

# Traffic Incident Management Enforcement

Cobb County



# Terminal Objective

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- Make emergency services personnel who respond to traffic incidents aware of the need to increase safety and reduce incident clearance rates through multi-agency teamwork. To reduce the time it takes to clear traffic incidents from the roadway, which will decrease congestion and time wasted sitting in traffic backlogs while keeping the responding personnel and the traveling public safe.
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# Enabling Objective

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- Effects of Traffic Congestion
  - Types of Traffic Congestion
  - Effective Incident Response
  - Effective Scene Management Strategies
  - National Interagency Incident Response
  - Traffic Control Zones - Setting the Scene
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# Effects of Traffic Congestion

- impact on safety
- the economy
- the environment
- quality of life



# Impaction Safety

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- Lack of understanding of Safety Personnel and of the public
- increased potential for vehicle crashes and frustration, aggressive driving, and the potential for incidents of “Road Rage”



# Impaction Economy

- A 15-minute blockage of a major roadway has an economic price tag exceeding
- Federal Highway Administration (FHWA) found there is a cost of \$4.00 per hour for each vehicle hour of delay



# Impaction Environment

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- pollution



# Impaction Quality of Life

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- Traffic re-routes or “short-cuts” found by drivers spill onto the secondary roads and through neighborhoods.
  - Motorists are accustomed to normal delays. However, traffic incidents break that routine and have a negative impact on the motorist. (Missed meetings, missed family events, etc.)
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# Types of Congestion

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- Recurring congestion is that which occurs regularly at points of excessive demand and deficient capacity.
  - Nonrecurring congestion are random incidents, such as crashes, spilled loads, disabled vehicles, and other unpredictable events.
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# Effective Incident Response

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- To effectively manage highway incidents, fulfill responsibilities under law, and accomplish necessary actions without exceeding their statutory authority, it is absolutely necessary for all response agencies to coordinate and cooperate closely in mitigating such incidents.
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# Incident Detection / Verification

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- Detection is the determination that an incident had occurred this includes the relay of information to the appropriate response agencies
  - Verification is the determination of the precise location and nature of the incident.
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# Improving Response Time

- Response is the activation, coordination, and management of all appropriate personnel, and equipment.



# Clearance

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- Clearance is the restoration of the highway to pre-incident conditions



# Scene Management Strategies



# Fire Department

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- Fire, rescue and EMS agency personnel routinely respond to all types of roadway emergencies, often quickly bringing several units to the scene of an incident.
  - Fire departments respond to highway incidents in order to fulfill municipalities' responsibility to protect the safety of citizens (including travelers) within their jurisdictions. They provide rescue (extrication) services, emergency medical services (EMS) and ambulance transport of victims to a medical facility.
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# Police Department

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- The Police Department has the responsibility of control and management of traffic including conditions in the backlog; incident stabilization (keep a bad situation from becoming worse); and of course it's the Police Departments responsibility of investigation and preservation of evidence.
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# Department of Transportation

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- The Department of Transportation has a responsibility of rapid clearance of lanes consistent with responder and public safety and removal of responders and their equipment as quickly as conditions will allow.
    - HERO
    - DOT Maintenance
    - TCP (Traffic Control Points)
    - TOC (Traffic Operating Centers)
    - ITC (Intelligent Transportation Center)
    - TMC (Transportation Management Center)
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# Adding to our Response Family



# The Media

- The media allows us to communicate information on non-recurring congestion, detour routes, and anticipated delays.



# Towing and Recovery

- know the limitations of the towing company coming to the site of a traffic incident. Remember to communicate basic information about the type and size of the vehicle(s) involved



# Communications

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- The communications processes between different agencies, and between agencies and the general public are vital.
  - Good communications facilitates the interagency incident management process
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# Acceptance

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- Traditionally agencies have worked independently within the scope of their duties. However, effective traffic incident management requires the cooperative, coordinated efforts of all involved agencies or a team approach.
  - For this team approach to work effectively, it is incumbent upon all responding agencies to understand and appreciate or accept the priorities, needs, limitations and expertise of all other involved agencies
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# National Interagency Incident Management System (NIIMS)

- **Effective management of highway incidents requires a multidisciplinary approach. Traditional agency perceptions, roles, and attitudes must be reexamined in light of this fact.**



# Conflict Resolution

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- The nature of highway incidents, the differing perceptions, priorities, and legislative mandates of the various response agencies can occasionally cause conflict.
  - Understanding basic NIIMS concepts and applying the functional organization principle to emergency incident management can reduce conflict.
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# The Four C's

- Command (Management)
- Communication
- Coordination
- Cooperation



Florida DOT Turnpike Enterprise

# Scene Management Structure

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- Scene Management is the process through which all activities are directed, coordinated and controlled to accomplish TIME's goals. The management function within NIIMS may be conducted in two general ways:
    - single or
    - interagency incident management.
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# Unified Incident Management

- Agencies participate in Interagency Incident Management by:
  - Cooperating in determining overall goals and objectives;
  - Conducting joint planning for operational activities;
  - Conducting integrated operations;
  - Providing for integrated communications between all agencies and with the Command Post;
  - Maximizing use of all available resources;
  - Recognizing the value of the services of every involved agency; and
  - Insuring that individual or organizational egos do not enter the equation.

# Determining the Management Function

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- Under a Interagency Incident Management structure, the question isn't so much **“Who's in charge?”** but **“Who's in charge of *what*?”**



# Traffic Control



# Traffic Control

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- The control of traffic is one of the most important safety actions to be taken at the scene of a highway incident.
  - The Incident Managers must assign someone to oversee the traffic control function.
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# Personnel Visibility

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# Summary

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# Questions

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# Closing

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