The Turnpike system is vulnerable to disruption from a variety of human-caused and natural events—traffic incidents, weather, construction, natural disaster, and terrorism-related incidents. The Turnpike is developing a Continuity of Operations Plan (COOP) that guides the organization when natural or manmade events impacts operations for an extended period. The Turnpike developed an Emergency Transportation Operations Plan (ETOP) to assist in its planning for and execution of its TIM program in a collaborative and sustained manner to reduce the fatal and reportable crashes, reduce accident duration and improve safety for its workers and customers.

The statistical impacts from incidents on the Turnpike are as follows:

- Over the three year period 2013-2015, there were:
  - 49 fatal crashes
  - On average, over 2600 incidents are reported along the Turnpike each year.
- 28% of all Turnpike congestion is attributed to traffic incidents
- 28% of all accidents are attributed to excessive speed.

By having a strong TIM program that provides education and learning opportunities for the Turnpike staff and its partners, the Turnpike increases responder safety, promotes quick and safe clearance, and enhances prompt and reliable incident communications.

- The Continuity of Operations Plan defines how the Turnpike responds to long-term incident and emergencies impacting operations.
- The Emergency Transportation Operations Plan sets the vision for the Traffic Incident Management Program
- Emergency Response and Activation Playbook defines emergency activation procedures and responsibilities
- State Agency Highway Incident Road Closure Framework defines how the Turnpike and their partners respond to extended road closures.
- Incentive Towing results in quicker clearance of major incidents
- NIMS and TIM Training
- Team building and Outreach
- After Action Reviews are critical to the continued success of the Turnpike’s TIM program and serve as an invaluable tool to help the Turnpike and our partners become stronger as a team through improved planning, training, policies, and operations.