




U.S. Department  
of Transportation  
**Federal Highway  
Administration**

# Memorandum

Via Electronic Mail

Subject: Action: Traffic Incident Management and  
Work Zone Self Assessments

Date: January 28, 2010

From:  Jeffrey A. Lindley  
Associate Administrator for Operations

In Reply Refer To:  
HOTO-1

To: Directors of Field Services  
Federal Lands Highway Division Engineers  
Director of Technical Services  
Division Administrators

The purpose of this memorandum is to provide the results of the 2009 Traffic Incident Management and Work Zone Self Assessments and announce the Self Assessment cycle for fiscal year (FY) 2010. These assessments are valuable in supporting Agency efforts to achieve our System Performance, National Leadership, and Program Delivery goals. The Self Assessments have proven to be valuable to our State and local partners in evaluating the effectiveness of Traffic Incident Management and Work Zone Management activities, and charting paths for improvement in these areas. The Self Assessments have provided critical input to the Office of Operations for assessing the success of our programs, and enable us to better define our priorities and identify and share best practices nationwide. The assessments are also important for the development of FHWA's annual performance goals. The Work Zone Self Assessment can also support the process reviews required every other year by the Work Zone Safety and Mobility Rule, and a Division might find it helpful to work with their State DOT and other stakeholders to conduct the assessment as part of the State's process review.

Similar to past years, the FY 2010 assessment process allows each Division Office to determine when the assessments in their State will be conducted as well as the appropriate level of effort. Some years might require an in-depth reassessment involving a myriad of stakeholders. In other years, only an update to current scores based on observations and an ongoing knowledge of program practices and activities is warranted. Whatever method is used, the goal is to accurately capture the state-of-the-practice for the traffic incident management and work zone programs within your State. We recommend that an in-depth reassessment be done at least every 2 to 3 years.

Because the Self Assessment scores are used to develop annual performance goals for the Agency, the Office of Operations must receive completed Self Assessments by **June 1, 2010**. In the next couple weeks, your Division Office contact persons for these assessments will be sent specific guidance for each assessment.



Please find attached the FY 2009 National Summary Reports for each of the two Self Assessment areas. These reports provide useful benchmarking information, example practices and ideas for program improvements, and related national efforts. I encourage you to share good ideas from your State when you submit the Self Assessments. We incorporate your comments (anonymously) into the National Summary Reports and in this way provide a venue for peer-to-peer exchange of useful practices.

If you have any questions on the Self Assessment process or need assistance, please contact the following program managers in the Office of Operations:

- Traffic Incident Management: Paul Jodoin, 202-366-5465, Paul.Jodoin@dot.gov
- Work Zones: Tracy Scriba, 202-366-0855, Tracy.Scriba@dot.gov.

2 Attachments