Integrated Incident Management System (IIMS)

IIMS is a multi-agency project managed by the New York State Department of Transportation (NYSDOT), with sponsorship from US Department of Transportation.

Participating Agencies
- NYS Department of Transportation
- NYC Department of Transportation
- NYC Department of Sanitation
- NYC Office of Emergency Management
- Metropolitan Transportation Authority Police
- NYPD
- FDNY

The Integrated Incident Management System (IIMS) shares real-time data among field units and operations centers to enhance multi-agency incident management and emergency response.

The Integrated Incident Management System (IIMS) enables incident and emergency managers at operations centers and responder personnel at the incident scene to share critical data in real time. Responders on the scene use mobile computers to collect and transmit detailed incident information, including pictures, to operations centers. Equipped with this information, operations centers can dispatch the right emergency equipment and restore normal transportation operations faster.

During a major incident, IIMS supports incident command by identifying staging areas, as well as emergency response and evacuation routes. IIMS is used to coordinate a multi-agency response at and near the incident scene. Field responders can report infrastructure damage, environmental hazards and incident severity. IIMS is deployed in New York City.
Integrated Incident Management System

Features and Benefits

Multiple Agency/Multiple Center Communications
- Supports sharing data from the scene with many centers and agencies
- Provides operations center to operations center communication of the resources required for response and clearance
- Data exchanged in real time between responders in the field and a multicenter network using wireless and wire line communications
- Real-time lane closure data

Field Data Collection System
- Collects and communicates incident scene data
- GPS and GIS location data
- Digital images from digital cameras and existing police video cameras
- Text and numeric data to effectively select the proper responders and equipment for clearance
- Co-hosted with mobile data terminal software

Open Architecture
- IIMS selected as test site for the IEEE-1512 standard
- Data sharing with legacy systems
- Open architecture with national standards supports additional integrations

Capabilities for Serving Major Emergency Response
- Incident and emergency data sharing
- Provides a geographic representation of the incident along with digital images and text data
- Remote dial-in for access by multiple decision makers
- Ability to draw on GIS map
- Alerts for critical tasks
- Ability to distinguish emergencies from non emergencies
- Web-based user interface

Benefits to Individual Agencies
- Reduces time to verify and clear incidents
- Reduces need for supervisors to travel to the incident scene before dispatching response equipment
- Improves equipment and personnel dispatch decisions
- Provides more accurate incident location
- Improves post-incident data analysis
- Mitigates emergency event impacts

Benefits to the Public
- Reduces congestion
- Reduces secondary crashes and improves safety
- Improves incident status and congestion reporting

Benefits to Regional Agencies
- Supports real-time communications of incident management data across agencies and centers
- Supports interagency planning
- Provides additional real-time traffic information, including pictures of incident scenes
- Improves traffic and emergency operations
- Improves interagency coordination

In the Field

At the Centers