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.

### Policy Level / Organizational Structure

- Encourage and facilitate partnerships and agreements
- Conduct meetings and outreach to identify needs, available resources, possible solutions, points of contact, and roles and responsibilities for specific corridors
- Establish memoranda of understanding, legislation, and agreements to access and share resources, as needed
- TSMO Coordinator manages and updates the business process

### Specific Process (Arterial Management during Freeway Incidents)

- Responders manage incident, with command by local police or fire agency jurisdiction
- Plan and fund studies and efforts to address identified needs and gaps
- Notify media and update social media
- Identify available resources
- Conduct ODOT TMC if major closure
- Request additional needed resources
- TMC contacts on duty ODOT Transportation Manager
- Coordinate arterial traffic management response with partner agencies
- Traffic overseer and partners implement coordinated arterial response
- TMC contacts on duty Ohio Highway Patrol documents incident times on OH-1 crash report
- Modify response

### Evaluation / Documentation

- Conduct after-action meeting and periodic meetings to review issues and lessons learned to update and improve the business process

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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.