



## A Summary of Implementation Good Practices

The Strategic Highway Research Program (SHRP) was created by Congress to address short-term research needed to address the challenges of moving people and goods efficiently and safely on the nation's highways. Under Congress' second authorization (SHRP2), as a means to reduce congestion through improved travel time reliability, a need was identified and subsequently researched to develop multi-disciplinary Traffic Incident Management (TIM) training. The National TIM Responder Training Program, which promotes a shared understanding of quick clearance requirements and safeguards for responders and motorists, was the result of this research.

Under the leadership of the Federal Highway Administration (FHWA), implementation of this program began in mid-2012. The implementation approach largely consists of conducting at least one Train-the-Trainer (TtT) session in every state, the District of Columbia, and Puerto Rico. Upon conducting the TtT session, the trainers, along with their respective agencies and disciplines, are responsible for conducting and sustaining training for all TIM responders in their given region or state. The states' /regions' ownership of the TIM training program has resulted in a number of implementation good practices. The purpose of this document is to share those good practices so that others responsible for training implementation may benefit from lessons learned. The good practices are categorized as follows:

- Implementation Committee
- Trainers
- Responder Training Session Scheduling and Coordination
- Outreach
- Training Records
- Funding

It is important to note that in several categories, multiple good practices were identified that were similar in nature. For brevity, and to avoid duplication, only one or two examples are highlighted. Any omission of reference to similar programs or initiatives in other locations is not to be seen as any type of judgment that their efforts are not also considered good practices. FHWA emphasizes that this collection would not be possible without the innovation, professionalism, and commitment of all TIM responders, their managers, and agency executives to implement and sustain the National TIM Responder Training Program.

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## Implementation Committee

A committee should be established early in the planning process to guide implementation of the training program. Each of the core TIM disciplines should be represented to assure that training needs are accurately identified. A chair should be appointed to lead the committee.

- **Oklahoma:** The Oklahoma Highway Patrol (OHP) took the lead in promoting and supporting TIM training efforts. OHP Station Commanders (Lieutenants) were given the task to develop an implementation plan for their region and are responsible for coordinating TIM training activities statewide.
- **Virginia:** To support training efforts, Virginia established a Training Oversight Subcommittee under their Statewide TIM Committee. The subcommittee includes representatives from:
  - Virginia Department of Transportation (VDOT)
  - Virginia State Police (VSP)
  - Virginia Department of Fire Programs (VDFP)
  - Virginia Office of Emergency Medical Services (OEMS)
  - Virginia Department of Criminal Justice Services (DCJS)

The subcommittee, which is chaired by VSP, divided the state into seven regions and identified a TIM lead from VSP for each region. The leads coordinate training sessions and are responsible for regular communication with their trainers. Additionally, to ensure program sustainability, a written protocol was developed to document the structure of the training program.

- In multiple locations, an already established TIM committee or task force has assumed responsibility for implementing the TIM training. Examples include:
  - Metro Atlanta Traffic Incident Management Enhancement (TIME) Task Force
  - Indiana Traffic Incident Management Effort (IN-TIME)
  - Wisconsin Traffic Incident Management Enhancement (TIME) Program

Alternatively, some locations, including Oregon, are using the relationships established through the TIM training as a foundation for building a comprehensive TIM program.

### *Local Technical Assistance Program (LTAP) Involvement and Partnerships*

Each state has an LTAP Center that provides technical assistance to agencies in improving their roads and bridges. The LTAP Center offers a variety of training programs, an information clearinghouse, new and existing technology updates, personalized technical assistance, and newsletters. As part of their core services, the Centers provide resources to enhance safety and security, and solutions to congestion and capacity issues, making them an excellent partner for National TIM Responder Training Program implementation. A number of states have reached out to their LTAP, involved them in their implementation committee, and integrated their available resources into their implementation plans.

- **Kentucky:** In Kentucky, the LTAP is located within the Kentucky Transportation Center at the University of Kentucky. Through their well-established relationship with FHWA and the Kentucky Transportation Cabinet (State DOT), LTAP and the Kentucky

Transportation Center were original members of the steering committee established to develop Kentucky's implementation plan. Ultimately a work plan and budget was created using FHWA federal-aid safety funds. The funds have been used to contract with the LTAP Center and they have the responsibility to:

- Develop and print materials
- Market TIM training
- Coordinate training requests and venues
- Identify trainers
- Assist trainers with set-up
- Maintain a training database
- Provide training certificates

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## Trainers

Critical to successful implementation of the TIM training program is carefully identifying participants for each TtT session because these individuals are responsible for training all TIM responders in their respective area or state. It is important that this expectation be clearly stated to participants prior to their attendance at a TtT session. Additionally, it is important that the implementation committee regularly communicate with their trainers after the TtT session to keep them engaged in the program.

- **Indiana:** The IN-TIME committee developed a trainer commitment form that they asked TtT participants to sign. The form includes a 2-year commitment, starting from the date of attendance at a TtT session, to conducting a minimum of 16 hours of instruction per 12 month period. The form also includes an optional signature block for concurrence from the individual's manager/supervisor.
- **Missouri:** When planning efforts for the TtT session in SW Missouri were initiated, the DOT made a special effort to reach out to the senior leadership of all organizations that were invited to attend. This effort included contacting local police and fire chiefs as well as the owners of local towing and recovery companies. This direct communication helped to both obtain buy-in for the program and to ensure that the appropriate personnel attended the TtT session.

Additionally, the implementation committee made strategic invites to individuals that would not likely provide training, specifically from the regional planning organizations, but were in a position to help grow the foundation of the program.

- **Tennessee:** The implementation committee in Tennessee recognized early on that in order to have enough trainers statewide they would need to conduct additional TtT sessions. In coordination with FHWA, the committee identified experienced trainers with a strong TIM background and asked them to serve as instructors for additional TtT sessions. This approach has allowed Tennessee to train over 250 trainers.
- **Virginia:** In Virginia, the regional VSP TIM leads are responsible for the trainers in their region and they require each new trainer to instruct with an experienced trainer prior to instructing on their own. This approach has been very successful in supporting both accountability and continuity among trainers.

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## Responder Training Session Scheduling and Coordination

Although there are many trainers that take the initiative to go out and schedule training sessions on their own after participating in a TtT session, the states and regions with the highest training numbers typically have an implementation committee that has taken an active role in training session coordination.

- **Illinois:** At the TtT session in Illinois, the implementation committee presented a poster-sized schedule where trainers could sign-up and commit to conducting training at a pre-determined location and date.
- **Missouri:** Prior to the TtT session in Springfield, MO, the implementation committee identified venues and dates for the 4-hour course. At the end of the TtT session, they posted the schedule and requested participants volunteer to train the classes. Although, only a few individuals made commitments to training the 4-hour classes at the TtT session, the trainers left with an understanding of the expectation that they would help with the training. Subsequently, it only took a short time for the implementation committee to identify trainers for all of the scheduled classes.
- **Ohio:** To facilitate training coordination and scheduling in Ohio, the implementation committee split the state into 12 regions based on the DOT's organizational structure. Each region has an Ohio State Highway Patrol (OSHP) Trooper and a DOT Supervisor who are responsible for coordinating TIM training sessions. Individuals or agencies interested in receiving TIM training can use the Ohio QuickClear website to request a training session. The request goes directly to the appropriate regional representatives who are then responsible for scheduling the training. A copy of the request is also sent to the statewide coordinators as a backup to make sure that all requests are addressed in a timely manner.
- **Oregon:** As part of their implementation plan, Oregon identified opportunities to integrate/coordinate the TIM training with existing efforts through both the training academies and annual in-services. The committee was able to work with the Oregon State Police (OSP) to include the 4-hour program in their 2014 in-service. To facilitate a multidisciplinary setting, OSP opened 20 seats from each session to outside agencies.

### *Professional Development Hours (PDHs) and Continuing Education Unit (CEUs)*

- **New Mexico:** Prior to rolling out the National TIM Responder Training Program, New Mexico worked with the state's training agencies to ensure that responders received credit for attending the training. The TIM Responder Training course has been accredited by the New Mexico Law Enforcement Academy and the New Mexico Fire Training Academy, qualifies for CEUs for EMTs through the Department of Health, and qualifies as training often required by insurance carriers covering towing and recovery professionals.
- Multiple states, including Missouri, Nevada, and Wyoming, have had the National TIM Responder Training certified through their state's Police Officer Standards and Training (POST) Program.

### *Training Materials*

- **Kentucky:** The Kentucky TIM Steering Committee developed a durable laminated training handbook based on the 4-hour course that includes contact information and

other Kentucky-specific information. At each TIM training session, trainees receive a copy of the handbook and a copy of Kentucky's *Guidelines for Emergency Traffic Control*. Additionally, to facilitate training, the Kentucky LTAP has tabletop exercise kits available for "check out" by TIM trainers.

- **Oregon:** The Oregon implementation committee recognized the importance of customizing the TIM training materials for their state, specifically the need to demonstrate the training's applicability to their many rural roadways. This was achieved primarily through the insertion of photos and examples from Oregon, which localized the training while maintaining the core training content.

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## Outreach

Outreach and awareness efforts are another critical component to successful TIM training implementation.

- **Kentucky:** To promote participation in the TIM training program, steering committee members in Kentucky have attended local conferences and hosted booths in the conference's exhibit halls/areas. Each exhibit has generated a lot of interest from responders across the state to get involved in the training.
- **Missouri:** In an effort to promote the TIM training, Missouri worked with the media and as a result, received very positive coverage of their TtT session in Kansas City.
- **Ohio:** A key component of Ohio's outreach efforts has been increasing public awareness of the importance and need for TIM. This includes reaching out to the media as well as setting up TIM displays at public events. The implementation committee believes that public backing will help sustain the TIM program long-term.
- E-mail is one of the most common avenues being used by states and regions to promote awareness of TIM training activities. There are a number of e-mail distribution lists commonly used, including:
  - Statewide association or professional society membership lists (i.e. the state firefighter association or the statewide towing association)
  - LTAP contact lists
  - TIM program distribution lists

## Websites

- **Indiana:** [www.in.gov/intime](http://www.in.gov/intime)  
As part of their IN-TIME website, Indiana developed a training page that includes the date, time, location, and registration information for upcoming responder training classes.
- **Kentucky:** [www.kyt2.com/training/event/traffic-incident-management](http://www.kyt2.com/training/event/traffic-incident-management)  
Developed and maintained by the LTAP Center, Kentucky's TIM training website allows trainees to view and register for upcoming sessions as well as request a training event at their agency. The site also has a trainer portal that can only be opened by individuals that attended a TtT session. Through the portal, trainers can list their upcoming training events, request training materials and tabletop exercise kits, and upload training records for the Kentucky database.

- **Ohio:** [www.quickclear.ohio.gov](http://www.quickclear.ohio.gov)

The Ohio QuickClear website was one of the first websites developed specifically to support TIM training efforts. The site provides trainers access to the training materials and includes a simple online form for reporting training sessions. The site also has a form that responders can use to request a training session in their area.

- **Oregon:** [www.oregon.gov/ODOT/HWY/ITS/Pages/Traffic-Incident-Management.aspx](http://www.oregon.gov/ODOT/HWY/ITS/Pages/Traffic-Incident-Management.aspx)

Oregon has developed both an external (link provided) and an internal page to support training efforts. The external page provides an overview of the training and has a link for agencies to request training in their area. The internal site requires a username and password and is made available to all trainers that completed a TtT session. In addition to providing the Oregon customized training materials and a form to record training, the site includes a calendar and a discussion board.

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## Training Records

One of the goals of the National TIM Responder Training Program is for all responders to receive TIM training. The program's SharePoint site was established, in part, to track the number of responders trained across the country. This information is aggressively monitored and reported on at a national level to ensure program goals are being met.

- Multiple states, including Illinois, Kentucky, and Oregon, have identified a state point of contact that is responsible for collecting and entering all training records into the SharePoint site. Having a single point of contact for record keeping can assist with data accuracy and timely entry. However, it is important that all trainers understand who is responsible for entering data to avoid duplication.

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## Funding

Although not required for the successful implementation of TIM training, obtaining dedicated funding to support training efforts can be very beneficial.

- **Kentucky:** A work plan and budget was created using FHWA federal-aid safety funds in Kentucky. Phase one of the project is committed and funded (\$220,000) through December 2014.
- **Pennsylvania:** By including TIM in their Strategic Highway Safety Plan (SHSP), Pennsylvania received \$250,000 of safety money to support TIM training. The DOT plans to use the money to hire the LTAP Center to coordinate the training.
- **West Virginia:** Through their Strategic Highway Safety Plan, West Virginia is using MAP-21 154/164 Sanction Funds (coded as MS31) to fund \$1,000,000 for TIM. A portion of the funding is being used to purchase vests, cones and signs for any fire or law enforcement agency that implements the TIM training. The funds are also being used to provide consultant support for training efforts.
- In locations such as Florida, Georgia, and Wisconsin, TIM training efforts are being supported through existing consultant contracts, which were already in place to support their larger TIM programs.