES

- A. GO-SPT-401.03 (Traffic Crash Reports)
- B. GO-OPS-603.07 [Closed Circuit Television Camera (CCTV)]
- C. GO-HSC-803.02 (Snow Deployment Plan)
- D. SO-06-12 (Enhanced Use of CCTV to Combat Crime)



Cathy L. Lanier
Chief of Police

CLL:PAB:MOC