

Virtual Coordination Center (VCC)

Onboarding and Training

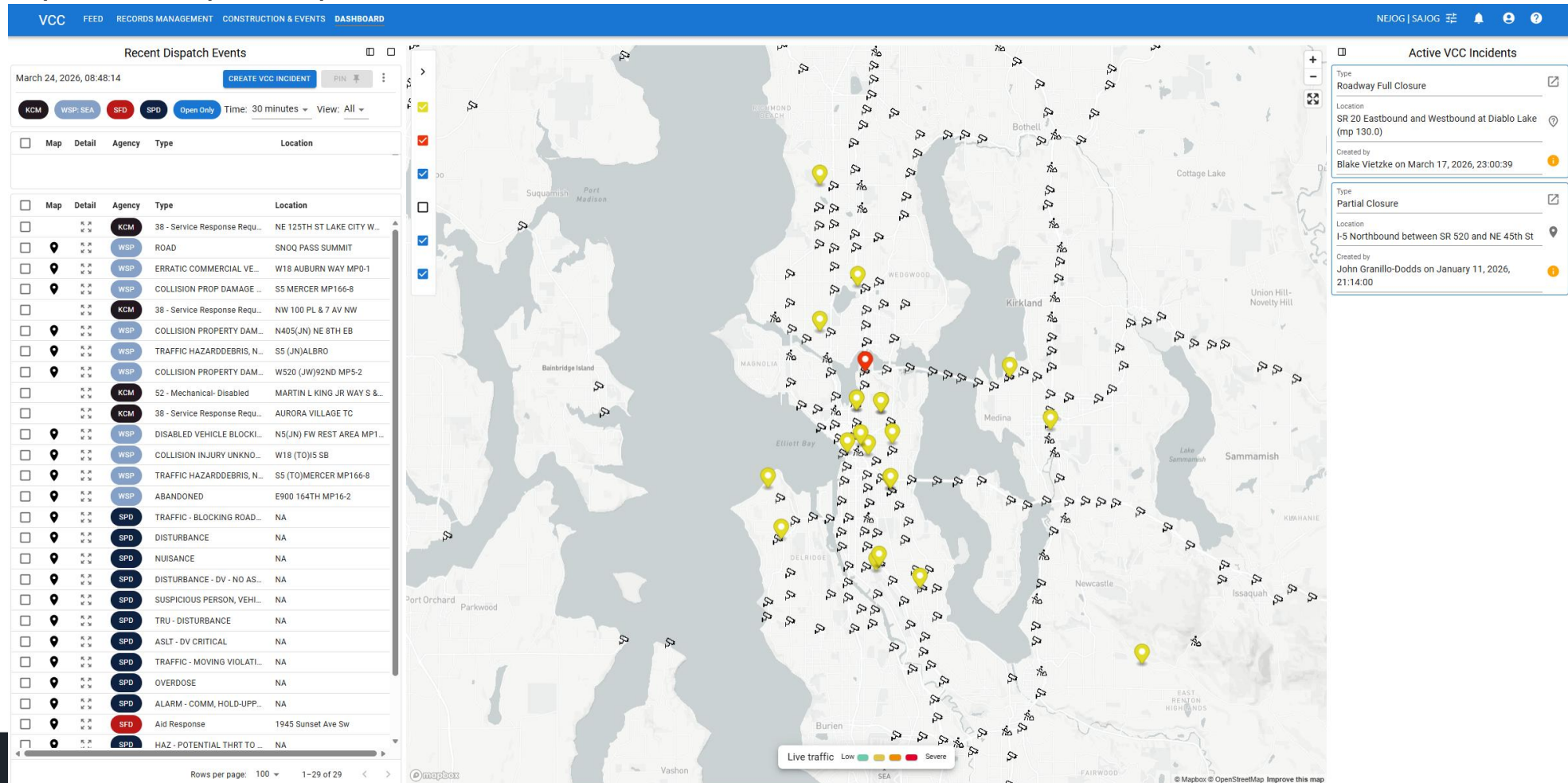
WSDOT Incident Management Coordinator, Aisha Dayal

WSDOT Incident Management and Virtual Coordination Center Program Manager, Deanna Brewer

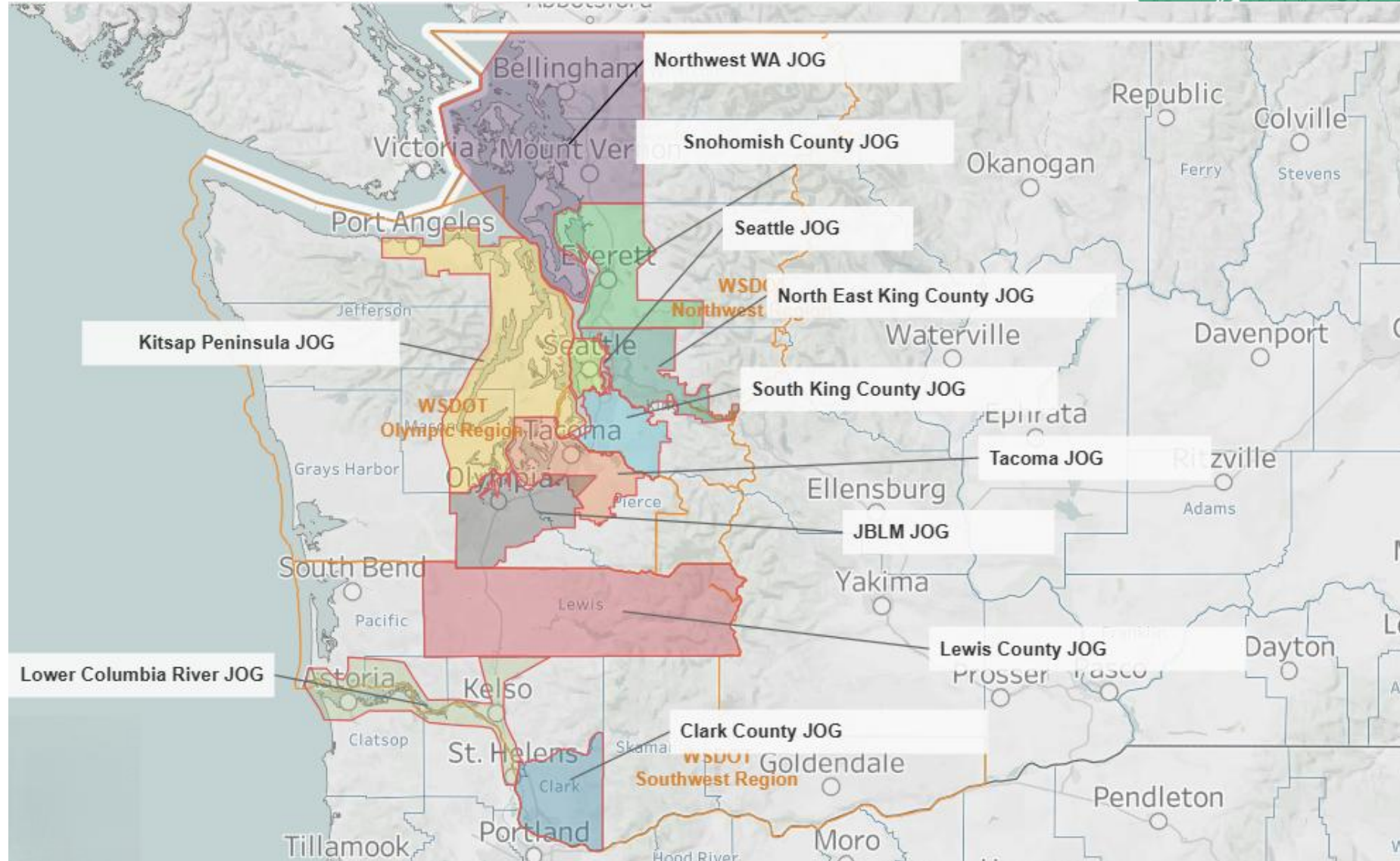
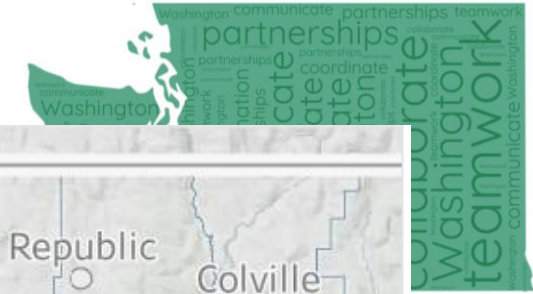
What is the VCC?

Virtual Coordination Center

The VCC (Virtual Coordination Center) is a web-based incident management tool that allows for the sharing of accurate real time data and coordination between partner agencies free of charge. This was created with both public and private partners in the Seattle area and has been live since fall 2022.



Joint Operations Group (JOG)



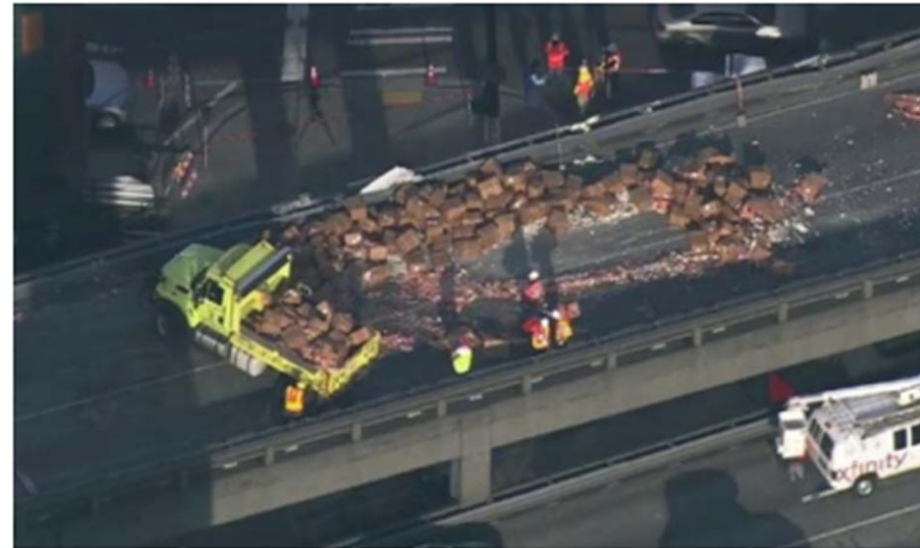
VCC Background

Between 2015 and 2017 there were 3 serious incidents in the greater Seattle area causing major backups.



Duck boat incident on SR 99 in 2015. Multiple fatalities and serious injuries.

Crab Truck incident of 2016. Traffic fully blocked for majority of the day on a major NB/SB state route through downtown Seattle.



VCC Background



2017 multi-vehicle rollover collision involving a propane tanker truck. This incident led to the writing of the “Beyond incident response” report and the eventual creation of the VCC.



What is the Virtual Coordination Center?

Back to albums list

Northbound I-5 slides

by WSDOT

Northbound I-5 closed Thursday night March 19, south of Bellingham and other debris down a 60- to 80-foot embankment.

81 photos and 18 videos



Northbound I-5 slides

WSDOT North

38.9K posts

Follow

Share

WSDOT North

@wsdot_north

Official WSDOT account for traffic info in Whatcom/Skagit/Island counties. Monitored 7 a.m. - 3 p.m. Mon-Fri. Call 911 to report road hazards.

Burlington, WA wsdot.wa.gov Joined December 2008

858 Following 16.4K Followers

Posts

Replies

Media

Pinned

WSDOT North

@wsdot_north · Apr 15

FINAL UPDATE: Both northbound I-5 lanes are now OPEN south of Bellingham.

It's been nearly 4 weeks since the March 19 slide. Since then crews have stabilized the slope with 96 steel dowels and hauled enough debris to fill 2 Olympic-sized swimming pools.



Sign Up

WSDOT

Message

Files

History

shad@wsdot... Media Availability: The Washing... VIEW

Rows per page: 100 1-1 of 1

Last Updated Time

Files

History

ayal 17:00:34 VIEW

ayal 16:58:51 VIEW

ayal 16:55:30 VIEW

to your agency's records
ports, please contact your

1-23 of 23

mapbox

Powered by Esri | Esri and its data vendors | © Mapbox © OpenStreetMap Improve this map

Virtual Coordination Center (VCC) Major Event/Construction Layer

Event Details

VCC

Major Construction & Events

FILTERS

DENSITY

Name	Event Type	Status	State Route	Direction	Mileposts	Common Name	Contract No.	Start Date	End Date
No Kings Protest March (Start)	Special Event	Active	Pine St	Both Directions	Broadway -			6/14/25	6/14/25
UW Commencement	Special Event	Active	Montlake ...	Northbound	E Hamlin -			6/14/25	6/14/25
FIFA Club WC Match Botafogo V...	Special Event	Active			-			6/15/25	6/15/25
FIFA Club WC Match -M10: CA Ri...	Special Event	Active			-			6/17/25	6/17/25
No Kings Protest March (End)	Special Event	Active			-			6/14/25	6/14/25
FIFA Club WC Match - M19: Seatt...	Special Event	Active			-			6/19/25	6/19/25
FIFA Club WC Match - Seattle So...	Special Event	Active			-			6/23/25	6/23/25
FIFA Club WC Match - EC Interna...	Special Event	Active			-			6/25/25	6/25/25
PrideFest 2025	Special Event	Active			-			6/29/25	6/29/25

Rows per page: 50 1-9 of 9

CREATE EVENT

EDIT

CLOSE

DATE EVENT

Description of Work 0/100

Description of Traffic Control Required

Comments 0/100

ADD TRAFFIC IMPACT

mapbox

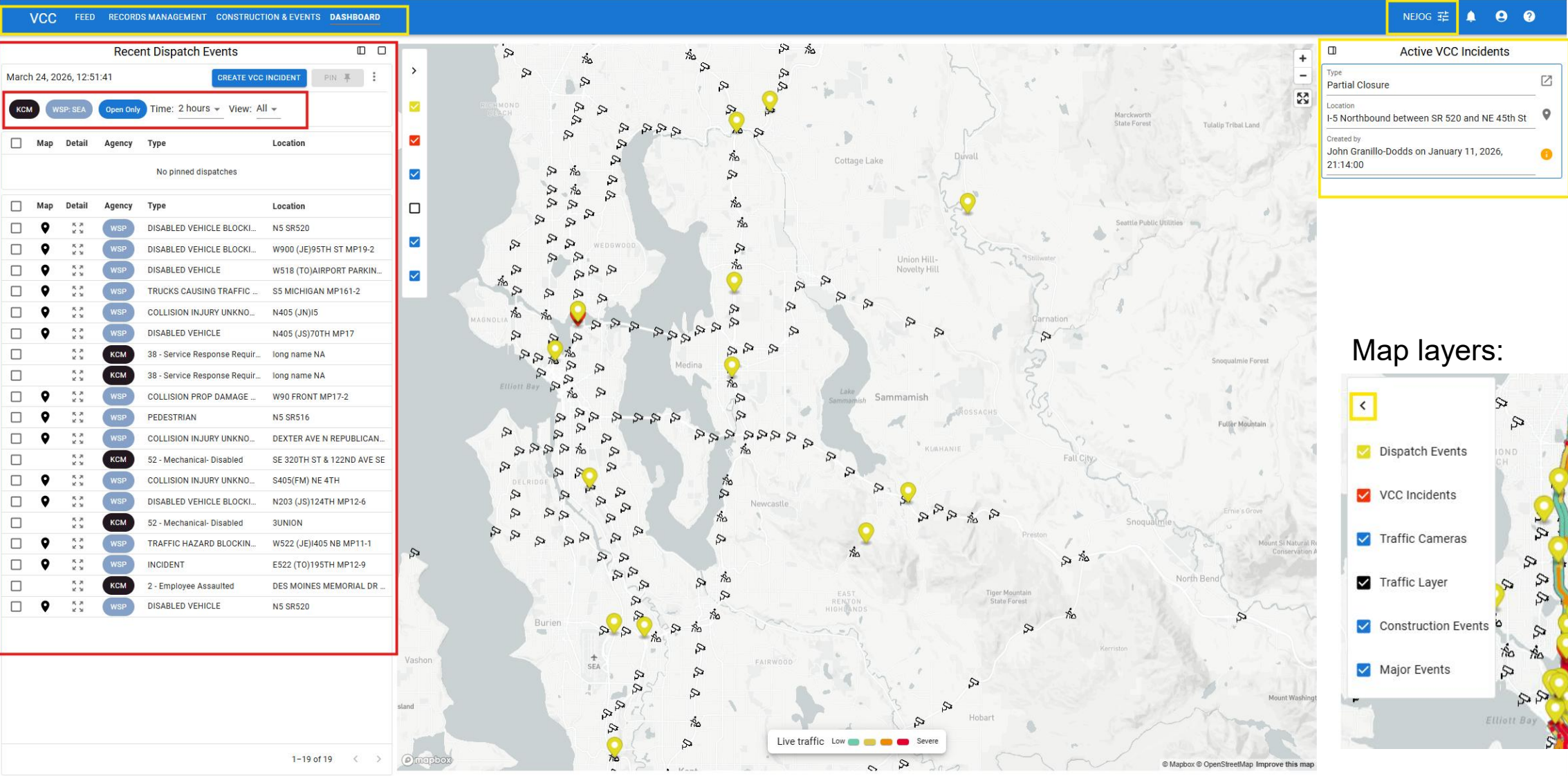
Live traffic

Low

Severe

- A list view of events is displayed and a VCC incident can be created for coordinated response and sharing of information.
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- A list view of events is displayed and a VCC incident can be created for coordinated response and sharing of information.

Dashboard Features



JOG Selection/Notifications

- All users will be assigned to a primary JOG based on user's agency.
- Additional JOGs can be selected to monitor in the dashboard view.
- Selected JOGs will display the map view, dispatch events and VCC incidents associated to each JOG. JOG selection tool is done and shown in the top ribbon.

The screenshot displays the WSDOT VCC (Vehicle Control Center) dashboard. The top navigation bar includes a 'VCC' menu icon, a 'SAJOG' button, and user profile icons. The main interface is divided into three primary sections:

- Recent Dispatch Events:** Located on the left, this panel shows a list of recent events. It includes a date/time filter (February 28, 2026, 00:11:37), a 'CREATE VCC INCIDENT' button, and agency filters (KCM, SFD, SPD, WSP: SEA, Open Only). Below the filters is a table with columns for Map, Detail, Agency, Type, and Location. The table currently shows 'No pinned dispatches'.
- Map View:** The central area features a map of the Puget Sound region, showing live traffic conditions with color-coded overlays (green for low, yellow for moderate, red for severe). Numerous yellow location pins are scattered across the map, indicating various incident or event locations.
- Active VCC Incidents:** Located on the right, this panel lists active incidents. It includes a table with columns for Type, Location, and Created by. Two incidents are listed: 'Lane Reductions' at '1st Avenue South Bridge' and 'Partial Closure' on 'I-5 Northbound between SR 520 and NE 45th St'.

The bottom of the dashboard includes a 'Live traffic' legend with color-coded indicators (Low, Moderate, Severe) and a 'mapbox' logo.

Selecting multiple JOG in dashboard view

The screenshot displays the VCC Dashboard interface, which is used for managing dispatch events and incidents. The dashboard is divided into several sections:

- Top Navigation Bar:** Contains the VCC logo, navigation links (FEED, RECORDS MANAGEMENT, CONSTRUCTION & EVENTS, DASHBOARD), and user controls (SAJOG, notifications, profile, help).
- Recent Dispatch Events:** A section for creating and managing incidents. It shows a date and time (February 23, 2026, 12:31:31) and a "CREATE VCC INCIDENT" button. Below this are buttons for selecting agencies (KCM, SFD, SPD, WSP: SEA, Open Only) and filters for Time (30 minutes) and View (All).
- JOG or Group:** A section for selecting the Joint Operating Group (JOG) or group. It lists various JOGs (Clark Co., Eastern WA, JBLM, Kitsap Pen., Lower Col. River, NEJOG, NW WA, SAJOG, Snohomish Co., South JOG, Tacoma, WSP D) and allows selection of one or more.
- Agencies:** A section for selecting the agency. It lists various agencies (Joint Base Lewis-McChord JOG, Northeast King County JOG, Seattle Area JOG, Snohomish County JOG) and allows selection of one or more.
- Map:** A map showing the location of the incident. It includes a "VCC" label and a "SAJOG" label. The map shows a road network with a red dot indicating the incident location.
- Active VCC Incidents:** A section for managing active incidents. It shows a list of incidents with details such as Type (DISABLED VEHICLE), Location (S5 (JN)MP127), and Created by (Jeremy Cavner on February 20, 2026, 05:15:39). It also includes a "WSP" button and a "Type" dropdown.

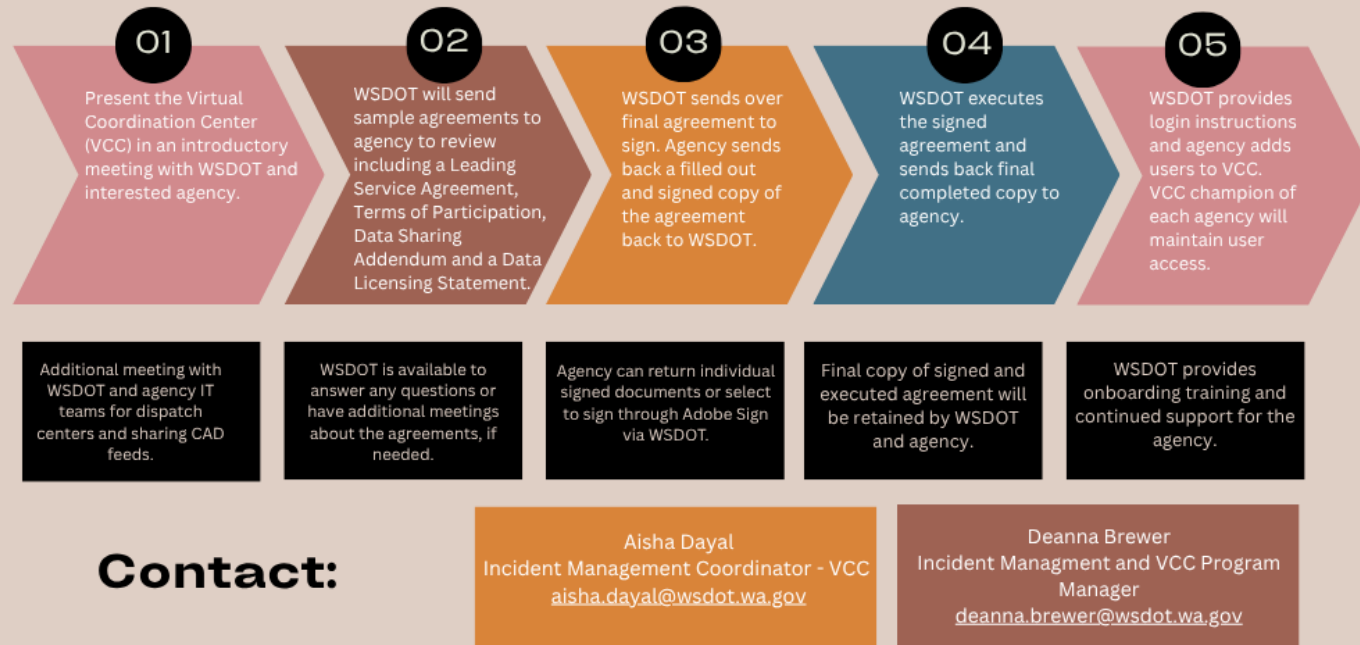
The screenshot highlights the process of creating a VCC Incident and selecting JOGs. The "CREATE VCC INCIDENT" button is highlighted in red. The "JOG or Group" section is highlighted in yellow, showing the selection of "SAJOG". The "Agencies" section is highlighted in yellow, showing the selection of "WSP: SEA". The "Active VCC Incidents" section is highlighted in yellow, showing the details of the incident.

VCC Demo

- [Link](#) to VCC dashboard
- login through Secure Access Washington: [SAW Link](#)

VCC Agreement Signing Process

Virtual Coordination Center (VCC) Agreement Signing Process



Questions?

Contacts

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Additional Slides

Updating Notification Preferences

- Users will receive email notifications of VCC incidents created for their primary JOG.
- Additional JOGs can be added to receive VCC incident notifications for multiple JOGs through each user's profile.

The image shows two screenshots of the VCC (Washington State Department of Transportation) user interface. The top screenshot shows the main dashboard with a blue header bar containing the 'VCC' logo and a menu icon. On the right side of the header, there are icons for 'SAJOG', a notification bell, a user profile icon (highlighted with a yellow box), and a help icon. Below the header, the 'Recent Dispatch Events' section displays a date and time (February 23, 2026, 16:43:45) and a 'CREATE VCC INCIDENT' button. A map shows various incident locations. A dropdown menu is open from the user profile icon, showing 'Admin' and 'Profile' (highlighted with a yellow box). The 'Profile' option leads to the 'User Profile' page shown in the bottom screenshot. This page has a blue header with the 'VCC' logo and a menu icon. The main content area is titled 'User Profile' and is divided into two sections: 'Profile Details' and 'Profile Actions'. The 'Profile Details' section shows the user's name 'Aisha Dayal' and a note 'Invited to the VCC on: Invalid date'. The 'Profile Actions' section contains buttons for 'UPDATE PASSWORD' and 'EDIT NOTIFICATION PREFERENCES' (highlighted with a yellow box). Below these buttons, there is a link to request support. A modal window titled 'Edit Notification Preferences' is open, showing a list of JOGs (Joint Operating Groups) with checkboxes. The 'Notify me about' section has a checkbox for 'Email' which is checked. The 'JOG Incidents' section lists several JOGs, with the following ones checked: Northeast King County JOG, Northwest WA JOG, Seattle Area JOG, Snohomish County JOG, and South King County JOG. The 'JOG Incidents' section also lists Clark County JOG, Joint Base Lewis-McChord JOG, Kitsap Peninsula JOG, Lewis County JOG, and Lower Columbia River JOG, which are not checked. At the bottom right of the modal, there are 'CANCEL' and 'SAVE' buttons, with the 'SAVE' button highlighted by a yellow box.

VCC

SAJOG

Recent Dispatch Events

February 23, 2026, 16:43:45

CREATE VCC INCIDENT

PIN

KCM SFD SPD WSP: SEA Open Only

Active VCC

Type

TRANSPORTATION DETAIL

Admin

Profile

Edit Notification Preferences

Notify me about Activities

☐ Added as Collaborator

☐ Records Management

JOG Incidents

☐ Clark County JOG

☐ Joint Base Lewis-McChord JOG

☐ Kitsap Peninsula JOG

☐ Lewis County JOG

☐ Lower Columbia River JOG

☒ Northeast King County JOG

☒ Northwest WA JOG

☒ Seattle Area JOG

☒ Snohomish County JOG

☒ South King County JOG

☐ Tacoma JOG

Send Notifications Via

☒ Email

User Profile

Profile Details

Invited to the VCC on: Invalid date

First Name

Aisha

Last Name

Dayal

Profile Actions

UPDATE PASSWORD

EDIT NOTIFICATION PREFERENCES

To request support, please email: [VCC](#)

CANCEL

SAVE

Creating a VCC Incident

- VCC incidents can be created from an associated dispatch event or without a dispatch event.
- A new VCC incident must be associated to at least one JOG. Associated JOGs will determine the notifications that are sent and the incidents shown in the JOG display.
- The Details page of an incident shares additional information about the incident including lead agency.
- The Notes section is the space where user
- The Mobility Strategies section is a space for deployed

VCC

FEED

RECORDS MANAGEMENT

CONSTRUCTION & E

Recent Dispatch Events

March 24, 2026, 13:12:04

CREATE VCC INCIDENT

KCM

WSP: SEA

Open Only

Time: 2 hours

View: All

☐

Map

Detail

Agency

Type

Locati

No pinned dispatches

Event Information

CREATE VCC INCIDENT

Event:

Event Number:	2026032400001164
Event Start Time:	2026-03-24 12:53:37
Last Updated:	2026-03-24 13:01:48
Agency:	WSP
Event Type:	COLLISION INJURY UNKNOWN
Location/Beat:	S405 SOUTHCENTER
Location Name:	
Cross Street:	
Status:	OPEN
Associated JOGs:	NEJOG, SAJOG, South JOG
Associated VCC Incident:	None
Comment Count:	0

Unit Response Details:

Other Information:

Incident Type Code	COLUNK
Start Date	2026-03-24T195337.6630000
Area Name	222
Beat	D202
City Name	TUKWILA
Number of Active Units	1
Latitude	47.463743
Longitude	-122.262296

Creating a VCC Incident

Create VCC Incident: E55-92

Contributing Factors

Crime Hazmat Fire Fatality Rollover Comm. Veh.

Location *

N5 I90 MP164-5

Type

COLLISION INJURY UNKNOWN

Start Time

02/23/2026 17:07

Notes

Created By

aishad@wsdot.wa.gov

Status

Incident Verified

Associated JOGs

NEJOG, SAJOG, South JOG

☐ Confirm Associated JOGs

Incident notifications and visibility for VCC users is affected by the associated JOG(s). Confirm the Associated JOGs are correct, or add or remove JOGs as applicable.

CREATE VCC INCIDENT

DETAILS

NOTES (0)

MOBILITY STRATEGIES (0)

PUBLIC INFORMATION HUB (0)

F0D-C1 February 23, 2026, 17:07:04

SEE ALL UPDATES

Status

Incident Verified

Contributing Factors

Crime

Hazmat

Fire

Fatality

Rollover

Comm. Veh.

Location

N5 I90 MP164-5

Lane Impacts

Number of Lanes Impacted

Lane Direction and Mileage of Blockage

Roadway Description

Other Information

VCC Incident Type

COLLISION PROPERTY DAMAGE

VCC Incident Details

Incident Commander

Commander Agency

Lead PIO

Lead PIO Agency

Est. Clearance Time

Response Details

Associated JOGs

Seattle Area JOG

Associated Dispatch Events

Updating VCC Incident

The screenshot displays the 'AEE-66' incident management interface. The main header shows 'AEE-66 Status: Incident Verified'. Below this, there are tabs for 'DETAILS', 'NOTES (4)', 'MOBILITY STRATEGIES (0)', and 'PUBLIC INFORMATION HUB (0)'. The 'PUBLIC INFORMATION HUB (0)' tab is highlighted with a yellow box. Below the tabs, there is a 'Scheduled Outreach' section with a date and time 'May 10, 2026, 22:35:30'. A 'SCHEDULE OUTREACH' button is highlighted with a yellow box. A modal titled 'Create Talking Point for: AEE-66' is open in the foreground. The modal contains a 'Talking Point Description *' text area, a note about the 150-word limit, a dropdown for 'On Call PIO' (currently 'Aisha Dayal'), a 'Phone Number *' field, an 'Agency' dropdown, and an 'Add Links' section with a 'Link' input field and a checkmark icon. The 'Add Links' section is highlighted with a yellow box. At the bottom of the modal are 'CANCEL' and 'CREATE TALKING POINT' buttons. In the background, a table with columns 'Edit', 'Scheduled Time', 'Status', 'Audience', 'Agency', 'Recipient', 'From', 'Message', 'Files', and 'History' is visible. A table row is partially visible with the text 'Last Updated Time', 'Files', and 'History'. A yellow box highlights the 'ADD TALKING POINT' button in the background table. At the bottom of the screen, there is a 'Live traffic' section with a color-coded legend (Low, Medium, High, Severe) and a 'Click to add a new' link.

Pinning Incidents

October 15, 2025, 10:38:50

CREATE VCC INCIDENT

PIN

KCM

SFD

SPD

WSP: SEA

WSP: NW

WSP: TAC

WSP: SW

WSP: PEN

Open Only

Time Frame: 5 minutes

View: All

☐	Map	Event Number	Last Updated Time	Agency	Event Type	Location	VCC Incident
☐		00000811	10:38:11	WSP	COLLISION INJURY UNKNOWN	S405 (TO)SR181	
☐		F250142987	10:37:16	SFD	Aid Response	914 James St	

☐	Map	Event Number	Last Updated Time	Agency	Event Type	Location	VCC Incident
☐		0301751	10:35:13	SPD	SUSPICIOUS PERSON, VEHICL...	NA	
☐		0301738	10:35:13	SPD	NUISANCE	NA	
☐		076192	10:33:59	KCM	52 - Mechanical- Disabled	N 40TH ST CORLISS	
☐		00000784	10:33:26	WSP	COLLISION INJURY UNKNOWN	N5(JN) FOREST MP163-2	

User Permissions

- User permissions can be adjusted based off person's role and position.
- Basic User: View dashboard and feeds, no writing permissions
- Incident Contributor
- Incident Manager
- Public Information Officer
- Major Event Contributor

User Roles

- ☒ Basic User 
- ☐ Incident Contributor 
- ☐ Incident Manager 
- ☐ Incident Records Manager 
- ☐ Public Information Officer 
- ☐ Major Event Contributor 
- ☐ Agency User Administrator 
- ☐ Site Administrator