

## Multi-agency training can:

- Increase awareness of responder safety issues
- Improve multi-agency coordination
- Reduce expenses and clearance times for traffic incidents
- Reduce confusion of roles, responsibilities and jurisdiction lines
- Reduce congestion and increase efficiency of the transportation system
- Improve air quality in the Dallas-Fort Worth area



**S**eparate courses have been developed for incident responders, managers and policymakers. Each explains goals, objectives and benefits of multi-agency incident management coordination and training.

## Those attending will receive information about:

- Operations and training
- Providing motorist information
- Detection and verification
- Response
- Site management
- Clearance
- Traffic operations/management



**C**onducted at NCTCOG's Regional Training Center, courses can also be held on location, allowing incident responders, managers and executives from different departments and agencies to share ideas for improving incident management.



Course participants can earn Continuing Education Unit (CEU) credits toward their Texas Commission on Law Enforcement (TCOLE), Track Type II Fire, and Emergency Medical Services (EMS) CEUs. This program is also authorized for 1.5 CEUs through the University of Texas at Arlington Division for Enterprise Development.

CONGESTION  
MANAGEMENT  
PROCESS

# TRAFFIC INCIDENT MANAGEMENT

DALLAS-FORT WORTH AREA



## For course schedules or more information:

### Length of courses :

- **First Responder & Manager**  
- 2 days (15 hours)
- **Executive Level**  
- 2 hours

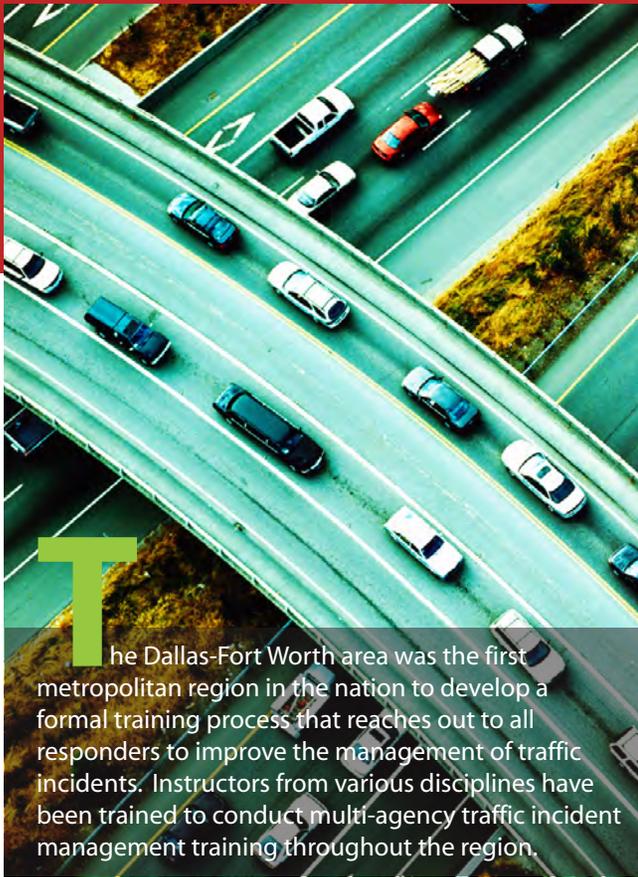
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North Central Texas  
Council of Governments

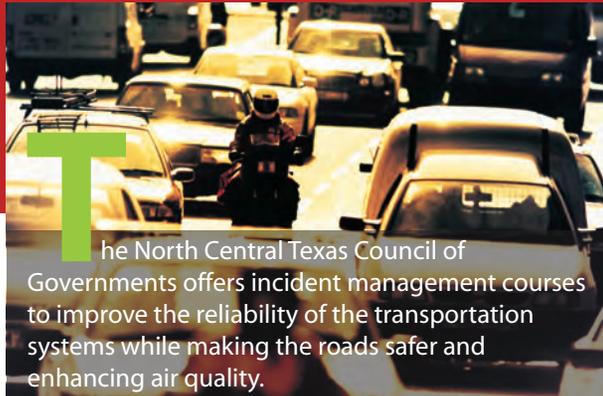


**T**he Dallas-Fort Worth area was the first metropolitan region in the nation to develop a formal training process that reaches out to all responders to improve the management of traffic incidents. Instructors from various disciplines have been trained to conduct multi-agency traffic incident management training throughout the region.



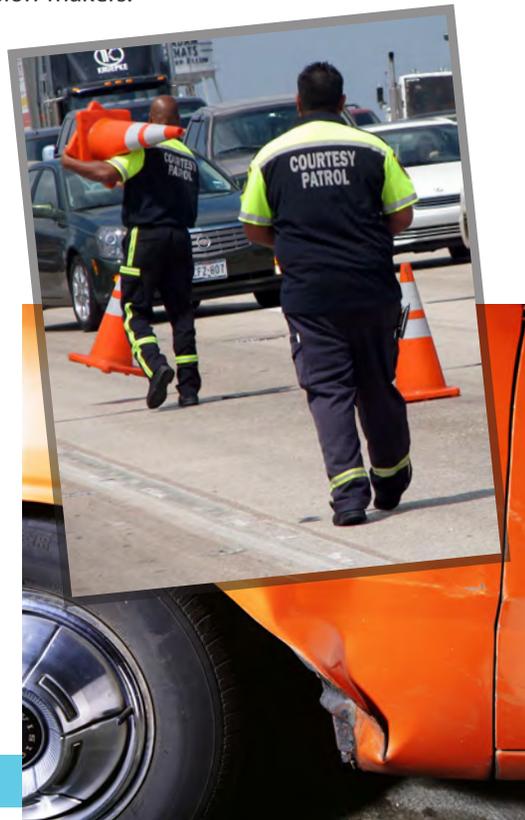
Safer roads and easier commutes are important to North Texas drivers. They want to know their trips will be reliable and safe. The North Texas transportation system relies heavily on capacity improvements and technology to keep pace with growth. But another component essential to mobility is the management of traffic accidents and other incidents.

Image source: thinkstock, TxDOT, NCTCOG



**T**he North Central Texas Council of Governments offers incident management courses to improve the reliability of the transportation systems while making the roads safer and enhancing air quality.

Courses are customized for first responders and policymakers. First-responder classes are open to police, fire, EMS, transportation agencies, as well as towing operators and the media. The executive level course is open to policymakers and other decision-makers.



**M**ulti-agency training improves responder and driver safety. Agencies that are better prepared for the challenges traffic incidents pose are able to open affected roads sooner. Rapid clearance of traffic incidents can save hundreds of thousands of hours per year.

In a metropolitan area where clogged roadways are often the norm, quickly resolving traffic incidents can allow drivers to get to and from work more easily, improving productivity and quality of life.



**B**y implementing techniques that have proved effective, agencies can reduce clearance times by as much as 40 percent. This benefits regional air quality and improves the safety and efficiency of travel for drivers.

**Background for instructors :**

- Fire
- Police
- EMS
- Towing operators
- Transportation agencies