ERIC HEMPHILL

Director of System and Incident Management

North Texas Tollway Authority

- Responsible for the safety of all employees and customers Volunteers in his community
- Serves as a panel member on a National Cooperative Highway Research Program (NCHRP) project



Safety Service Patrol Roundtable
NTTA's Perspective

Eric Hemphill, P.E.
Director of System & Incident Management
North Texas Tollway Authority

IBTTA
Maintenance & Roadway Operations Workshop
June 25, 2018

NTTA


Cooke County
Grayson County
Fannin County
Denton County
Collin County
Wise County
Tarrant County
Parker County
Rockwall County
Kaufman County
Dallas County
Johnson County
Ellis County
Sanger
Denton
Prosper
McKinney
Frisco
Plano
Lewisville
Carrollton
Coppell
Addison
Garland
Rowlett
Irving
Grand Prairie
Fort Worth
Arlington
Dallas
Mesquite
Sunnyvale
Celina

Red Thumb Bands Save Lives





Incident Management



Incident Management



Safety Operations Center

Dispatch:

- DPS Troopers
- NTTA Resources
- Contractors

Detection:

- Stranded Vehicles
- Wrong-Way Driver



State Troopers

Law Enforcement

- Patrol and investigations on the roadway
- Liaison in EOC
- 57 Troopers total
- 1 Lieutenant offices at the EOC/SOC facility

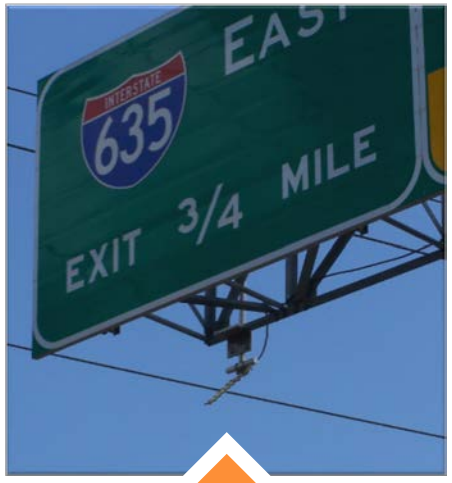


Safety Operations Center - Technology



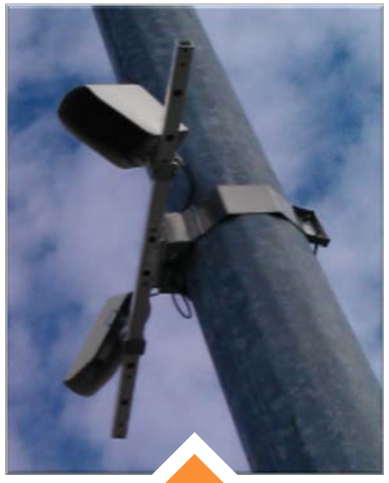
Cameras

Nearly 2000. Detect traffic accidents and incidents



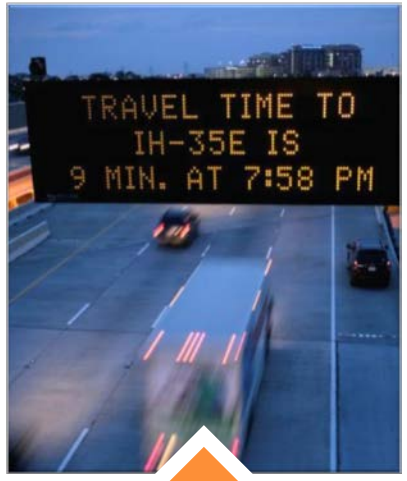
Travel Time Sensors

Send data to Dynamic Messaging Signs and NTTA.org



Road weather information systems site sensors

Report pavement conditions



Dynamic Messaging Signs

Displays traffic information or emergency alerts

Camera Configuration



One pan-tilt-zoom camera for assessment and verification

Four fixed cameras for incident detection

Camera Content Analysis View



Incident Detected



Roadside Safety Services

Patrol:

- Typically, 1st on-scene for NTTA
- Traffic and perimeter control
- Debris



Safety Recovery Vehicles



Safety Recover Vehicles



Safety Recovery Vehicles



Safety at Your Fingertips, 24/7

#999 You're Never Alone on Our Roads.





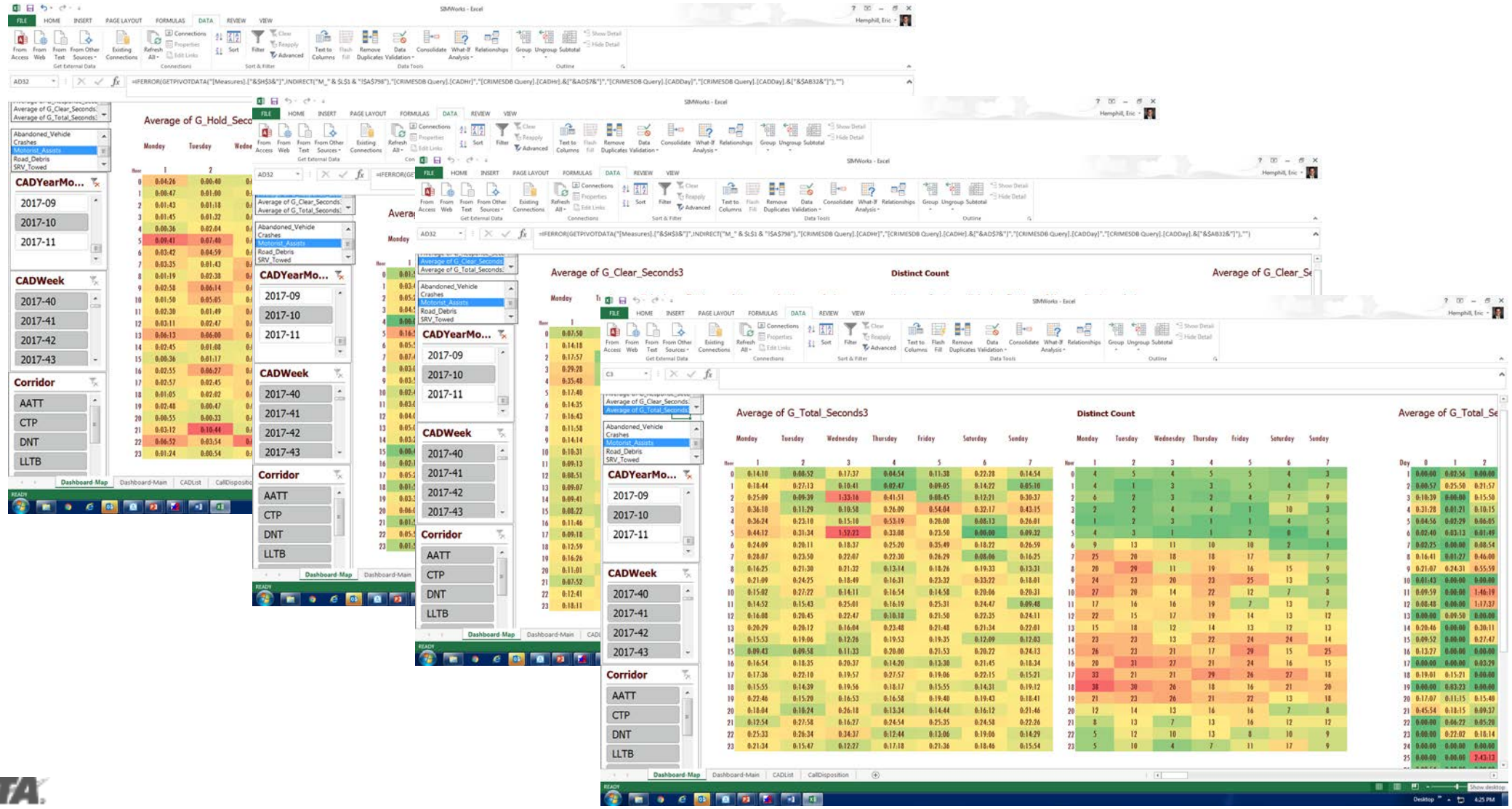
23,000+ stranded customers helped in 2017

"It is as if the powers above sent us an angel ... A million thanks!"

- Stranded Motorist, 2018



Traffic Incident Timeline – Track It



Roadway Emergency Response



Contracted Services

Towing

- Large vehicles
- Equipment
- Inoperable vehicles



Towing and Recovery Incentive Program



Towing and Recovery Incentive Program



Towing and Recovery Incentive Program



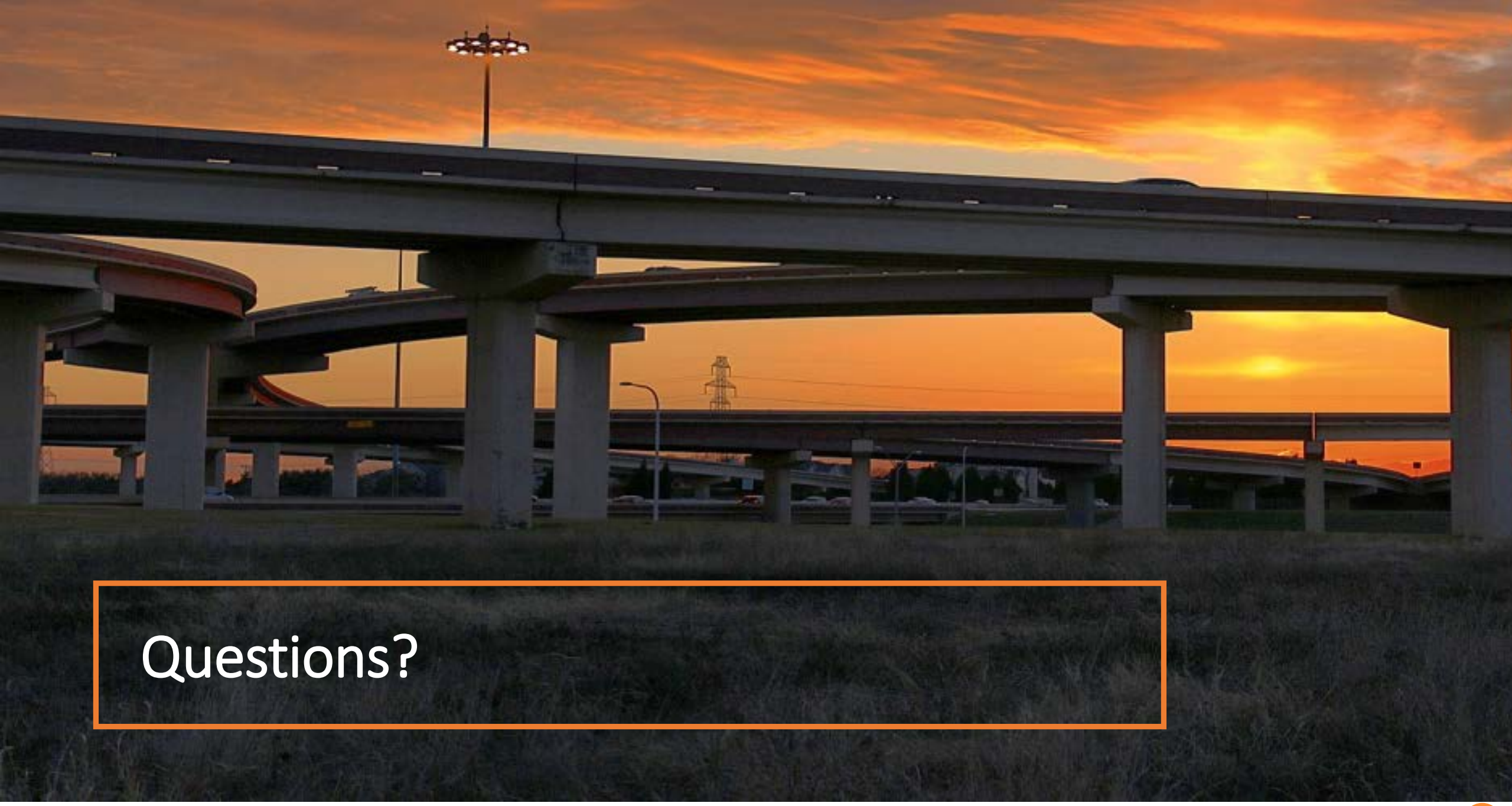


Contracted Services

Hazardous Materials

- Remediation only
- Cleanup & disposal
- NTTA response employees receive HAZWOPER and HazCom training





Questions?

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North Texas Tollway Authority

Our Mission

- **Provide** a safe and reliable toll road system and mobility options for customers
- **Increase** value
- **Operate** the Authority in a businesslike manner
- **Protect** our bondholders
- **Partner** to meet our region's growing need for transportation infrastructure