Introduction to Traffic Incident Management (TIM) Programs

July 26, 2017
• Introduction and Opening Remarks
  – Paul Jodoin, Federal Highway Administration

• Introduction to Traffic Incident Management and Overview of Arizona Traffic Incident Management Program
  – Jeff King, Federal Highway Administration and Retired Arizona State Trooper Captain

• Overview of Oregon Statewide Traffic Incident Management Program
  – Darin Weaver, Oregon Department of Transportation
TIM BUSINESS CASE
Through continuous and enhanced planning and training of all TIM personnel:

• Reduce or eliminate responder and motorist injuries and fatalities.

• Promote rapid incident clearance thereby reducing traffic congestion and vulnerability.

• Develop or enhance local TIM Programs that ultimately benefit corridors, regions and States.

• Measure performance that demonstrates improved TIM responses and programs over time.

• Emphasize TIM as a system operations “core mission” for all responders.
The Evolving Business Case: Why TIM?

The business case for training incident responders:

1. The safety of incident responders.
2. The safety of all road users.
3. Congestion mitigation and commerce.

Source: Arizona Department of Public Safety
Source: Vince Fairhurst
Source: Ron Moore
In a typical year, the following number of responders are struck and killed:

• 10 Law Enforcement Officers.

• 4 Fire and Rescue Personnel.

• An estimated 40-60 Towing and Recovery Professionals.

• Several transportation professionals from DOTs, Public Works, and Safety Service Patrol Programs.

Sources: Federal Bureau of Investigation's Uniform Crime Reporting Program, National Fire Protection Association, Towing & Recovery Association of America
Responder Struck-By Crashes – Unknown Number of Injuries and Property Damage

Source: North Naples Fire Department

Source: Tennessee Department of Transportation

Source: Ron Moore

Source: Joseph Rose
Secondary Crashes are crashes that occur within the incident scene or within the queue or backup, including the opposite direction, resulting from an original incident.

FHWA Focus States Initiative
Impacts of Incident-Related Congestion

- Lost time and productivity.
- Increased cost of goods and services.
- Impacts on air quality and the environment.
- Increased fuel consumption.
- Reduced quality of life.
- Negative public image for response agencies.

<table>
<thead>
<tr>
<th>AAA Crashes vs Congestion November 2011</th>
<th>Cost of Crashes</th>
<th>Cost of Congestion</th>
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<tbody>
<tr>
<td></td>
<td>Total</td>
<td>Per Person</td>
</tr>
<tr>
<td>2005 U.S. National</td>
<td>$164.2 billion</td>
<td>$1,051</td>
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<tr>
<td>2009 U.S. National</td>
<td>$299.5 billion</td>
<td>$1,522</td>
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TIM Defined

• TIM consists of a planned and coordinated multidisciplinary process to detect, respond to, and clear traffic incidents so that traffic flow may be restored as safely and quickly as possible.

• Effective TIM:
  – Improves the safety of emergency responders, crash victims, and motorists.
  – Reduces the duration and impacts of traffic incidents.
TIM PROGRAMS
What triggered AZ DPS to implement TIM and TIM PMs?

- History of officer involved struck by crashes.
- On going work with International Association of Chief’s of Police (IACP) to mitigate the outcomes of struck by crashes.
  - 2004 IACP Law Enforcement Safety Stops Sub Committee (LESSS).
- Civilian secondary crash awareness and civil suit litigation.
Most Importantly was the Focus on Officer Safety!

In Arizona, 29 DPS officers had been lost in the line of duty, 17 of these were involved in motor vehicle crashes, 11 of these were involved in secondary crashes.
Secondary Items Driving Change

• Secondary Issues:
  – Expected recovery from great recession.
  – Predictions on freight movement.
  – Human resources:
    • Cuts and vacancies of FTEs.
    • New training and administrative mandates.
    • Inability to hire qualified candidates.
    • Increasing calls for service.
• Az Troopers placed the most focus on the causes, DUI, Reckless Driving, Distracted Drivers, Speeding etc.

• Az Troopers were focusing on the big crashes not the everyday little crashes.

• Az Troopers had been implementing TIM on those traffic incidents that were longer in length not the everyday little ones.

• Little everyday traffic incidents in many cases led to or were connected to the big incidents.

“Take away practice: Apply TIM at every traffic incident and learn from the small ones before they get big,” Captain Jeff King, Az State Trooper (retired)
The TIM PMs are being collected by AZDPS using Traffic and Criminal Software (TRACS).

Was added to the Statewide crash form used in 2014.
For additional background refer to:


And

TIM Process

Detection

Verification

Response

Site Management

Clearance / Removal

Traffic Management

Traveler Information

After-Action Review / Debrief
TIM Components

Program (Committee/Task Force)
- Relationships.
- Needs Assessment.
- Training.
- Performance Evaluation.
- Asset Management.
- Administration & Staffing.
- Finance/Budget.

Response
- TIM Process.

- Detection
- Verification
- Response
- Site Management
- Clearance / Removal
- Traffic Management
- Traveler Information
- After Action Review / Debrief
What is a TIM Program?

• The goal of a TIM program is to allow for a more effective, efficient response for all responding agencies.

• On-going effort from all TIM responders to continuously identify needs and opportunities for improvement.

• TIM programs and associated committees and/or task forces are sustained and on-going.
1. Identify, involve, encourage participation from all responding agencies and stakeholders - “get folks to the table.”

2. Identify a “champion” to lead program development and on-going program administration.

3. Establish and maintain relationships.

4. Collectively assess the “climate” - Where are we now?
   - Tool: Federal Highway Administration (FHWA) Capability Maturity TIM Self-Assessment (CMSA).

5. Collectively establish goals for performance and progress - Where do we want/need to go?
   - Tool: Charter/Vision/Mission
TIM Who? - Identifying Program Participants

- Law Enforcement.
- Fire Departments.
- State Environmental Agency.
- Public Safety Dispatchers.
- Emergency Management.
- Medical Examiners/Coroners.
- Federal, State, and Local Departments of Transportation.
- Service Patrols (contracted and/or agency-staffed).
- Planning Organizations.
- Towing, Recovery, and Specialized Clean-Up Services.
- Media.
Meet regularly (e.g., monthly or quarterly) to:

- Establish, confirm, reinforce goals/objectives.
- Consider a vision or mission development activity and subsequent memorandum of understanding (MOU) signed by all participants.
- Identify, discuss problem areas, needs (e.g., TIM CMSA).
- Collaborate in developing solutions and strategies.
- Conduct after-action reviews or debriefs.
- Promote awareness of on-going TIM-related activities and initiatives.
- Monitor training requirements.
- Establish, reinforce and renew relationships.
Coordination, Communication & Collaboration

**Coordination**
- Statewide (or Agency) TIM Plan
- Regional TIM Teams

**Communication**
- TIM Newsletter
- TIM Social Media
- TIM Internet Page

**Collaboration**
- Statewide TIM Training Committee
- Cross-Disciplined TIM Training
Coordination – Have A Plan and Share It!

2011 Agency Plan

Build Support, Understanding and Buy-In

2015 Statewide Plan

OREGON TRAFFIC INCIDENT MANAGEMENT STRATEGIC PLAN

Prepared by:
DKS Associates
in partnership with
Oregon Department of Transportation
and
Oregon State Police

December 23, 2015
Coordination – Regional TIM Teams
TIM Program Communications

- Oregon TIM Program Communications
- TIM Social Media
- TIM Internet Site
- TIM Trend Newsletter

Diversify, optimize and streamline channels to broaden reach and accelerate engagement
Communication – Appeal to All TIM Responders

The TIM Trend

June 2017

There goes the Sun!

The first total solar eclipse touching the United States since 1979 begins just after 9 a.m. August 21 near Newport. The eclipse path in Oregon offers the best weather prospects anywhere in the country. It will take about 2.5 hours to cross the state. The eclipse’s path of totality will be about 60 miles wide.

In this Edition

State officials predict Oregon will host up to one million visitors for the event. Our guests will start arriving mid-August and depart up to a week after the eclipse. This will have a major impact on state highways.

We are concerned about traffic safety, traffic management and movement, emergency vehicle response ingress and egress, traffic bottlenecks, choke points, wildfires…Our list goes on and on!

We’re working with other state agencies, cities, counties and law enforcement to prepare for this event so residents and visitors will be able to travel safely and have an enjoyable eclipse experience.

• What activities are taking place...
• What results they are meeting with...
• How and Where responders can get involved with your program...
Communication – Maintain & Build Engagement

Facebook

- Advertise Events
- Celebrate Successes
- Educate & Inform
- Build a TIM Community
National TIM Responder Training

National Traffic Incident Management (TIM) Responder Training Program

Oregon 4-Hour Course
• Hand select trainers from each discipline to be a part of your state (or agency) training team

• Ensure Training events have multi-disciplined trainers

• Encourage Multi-disciplined / multi-agency attendance at each training event
Centralized Training Coordination

1. Training Request Comes In
2. Requestor Provides Location Date/Time Preference
3. TIM Program Schedules Trainers
4. We Set Up Class On Eventbrite w/ Hardcopy Flyer
5. Everyone Advertises TIM Program
6. Trainers Deliver Training
Explore New Outreach & Promotional Ideas

Oregon Traffic Incident Management (TIM)

TIM training is designed by responders, for responders to enhance the safety and efficiency of how we work together to manage traffic incidents.

Visit our TIM Responder Training site to register or request a training event in your area.

www.eventbrite.com/o/oregon-tim-responder-training-8950531191

Scan the QR code with your smart phone or type the link into your browser.
“Begin somewhere; you cannot build a reputation on what you intend to do.”

--- Liz Smith
Realizing the Benefits

**Coordination**
- TIM Plan = Program Touchstone
- TIM Teams embed local champions, help institutionalize TIM

**Communication**
- Ongoing “TIM Meal”
- Select Peer Pressure
- Identifies how & where to get involved

**Collaboration**
- Share the knowledge
- Share the Game plan
- Succeed as a Cross-disciplined, inter-agency TIM Team
“Far and away the best prize that life has to offer is the chance to work hard at work worth doing.”

---Theodore Roosevelt
Contact

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Thank you.
RESPONDER AND MOTORIST SAFETY
Manual on Uniform Traffic Control (MUTCD) Section 6D.03 states:

• All workers, including emergency responders, within the right-of-way of a roadway who are exposed either to traffic (vehicles using the highway for purposes of travel) or to work vehicles and construction equipment shall wear high-visibility safety apparel.

• Exceptions:
  – When uniformed law enforcement personnel are used to direct traffic, to investigate crashes, or to handle lane closures, obstructed roadways, and disasters, high-visibility safety apparel as described in this Section shall be worn by the law enforcement personnel.
  – Firefighters or other responders engaged in emergency operations that directly expose them to flame, fire, heat and/or hazardous materials.
High-Visibility Safety Apparel Use

Source: SHRP2 National TIM Training Program
Vehicle Markings

Source: Oak Creek Fire/Rescue, Wisconsin
On-Scene Lighting Procedures

Source: SHRP2 National TIM Training Program
TIM AFTER-ACTION REVIEWS
After-Action Reviews (AAR)

• **Purpose**: To evaluate the decisions made and actions taken during an incident and to identify both best practices and opportunities for improvement.

• Effective AAR/Debriefings provide a constructive forum to identify conflicts and inefficiencies and to then take steps to resolve or eliminate them.

• AAR/Debriefings can help open lines of communication and foster relationships between responders.

• Incident AAR/Debriefings should be multi-agency and multi-discipline.
1. Review basic details of incident.
   – Utilize pictures and/or video to illustrate incident scene.
   – Utilize maps to illustrate incident location and emergency alternate routes.

2. Roundtable discussion – agency perspectives.
   – Discuss issues and/or areas of concern.
   – Identify solutions/enhancements.

3. No finger pointing!

4. Identify at least one action item per AAR/Debrief.

TIM Program meetings provide a regular opportunity to conduct AAR/Debriefs and follow up on resulting action items.
High-Level TIM Training Framework and Tiered TIM Focus Areas

**Tier 1:** National TIM Responder Training (SHRP2 L12)

- **Response Focus**
  - TIM Process.
    - Detection
    - Verification
    - Response
    - Site Management
    - Clearance/Removal
    - Traffic Management
    - Traveler Information
    - After Action Review/Debrief

**Tier 2:** Advanced TIM Workshop (for Mid-Level Managers)

- **Program Focus** (Committee/Task Force)
  - Relationships.
  - Needs Assessment.
  - Training.
  - Performance Evaluation.
  - Asset Management.
  - Contracting.
  - Administration & Staffing.
  - Finance/Budget.

**Tier 3:** Executive Level Briefings (for Decision Makers)
Train-the-Trainer Sessions
• 320 sessions with 9,799 participants

In-Person Responder Training
• 10,344 sessions with 237,453 participants

Web-Based Training (WBT)
23,672 total  | 18,340 NHI  | 1,610 Other
3,722 ERSI Responder Safety Learning Network

Total Trained: 270,924
National TIM Responder Training Program
Total Trained – July 10, 2017

270,924  Total Trained
Training Course Design:

• Course has been developed for responders by responders.

• Webinar focused solely on the Training September 20, 2017.
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