

Incident Management Workshop



Incident Management Performance Measures Workshop

In May 2013, The NCTCOG Transportation Safety Program Area held a workshop with regional partner agencies and first responders to build consensus on regional incident management performance measures. During the workshop, the following regional definitions were agreed upon:

- **Incident Clearance Time** – The time between the first recordable awareness on an incident and the time at which the last responder has left the scene.
- **Roadway Clearance Time** – The time between the first recordable awareness of an incident by the responding agency and the time at which all lanes are available for traffic flow.
- **Secondary Crash** – Incidents beginning with the time of detection of the primary incident where a collision occurs either a) within the incident scene or b) within the queue, including the opposite direction, resulting from the original incident.
- **Recovery Time** – The time between the first recordable awareness of an incident and the restoration of impacted roadway/roadways to “normal” operations.

