1. **TOPIC OWNER**

Traffic Systems Operations

1. **PURPOSE**

To establish an after-hours standard notification process between the Statewide Transportation Operation Center (STOC) and Divisions for incidents on multi-lane divided facilities.

1. **OVERVIEW**

The STOC is responsible for:

* Monitoring the roadway network for disruptions that impact traffic.
* Representing the Department after-hours as the primary contact for partner agencies.
* Notifying the Division of major traffic-impacting incidents and on-scene assistance requests
* Providing situational reports throughout an incident until roadway clearance

The current notification practice differs by Division. Standardizing this process will ensure consistency across the state and establish appropriate expectations between the Department and partner agencies requesting assistance.

1. **NOTIFICATION CRITERIA**
2. Traffic-impacting incidents with an anticipated duration of 2 hours or more on any multi-lane divided facility that involve one or more of the following:
* Full road closure in one or both directions
* Overturned commercial motor vehicle
* Fatal or life-threatening injury
* Employee or contractor strike
* Hazardous materials
* School bus crash involving students
1. Structural damage compromising safe use of the roadway
2. Any unusual events affecting roadway operations (i.e., plane crash, bordering states incidents, VIP closures)
3. **NOTIFICATION PROCESS**
4. STOC will notify the Division after-hours based on the criteria above, using the Contact Matrix. If a partner request assistance after-hours for any roadway, STOC will contact the Division requesting an ETA and to provide on-scene contact. STOC will response to partner with ETA. STOC will escalate if unable to reach a Division contact after two attempts.
5. If response is necessary, Division will be enroute with an anticipated arrival of less than 2 hours on-scene and will provide regular updates to the STOC on estimated arrival, changes in lane impacts, and final clearance of the incident.
6. STOC will distribute a Mini-Update that contains a summary of the incident and all coordination efforts conducted in support of the incident.