

**VIRGINIA DEPARTMENT OF TRANSPORTATION
TRAFFIC INCIDENT MANAGEMENT STRATEGIC PLAN**

*Working Together for
Improved Safety, Clearance and Communications*

STRATEGIC VISION

Collaborating with public and private stakeholder's to maximize the safe and efficient response and clearance of all travel lane impacting incidents affecting the free movement of people and goods.

MISSION STATEMENT

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

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

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Strategic Outcomes

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

Objectives

VDOT shall continue to support the Statewide Traffic Incident Management Program. The program will continue its focus on Safe Quick Clearance in compliance [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 \(NIMS\)](#) to include the Incident Command System (ICS) to support multi agency and a multi-jurisdictional incident management program.
- Maintain at minimum one full time regional incident management coordinator for each region to develop and support enhanced responder safety, quick travel lane clearance and to develop and support multi agency and multi-jurisdictional incident management program at the regional level. Identify opportunities, and advocate funding to expand positions within each residency as permitted.
- Regional, Residency, and Area Incident Management Coordinators will conduct and participate in After Action Reviews (AAR) as outlined in [Instructional and Informational Memorandum \(IIM\) OD-15-04 After Action Reviews & Reports](#). Central Office shall review reports, make recommendations, and maintain a central file.
- Regional, Residency, and Area Incident Management Coordinators shall promote, train and provide support to District, Residency, Area Headquarters and Interstate Maintenance Contractor personnel in regards to VDOT's [Department Memorandum \(DM\) 17-1 Emergency Operations and Traffic Management](#) as top priority.
- Regional, Residency, and Area Incident Management Coordinators during declared emergencies coordinate with contract/state forces to comply with [Instructional and](#)

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[Informational Memorandum \(IIM\) OD-15-01 Emergency Authority, IIM OD-15-02 Resource Request Coordination, and IIM OD-15-03 Communication Regarding Maintenance and Operations Request.](#)

VDOT will:

- Regional, Residency, and Area Incident Management Coordinators will coordinate with contract/state forces in regards to [Instructional and Informational Memorandum \(IIM\) OD-14-03 Emergency Response.](#)
- Regional, Residency, and Area Incident Management Coordinators will promote and coordinate with contract/state forces compliance with [Instructional and Informational Memorandum \(IIM\) OD-14-02.4 Traffic Incident Process.](#)
- Regional, Residency, and Area Incident Management Coordinators will promote and coordinate with contract/state forces compliance with [Instructional and Informational Memorandum \(IIM\) OD-14-05.1 Superload Movements.](#)
- Regional, Residency, and Area Incident Management Coordinators will promote and coordinate with District, Area Construction personnel, Transportation Operations Centers using [IIM OD-16-03 Lane Closure Advisory Management Systems.](#)
- Regional, Residency, and Area Incident Management Coordinators will promote and coordinate with the Safety Service Patrol program, and the Transportation Operations Centers in compliance with [IIM OD-20-01.1 Push, Pull, and Tug.](#)
- Regional, Residency, and Area Incident Management Coordinators will promote and coordinate with the Safety Service Patrol program, and the Transportation Operations Centers in compliance with [IIM OD-20-02 Two-Way Radio Communications.](#)
- Regional, Residency, and Area Incident Management Coordinators will participate with the development and revision of Interstate & Limited Access Incident Detour maps. In addition, will promote and coordinate with District, Residency, Area Headquarters, Interstate Maintenance Contractors, Area Construction personnel, and Transportation Operations Centers using [IIM OD-20-03 Incident Detour Plan.](#)
- Regional, Residency, and Area 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 in order reduce secondary collisions; provide improved response and clearance times.
- Regional, Residency, and Area Incident Management Coordinators may assist in the development of Intelligent Transportation System technologies. Such technologies include but 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.
- Regional, Residency, and Area Incident Management Coordinators will support initiatives to establish heavy duty towing contracts for the safe and quick removal of

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large vehicles and cargo 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
- Regional, Residency, and Area Incident Management Coordinators will support initiatives to establish and/or maintain emergency towing and relocation programs.
 - Instant Tow
- Regional, Residency, and Area Incident Management Coordinators *shall* participate with Traffic Incident Management program partners at the national, state, regional and local level. In order to promote, develop and sustain multi-agency and multi-jurisdictional incident management programs.
- Regional, Residency, and Area Incident Management Coordinators *shall* participate 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 Department of Environmental Quality pollution response
 - members of local Department of Public Works
 - State/Contract Highway Maintenance forces
- Regional, Residency, and Area Incident Management Coordinators *shall* promote, coordinate and encourage SHRP 2 Traffic Incident Management (TIM) training with first responder community in order to promote safe and quick clearance of highway incidents. In addition, will targeted 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
- Central Office in collaboration with Regional, Residency, and Area Incident Management Coordinators *may* develop and adopt unified goal of quick clearance activities through a Memorandum of Agreement (MOA) with state level agencies.
- Regional, Residency, Area Incident Management Coordinators, and Central Office shall promote and support the development of new TIM technology that provides prompt and reliable interoperable communications.
- Central Office in collaboration with Regional, Residency, and Area Incident Management Coordinators may develop, promote and encourage legislation that supports enhanced responder safety and quick clearance of highway incidents.

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- Regional, Residency, and Area Incident Management Coordinators will support awareness and education of laws that support and enhance responder safety and public safety.
- Regional, Residency, and Area Incident Management Coordinators *should* gain support from Law Enforcement partners to ensure infrastructure damage is being reported in a consistent practice the damaged assets tagging system. Refer to [Instructional and Informational Memorandum \(IIM\) MD-2017-03.00 Identifying Damaged Assets](#).
- Regional, Residency, and Area Incident Management Coordinators *will* promote and encourage appropriate photos from the field back to the Transportation Operations center that illustrate current conditions of incidents by complying with [IIM-OD-19-01 Incident Photograph Policy](#).

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FIELD CONTACTS

Central Region (Richmond and Fredericksburg Districts)	Eastern Region (Hampton Roads District)	Northern Region (Northern Virginia and Fredericksburg Districts)
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