

Improving Business Processes for More Effective TSMO

Traffic Incident Management - Case Study Example

*North Central Texas Council of Governments (NCTCOG): Dallas Major Freeway Incident Clearance**

The North Central Texas Council of Governments (NCTCOG) has worked to help reduce nonrecurring congestion in the Dallas-Fort Worth region through support of a coordinated, regional Freeway Incident Management (FIM) program focused on the quick detection and clearance of incidents. Because of the multijurisdictional nature of the Dallas/Fort Worth Metroplex, each jurisdiction is responsible for traffic incident management (TIM) in its region. Interagency coordination among NCTCOG, City of Dallas Police Department (PD), Dallas County Sheriff's Office (DSO), Texas Department of Transportation (TxDOT) Dallas District, and the Dallas County Towing Consortium exists to respond to and clear incidents quickly.

This case study features a business process for incident response in the city of Dallas. Figure 1 details the business process diagram for responding to a Category 5 incident with a 60-minute maximum duration of lane blockage. The influences for improving this process were driven by a directive (top-down) to be more responsive to incident management and clearance; however, there was also a needs-based/opportunity-based (grassroots) influence at the staff level to improve incident management and response.

The following reliability goals for this business process are:

- Reduce delay due to commercial vehicle crashes; and
- Improve incident response capabilities/reduce response times.

Performance measures have helped drive continuous improvement for incident response processes coordinated by NCTCOG and their partners. Reliability performance measures include the buffer index and national TIM measures related to incident response/clearance times. TxDOT and the Tollway Authority have incorporated the performance measures into their control systems to track measures and secondary crashes. In addition, tow truck operators are required to respond to incidents within a specific time period, and these performance measures are reported to the county on a regular basis.

*Case Study Source: *E-tool for Business Processes to Improve Travel Time Reliability*, Final Report, 2014.
www.fhwa.dot.gov/goshrp2/Content/Documents/Factsheets/SHRP2_L34_Final_Report1401.pdf

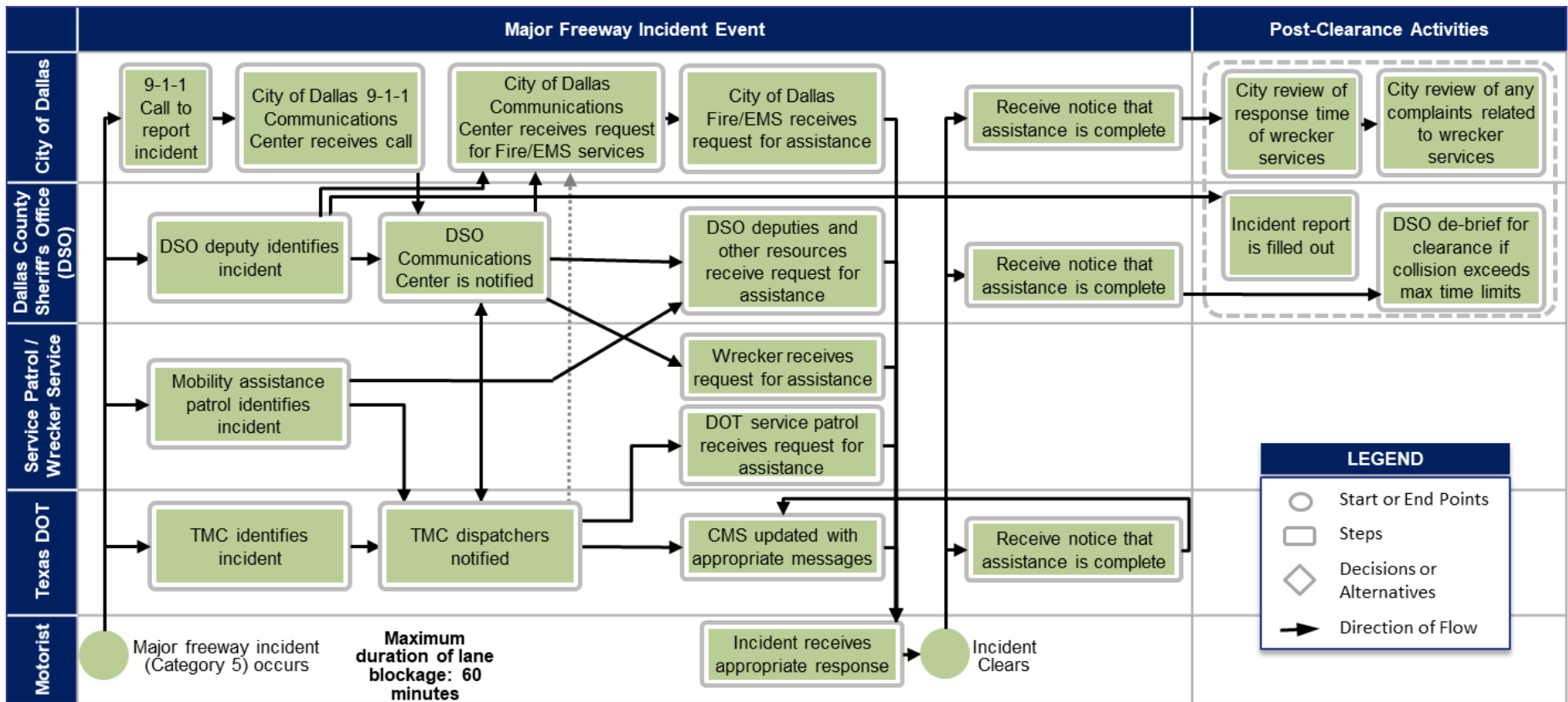


Figure 1. Business Process Diagram for North Central Texas Council of Governments - Dallas Major Freeway Incident Clearance