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## 1. Introduction

Traffic Incident Management (TIM) is a planned and coordinated program to detect and remove incidents and restore traffic capacity as safely and quickly as possible.

In addition to the guidance found in the OTIC *Traffic Incident Management Guidelines*, the following plays/diversions were developed to give direction if the need arises to divert customers at specific locations.

While the plays/diversions cannot account for the complicated sequence of events that surrounds a major incident, they can be used as an established methodology to divert traffic.