event

First Call

Open Incident

Identification
- *Notify CHP/CT staff*

The "first call" can come from any number of sources:
- CAD
- ATMS Map
- Caltrans field units
- Public—via phone
- CCTV
- Media
- Neighboring districts

Location

Verify Incident

Verification
- *Confirm location*
- *Determine type*
- *Determine severity*

Verification using:
- CCTV
- CHP Field Units
- Caltrans field units

Diagnosis

{Response Action}

Ideally, each type of response action will be logged.

Response
- *Disseminate*
- *Field response*
- *Coordinate*
- *Manage*

- Public (CMS,Media,HAR)
- Intra-agency
- Inter-agency

- Notify TMT
- Maintenance
- HAZMAT
- Coroner (by CHP)
- Fire
- Freeway Service Patrol
- Tow
- Local Police

- CHP
- Neighboring districts
- Local agencies

- RMS
- Closures (via CMS, HAR)

Diagnosis

{Status Change}

{Close Incident}

Monitoring
- *Condition changes*
- *Multiple incidents*
- *Performance reports*

We want to be able to map any status changes to the collection of response actions used.

Figure 1: Flowchart