

Stories for Discussion

Incident Management Planning

- Response Plan Creation — for planned/unplanned events with and without transit

Incident Management Execution

- Incident Detection
- Incident Validation
- Incident Characterization
- Probable Effects
- Severity Determination
- Initial Response Plan Selection
- Prediction Using Plans
- Plan Selection
- Plan Implementation

Daily Work

- Data Collection
- Data Quality
- System Monitoring
- Model Management
- Planning of Maintenance and Upgrades

Maintenance – Short-Term Deviations from Nominal

- System Notified of Upcoming Roadway or ITS Element Changes
- Update Model to Account for Changes and Possible Impact on Incident Management

Unplanned Absences, Errors, Malfunctions

- Changes to Network
- ITS Elements Break
- Software Breaks
- People Out Sick
- The DSS should try to determine if there is an unplanned change and its importance.
- Some may be seen as an incident.
- How to deal with bad data or multiple ITS elements?

Reporting and Performance Evaluation

- Monthly Review
- Events/Incidents over Past Reporting Period
- Lessons Learned
- Reporting to Stakeholder Governing Bodies

Program Management

- Maintaining Relationships
- Ensuring Funding
- Planning of System Upgrades
- Ensuring Proper Training and Cultural Changes