



Who can I call for help?

During peak traffic times, contact the Incident Response team by calling 846-7500 or *ISP.

How the public can help improve the program

If you'd like to share an experience you've had with Incident Response, please send us an e-mail at comments@itd.idaho.gov or call (208) 334-8363. We want to hear from you about how we are doing.

For service call ISP Dispatch at

846-7500 or *ISP

For questions regarding Incident Response call

208-334-8363



511.idaho.gov

Drivers can access road and weather condition information across the state by phone or computer.



ITD's Incident Response provides assistance to motorists by:

- ◆ Changing a flat tire
- ◆ Jump-starting a car
- ◆ Refilling a radiator
- ◆ Providing a gallon of gas
- ◆ Offering use of a cell phone to make an emergency call



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Frequently Asked Questions

INCIDENT RESPONSE



What is Incident Response?



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846-7500 or *ISP

What is Incident Response?



ITD's Incident Response team provides assistance to motorists in the Treasure Valley and supports emergency responders, such as law enforcement and ambulance staff. The program's goal is to improve safety and facilitate traffic flow on the interstates near Boise.

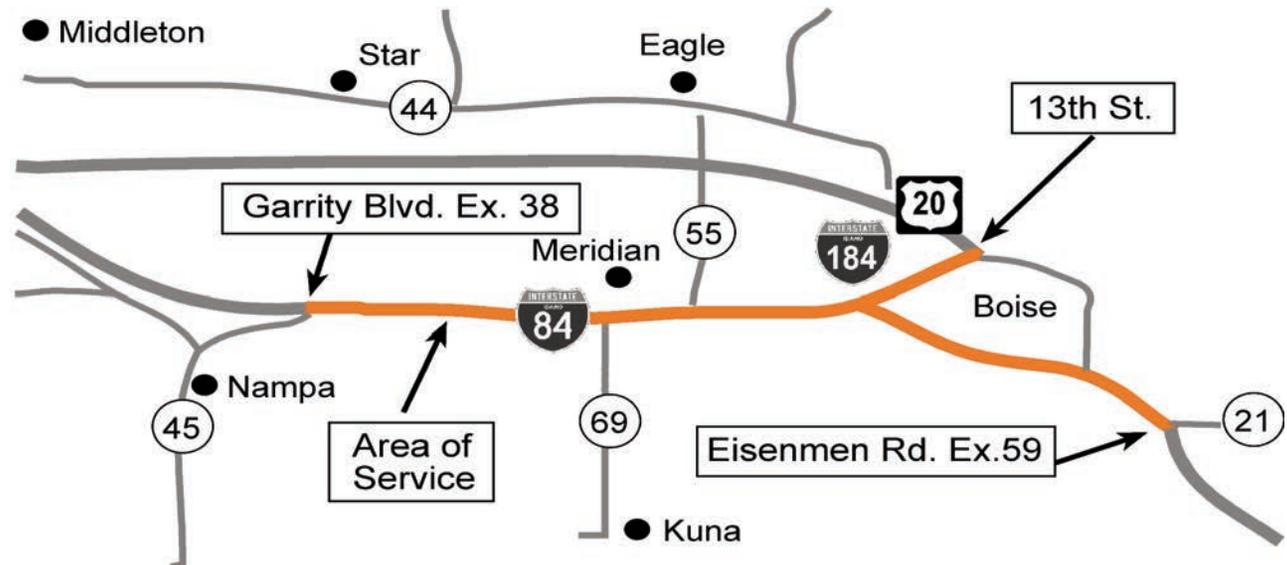
Since the program's inception in 1997, crews have responded to well over 100,000 traffic incidents.



Where and when does Incident Response patrol?

During morning and evening commuting hours on weekdays, the Incident Response team offers assistance on a 20-mile stretch of I-84 between Nampa and east Boise and on the Connector (I-184) (see map, above).

INCIDENT RESPONSE PATROL AREA



What other help does Incident Response provide?

- ◆ Reducing congestion on I-84 and the Connector by responding to disabled vehicles and other issues that impede traffic.
- ◆ Reducing secondary accidents that occur when traffic backs up due to crashes or other incidents.
- ◆ Reducing the risk of injury to EMS, fire, police or other emergency responders and to motorists at scenes of crashes or incidents.
- ◆ Reducing automotive emissions that are increased by congestion.

How does Incident Response benefit drivers?

Reducing congestion helps travelers in many ways, but improved safety is the main benefit of the Incident Response program.

Any incident that clogs the roadway has the potential to create secondary crashes. But the quicker the original incident is cleared, the less time motorists and response personnel are exposed to hazards and the possibility of secondary collisions.

For each minute a crash is not cleared, the chances of a secondary crash increase by about three percent. By this measure, each half hour a crash is not cleared almost doubles the chances of another crash.

There also is a significant economic benefit to reducing traffic impediments. It's been estimated that in southwest Idaho, a half-hour delay in an urban setting can equate to about \$30,000 in lost work productivity, secondary crashes, increased fuel consumption and increased vehicle emissions.

