

Improving Business Processes for More Effective TSMO

Example Business Process Diagram: Dallas Major Freeway Incident*

Overview

- (1) A major freeway incident occurs with a maximum lane blockage closure with a duration of 60 minutes.
- (2) The City of Dallas, Dallas Sheriff's Office (DSO), Texas DOT, and service patrol/wrecker entities identify and notify each other of the incident.
- (3) Each entity follows established procedures to request assistance from the City of Dallas Fire/Emergency Medical Service (EMS), DSO, and service/patrol wrecker entities, to provide an appropriate response to the incident.
- (4) After the incident, the DSO and City of Dallas complete various post-incident activities to review the response.

