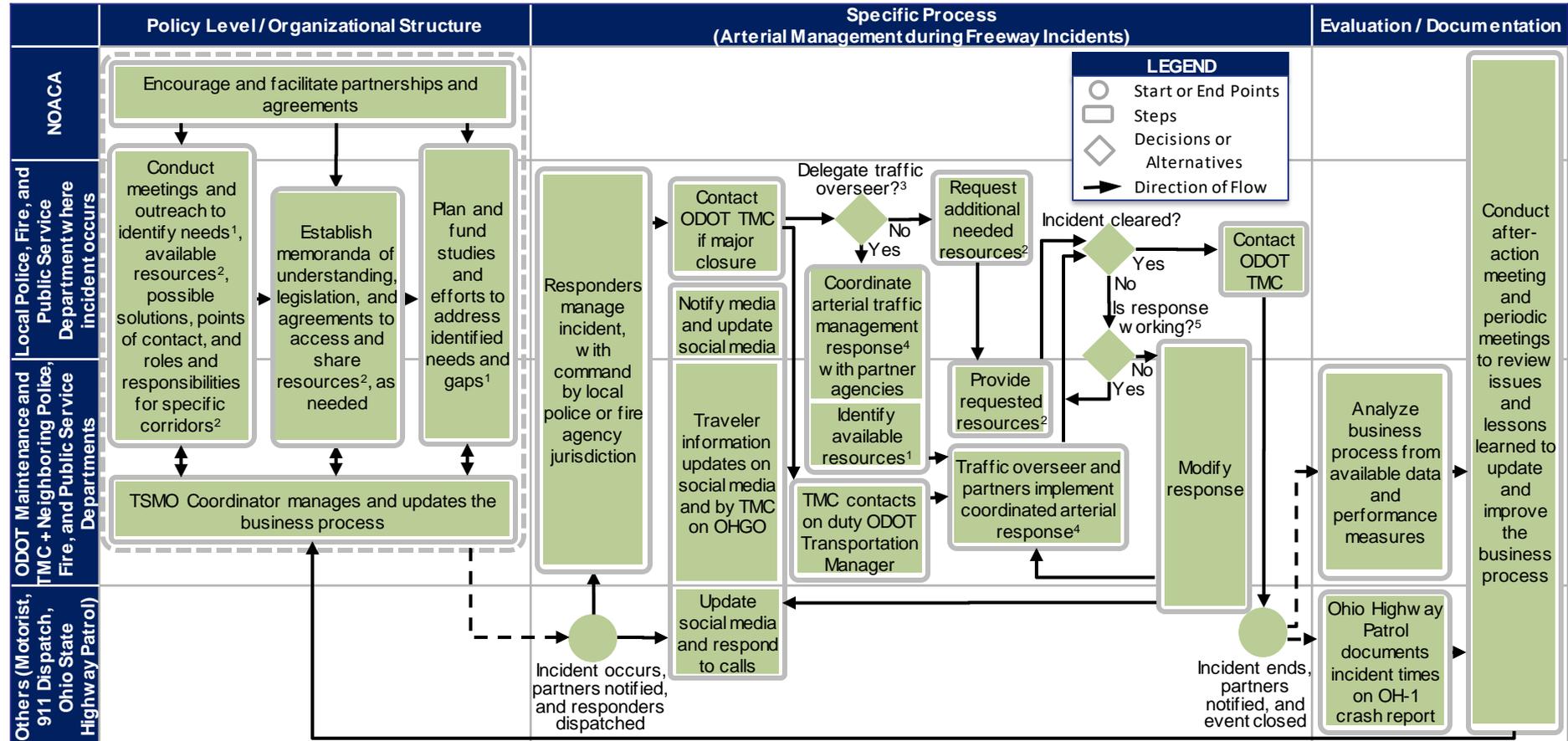


# Improving Business Processes for More Effective TSMO

## NOACA Business Process Diagram for Improving Arterial Management during Freeway Incidents

This business process diagram shows an approach for improving arterial management during freeway incidents.

- Initial policy and organizational activities take place involving meetings to identify possible solutions based on available resources, establish agreements, and address gaps.
- The specific process includes arterial management coordination that occurs alongside existing incident management and traveler information activities. Specifically, a traffic overseer may be identified to facilitate a coordinated response, assign resources, and monitor ongoing impacts to modify the response, as needed.
- The business process is periodically reviewed and updated based on after-action reviews and available performance measures.



- 1) Needed resources may involve new technologies like gates or upgraded signal controllers, for example.
- 2) Available resources may include intelligent transportation systems (ITS) and staff who can provide assistance by managing traffic and closures, e.g. sharing data and cameras, accessing controllers to implement alternate signal timing plan on-site or remotely, truck-mounted dynamic message sign.
- 3) The Traffic Overseer will be the incident commander initially, then may be delegated to another person able to coordinate a multi-jurisdictional response at the local level, e.g. police supervisor, road/signal manager, or ODOT manager.
- 4) Arterial response will vary based on available staff and technologies, and could include remote or on-site traffic signal timing adjustments, deploying incident detour signs, related DMS messages, closures, and diverting traffic.
- 5) This may be answered through input received by a command center, local and neighboring agency staff, and camera operators at the Ohio DOT TMC.