



COMMONWEALTH of VIRGINIA

DEPARTMENT OF TRANSPORTATION

Stephen C. Brich, P.E.
Commissioner

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Date: June 15, 2020

To: Public Safety and Towing Recovery Stakeholders

From: Operations Division

Re: Virginia 511 CCTV portal accounts

Dear Stakeholder,

We are pleased to announce that any of the Commonwealth's Public Safety agencies, and/or Virginia Towing/Recovery Companies may submit a request to access the Department's TVD/511 closed circuit television (CCTV) portal. Each towing company that applies will be giving one set of access credentials. Towing companies that apply for multiple access credentials for each employee will not be granted.

Many instances occur when information from the crash scene is not always clear, and concise. In turn, that leaves many Towing/Recovery companies deciding to bring too little or too much equipment to a crash scene. Stakeholders may review the CCTV footage, if applicable in those areas where resources have been requested. This access is designed as a tool to assist, and prepare the dispatching of appropriate resources to the crash scene.

The Department in cooperation with all of the Commonwealth's Public Safety agencies, and Virginia's Towing/Recovery Companies is committed to improving incident clearance times. By equipping stakeholders with technologies to assist them in resolving crashes by clearing travel lanes of wrecked, and/or disabled vehicles is a first step in accomplishing this objective.

Interested stakeholders may request an account by sending an email to:
511_videosubscription@iteris.com .

Sincerely,

Mr. Rick Via, Assistant Division Administrator
Operations Division

