- Treasure Valley Incident Management Operations Manual -

**List of Contacts**

- **Idaho State Communications Center**
  - State Comm. – Instate Only 1-800-632-8000
  - Commercial & Out of State 1-208-846-7610

- **Idaho State Police**
  - State Office (Director’s Office)
    - ISP Headquarters (Meridian) 208-884-7200
  - Emergency Dispatch
    - ISP Region 3 (Boise/Meridian) 208-846-7500
    - Toll-Free District Dispatch 1-800-233-1212
    - Toll-Free District Dispatch (Cellular Only) *ISP
  (The numbers for Toll-Free Dispatch contacts are valid only for calls originating within the state of Idaho)

- **Idaho Division of Military**
  - Bureau of Hazardous Materials
    - 24-Hour Toll-Free Line 1-800-632-8000
    - Out of State 1-208-846-7610
  - Bureau of Disaster Services (Idaho State EOC)
    - 24-Hour Duty Officer 1-800-632-8000/1-208-846-7610
    - Boise Office

- **Idaho Transportation Department**
  - Maintenance Engineer – HQ, Boise 208-334-8558
  - ITD District 3 208-334-8300
  - ITD Dispatch 208-846-7610

- **National Weather Service**
  - Boise Office 208-334-9860
  - Emergency Calls Only 208-334-9508

- **Adjacent States**
  - Nevada Highway Patrol – Elko 1-775-753-1111
  - Oregon State Police – Bend 1-541-388-6213 x200
  - Utah Highway Patrol – Salt Lake City 1-801-538-1618

- **Ada County** (Boise, Eagle, Garden City, Kuna, Meridian, Star)
  - Ada County Highway District (ACHD) 208-387-6100
  - ACHD Traffic Management Center (signal & ITS operations)
    - During Daytime 208-387-6195
    - After Hours ((5:30pm to 7:00 am) 208-860-6657
  - Ada County Maintenance & Operations 208-387-6325
  - Ada County Sheriff 208-577-6645
  - Ada County Paramedics
    - Dispatch Emergency 911
    - Non Emergency 208-377-7351
    - Business Office 208-287-2962
  - Ada Boi Inc. (EMS) 208-362-2973
  - Access Air Ambulance 208-333-9911
  - Saint Alphonsus Life Flight 208-367-3079
  - Saint Luke’s Medical Transport 208-381-2818
  - Clear Creek Fire Department 208-392-4457
  - Gowen Field Fire Department 208-422-5828
  - North Ada County Fire and Rescue 208-375-0906
  - Idaho Air National Guard Fire Department 208-389-5867
### Canyon County

- **Nampa Highway District #1** 208-467-6576  
- **Canyon Highway District #4** 208-454-8135  
- **Notus-Parma Highway District #2** 208-722-5343  
- **Golden Gate Highway District #3** 208-482-6267  
- **County Sheriff** 208-454-7531  
- **Canyon County Emergency Management** 208-454-7531  
- **Canyon County Ambulance District** 208-466-8800

### Municipalities

- **City of Boise (Public Works)** 208-384-3900  
  - Emergency, Public Works 208-384-3927  
  - Utilities Maintenance (S, G, PI) 208-384-8128  
  - Boise Fire Department 208-384-3950  
  - Boise Police Department 208-377-6670  
- **City of Eagle (Public Works)** 208-489-8777  
  - Eagle Fire Department 208-939-6463  
  - Eagle Police Department 208-938-2260  
- **City of Garden City (Public Works)** 208-472-2930  
  - Water & Sewer Emergencies 208-375-3194  
  - North Ada County Fire Department 208-375-0906  
  - Garden City Police Department 208-377-7351  
- **City of Kuna (Public Works)** 208-922-3397  
  - Kuna Rural Fire District 208-922-1144  
  - Kuna Police Department 208-922-5743  
- **City of Meridian (Public Works)** 208-898-5500  
  - Meridian Fire Department 208-888-1234  
  - Meridian Police Department 208-888-6678  
- **City of Star**  
  - Star Sewer and Water District 208-286-7388  
  - Star Joint Fire Protection District 208-286-7772

### Treasure Valley Utility Companies

- **Idaho Power** 208-388-2323  
- **United Water** 208-362-1300  
- **Intermountain Gas** 208-377-6840  
- **Qwest** 800-573-1313  
- **Digline** 208-342-1583

### Valley Regional Transit (Operations)  
**208-345-7433**

### Federal Highway Administration (ID Div)  
**208 334-1843**
1.0 Introduction

1.1 Background
The first Treasure Valley Incident Management Operations Manual was produced in 2001 by the transportation and emergency response agencies. Since that time, the 2001 Manual has been used during incidents on Interstates 84 and 184 to manage traffic and make the appropriate contacts with various agencies. There were 14 separate segments of interstate addressed in the first Manual.

Changes in the transportation system and experience gained by the agencies made it apparent that updates to the manual were required. Some notable items include simplifying the information so that the new manual is easier to use, updating the contact information, preparing a new format more easily used by field personnel, and updating the highway segments (Interstates and addition of a few major highways in the Treasure Valley) and alternate routes.

The resulting 2008 Incident Management Operations Manual now includes:

- A total of 43 segments, including revised interstate segments and the addition of Highways 20/26, 21, 44, 55, and 69
- Primary and secondary detour routes for most of the interstate segments
- Computerized incident response maps (both Internet based and stand alone) for use by transportation and emergency responders
- In addition to this Manual, a laminated flip-card product that displays all the incident response maps for ease of use by field personnel

This Manual is provided to the Treasure Valley transportation and emergency management agencies as a tool to assist in efficiently managing traffic incidents on the interstates and selected state routes.

1.2 Purpose
The purpose of incident management is to balance the goals of 1) maximizing safety to both responders and travelers at the scene of the traffic incident, and 2) minimizing incident-related delay to travelers. Essentially, incident management accomplishes these goals through deducing the duration of the incident life cycle, or the time from incident occurrence to free-flow restoration along the roadway. Benefits of incident management have been documented in numerous deployments to similar programs throughout the United States. These potential benefits include:

- Reduce incident life cycle duration
- Minimize traffic congestion and queuing
- Reduce the potential for secondary accidents
- Reduce traveler delay and related frustration
- Reduce queued vehicle fuel consumption and lost time
- Reduce queued vehicle emissions and pollution
- Improved coordination and information sharing between transportation and emergency response agencies during incidents
- Reduced time during an incident to initiate a traffic detour
- Established pre-defined lines of communication between response agencies and traffic management center staff to efficiently address issues during an incident
- Focused resources on detour routes to improve traffic flow during incidents (signal systems, signage, etc.)
1.3 Incident Detection and Verification
Fast, accurate incident detection results in greatly reduced traffic disruption, safer incident scenes, and improved emergency responses. Incident detection improvements can be realized with cellular phones, CB radios, video cameras, traffic monitoring stations, aircraft patrols, service patrols, etc.

Incident detection most often is made by calls that are received from motorists. Patrolling responders also often provide initial detection and reporting of incidents or verification of motorist reported incidents. This provides confirmation of incident location and severity in order to dispatch the proper emergency response. Additionally, the ACHD TMC can detect many incidents through the use of traffic monitoring stations and closed circuit television cameras.

Dispatch personnel focus on fully understanding the nature of incidents in order to facilitate rapid and effective response, both in terms of victim outcomes and traffic management. This is because incorrect data or information can cause problems for response personnel and can cost valuable time in accessing the incident.

The authority for State highway closures is contained in Section 40-310, Idaho Code. The Idaho Transportation Department is responsible for closing or restricting the use of any State highway whenever a closure or restriction is deemed necessary; however, law enforcement personnel may, at their discretion, enforce temporary delays. Any State Highway closure requires ITD notification.

1.4 Approach
This Manual has been developed as part of a concerted effort on the part of transportation and emergency management agencies in the Treasure Valley. Specific agencies that have participated include:

<table>
<thead>
<tr>
<th>Transportation Agencies</th>
<th>Emergency Responders</th>
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<tbody>
<tr>
<td>Ada County Highway District</td>
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</table>

Individual meetings were held with representatives from each of these agencies to review the interstate and selected state highway segments and detour routes, obtain input regarding improved ways of providing the information for use by dispatch and field personnel, and collect other information to support the development of the incident response/detour maps. This approach was very effective toward understanding the perspective of the different agencies and produced a Manual and other products that will be useful to the agencies involved.
1.5 Management Assets and Field Devices
As part of the Treasure Valley traffic management activities, numerous Advanced Traffic Management Systems (ATMS) devices have been deployed along I-84, I-184, and detour routes to support incident detection and response. A map identifying the location of each of these elements is shown in Figure 1. An overview of each device type used in the Treasure Valley is provided here.

**Closed Circuit Television Cameras (CCTV)**
These cameras are full-color, full-motion video cameras with pan, tilt and zoom capabilities mounted 50 feet above the ground. They provide users a view of Interstates, interchanges, and selected arterials where they are deployed. They are used by ACHD Traffic Management Center (TMC) personnel, emergency response agencies, and others as necessary for monitoring roadway conditions, verifying incidents, and facilitating incident reporting and clearance. Camera feeds are provided to select media outlets to aid in traveler information and still images from the cameras are provided to the general public through the ACHD traveler information webpage to allow motorists to adjust travel timing and routes in the case of serious incidents or delays.

**Dynamic Message Signs (DMS)**
These signs are used to display changeable text messages to drivers along the roadway, primarily at locations prior to major route decision points. They are used by ACHD TMC and state communications dispatch personnel to post advanced warnings of traffic incidents and to make travelers aware of special conditions (e.g., construction or weather events).

There are three kinds of DMS deployed in the Treasure Valley:
- Fixed site DMS which are located above the roadway on sign structures: with 3-line, 15-character per line message display capability
- Portable, tow-behind DMS which may be placed alongside the roadway: with 3-line, 10-character per line display capability
- Incident management vehicle-mounted DMS which may be raised to display off the back of incident management vehicles owned by ITD. These signs are similar in sizing to the portable DMS; with 3-line, 10-character per line display capability

**Traffic Monitoring Stations (TMS)**
These are vehicle detection devices placed at the side of the roadway to provide engineers and traffic managers average speeds, volumes, lane occupancy and other traffic metrics at specific locations. Such metrics are invaluable for monitoring congestion, traffic queuing behind an incident, or other traffic events which may be identified via degradation of values at these sites. Such roadway data will also be used as a tool for traveler information in the Treasure Valley, providing a basis for producing estimated travel times and graphical speed flow maps for display on websites or kiosks.

**Road Weather Information Systems (RWIS)**
Also shown on Figure 1 are road weather information systems stations. These stations provide general atmospheric data and pavement conditions primarily during winter weather conditions. Severe conditions can also be a cause of congestion or traffic incidents. These systems often provide critical information to aid in roadway maintenance activities by ITD. In addition, the data from these stations will be provided to the ACHD TMC to support incident management activities.

1.6 Statewide Incident Management Plan
ITD has recently completed a statewide incident management plan. This plan should be referenced for incident management information in the state of Idaho, but outside the Treasure Valley. The details provided in this plan were provided to ITD for incorporation into the statewide plan. There may be some differences because the statewide plan addressed larger sections of roadway than did this Manual for the Treasure Valley.
Figure 1-Existing ITS Deployments in the Treasure Valley
### 2.0 Challenges

During the development of the 2001 Manual, several challenges were identified and documented. Many of these are still valid and some new challenges have been identified. This section briefly documents these challenges for review and resolution by the local agencies.

**Vehicle Quick Clearance Authority**
The most effective means for quickly and efficiently restoring traffic flow following an incident is to remove the vehicle(s) involved from the travel lanes. This challenge requires passage of laws/ordinances which empower emergency responders to do whatever is necessary to clear travel lanes of debris, as soon as possible.

**CCTV Usage Policies**
This challenge does not require legislation, but does require coordination and agreement between all groups controlling or viewing CCTV cameras and video in the Treasure Valley. Currently, ACHD is the only agency with control of the cameras, but multiple agencies are viewing video from camera sites. Future camera control may be given to other agencies which will be delineated through a formal MOU agreement.

**Mid-Segment Signage For Incident**
To further reduce the impact of minor incidents on the interstates, roadway signage has been installed instructing crash victims to proceed to the shoulder. Clearing the Interstate mainline in this fashion reduces spectator slowing and travel lane blockage at the scene. Additional signage may be needed in future and continued public outreach to inform motorists of the new procedures is also required.

**Incident Management Personnel**
Currently, there are three incident management vehicles owned by ITD which patrol the Treasure Valley freeway corridors to assist motorists and respond to incidents. One vehicle has been added since the first Manual was prepared. Continued expansion is desirable, due to both the effectiveness of such personnel and due to the positive public image generated by the program.

**Abandoned Vehicle Clearance Policy**
The current statutes allowing law enforcement personnel to call for the removal of an abandoned vehicle requires 48 hours from the time of marking a vehicle to the time when a tower can remove it (off pavement vehicles only). Addressing challenge could allow law enforcement to remove a vehicle within the travel lanes immediately, a vehicle on the paved shoulder within a matter of 2-3 hours, and a vehicle off the pavement on the shoulder or in the median within a day or less. This will require passage of laws/ordinances which grant officers the authority to perform these duties.

**Detour Route Signal Timing Plans**
One primary benefit of the identification of the detour routes for certain segments of Interstate or state route is the detour routes (usually parallel arterials) can be improved to better handle the increased traffic during an incident. One of the most effective methods in this effort is the development of alternative signal timing plans aimed at traffic management during detour activation. Identification of the detour routes can aid in pursuit of funding for development of signal timing plans and ACHD, Canyon County Highway Districts, and other affected cities should pursue this approach when budgeting signal system improvements.

**Law Enforcement Officers Needed For Traffic Control**
Intersections along some of the detour routes identified are controlled by stop signs rather than traffic signals. During an incident, these locations will likely experience significant congestion without assistance from law enforcement officers to help direct traffic. This challenge identifies the need for affected local law enforcement agencies to plan for such situations.
personnel requirements during incidents that involve detour routes with stop sign traffic control.

**Permanent Signs on Detour Routes**
Signage along the detour routes can help keep motorist on the correct route and provide them with confirmation that they are traveling the right way during an incident. On some detour routes used most often, it would be effective to install permanent signs (sometimes trail blazer signs) to assist in this task. Transportation agencies should consider use of these sign systems (linked to a central control center) for use on the anticipated detour routes that will be used most often.

**Dedicated Detour Route Portable Signage**
For longer duration incidents requiring the use of the detour routes for several hours or possibly days, it would be desirable to have portable signs to direct motorists on the routes. These directional and information signs should be dedicated to the incident management program and placed on a trailer, ready to be deployment at short notice. This challenge proposes that transportation agencies budget for and purchase such signs dedicated for use on the incident management detour routes.

**Updating The Detour Routes**
The incident management program detour routes identified in this Manual will be available on a website for use by dispatchers and others with Internet accessibility. This website will be hosted on ACHD servers. As transportation conditions may change over the next several years, it will be much easier to update the detour routes and make them immediately available to transportation and emergency responders. This challenge requests that ACHD budget for periodic updates of the incident management segments and detour routes as necessary to keep them current.

**Post Incident Review**
Interagency critique of each incident is an important procedure to review and recommend improvements for future incident management activities. All agencies participating in the response may want to take part in an interagency critique for all major incidents. Post incident reviews should be considered as a future practice.
3.0 Incident Response Maps

3.1 Introduction
The incident response maps contained in this Manual represent a significant revision to the original set of maps. The incident response maps prepared during this 2008 update of the Manual are generated for 43 separate segments of Interstate (I-84 and I-184) and selected State routes (highways 20/26, 21, 44, 55, and 69) in the Treasure Valley and provide the following information (see table 1).

- Designation of the incident segment where the closure may occur
- Detour routes for each segment
- For Interstates, different detour routes depending on eastbound or westbound traffic
- For 18 of the 20 Interstate segments, primary and secondary detour routes
- Traffic control locations along the detour routes (traffic signal or stop sign control)

The electronic versions of the maps also include the following.

- CCTV camera locations – website contains link to current camera image
- Dynamic Message Signs locations

The limits of the Treasure Valley for the purposes of incident management planning include Memory Road (east), State Highway 44 (west), Beacon Light Road (north), and Kuna Road (south).

These Manual features have resulted in 100 separately numbered maps that are provided in hardcopy form in the appendix to this manual (see Appendix A). Additionally, Appendix A consists of an overview map depicting the highways for which detour routes have been developed, an index table for quickly finding maps for specific detour routes, and a map legend.

As part of this Manual preparation, these maps are also available in a laminate flip-card form for use by field and dispatch personnel.

3.2 Determination of Segments and Detour Routes
The Interstate and selected State route segments were determined based on collaborative identification of likely incident locations and the availability of detour routes throughout the Treasure Valley. Some important criteria used for detour routes included:

- Use of major parallel arterials with the most capacity possible and in good condition – state highways if possible
- Utilize the shortest distance between exit and re-entry around the closed segment of Interstate or roadway
- Avoid residential neighborhoods, schools, parks, and other sites where Interstate levels of traffic would significantly disrupt the area and decrease safety
- Maximum utilization of existing signalized intersections
- Use most appropriate roadway cross-section and pavement load capacities
- Avoid limited roadway and intersection geometries for truck turning movements

3.3 Internet-Based Tool
In addition to the maps published in this manual, an Internet-based tool has been developed for use in managing detours. The interface operates on Google-maps and allows a user to select specific road-segment closures to view a map of the established detour route. The maps contained with this document have been created from the Google-based interface to provide users of both systems with a consistent look and feel. This section will serve as an instructional guide to using the Google-based incident response maps interface.
Accessing the Incident Management Interface
To access the Incident Management Interface, open your Internet browser and go to the following link:

www.achd.ada.id.us/atis/detours

The webpage will open to a map of the Treasure Valley. Along the right side of the screen is an interactive feature and route list with checkboxes and ‘+’ symbols for expansion:

- Canyon County: Clicking this checkbox will center the map on road segments located in Canyon County.
- Ada County: Clicking this checkbox will center the map on road segments located in Ada County.
- Segments: Clicking this checkbox will add the segments layer. This layer identifies each freeway segment with brackets and a placemark. Clicking a placemark will provide the segment number and the name of interchanges that serve as that segment's boundary. This information can be useful in identifying the appropriate roadway segment.
- I-84, I-184, Hwy 20/26, Highway 21, Highway 44, Highway 55, Highway 69: Clicking the title or ‘+’ symbol associated with any of the routes will expand the list to display all segments on that route.
- DMS: Clicking this checkbox will display the locations of Dynamic Message Signs in the Treasure Valley.
- CCTV: Clicking this checkbox will display the locations of CCTV cameras in the Treasure Valley. Clicking a camera icon will display the latest image available from that camera.

Viewing A Detour Route
Expanding a route and segment to the detour route level will allow display of a map with the following information:

- Roadway Segment: Identified by a semi-transparent, red line. This represents the section of roadway where an incident or closure has occurred. On both freeway and arterial roadway segments, boundaries are located at interchanges or intersections.
- Detour Route: Identified by a solid colored line. This is the established detour route for road closures in the selected roadway segment. The color of the detour route line indicates direction of closed segment for Interstate detours and is distinguished from the color of arterial route detours.
- Traffic Signals: A traffic signal icon identifies those signals located along the detour. Clicking on the traffic signal icon will display the name of both roads at the intersection.
- Stop Sign: A red, circular icon identifies every location where a stop sign affects detoured traffic. Clicking on the stop sign icon will display the name of both roads at the intersection.

Freeway Routes and Arterial Routes
The Incident Management Interface provides maps of detour routes for both freeway road segments and arterial road segments. Generally, freeway closures present a more complex incident management challenge than arterials.

Clicking to expand either the I-84 list or the I-184 list will display all roadway segments available for that freeway. Selecting any one of these will provide a choice between Eastbound and Westbound, the direction indicated here refers to the direction of freeway on which a closure or incident has occurred. For most freeway segments, each direction also has primary and secondary detour route options. When a primary detour route is impractical due to construction or other road closures, the secondary detour route should be considered. Visually, primary and secondary routes are the same basic color but are differentiated by the darkness of the line. Primary detour routes are darker than their secondary
counterparts. Eastbound freeway routes are represented with shades of green, westbound routes are blue.

For arterial road segments, only one detour route has been selected. Clicking through to the desired arterial road segment will display a solid purple line. This line is the identified detour route for a closure in either direction or both directions.

**Tips**
The following tips will aid the user in quickly becoming proficient at using the Google-based Incident Management Interface:

- To quickly access the Incident Management Interface, bookmark the site in your web browser.
- For freeway detour routes, there are several ways to orient and position the map. Use the Segments checkbox to display road segment limits and numbers. Use the mileposts contained within the road segment descriptor in the sidebar if you know at what milepost an incident has occurred.
- In the bottom right corner of the map, there is an overview map which locates the area you are viewing within a larger map. This can be useful for orientation at high zoom-levels, on the other hand it can be closed to provide you more viewing area. Click on the arrow in the bottom right to toggle this inset between closed and opened.
- Multiple detour routes can be open at the same time. This can be useful for looking at detours for both directions or priority levels of closure on an Interstate segment, or looking at detours on adjacent road segments.
- Refreshing the webpage by clicking the ‘refresh’ button in your browser (typically an arrow icon located near the address bar) will deactivate any selected routes and collapse all menus.
- When a route is activated, the names of minor roads are sometimes obscured by the overlay. If you click the selected route off you will be able to read the name without changing the map’s center location or zoom-level. You can then simply click the route back on to again view the detour route.
- CCTV cameras and DMS can be turned on or off independently of the segment or detour route being viewed. This allows a user to focus on those elements that directly relate to the specific segment and detour route.
Appendix A

Treasure Valley Incident Management Operations Manual

Incident Detour Maps
## Incident Management Segments

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<th>Segment</th>
<th>Hwy</th>
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### Detour Color Key

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<th>Eastbound Secondary</th>
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<tr>
<td>Traffic Signal</td>
<td><img src="image" alt="Traffic Signal" /></td>
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<tr>
<td>Stop Sign</td>
<td><img src="image" alt="Stop Sign" /></td>
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</tbody>
</table>
SEGMENT 4
I-84
Primary Eastbound Detour
MP 29-33: Franklin to Karcher

Note
If both directions of I-84 are closed, detour all traffic along Nampa-Caldwell Blvd.
Note
If both directions of I-84 are closed, detour all traffic along Nampa-Caldwell Blvd.
Note
If closure occurs eastbound between Curtis Road and the Fairview fly-over onramp, route traffic back onto I-184 via fly-over. Otherwise, continue on Fairview Ave to Orchard St. as shown.
SEGMENT 19

I-184
Primary Westbound Detour
MP 62-03: Curtis to Chinden

[Map of Treasure Valley Incident Management Operations Manual]
SEGMENT 20
I-184
Primary Eastbound Detour
MP 83-End: Chinden to 13th

Note 1
Depending on the location of closure, traffic can be routed off I-184 at either the Fairview Ave Exit or the River St Exit.

Note 2
Depending on location of closure, traffic can be routed either onto I-184 via the Chinden on-ramp or into downtown via Fairview Ave.