

VIRGINIA DEPARTMENT OF TRANSPORTATION TRAFFIC INCIDENT MANAGEMENT STRATEGIC PLAN

Working Together for Improved Safety, Clearance, and Communications

Vision

The Virginia Department of Transportation (VDOT) collaborates with public and private stakeholders to maximize the safe and efficient response and clearance of crashes from travel lanes and other impacting incidents affecting the free movement of people, goods, and services.

Mission Statement

The Virginia Department of Transportation (VDOT) Incident Management Coordinators will execute local efforts to promote and sustain multi-agency, multi-jurisdictional Traffic Incident Management (TIM) programs. These programs shall achieve enhanced responder safety, safe and quick clearance of incidents, and prompt, reliable communications through interoperability.

Strategic Goals

VDOT has established the following strategic goals to improve and enhance its Incident Management Program:

- Maintain and enhance a Job Aid book to support Incident Management Coordinators (IMC) in the field.
- Develop, promote, and sustain multi-agency and multi-jurisdictional incident management programs.
- Develop and promote programs that enhance responder safety.
- Develop and promote programs that enhance quick clearance of lane-impacting incidents.
- Develop, promote, and deliver programs to field forces that prompt reliable, interoperable communications using existing land mobile radio technologies via [Statewide Agencies Radio System \(STARS\)](#) and the [Commonwealth Link to Interoperable Communications \(COMLINC\)](#).
- Develop, promote, deliver, and adhere to procedures that enhance collaboration and cooperation among the Transportation Operations Center (TOC), [Safety Service Patrol \(SSP\)](#), Incident Management, and State/Contract Maintenance forces.

Strategic Outcomes

- Improve responder and motorist safety
- Reduce secondary collisions
- Reduce non-recurring congesting and delays
- Reduce the economic impact of incidents!
- Reduce incident clearance time
- Improve air quality and reduce fuel consumption
- Improve customer service
- Increase public awareness of the agency's effort!
- Develop and maintain relationships with emergency response partners

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Objectives

VDOT shall continue to support the Statewide Traffic Incident Management Program. The program will continue its focus on Safe Quick Clearance in compliance with [Senate Joint Resolution 277](#) (2013) with [Executive Orders 15 \(2014\) and 58 \(2013\)](#), and the [2013 Virginia Traffic Incident Management Plan](#), which conveys best practices for traffic incident management within the Commonwealth of Virginia.

VDOT shall:

- Adopt the [National Unified Goal \(NUG\)](#) and the [National Incident Management System \(NIMS\)](#). This includes Incident Command System (ICS) to support multi-agency and multi-jurisdictional incident management programs.
- Maintain incident management coordinators for each region/district. The IMC shall develop and support enhanced responder safety initiatives by promoting quick travel lane clearance. The IMC shall establish and maintain a multi-agency/multi-jurisdictional incident management program at the regional/district level. In addition, the IMC may identify opportunities and advocate funding to expand positions within each residency as permitted.
- Incident Management Coordinators shall conduct and participate in After Action Reviews (AAR) as outlined in [Instructional and Informational Memorandum \(IIM\) OD-15-04.1 After Action Reviews & Reports](#). The Traffic Operations Division shall review reports, make recommendations, and maintain a central file.
- Incident Management Coordinators shall promote, train, and support District, Residency, Area Headquarters, and Interstate Maintenance Contractor personnel concerning VDOT's [Department Memorandum \(DM\) 17-1 Emergency Operations and Traffic Management](#) as the top priority.
- Incident Management Coordinators during declared emergencies, coordinate with contract/state forces to comply with [OD-IIM-15-03, Communication regarding VDOT Maintenance and Operations Request](#)
- Incident Management Coordinators coordinate with contract/state forces during transportation incidents to comply with [Emergency Management Directive EMD #1 regarding Trapped Queue Emergency Response](#).
- Incident Management Coordinators shall comply with [Instructional and Informational Memorandum IIM TOD-23-03 Vehicle Operations and Traffic Incident Response](#) regarding Red Secondary Warning light response.

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VDOT will:

- Incident Management Coordinators will promote and coordinate compliance with contract/state forces with [Instructional and Informational Memorandum \(IIM\) TOD-24-02.1 Traffic Incident Process.](#)
- Incident Management Coordinators will promote and coordinate compliance with contract/state forces with [Instructional and Informational Memorandum \(IIM\) OD-14-05.2 Superload Movements.](#)
- Incident Management Coordinators will promote and coordinate with District, Area Construction personnel, and Transportation Operations Centers using [Instructional and Information Memorandum \(IIM\) OD-16-03 Lane Closure Advisory Management Systems.](#)
- Incident Management Coordinators will promote and coordinate with the Safety Service Patrol program and the Transportation Operations Centers in compliance with [Instructional and Information Memorandum \(IIM\) OD-20-01.1 Push, Pull, and Tug.](#)
- Incident Management Coordinators will promote and coordinate with the Safety Service Patrol program and the Transportation Operations Centers in compliance with [Instructional and Information Memorandum \(IIM\) TOD-20-02.3 Two-Way Radio Communications.](#)
- Incident Management Coordinators will participate in developing and revising Interstate and Limited Access Incident Detour maps. In addition, will promote and coordinate with the District, Residency, Area Headquarters, Interstate Maintenance Contractors, Area Construction personnel, and Transportation Operations Centers using the [Instructional and Information Memorandum \(IIM\) OD-20-03 Incident Detour Plan.](#)
- Incident Management Coordinators will promote the enhancement of the expansion of the Safety Service Patrol program to provide responders and public safety professionals with temporary traffic control assistance to reduce secondary collisions and provide improved response and clearance times.
- Incident Management Coordinators may assist in developing Intelligent Transportation System technologies. Such technologies include but are not limited to the use of Computer Aided Dispatch (CAD), data integration, and sharing of information systems such as 511, changeable message sign (CMS), and closed-circuit television (CCTV) surveillance.
- Incident Management Coordinators will support initiatives to establish heavy-duty towing contracts to remove large vehicles and cargo safely and quickly at highway incidents. This tactic will improve travel lane clearance times and enhance public safety personnel and the motoring public.
 - [Towing Recovery Incentive Programs \(TRIP\)](#)
 - Contract/Staged Wreckers

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- Incident Management Coordinators will support initiatives to establish and maintain emergency towing and relocation programs.
 - Instant Tow
- Incident Management Coordinators shall participate with Traffic Incident Management program partners at the national, state, regional, and local levels. To promote, develop, and sustain multi-agency and multi-jurisdictional incident management programs.
- Incident Management Coordinators shall participate in or lead local and regional TIM meetings. These meetings should include personnel from:
 - municipal, county, and state law enforcement
 - municipal and county career fire-rescue services
 - volunteer fire-rescue service organizations
 - local towing and recovery companies
 - private hazmat/spill response firms
 - local and state emergency management
 - members representing the Office of the Chief Medical Examiner
 - members representing the Department of Agriculture and Consumer Services food inspection
 - members of the Department of Environmental Quality pollution response
 - members of the local Department of Public Works
 - State/Contract Highway Maintenance forces
 - Local Emergency Planning Committees (LEPCs)
 - Metropolitan Planning Organization (MPO)
 - Council of Governments (COG)
- Incident Management Coordinators shall promote, coordinate, and encourage SHRP 2 Traffic Incident Management (TIM) training with the first responder community to promote safe and quick clearance of highway incidents. In addition, it will target an internal audience of:
 - AHQ Transportation Operator-Supervisor-Superintendent
 - VDOT Interstate Maintenance Monitor-Administrator
 - Maintenance Operations Manager-Assistant Residency Administrator
 - Incident Management Coordinators
 - Contract Interstate Maintenance Operator-Supervisor-Manager
 - Transportation Operations Center Operator-Supervisor-Manager
 - Safety Service Patrol Operator-Supervisor-Manager
- The Traffic Operations Division, in collaboration with the Incident Management Coordinators, may develop and adopt the unified goal of quick clearance activities through a Memorandum of Agreement (MOA) with state-level agencies.
- Incident Management Coordinators and the Traffic Operations Division shall participate, promote, and support the development of the next generation of TIM under the FHWA's Everyday Counts (EDC) 7 initiatives. The focus will include rural roads and arterial

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operations. In addition, participate in the FHWA Talking TIM Webinar Series. Refer to this [FHWA](#) link for further information.

- Incident Management Coordinators and the Traffic Operations Division shall promote and support the development of new TIM technology that provides prompt and reliable interoperable communications.
- The Traffic Operations Division, in collaboration with the Incident Management Coordinators, may develop, promote, and encourage legislation that supports enhanced responder safety and quick clearance of highway incidents.
- Incident Management Coordinators will support awareness and education of laws that support and enhance responder safety and public safety.
- Incident Management Coordinators should gain support from Law Enforcement partners to ensure infrastructure damage is being reported in a consistent practice with the damaged assets tagging system. Refer to [Virginia Department of Transportation ARMICS - Narrative Property Damage AR](#).
- Incident Management Coordinators will promote and encourage appropriate photos and video from the field back to the Transportation Operations Center that illustrates the current conditions of incidents by complying with the [Instructional Information Memorandum \(IIM\) IIM-OD-19-01.3 Incident Photograph and Video Streaming Guidance](#).
- Incident Management Coordinators will support the Transportation Operations Center when necessary to coordinate approved messaging with contract/state forces regarding [Instructional and Informational Memorandum \(IIM\) TOD-13-03.4 Changeable Message Signs \(CMS\) Usage](#).

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