



## Productivity

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Prepared by Transportation Planning  
Missouri Department of Transportation

## Incident Notification Guide for St. Louis TMC Staff

<https://youtu.be/Zbd-t1tI8vY>

### Description and Benefit

The Incident Notification Guide is used by the TMC to notify the appropriate parties when an incident has met certain criteria. The TMC handles a lot of incidents, but there are certain incidents that require extra work on our part to notify additional parties. The Incident Notification Guide is broken up into Districts. This Guide is in SharePoint and easily accessible for all users. It is also easily editable by all users, in case there are changes or updates that need to be made to the contact protocols or processes. This Guide simplifies work and takes away the need for Operators to memorize who to contact for specific events, which would be extremely costly if a step was forgotten. Aside from the hourly rate that an employee would be paid to work on it, there are no other costs associated with it. In just a few clicks, an operator knows exactly who they need to call or email.

### For More Information Contact

St. Louis District

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