Introduction

| Annually, road accidents account for 1.25 million deaths globally and about 240 million EMS calls are made in the U.S. |  |  |
| :---: | :---: | :---: |
| Call is placed to Emergency Helpline | Patched to a Telecommunicator with ANI/ALI | Situation in analyzed, location, and type of service determined |
|  |  | 1 |
| Call is received by the appropriate service agency | CAD is used to route the call to appropriate service provide | Advice is provided over the phone if needed |
| $\downarrow$ |  |  |
| Dispatch is made through CAD | Fig. 1: Typical Emergency Dispatch Helpline Model Our focus is to improve the green step |  |

We focus on the Interstate Highway network of the state of TN Among the yellow segments only $20 \%$ of them accounts for $80 \%$ of the accident, and we use them for our prediction model.

 Although frequency of road accidents is high, when viewed from the perspective of total time and space, incidents are rare events. Sparsity > $99.8 \%$.



Prediction to Inform Response


We modify the p -median optimization problem by adding a balancing term that accounts for increased load on esponders in hotspots.
The balancing term has a parameter dots ). As tincreases responders (gree demand areas (red).

$\alpha$ controls the penalty on increased load on responders. Our empirical results show that $0.5 \leq \alpha \leq 1$ results in the optimal allocation.

## Conclusions

- Understanding incident likelihood and resource demand across fine-grained road structure is hard. We have developed a set of techniques and models that can estimate the likelihood well for $20 \%$ of the segments that see $80 \%$ of the incidents. We are working on a different set of techniques to handle extreme sparsity for the other segments. Future work includes development of detection and design of allocation and dispatch algorithms.

