

Incident Response and Management Discussion Topics - Summary

Lane Closure Management Across the Metro

- How does your agency currently manage lane closures (whether in the office or in the field)?
 - Have you noticed examples of good lane closure practices?
 - Any examples of lane closure practices that can be improved?
- How does your agency communicate lane closures with other agencies? With the public?

Lane closures in the metro are made as the result of collaborative efforts and communications across agencies. Lane closures are aimed at being limited in duration to minimize the impact on traffic and to prevent secondary incidents. Efforts are made to clearly convey the appropriate messaging to the public.

Quick Clearance

- What are your observations regarding Quick Clearance?
- How is public awareness and compliance with Quick Clearance?
- Are you working with other agencies on Quick Clearance?

Generally, communications among first responders regarding Quick Clearance is good. However, it was noted that training among first responders can continue improving as well as communications. Quick Clearance appears to be improving with more public awareness, such as with the placement of “fender bender” signs.

- Any field observations regarding on-scene interoperable communications (common frequencies, systems and protocols, etc.) for incident response, incident investigation, and incident clearance?

Interoperable communications are improving over time. Most agencies have access to communications although not all agencies, such as some towing companies, choose to communicate. It was noted that some people involved in a crash incident may make calls to towing companies, resulting in the response of more than one towing company to the scene. There may be an opportunity to improve communications with those in a crash to avoid duplicate towing responses.

- What are your observations on current good practices for expedited incident response, incident investigation, and incident clearance?
 - Has there been any changes to your incident response practices resulting from the COVID-19 coronavirus pandemic?

With the COVID-19 coronavirus pandemic, first responders are taking additional precautions such as PPEs and maintaining distance. There is still some getting used to these new practices

among responders and the public, such as checking whether the person is showing active symptoms before a response or maintaining safe distances during Highway Helper repairs.

Better Local Agency Access to Traffic Cameras

- Does your agency currently request traffic camera footage?
 - If so, how does your agency use the traffic camera footage?
 - If not, would your agency consider using traffic camera footage?
 - How would you use the traffic camera footage?

Responders should feel free to request traffic footage as needed and the Traffic Management Center (TMC) will try to provide requested footage if possible, even for requests after 7 days. In addition to using camera footage for after action reports, City of Ankeny Fire Department shared another use case of accessing traffic cameras to monitor special events.

Sharing Resources for Incidents

- What resources are your agency currently sharing
 - For incident detection?
 - For incident management/real-time operations?
 - For post-incident?
- What additional resources would your agency like to be shared?

The Traffic Management Center (TMC) can provide a variety of data and metrics from Waze and INRIX. For major incidents, there is often a post-incident debriefing among the agencies involved. There is an opportunity to have more towing members present at such debriefings as well as trainings with other agencies, such as fire departments.