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## 2. Communication Plan

Every incident impacts stakeholders, and each incident will have different stakeholders. Identifying those critical stakeholders and targeting communication to meet their individual needs is an important process.

In addition to the communication processes spelled out in the OTIC Traffic Incident Management Guidelines the following processes will be included if a play is activated.

1. An incident occurring on the Turnpike requiring a diversion:
  - A. The Communications Center will notify OTIC personnel based on the current OTIC Incident Notification List.
  - B. Before implementing a diversion the Communications Center must notify agencies listed in the implemented play's "Emergency Closure Notification List".
    - i. Suggested dialog: *My name is \_\_\_\_\_ from the Ohio Turnpike. We have a (state incident type; i.e. Commercial rollover, multi-vehicle accident, serious injury accident, vehicle fire, etc.) at milepost \_\_\_\_\_. We are preparing to divert all traffic off the Turnpike on to \_\_\_\_\_ (route name). We are telling traffic to divert using the following route (recite play Diversion Route). Are you aware of any obstructions along that route?*
2. An incident occurring off the Turnpike that may affect Turnpike customers:
  - A. The Communications Center will notify OTIC personnel based on the current OTIC Incident Notification List.