

Maine – New Hampshire Incident Management Group



Traffic Incident Operating Guidelines

For Incidents Occurring on Interstate 95 and the Maine Turnpike

Version #2 August 1, 2011

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For more information regarding this document or the Maine – New Hampshire Traffic Incident Management Group, contact the Southern Maine Regional Planning Commission

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1. INTRODUCTION

The Traffic Incident Management Group, staffed by the Southern Maine Regional Planning Commission, is a body of traffic incident management stakeholders consisting of law enforcement, fire and rescue, and transportation agencies interested in enhancing traffic incident management on Interstate I-95/Maine Turnpike, Route 1 and other arterial roads in southern York County and northeastern Rockingham County and Strafford County. Incident-related traffic flow issues are an increasingly significant challenge for this bi-state region as witnessed by the number of crashes, natural disasters and other events that have caused traffic circulation issues in the area.

Though this plan was primarily designed for use on the Maine Interstate and Turnpike system, it is available for use on any roadway by any interested party at any time. It should be understood that operational adjustments will need to be made for use on roadways other than the Maine Interstate and Turnpike system.

An “incident” is defined as any non-recurring event that causes a reduction of roadway capacity or an abnormal increase in demand. Such events include traffic crashes, disabled vehicles, spilled cargo, highway maintenance and reconstruction projects, and special non-emergency events (e.g., ball games, concerts, or any other event that significantly affects roadway operations).

Although the problem most often associated with highway incidents is traveler delay, by far the most serious problem is the risk of secondary crashes. Another related issue is the danger posed by incidents to response personnel serving the public at the scene.

The magnitude of these problems can be severe. Incidents critically limit the operational efficiency of the transportation network and put all users of the network at risk.

2. PURPOSE

The purpose of developing this document is to provide appropriate guidance for all responders and stakeholders in order to work toward collaborative solutions for incident management on Interstate 95 and the Maine Turnpike. It is intended that this document will serve as a guideline for decision-making, and can be modified by incident responders as necessary to address existing conditions.

A subcommittee of the Maine – New Hampshire Traffic Incident Management Group met several times during the fall of 2010 and developed the initial draft of this document.

Operating Guidelines Subcommittee:

Lt. Kevin Donovan – Maine State Police Troop G (Turnpike)

Greg Stone – Maine Turnpike Authority, Director of Public Safety

Chief Daniel Moore – Wells Fire Department

Chief Doug Bracy – York Police Department

Chief John Duross – Saco Fire Department

Pam Lheureux – York County Emergency Management Agency, Assistant Director

James Locke – TMC Service Inc., Hazardous Material Response Team

Staff: Tom Reinauer and Myranda McGowan – Southern Maine Regional Planning Commission

3. OBJECTIVES

One of the major goals of the Maine – NH Traffic Incident Management Group is to ensure that responders operate under a clear set of understood and agreed upon incident management practices. These practices will allow for enhanced response cooperation and decreased incident impact. To further this goal, the following five objectives were developed:

Objective One – Increase responder safety by eliminating struck-by incidents, injuries, and fatalities

Objective Two – Minimize impacts to the free flow of traffic

Objective Three – Decrease incident clearance time

Objective Four – Decrease secondary incident occurrences

Objective Five – Improve inter-agency communication during incidents

4. OPERATING GUIDELINES

A. Introduction

All agencies responding to incidents on the highway will utilize the National Incident Management System (NIMS) in a Unified Incident Command whenever appropriate. Unified Incident Command is a team effort that allows all the agencies with responsibilities for an incident to establish a common set of goals and objectives to which all agencies can subscribe. The Unified Incident Command System is not so much about who is in charge, as it is about who is in charge of what. Unified Incident Command enables multiple agencies, which are responding to an incident, to coordinate the effort of that response through one incident manager.

The focus of Unified Incident Command is on combining the knowledge, abilities, and resources of all emergency response agencies and making full use of all available technology. The primary objectives of Unified Incident Command are to arrive on the scene as quickly as possible, conduct a thorough and accurate assessment of the incident (which may vary quite dramatically in nature), secure the scene of the incident,

protect the workers at the scene, and ensure that the backup resulting from the incident is managed in a safe fashion.

If the incident is evaluated and found not to require Unified Command, then a single command should be established by the agency conducting the operation.

All First Responders, after ensuring their own personal safety and the safety and security of any incident victims, shall have as their top priority reducing congestion and mitigating the risk of secondary incidents for public/motorist safety.

Priorities of clearing the incident scene:

- 1. LIFE SAFETY – attend to injured and ensure overall scene safety**
- 2. INCIDENT STABILIZATION – minimize any impact the incident may have on the surrounding area, including traffic**
- 3. RESTORE TRAFFIC TO NORMAL CONDITIONS – reopen traffic lanes as soon as possible**

The first arriving emergency responder will establish command, identify a command post at a safe distance away from the incident, and wear a reflective vest for identification. It is recommended that the vest, jacket, or other approved apparel has “Command” clearly visible. All other responding agencies will send a representative to the command post. The agencies will cooperate and work together for the safe and efficient mitigation of the incident.

Any decisions made will be communicated to other agency representatives to ensure coordination of efforts. The Maine State Police will make the final determination with respect to any disputes that may arise regarding overall scene logistics and safety. Departments and agencies also have the option of requesting a Post Incident Review, outlined in Section 5 of the Guidelines.

B. Roles and Responsibilities

The roles and responsibilities described below are intended to be recommendations, and illustrate how these agencies and emergency service providers are typically involved in the incident management process. It is understood that roles change and evolve based on the type and severity of the incident.

All agencies responding to incidents on the highway will utilize the National Incident Management System (NIMS) in a Unified Incident Command.

Maine State Police

- Serves as part of Unified Command
- Secures incident scene
- Protects incident scene
- Performs first responder duties
- Assists responders in accessing the incident scene

- Establishes emergency access routes
- Controls the arrival and departure of incident responders
- Polices perimeter of incident scene and impact area
- Conducts crash investigation
- Performs traffic control

Municipal Police Departments

- Serves as part of Unified Command
- Establishes emergency access routes
- Assists the Maine State Police in securing the scene
- Polices perimeter of incident scene and impact area
- Performs traffic control

Municipal Fire Departments

- Serves as part of Unified Command
- Protects the incident scene
- Rescues/extricates patients
- Extinguishes Fires
- Responds to and assesses incidents involving a hazardous materials release/spill
- Contains or mitigates a hazardous materials release in cooperation with MaineDEP or private companies as dictated by the situation
- Assumes role of Incident Commander if appropriate

Maine Turnpike Authority

- Serves as part of Unified Command
- Assists police and fire as needed
- Provides vehicles and traffic control equipment, such as sign boards, cones, barrels, etc.
- Implements traffic control strategies and provides supporting resources
- Monitors traffic operations
- Disseminates motorist information

Maine Department of Transportation

- Serves as part of Unified Command
- Assists police and fire as needed
- Provides vehicles and traffic control equipment, such as sign boards, cones, barrels, etc.
- Implements traffic control strategies and provides supporting resources
- Monitors traffic operations
- Disseminates motorist information

- Coordinates with Incident Commander and activates ITS devices
- Assist with setting up traffic control and alternate routes
- Assist with clean-up activities

York County Emergency Management Agency

- Supports Unified Command if requested by initial responding units
- Assists police and fire as needed
- Provides personnel or Incident Management Assistance Team if needed
- Provides technical expertise
- Facilitates communication and coordination across jurisdictions
- Coordinates response from other State and Federal agencies if needed

Towing and Recovery

- Checks in with Unified Command upon arriving on scene and supports as necessary
- Recovers vehicles and cargo
- Removes disabled or wrecked vehicles & debris from the scene
- Mitigates non-hazardous material (cargo) spills

C. Recommended Equipment

Agencies responding to incidents on the highway should consider the following safety related equipment for their vehicles as appropriate:

- A sufficient number of high visibility safety apparel meeting Class 2 or 3 from ANSI 107-2004, or public safety vests meeting ANSI 207-2006 for responding personnel;
- Five DOT approved 28 inch high orange cones with 2 retro reflective bands;
- Traffic flares or other traffic warning devices;
- A minimum compliment of Basic First Aid equipment will be part of the vehicle inventory

D. Communications

- All communications during an incident, whether oral or written, should be in plain language unless the situation dictates otherwise. This ensures that information dissemination is timely, clear, acknowledged, and understood by all intended recipients. Codes should not be used, and all communications should be confined to essential messages. The use of acronyms should also be avoided during incidents requiring the participation of multiple agencies or organizations.

Response Phase

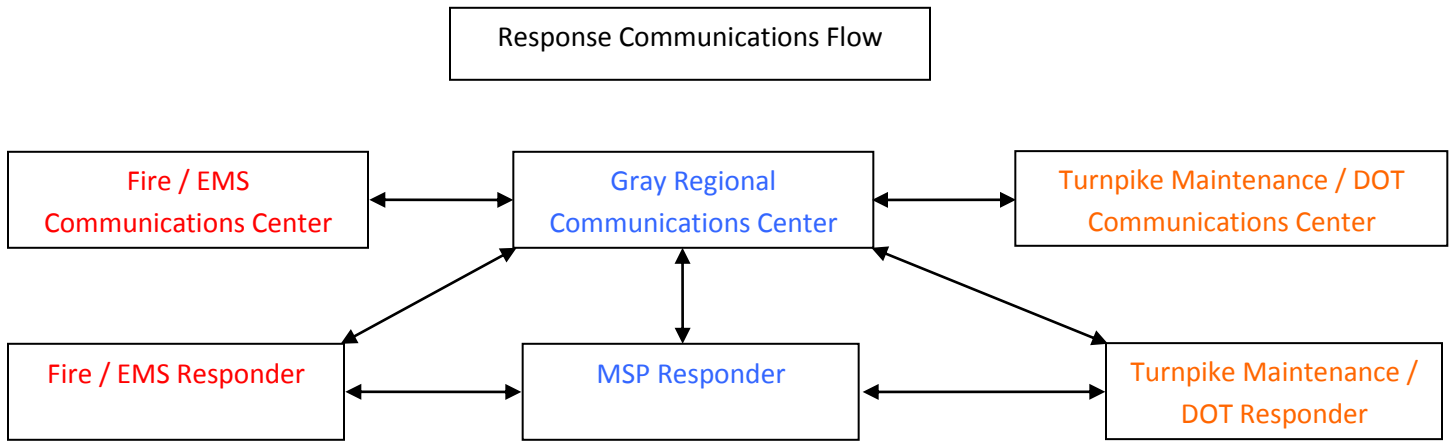
- The frequencies listed below shall be used during incidents where multiple agencies/jurisdictions are involved. The intended purpose of these frequencies is for use by the responding agencies to

communicate directly with each other primarily during the **“response phase”** of an incident in an effort to share information regarding pre-arrival details of the incident.

- The “lead” dispatch center for these incidents will be either the Gray RCC (referred to as “Gray”) for Interstate incidents or Turnpike Maintenance Headquarters (referred to as “Pike”) for Turnpike incidents.
- It will be assumed that incidents occurring in York County will use State Police “Region 1” as the primary frequency:
 - Receive: 155.580
 - Transmit: 154.770
 - PL: 192.8
- It will be assumed that incidents occurring in Cumberland County will use State Police “Region 2” as the primary frequency:
 - Receive: 155.535
 - Transmit: 154.800
 - PL: 103.5
- The dispatch centers for the other responding agencies should be monitoring these frequencies as well during an incident.
- For incidents occurring in border municipalities, such as Saco and Scarborough that have north and south bound agreements, the “lead” dispatch center will make the decision as to which frequency to assign to the incident.
- If one of the above frequencies is already in use for another incident, the “lead” dispatch center will utilize the other frequency. For example, an incident occurring in South Portland (in Cumberland County) on the Maine Turnpike would use State Police “Region 1”. A second incident takes place in Gray (also in Cumberland County) then the “lead” dispatch center (“Pike”) will utilize State Police “Region 2” for the Gray incident.
- The officer in charge of the responding fire/EMS agency should contact “Gray” or “Pike” on the “primary” frequency for the location where they are responding to when their units are in route to the incident.

“Pike” should then advise the responding units if there is a need to change frequencies and repeat this information as the trigger for the MSP Trooper to update the responding fire/EMS agency with scene size up, location and means of travel information.

- If in the event that the responding fire/EMS agency is the first to arrive on scene, then the fire officer in charge should provide the above information to “Gray or Pike”.



On Scene

Once “**on-scene**”, face-to-face communications and Unified Command should be established. Unified Command is responsible for notifying their agencies and the “lead” communications center that they will switch back to their respective, primary frequencies for additional operational purposes.

Demobilization

When the scene is being “**demobilized**”, face-to-face communications should be used whenever possible.

It is important to note that Unified Command still has access to the Maine CONOPS channels as outlined below should the incident be of substantial size to warrant their use.

- State Fire (SF)
 - 154.310 MHz
- Statewide Car-to-Car (SWCC)
 - 154.695 MHz

The Turnpike Maintenance frequency can also be utilized by Unified Command if needed. Even if it is not used directly for on scene communications, Command or a designee should monitor this frequency during an incident.

- RX Frequency: 151.0700
- TX Frequency: 156.0600
- RX Tone: 107.2
- TX Tone 107.2

E. Incident Response and Operations

- Only official emergency vehicles should respond on the highway. Use of personal vehicles should be discouraged unless specifically requested by Command.
- Turnpike toll collectors or other personnel located at toll booths should alert Turnpike dispatch when any emergency response vehicles pass through in route to the incident.
- As a general rule, vehicles should utilize entering and departing ramps to reverse their direction of travel. Use of the median or paved U-Turn locations should be reserved for life threatening emergencies and extenuating circumstances.
- Command should use discretion as to whether or not additional resources in route to the incident will be needed. They may choose to request that equipment and personnel wait at a staging point off the highway until needed.
- At times, it is necessary for emergency vehicles to travel against the normal flow of traffic to access an incident scene. NO vehicles or apparatus will employ this maneuver unless they receive specific approval from the Maine State Police. Once approval is received, the emergency vehicle shall proceed using extreme caution and utilize the right shoulder of the highway only unless the shoulder is obstructed.

F. Arriving on Scene

- Operators of response vehicles shall position their vehicles in a manner that best protects the incident scene, the patients and the work area.
- The first responder on scene shall advise their respective dispatch center of the exact location of the incident.
- Upon arrival, operators shall cancel any warning lights and headlights which may impair the vision of traffic approaching from the opposite direction on the highway.
- When possible, responders should exit their vehicle on the side opposite the traffic flow.
- All responders shall wear high visibility safety apparel meeting Class 2 or 3 from ANSI 107-2004, or public safety vests meeting ANSI 207-2006.
- Size up the scene for any towing/recovery needs
- Lane identification (see photo on next page):
 - Lanes of traffic shall be identified numerically as “Lane 1”, “Lane 2”, etc. beginning from the left to right when considered from the approaching motorist’s point of view. Typically, vehicles travel at a higher rate of speed in the lower number lanes.
 - The shoulder of the highway shall be identified as “Right Shoulder”.
- Exits
 - The term “Departing-Ramp” will be used to describe a lane which leads from the highway to another roadway
 - The term “Entering-Ramp” will be used to describe a lane which leads from another roadway onto the highway.

Interstate 95 and Maine Turnpike Lane Identification

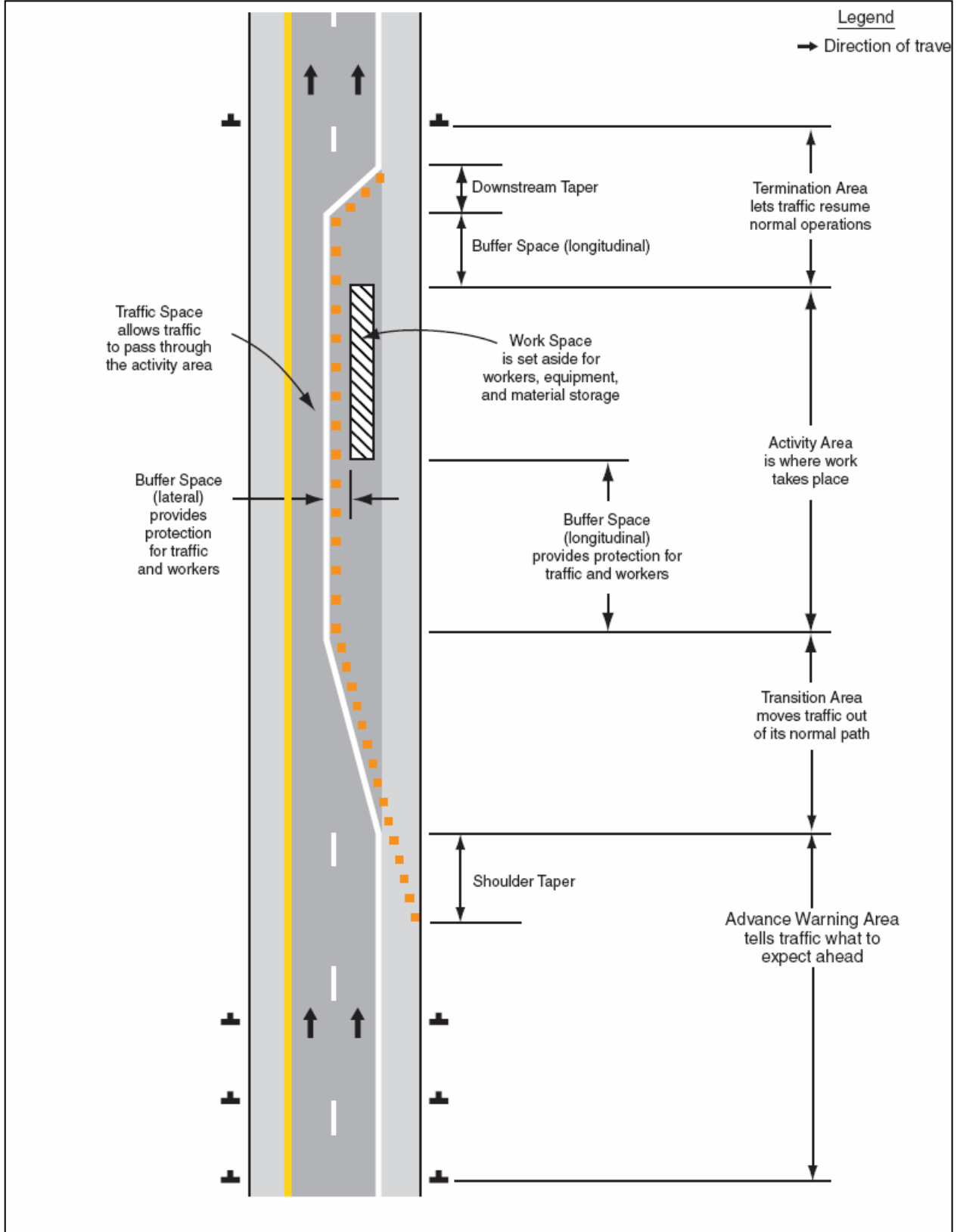


G. Traffic Control

- It is the responsibility of the initial responders to establish measures to safely guide traffic around an incident scene.
 - If there is only one lane affected by the incident, or if the incident is on the shoulder only, responders shall take one additional lane for a workspace whenever possible.
 - If the incident is completely off the paved area of the highway, responders shall attempt to park their vehicles only in the right shoulder whenever possible.
 - Under no circumstances should traffic be allowed to flow around both sides of an incident scene.
- Responders should face traffic at all times when placing and retrieving traffic control devices such as cones and flares.
- All responders must be aware of the five components of the incident scene. All five of these components must be established as soon as possible. These components are:
 - Advance warning area
 - Transition area
 - Buffer space
 - Work space
 - Termination area

The components are depicted in the figure on the following page.

Figure 1 – Components of Incident Scene



Advanced warning area: area set up to warn oncoming traffic of incident scene and danger ahead. This is the motorist's first warning of an incident.

Transition area: area used to assist oncoming traffic in navigating around the incident scene

- Cone or flare placement
- Vehicle directional lighting (arrows)
- Police or fire apparatus placement

Buffer space: area used to protect the work area. Barriers such as large apparatus or police cars are placed in this area. Vehicles or other barriers are to be used as a protective barrier between personnel and traffic when possible. **Whenever possible, no personnel should remain in a vehicle if it is being used as a block.**

When spotting apparatus, drivers should angle vehicle to protect themselves from the traffic. Pumping apparatus should be placed with pump panel protected. Other vehicles should be angled to protect tool access areas or vehicle entry and exit areas. Once the vehicle is spotted and at a complete stop **the driver must turn front tires to 45-degree angle (as far as possible) away from scene.** This will prevent the apparatus from entering the safe work area if struck from behind.

Command as well as other personnel on scene should constantly be aware of changes to safety barriers, for example, law enforcement vehicle or ambulance leaves scene. A safe work area must be maintained until command determines it is no longer necessary.

Work Space: area containing the incident scene, vehicles, patients, equipment

- Fire apparatus with extrication equipment should be placed at the upstream end of the work space. This will allow for access to equipment and blocking
- EMS vehicles should be placed at the downstream end of the work space

Termination area: area where traffic returns to normal

- EMS vehicles leaving the scene may need assistance to enter traffic

Develop a de-commit plan: Command must monitor and maintain control during the dismantling of the scene. Plan to remove personnel, apparatus, victims, bystanders and vehicles safely away from the scene. **Dismantle the scene from the "Termination Area" backwards to the "Advanced Warning Area".**

The termination of the incident must be managed with the same aggressiveness as initial actions. Apparatus and equipment should be removed from the highway promptly to reduce exposure to moving traffic and minimize traffic congestion. Responders should work together safely, quickly and efficiently while doing their best to minimize the exposure of personnel and equipment.

Vehicles that need to merge into traffic should consider employing a police vehicle or other marked emergency vehicle to assist them by providing a slow down. Emergency warning lights should be canceled only after the vehicle has completely merged into traffic.

H. Operating On Scene

- All responders shall wear high visibility safety apparel meeting Class 2 or 3 from ANSI 107-2004, or public safety vests meeting ANSI 207-2006.
- Once the scene has been stabilized, Incident Command shall activate the Traffic Incident Management Call Tree process if the duration of the incident is expected to be longer than one hour.
- For incidents with an expected duration of more than one hour, a temporary traffic control plan shall be implemented with cooperation from responding agencies, state/local police, the Maine Turnpike Authority, MaineDOT and other agencies as appropriate.
- Command should consider the option of appointing an information officer or media liaison. All communication with the media should be handled by the information officer during the incident.
- If a helicopter is needed to transport patients during the incident, the landing zone shall be indicated by Command.
- Incident Command, or a designee, shall provide updates to local dispatch every 15 to 20 minutes unless conditions dictate otherwise.
- The use of a spotter should be considered whenever personnel are working near a live lane.
- Personnel shall never operate in a live lane. If additional lane closures are needed, this information will be shared with Incident Command, and a collective decision will be made to set up additional safe work areas.

5. POST INCIDENT ANALYSIS

Responders are encouraged to utilize the Post Incident Review Process, which was adopted by the Maine – NH Incident Management Group, and is attached to this document as Appendix A. Any of the responding agencies or supporting agencies can initiate a post incident analysis.

6. CHANGES AND UPDATES

Continued collaboration, coordination, and communication among all of the stakeholders are critical to reinforcing and maintaining the Incident Guidelines. The Guidelines should be reviewed once a year by the Maine-New Hampshire Incident Management Group, and any recommended changes will be presented to the Incident Guidelines Subcommittee. The Subcommittee includes the following agencies/departments:

- York Police Department
- Wells Fire Department
- Saco Fire Department
- Maine Turnpike Authority
- Maine State Police
- York County Emergency Management Agency

No change shall be made to this document unless coordinated through the Subcommittee and communicated to all organizations impacted by these guidelines. Each revision will be numbered and documented, and new versions will be distributed by the Southern Maine Regional Planning Commission.

7. RESPONDER CHECKLISTS

Police (State, County or Local)

If first on scene:

- Isolate/secure the scene, establish control zones
- Act to warn approaching traffic of obstructions in the travel portion of the roadway
- Establish unified command
- Determine initial needs to close lanes if necessary (Incident lane[s] plus one additional lane only if possible)
- Stage incoming units
- Contacts towing and recovery
- Determine if incident duration is likely to be longer than one hour. If so, notify appropriate dispatch center and initiate TIM Call Tree procedure.

If command has been established:

- Report to command post and check in with incident command
- Evaluate scene safety/security
 - o Additional threats
 - o Secondary incidents
- Gather witness statements/observations and document
- Initiate other police branch/agency notifications
- Request additional resources
- Assist in securing the incident scene
- Temporary Traffic control considerations
 - o Staging areas
 - o Lanes to close
 - o Entry/egress for emergency vehicles
 - o Temporary Detour Routes – If possible, detour routes established by the ME-NH TIM Group shall be utilized
- Coordinate activities with other response agencies
- Preserve evidence
 - o Diagram the area
 - o Photograph the area
 - o Prepare a narrative description
 - o Maintain an evidence log
 - o If needed, coordinate accident investigation team/accident reconstruction team
- If needed, notify coroner if not already completed by fire/EMS
- Participate in unified incident command

Fire and Rescue

If first on scene:

- Isolate/secure the scene, establish control zones
- Determine initial needs to close lanes if necessary. (Incident lane[s] plus one additional lane only if possible)
- Act to warn approaching traffic of obstructions in the travel portion of the roadway
- Establish unified command
- Evaluate scene safety/security
- Stage incoming units
- Contacts towing and recovery as appropriate
- Determine if incident duration is likely to be longer than one hour. If so, notify appropriate dispatch center and initiate TIM Call Tree procedure.

If command has been established

- Report to command post and check in with incident command
- Gather info regarding the incident, number of patients, etc.
- Assign NIMS positions as needed
- Request additional resources
- Use appropriate self protective measures
- Consider specific objectives
 - o Rescue/extrication
 - o Evacuation
 - o Water supply
 - o Fire suppression
 - o Control and isolate patients
 - o Triage/treat, assist EMS
 - o Establish helicopter landing zone off corridor if necessary
- Participate in unified incident command

Emergency Medical Services

If first on scene:

- Isolate/secure the scene, establish control zones
- Act to warn approaching traffic of obstructions in the travel portion of the roadway
- Determine initial needs to close lanes if necessary. (Incident lane[s] plus one additional lane only if possible)
- If appropriate, work with fire & rescue and police in establishing unified command
- Evaluate scene safety/security
- Stage incoming units
- Contacts towing and recovery as appropriate

If command has been established:

- Report to command post and check in with incident command
- Gather information regarding
 - o Number of vehicles involved
 - o Number of patients
 - o Severity of injuries
 - o Scene safety, traffic flow
- Assign medical positions as needed
- Notify hospitals
- Request additional EMS resources through Command, specialty hospitals – trauma/burns
- Use self-protective measures
- Initiate care and treatment/triage of patients
- Notify coroner if fatality
- Participate in unified incident command

Vehicle Positioning Guides – I-95 Corridor Coalition

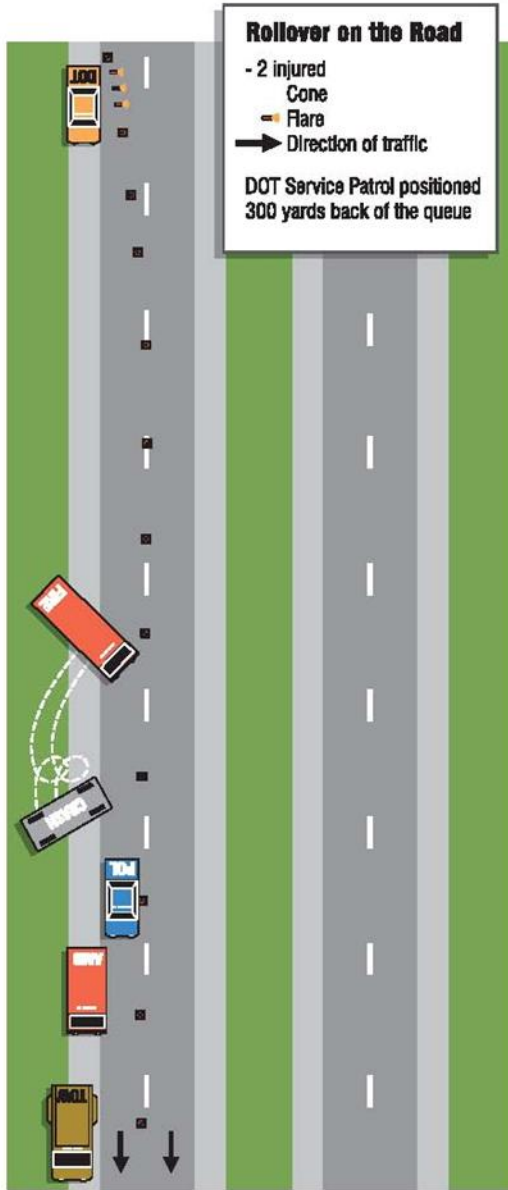


Figure 10-8. Rollover on the Road

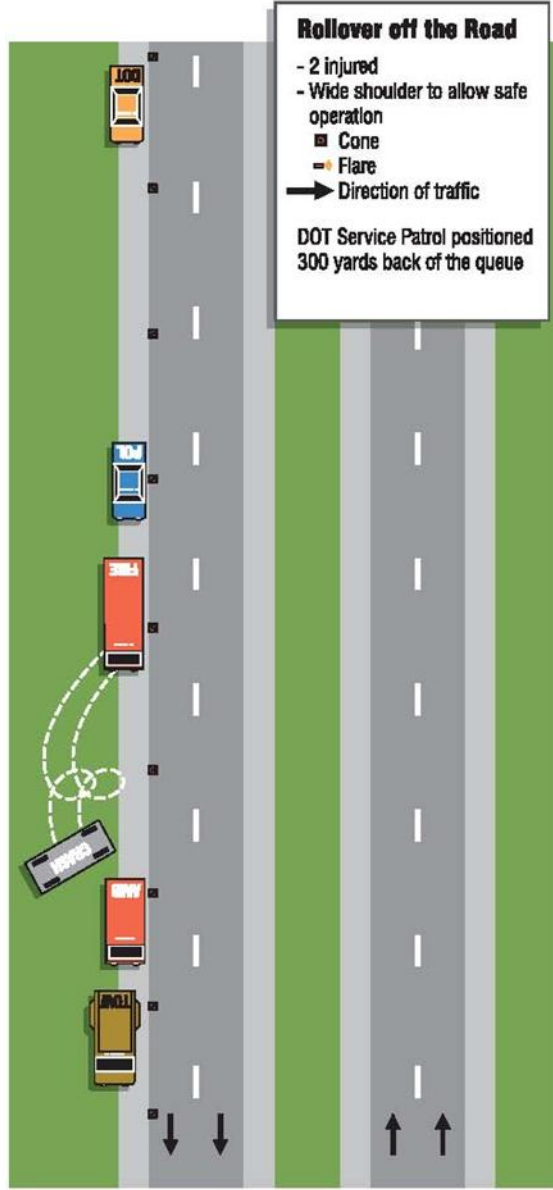


Figure 10-9. Rollover off the Road



Coordinated Incident Management
Toolkit for Quick Clearance

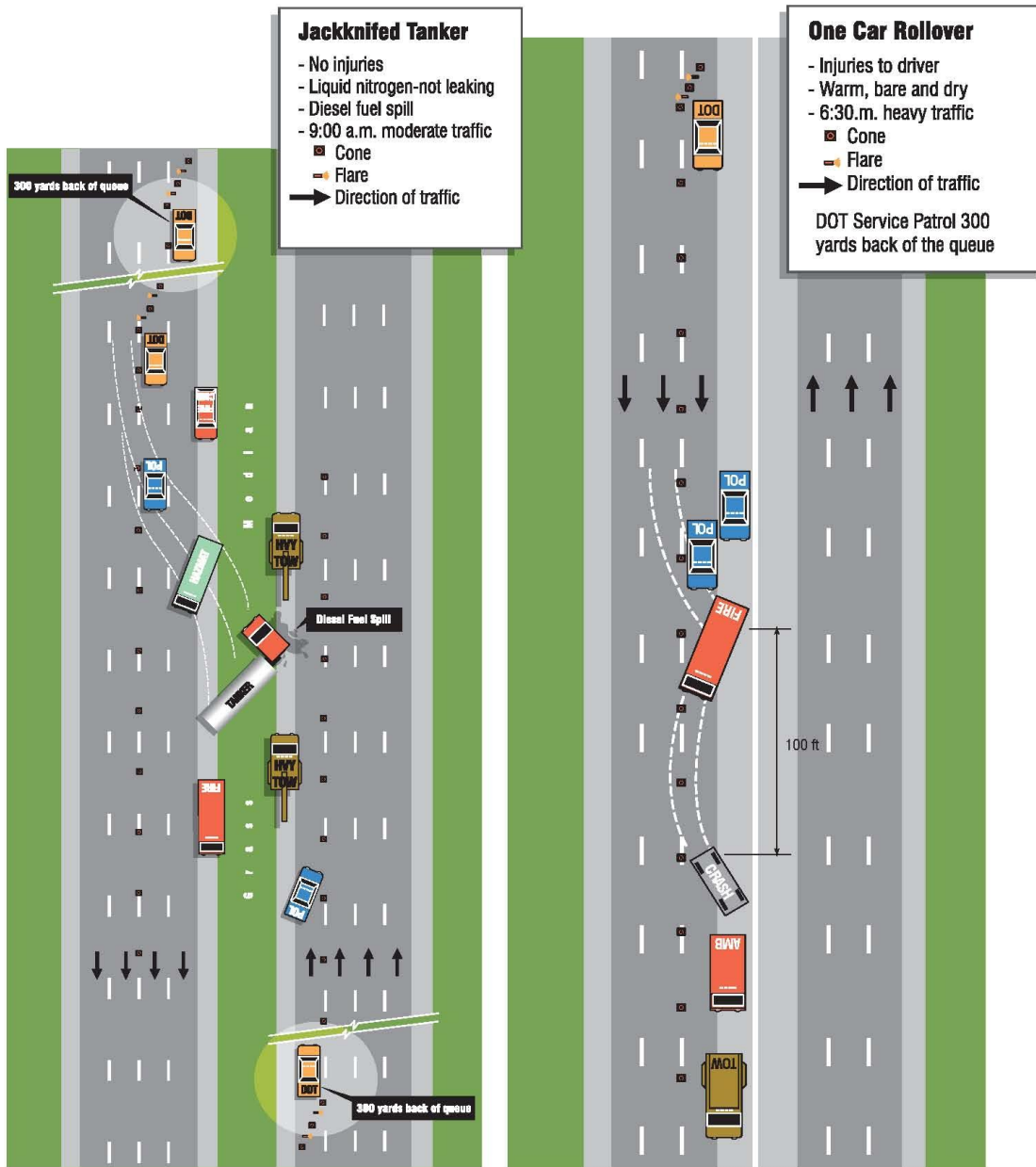


Figure 10-10. Jackknifed Tanker

Figure 10-11. One Car Rollover

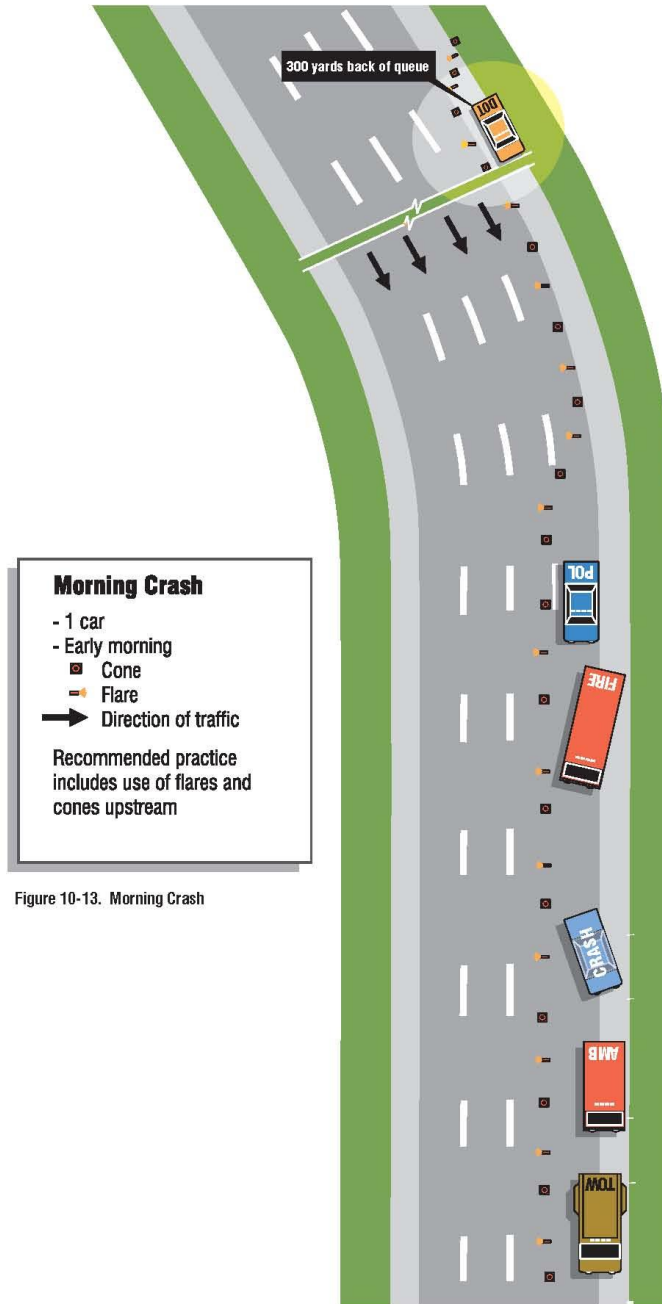


Figure 10-13. Morning Crash

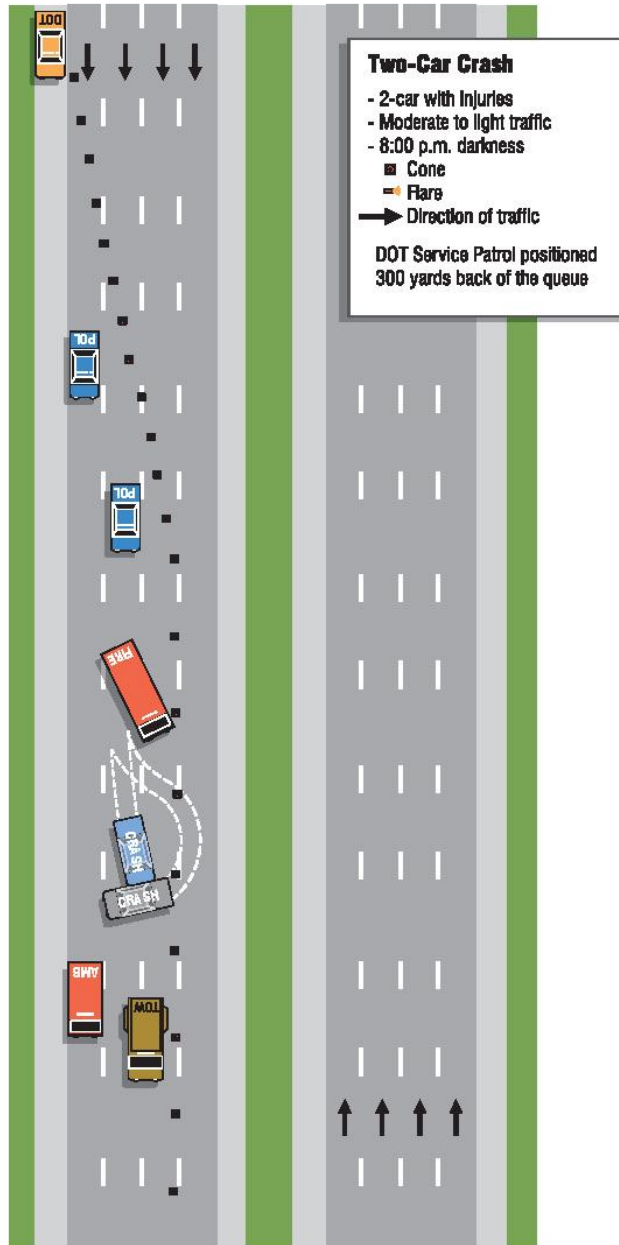


Figure 10-14. Two-Car Crash



Coordinated Incident Management
Toolkit for Quick Clearance

Appendix A

**Maine – New Hampshire Traffic
Incident Management Group**

POST INCIDENT ANALYSIS (PIA)

For use by:

Police (state, county, local)

Fire (salaried and volunteer)

Rescue (salaried and volunteer)

MaineDOT

Maine Turnpike Authority

New Hampshire DOT

Emergency Management Agencies

Maine Department of Environmental Protection

New Hampshire Department of Environmental Services

Towing & Recovery

Applicable Contractors

Other Agencies

Management of an incident will only be effective when there is an ongoing process of evaluation. The Post Incident Analysis (PIA) is the recreation of events that occurred to review and assess the process, procedures and operations performed to identify the effectiveness and weaknesses during the incident time frame.

“An “incident” is defined as any non-recurring event that causes a reduction of roadway

capacity or an abnormal increase in demand. Such events include traffic crashes, disabled vehicles, spilled cargo, highway maintenance and reconstruction projects, and special non-emergency events (e.g., ball games, concerts, or any other event that significantly affects roadway operations).

Purpose

The purpose of the Post Incident Analysis is to:

- Reinforce effective operations
- Identify areas of improvement for future operations
- Share results with others seeking opportunities to be more effective

The analysis is not used to criticize or discipline any persons or actions taken during the incident. All participants in the analysis process must be truthful and candid in an effort to determine operational or management areas that may need improvement.

General Information

- A. Any of the responding agencies or supporting agencies can initiate a post incident analysis.
- B. Southern Maine Regional Planning Commission staff will be responsible for:
 - Ensuring that all responding agencies, supporting agencies and agencies in the responding areas are invited to the meeting
 - Coordinating the meeting date, time and location
 - Provide the necessary materials such as the Responder Checklist
 - Gathering all materials after the analysis session
 - Writing the final report to be distributed
- C. The analysis should be conducted as soon after the incident as possible, to ensure that the details are still fresh in each participant’s mind. Whenever possible, the analysis should be conducted no later than 30 days following the incident.
- D. It is always best to have a facilitator present to conduct the analysis meeting who, preferably, is not one of the responders (SMRPC Staff could facilitate if needed).

Analysis Session Outline

- A. Review incident activities in chronological order of events.
- B. Follow the Responder Checklist format as you go through the session.
- C. Participants should come prepared:
 - Bring their filled out copy of the Responder Checklist
 - Be ready to actively participate in the discussion
 - Bring an open mind, being candid and open to suggestions
- D. Several forms can be utilized before the session is started and after:
 - Responder Checklist
 - Incident Commander Input Form
 - Miscellaneous forms as used by participating agencies

Lessons Learned

- A. The Post Incident Analysis will provide a wealth of information that can be used to improve future incident operations.
- B. SMRPC will be responsible for the After Action Report, and will work with the lead agency, or the agency that called for the review, to prepare the final document.
- C. The After Action Report consists of:
 - Background, circumstances and summary of events surrounding the incident
 - Initial findings and plan of action taken
 - Decisions made, tactics used, and overall strategy
 - Summary and lessons learned
 - Recommendations to improve future operations
- D. The After Action Report will be sent to all attendees of the PIA, and the members of the Maine – New Hampshire Traffic Incident Management Group for review.

After Action Report

This report is to address the findings of the post incident analysis, the problems encountered, lessons learned, and set forth recommendations for improvement in future operations. The format should be in chronological order as events of the incident occurred.

Format for the After Incident Report:

Background and Summary of Incident

This section is to include a brief account of the events that occurred at the incident. Present any pertinent information regarding the incident situation.

Initial Findings

Describe the situation on arrival of the first appropriate Department resources and their initial actions. This section should include a description of the following on arrival of the first command level officer: description of the situation, his/her primary objectives upon taking command and the initial assignments made.

Also included in this section, should be a description of the following when the incident commander issues command: description of the situation, his/her strategy, objectives, and assignments made.

Lessons Learned

Provides a complete and accurate description of issues/problems that occurred with sufficient details to provide a source of information. This section should also highlight actions or details of the response that worked well, and provide explanations as to why these were successful.

Recommendations to Improve Future Operations

Includes recommendations to overcome issues or corrective actions to problems to eliminate reoccurrence at future operations. It also, whenever possible, should include a corrective action plan, listing specific tasks by agency which should be implemented prior to future incidents.

Responder Checklist

Thank you for accepting the invitation to participate in the Post Incident Analysis. By filling out the form below, you will be able to jog your memory regarding various aspects of the event. Filling the form out is strictly voluntary and you need to only fill out the parts that apply.

Agency: _____

Name: _____

Date of Incident: _____

Name of Incident Commander: _____

Agency of Incident Commander: _____

Who notified you of the incident, when and how?

When did you arrive on the scene? _____

What resources or services did you provide?

Was the Unified Incident Command established? Yes No

Was NIMS/ICS used? Yes No

Were the communications effective or do they need to improve?

Was the media notified of the incident? Yes No

Were you made aware of detours or other traffic changes regarding the incident?

Yes No

Was funding and authority for decisions available or hindered?

What were the constraints that you experienced or saw?

What suggestions can you offer to assist in improving operations?

Incident Commander Input Form

Note: This report should only be completed by the incident commander.

Incident Date: _____

Name: _____

Agency: _____

Notification Time: _____

Describe the situation upon your arrival to the scene:

What plan of action did you use to combat the situation when you took command?

Describe any changes made during the process

Describe any assignments made to achieve the Plan of Action:

List any orders given:

Briefly explain any problems encountered, including type and how resolved:

Recommendations:
