Incident Response Procedures for Multiple Agencies

NHI Course 133048
Managing Traffic Incidents and Roadway Emergencies
Module #4
Learning Objectives

- Define traffic incident response
- Explain the importance of the ‘Golden Hour’ and its relationship to traffic incident management
- List 3 traffic incident response strategies
Objectives of Incident Response Procedures

- Speed response to the scene
- Rapid EMS response in remote areas
- Better use of personnel and resources
- Ensure responders can reach the scene
- Achieve a state of continued readiness
Definition of an Incident Response

Incident Response is the activation of a planned strategy for the safe and rapid deployment of the most appropriate personnel and resources to the scene.
What is the **Golden Hour**?
Roving Patrols
Roving Patrols and their Value

- On Patrol during major rush hour periods
- Many times they are first on the scene
- Can relocate vehicles from travel lanes
- Communications with their TMC or other responding agencies
- Control traffic with arrow boards and electronic message boards
- Help disabled motorist
Proper Placement of Response Vehicles
Proper Placement of Response Vehicles Guidelines

Ongoing operations —

- Review the scene
- Relocate emergency vehicles
- Use the 15 minute rule
- Notify your communications answering point
When Things Go Wrong
Issues and Barriers
Issues and Barriers - (cont’d)

- Inability to communicate via radio with other responders en route to the scene
Issues and Barriers - (cont’d)

Access to the Incident Scene is Difficult
Non-Technical Tools/Strategies

- Dedicated Roving Patrols
- Major Incident Response Teams
- Personnel/Equipment Resource Lists
- Identification of Fire Hydrant Locations
- Equipment Storage Sites
Non-Technical Tools/ Strategies - (cont’d)

- Interagency Agreements
- Tow Truck/Removal Crane Contracts
- Emergency Vehicle Access
- Public Education
Technology-Based Tools/Strategies

- Alternative Communication Devices
- Cross-installation of Conventional Radios
- Trunked 800 MHZ Radio Systems
- Digital 800 MHZ Radio Systems - Capable of Expansion to 700 MHZ Public Safety System (Future)
Emerging Technologies

- Automatic Vehicle Location (AVL) for Response Vehicles
- Geographic Information System (GIS)
- Inter-operable Radio Systems (Dial up radio)
National Examples

High-Tech 9-1-1 in Chicago

Dispatchers view electronic map of Chicago displaying —

- Over 20,000 street segments
- 20,000 alleys
- Fire hydrant locations
- Footprints of nearly one million buildings
- The exact location of fire and rescue vehicles in “Real Time”
[This slide does not display during the presentation – it is a place holder while the instructor sets up and shows two videos.]
Multi-lane Incident Exercise

[This slide does not display during the presentation – it is a place holder while the instructor conducts a group exercise with the Participants.]
Review Learning Objectives

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