



COMMONWEALTH of VIRGINIA

DEPARTMENT OF TRANSPORTATION

1201 EAST BROAD STREET
RICHMOND, VIRGINIA 23219
www.VirginiaDOT.org

Charles A. Kilpatrick, P.E.
Commissioner

Date: January 2017

To: Virginia Towing and Recovery Companies

From: Virginia Department of Transportation- Operations Division

Re: Virginia 511 Video Access Accounts and the Commercial End User Agreement Form

To whom it may concern,

We are pleased to announce that any Virginia Towing and Recovery Company may request access to the Department of Transportation's TVD/511 Closed Circuit Television access portal. Each company that applies will be given one set of access credentials. Companies that apply for multiple access credentials for each employee will not be granted.

Many instances occur when information from Public Safety Responders are not always clear and concise. In turn, that leaves many Towing and Recovery companies deciding to bring too little or too much recovery equipment to the scene. To resolve these instances, the Department is offering this access for Towing and Recovery Companies so they may review traffic cameras if applicable in those areas where their services have been requested. This access is designed as a tool to assist and prepare the dispatching of correct towing and recovery equipment to the incident scene by the requested company.

The Department of Transportation in cooperation with Virginia Towing and Recovery Companies is committed to driving down incident clearance times and equipping Towing and Recovery companies with technologies to assist them in resolving incidents by clearing travel lanes of wrecked and/or disabled vehicles.

Please fill out the attached Commercial End User Agreement Form and email it to Steve G. Gaddy at sgg@iteris.com.