1. **TOPIC OWNERS**

NCDOT Traffic Systems Operations and VDOT Traffic Operations Division.

1. **PURPOSE**

To establish a standard notification and Dynamic Message Signs (DMS) request process between NCDOT’s Statewide Transportation Operation Center (STOC) and VDOT’s Regional Traffic Operation Centers (TOC) for incidents that may affect travel conditions in the bordering state.

1. **OVERVIEW**

The STOC/TOCs are responsible for:

* Monitoring the roadway network for disruptions that impact traffic.
* Notifying bordering state of major traffic-impacting incidents and requesting DMS support.
* Providing situational reports throughout an incident until roadway clearance.

The current notification practice varies by state. Standardizing this process will ensure consistency across the states and establish appropriate expectations between NCDOT and VDOT when requesting DMS support.

1. **NOTIFICATION CRITERIA CONSIDERATIONS**
2. Activation of DMS messages within the bordering state to advise motorists of the following:
   * Congestion,
   * Lane or road closures,
   * Adverse weather, or
   * Other incidents or events that may affect travel conditions in the bordering state
3. The requesting agency should provide the following information when requesting DMS support:
   * Summary of the incident or event
   * Location of the incident and impacted area
   * Anticipated duration of the incident
   * Messages to be displayed on the DMS
   * Any changes throughout the life of the event
4. The receiving agency should review the request and adhere to their agency’s guidelines when developing a response to include:
   * DMS message priorities
   * DMS message language
5. **NOTIFICATION PROCESS**
6. Communication for support will be directed through NCDOT’s STOC and the impacted VDOT’s Regional TOCs via email based on the criteria above and copy the designated bordering state distribution list.
7. The receiving agency will review the request and communicate to the requesting agency if an action is taken.
8. The requesting agency should notify the receiving agency of any changes to the initial request throughout the duration of the event and when the incident is over.

**APPENDIX: NOTIFICATION CONTACTS**

**Table 1. VDOT Regional TOC Contact**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TMC Name** | **District Coverage** | **Control Room Number** | **Control Room Email Address** | **Impact to NC** |
| **Salem TOC** | 1, 2, 3 | 540-375-0170 | [salemtoc@vdot.virginia.gov](mailto:salemtoc@vdot.virginia.gov) | Incidents along I-77 |
| **Richmond TOC** | 4, 6 & I-95 | 804-796-4520 | [richmondtocsu@vdot.virginia.gov](mailto:richmondtocsu@vdot.virginia.gov) | Incidents along I-85 and I-95 |
| **Hampton Roads TOC** | 5 | 757-424-9920 | [hamptonroadstocshiftsupervisors@vdot.virginia.gov](mailto:hamptonroadstocshiftsupervisors@vdot.virginia.gov) | Incidents along US-17, State Route 168 and Evacuations |
| **Staunton TOC** | 7, 8 | 540-332-9500 | [StauntTrafficManagementCenter@vdot.virginia.gov](mailto:StauntTrafficManagementCenter@vdot.virginia.gov) | - |
| **NOVA TOC** | 9, 6 | 703-877-3401 | [nropstocoperations@vdot.virginia.gov](mailto:nropstocoperations@vdot.virginia.gov) | - |

**Figure 1. VDOT Regional TOC Map**

Map

Description automatically generated

**Table 2. NCDOT STOC Contact**

|  |  |  |  |
| --- | --- | --- | --- |
| **TMC Name** | **Division Coverage** | **Control Room Number** | **Control Room Email Address** |
| **Statewide Transportation Operations Center (STOC)** | Statewide | 877-627-7862 | [stoc@ncdot.gov](mailto:stoc@ncdot.gov) |

**Table 3. Bordering States Distribution List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Agency** | **Position** | **Contact** | **Email Address** |
| VDOT | Traveler Information Program Manager | Crystal Underwood | [crystal.underwood@vdot.virginia.gov](mailto:crystal.underwood@vdot.virginia.gov) |
| VDOT | TOC Specialist | Dan Taylor | [daniel.taylor@vdot.virginia.gov](mailto:daniel.taylor@vdot.virginia.gov) |
| VDOT | Assistant Division Administrator of Traffic Operations & Incident Management | Rick Via | [ricky.via@vdot.virginia.gov](mailto:ricky.via@vdot.virginia.gov) |
| NCDOT | State Traffic Systems Operations Engineer | Dom Ciaramitaro | [djciaramitaro@ncdot.gov](mailto:djciaramitaro@ncdot.gov) |
| NCDOT | State Traffic Operations Engineer | Courtney Weeter | [clweeter@ncdot.gov](mailto:clweeter@ncdot.gov) |
| NCDOT | State Traveler Information Engineer | Kelly Wells | [kwells@ncdot.gov](mailto:kwells@ncdot.gov) |
| NCDOT | Senior Freeway Operations Engineer | Mario Ishak | [msishak@ncdot.gov](mailto:msishak@ncdot.gov) |
| NCDOT | TMC Project Manager | Marcus Bynum | [ext-mjbynum@ncdot.gov](mailto:ext-mjbynum@ncdot.gov) |
| NCDOT | TMC Operations Manager | Jill Sanders | [ext-jmsanders@ncdot.gov](mailto:ext-jmsanders@ncdot.gov) |
| NCDOT | TMC Deputy Operations Managers | Bill Parsons | [ext-wdparsons@ncdot.gov](mailto:ext-wdparsons@ncdot.gov) |
| NCDOT | TMC Deputy Operations Managers | Emma Flores | [ext-emflores@ncdot.gov](mailto:ext-emflores@ncdot.gov) |