Communications and Technology

7. Integrated Interagency Communications

Two-way interagency voice communication systems enable direct communication among incident responders. Data and information transfer occurs among agencies and applications.

8. Transportation Management Systems

Traffic management centers coordinate incident notification and responses. Technical infrastructure is used for surveillance and rapid detection of traffic incidents and the exchange of incident information. Agencies have established specific multimodal policies and procedures for traffic management during incident responses (signal timing changes, opening and closing lanes, and ramp metering).

9. Traveler Information

Agencies can integrate and interpret information from multiple sources. Motorists have access to real-time, incident-specific information and travel-time estimates for route segments.

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Nine Keys to Success
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Traffic incident management programs contribute to the safety of on-scene responders and motorists approaching or passing roadway incidents. Successful programs also help minimize delays to the traveling public. Establishing a formal traffic incident management program requires commitment from multiple transportation and public safety agencies. Nine items highlight areas on which organizations should focus their traffic incident management efforts.

Programs and Institutions

1. Traffic Incident Management Program Strategic Plans

Multiagency, multiyear strategic plans identify appropriate budget and personnel needs and include formal agreements about operational and administrative procedures and policies.

2. Traffic Incident Management Administrative Teams

A formalized, multiagency administrative team meets regularly to discuss policy issues. This team conducts simulations—or "in-field" exercises and post-incident debriefings—and plans for special events.

3. Performance Measures

Multiagency agreements detail what measures will be tracked for program performance. Agencies have agreed-upon methods for collection and analysis and have established response and clearance targets. Agencies periodically review progress toward achieving targets.

Operations

4. Responder and Motorist Safety

All responders are trained in traffic-control procedures and use them to manage the incident-related traffic queue. Equipment staging is used to maximize traffic flow past an incident while providing responder safety. Emergency-lighting procedures are implemented to reduce the use of emergency lighting as much as possible while still providing adequate warning to approaching motorists.

5. Response and Clearance Policies and Procedures

Agencies use motorist assist service patrols and the Incident Command System. Policies and procedures for quick clearance, major accident investigation and documentation, and hazardous materials response are in place. Responders use a prequalified list of towing and recovery operators.

6. Procedures for Major Incidents

Organizations have established criteria for major incidents. High-ranking agency members are available on a 24x7 basis. Response equipment is prestaged. Agencies use a preidentified contact list of resources for incident clearance and hazardous materials response.