Traffic Incident Management
National Unified Goal (NUG)

February 24 at 11:00 a.m. Eastern

Welcome… we will begin shortly
Today’s Guests

- Mark Kehrli, FHWA Director of Office of Transportation Operations
- TJ Nedrow, NTIMC Vice Chair & National Volunteer Fire Council
- Frank Horne, NTIMC TIM Network Leadership & Tennessee DOT
- Paul Jodoin & TIM Lane, FHWA Traffic Incident Management Program Managers
- Rick Phillips, Washington State DOT
- Steve Cyra, HNTB Corp & TIM consultant

Moderator: Kimberly Vasconez, FHWA Emergency Transportation Operations Team Leader
Welcome & Introductions

History of the National Unified Goal for TIM

TIM Network

NUG Goals & Strategies

Current Efforts in Addressing the Strategies

Integrating the NUG into State & local TIM Programs:
  Washington State
  Wisconsin
  I-95 Corridor Coalition

Questions and Answers

Wrap Up
National Unified Goal
For Traffic Incident Management

Working Together for Improved Safety, Clearance and Communications
Member Organizations

- **Transportation** (AASHTO, ATA/ATRI, ATSSA, FHWA, ITE, ITSA, I-95 CC, TRB, AMPO, IMSA)
- **Fire & Rescue** (Emergency Responder Safety Institute, IAFC, IAFF, IFSTA, NFPA, NVFC, USFA)
- **Emergency Medical Services** (NASEMSO)
- **Public Safety Communications** (APCO, NENA)
- **Towing & Recovery** (TRAA, AAA)
- **Law Enforcement** (IACP)

*NTIMC – A National Voice for TIM*
NTIMC Strategic Plan: Mission & Vision

- **Mission**

  To link public safety and transportation communities to **define**, **standardize**, and **advance** the state of traffic incident management practice.

- **Vision**

  Leading and supporting a **national network** of traffic incident management (TIM) programs that are consistently implemented
What is the National Unified Goal for Traffic Incident Management?

The Traffic Incident Management National Unified GOAL is:

- Responder Safety;
- Safe, Quick Clearance; and
- Prompt, Reliable, Interoperable Communications.
TIM Network of the National TIM Coalition

National Unified Goal
for Traffic Incident Management
Working Together for Improved Safety, Clearance and Communications
What is the TIM Network?

- Community of professionals that works within any of the disciplines associated with Traffic Incident Management at any level

- A way for the NTIMC to remain in touch with the needs of practitioners & to more quickly become aware of developing trends
What Does the TIM Network Do?

**Mission:** To link public safety and transportation communities to define, standardize & advance the state of TIM practices

**Vision:** Leading & supporting a national network of TIM programs that are consistently implemented.

**Goals:**
- Promote and support
- Provide leadership
- Develop and recommend
- Deliver products
Upcoming TIM Network Activities

- Contribute to the redevelopment of the NTIMC Webpage
- Support identified needs of NTIMC leadership
  - Practices and Procedures Working Group
  - Communications and Training Working Group
  - Research Working Group
- Support the TIM Conference
  - Tentatively scheduled for fall 2010
- Conduct web survey of the network to determine practitioner need areas

Be Heard!

Go to http://timcoalition.org to complete a short survey about how the TIM Network can help.
How do I get involved?

- Fill out & submit the TIM Network membership application
  http://www.timcoalition.org/?siteid=41

- Become a fan on Facebook
  “National Traffic Incident Management Coalition”

- Add “Tim Shareswell” as a friend on Facebook

- Contact the TIM Network Liaison
  Eric Rensel
  Gannett Fleming/GeoDecisions
  717-763-7212x2428
  717-645-3791 (Mobile)
  erensel@gfnet.com
NUG Goals & Strategies
Current Efforts

National Unified Goal
for Traffic Incident Management
Working Together for Improved
Safety, Clearance and Communications
What is the **National Unified Goal** for Traffic Incident Management?

- Responder Safety
- Safe, Quick Clearance
- Prompt, Reliable, Interoperable Communications

How Will We Achieve the National Unified Goal?
Implementing 18 strategies
6 NUG Cross-Cutting Strategies

NUG Strategies are cross-cutting & serve as the foundation for achieving all 3 major objectives of the NUG.

- TIM Partnerships and Programs
- Multidisciplinary NIMS and TIM Training
- Goals for Performance and Progress
- TIM Technology
- Effective TIM Policies
- Awareness and Education Partnerships
3 Responder Safety Strategies (Objective 1)

- Recommended Practices for Responder Safety
- Move Over/Slow Down Laws
- Driver Training and Awareness

3 Safe, Quick Clearance Strategies (Objective 2)

- Multidisciplinary TIM Procedures
- Response and Clearance Time Goals
- 24/7 Availability
6 Prompt, Reliable Incident Communications Strategies (Objective 3)

- Multidisciplinary Communications Practices & Procedures
- Prompt, Reliable Responder Notification
- Interoperable Voice and Data Networks
- Broadband Emergency Communications System
- Prompt, Reliable Traveler Information Systems
- Partnerships with News Media & Information Providers
Current Efforts to Address the NUG Strategies

National Unified Goal for Traffic Incident Management
Working Together for Improved Safety, Clearance and Communications
NTIMC Member Activities Supporting the NUG

**EXAMPLE NUG Strategy #1 - TIM Partnerships & Programs**

- NTIMC  Strategies for Building Stronger State TIM Programs
- SHRP II  L06: Institutional Architectures to Advance Operational Strategies
- FHWA  FHWA TIM Self Assessment
- USFA & CVVFA  Roadway Safety Initiative for Emergency Responders
- TSAG  Transportation Safety Advancement Group
- I-95 CC  Quick Clearance Toolkit
- USFA  Apparatus Response & Roadway Operational Safety in the Career Fire Service
- USFA  USFA initiated Partnerships
- FHWA  FHWA TIM Strategic Plan and ETO Roadmaps
- IFTSA  Guidelines for Highway Incident Scene Safety and Traffic Control
- NTIMC  Benefits of Traffic Incident Management

Matrix accessible to webinar participants.
FHWA TIM Road Map 2008-2012

TIM 2009-2010 Work

- Work with NTIMC on Strategic Direction
- Full-Function Service Patrols Guidance & Training
- Safe, Quick Clearance (SQC) Best Practices Handbook
- SQC Decision Maker & Public Outreach
- CAD-TMC-EOC-FC Connectivity
- TIM Performance Metrics Knowledge Management System
- Safe, Quick Clearance Incident Performance Metric Adoption Campaign
- Partnering with NTIMC Members on NUG Projects
- TIM Peer to Peer Program
- TIM Self-Assessments & Other Performance Measurements
FHWA Available Resources: TIM Performance Measurement Knowledgebase

Sample Contents:
- TIM Performance Measurement Fact Sheet and Presentation
- TIM Performance Measurement Focus State Workshop Reports
- Helpful Materials/Resources from States doing performance measurement
  - Example Memorandum of Agreements
  - Example requirements documents or reports
  - Example systems specifications for data sharing
- Contact List of TIM PM Focus States Participants
- FHWA TIM Self-Assessment and other resources

Bookmark the TIM PM Knowledgebase!
www.ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/knowledgebase/knowledgebase.htm
FHWA Available Resources:
TIM Performance Measurement (PM) LISTSERV

Subscribe to the TIM PM managed email list to access the experiences & expertise of focus States & others across the country measuring TIM performance:

- Experience-based knowledge from the convenience of your desktop email
- Ask specific questions, get helpful answers from people with experience
- Suggest/share helpful resources

Send an email to TIMPM@dot.gov to subscribe!
Good Practices: NUG Integration into Local Programs & Organizations

Washington State
Wisconsin
I-95 Corridor Coalition

Working Together for Improved Safety, Clearance and Communications
Implementing the N.U.G.
In Washington State
NUG Communication Strategies

1. Focus on 3 major objectives & incorporate them in the WSP/WSDOT/Fire Joint Operating Agreement.

2. Create the Washington TIM Coalition (May 2007).

3. Initiate Statewide TIM Conferences (Sept 2007).

4. Identify cross-discipline training resources:
   a. Educate all responders on MUTCD Chapter 6I.
   b. Educate all responders on U.S. Fire Administration Publication: “Traffic Incident Management Systems
   c. Identify and communicate “Risk Management” training philosophy to all responders, e.g. Volunteer Fire Insurance Services (VFIS) Training Program
Incorporating the NUG into the JOPS Agreement

WSP, WSDOT and the State Fire Chiefs Association set a mutual goal of safely clearing highway incidents within 90 minutes in 2002.

The 3 major objectives of the NUG:
- Responder Safety,
- Safe Quick Clearance, and
- Prompt Reliable Interoperable Communications,

were added to the JOPS Agreement in 2008.

http://www.watimcoalition.org/pdf/JOPS.pdf
WSDOT and WSP provided leadership to form the coalition. Partners include WSDOT, WSP, Fire/EMS, Towing, AAA, and other stakeholder groups who have endorsed the NUG.

- Coalition formed in May 2007
- Admin support provided by WSDOT
- Statewide TIM conferences sponsored by the coalition in 2007, 2008 and 2009.
Chapter 6I- Control of Traffic Through Traffic Incident Management Areas

6I.01 General, NIMS requires ICS, p. 726
6I.02 Major Traffic Incidents, p. 727
6I.03 Intermediate Traffic Incidents, p. 728
6I.04 Minor Traffic Incidents, p. 728
6I.05 Use of Emergency-Vehicle Lighting, p. 729

- Components of a Temporary Traffic Control Zone, p. 553
Responsive Training Resources:
The Impact of Incidents on Highway Capacity

Percentage of Lost Capacity *

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* Different studies report slight variations in these numbers
Responder Training Resources

The Relationship Between Congestion and Crashes:
The Urgency of Early Detection and Clearance

- Congestion increases crashes which cause more congestion & more crashes.
- Decreased congestion means fewer crashes which preserves capacity.

Free Flow Traffic

Gridlock

Real-Time
Short-Range
Long-Range

Operations Role
Planning Role

Incident Response
Responder Training Resources:
Causes of Struck-by Incidents
Traffic Incident Management Systems, April 2008, U.S. Fire Administration

- Lack of training on hazards of roadway incidents
- Lack of situational awareness
- Failure to establish a Temporary Traffic Control Zone
- Improper positioning of apparatus
- Inappropriate use of scene lighting
- Failure to use PPE and high-visibility apparel
- Careless, inattentive, or impaired drivers
- Poor visibility conditions
- Altered traffic patterns
Highway Safety for Emergency Service Personnel

- Classroom Instruction
- Initial Training, Orientation & Drills
- Testing and Evaluation

For more information contact:
Dave Love  (717) 817-8951

http://www.vfis.com/education_training.htm
For more information contact:

Vince Fairhurst
Incident Response Program Manager
(360) 705-7287
Fairhuv@wsdot.wa.gov
Applying the NUG: Wisconsin Traffic Incident Management Enhancement (TIME) Program

A Case Study

“Where we’ve been and where we are going…”
Where We’ve Been – TIME Evolution

Initiated: 1995
Champion: Wisconsin Department of Transportation
Geographic Area: SE WI (Milwaukee Metro)
Original Purpose: Enhance/coordinate freeway TIM and guide ITS deployment
Organization: Steering Committee and Technical Team (multiagency and multidiscipline)
Initial Guidance: Needs Study followed by implementation “Blueprint”
Foundation: Public Safety and Transportation relationships
Where We’ve Been – Early Success

- Support for on-going, sustained program
- Regular meetings (~monthly), 15 years
- Early strategy implementation
  - “Steer-It-Clear-It” law
  - Freeway Service Patrols
  - Crash Investigation Sites
  - ITS/FTMS Expansion
  - CCTV sharing with emergency responders
  - 1/10 and 2/10 mile markers
  - Traffic Response Unit (TRU)
- Planned special event coordination
- 2002 ITS America Best-Of Award
Managing WI Incidents - Today

- Work Zone Safety & Mobility
- ETO Program

TIME
Traffic Incident Management Enhancement
Where We Are Today (& Going in the Future)

- Statewide (corresponding to expansion of TOC in 2006)

- WisDOT TIME Standing Committee directs “high-level” activities
  - *Program Work Plan structured according to National Unified Goal (NUG):*
    - Responder safety
    - Safe, quick clearance
    - Prompt, reliable, interoperable communications
    - Crosscutting

- Five regional TIME groups meet regularly
NUG-based Solutions & Strategy Examples

**Responder Safety**

- Emergency Traffic Control and Scene Management Guidelines, corresponding training
- Public information campaign for “Move Over” law

**Safe, Quick Clearance**

- Freeway Service Team (patrol) in Work Zones
- Emergency Alternate Route Guides
NUG-based Solutions & Strategy Examples

- **Prompt, Reliable, Interoperable Communications**
  - Wisconsin Telecommunicator Emergency Response Task Force (WI-TERT)
  - 5-1-1

- **Crosscutting**
  - Routine incident debriefings
  - Statewide TIM Conference
  - FHWA Self-Assessment
  - Performance Measures
Questions / More Information

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TIME Program Consultant Manager
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I-95 Corridor Coalition
Supporting NUG Implementation

Capt. Tom Martin
Operations Coordinator

http://www.i95coalition.org/
I-95 Corridor Coalition…
A Partnership of Transportation Agencies
Successful Model for Interagency Cooperation and Coordination since the early 1990’s

- $4.5 trillion economy (40% of U.S. GDP)
- 3rd largest economy in the world
- 21% of Nation’s road miles, 35% of Nation’s VMT
- 565 million long-distance trips
- 5.3 billion tons of freight

The I-95 Corridor Coalition’s focus on one of the ‘NUG’-GETS... **Quick Clearance**
Why the I-95 Coalition Is Involved…

- Essential to clear incidents from the roadway quickly to reduce secondary incidents to improve safety and alleviate congestion
  - 13 I-95 Coalition States have now enacted “Quick Clearance/Move-It” laws (PA, NH, VT, MA, CT, RI, DE, FL, GA, MD, NC, SC, VA)
  - Many drivers are unaware of these laws and still don’t move their vehicles

- Goal: increase safety by more consistent application of QC/MI practices throughout the Corridor
How the I-95 Coalition Is Involved…

Quick Clearance Implementation Training Workshops
– Over 1500 Multidisciplinary Responders in 15 Coalition States Trained to Date –

Quick Clearance Executive Forums
- For senior agency personnel and legislative staff to engender executive support for incident management in general and QC in particular

Quick Clearance Responder Workshops
- For Agency Managers and Practitioners from all pertinent disciplines to engender middle management and supervisory support for IM/QC

Quick Clearance for Law Enforcement Training
- Six-hour detailed training session geared for Law Enforcement personnel

Quick Clearance for Fire Training Module Under Development

All Sessions utilize the I-95 Coalition’s Quick Clearance Toolkit
Quick Clearance Toolkit Contents

Addresses Interdisciplinary and Interagency Responsibilities

- **Statutory/Regulatory/Policy Best Practices**
  - Quick Clearance and Move It Laws; “Open roads policy”; Service patrols; Interagency communications; Innovative programs for towing and wrecker services; Certification of responders; …

- **Administrative Best Practices**
  - Multi-agency TIM Teams; Inter-agency standards, training & certification; Technology and inter-agency communications; Incentive reward programs; …

- **Operational Best Practices**
  - Detection; Verification; Notification; Response; Clearance; Traveler information; Post-incident debriefs; …

*Now Available Online at www.i95coalition.org*
Supporting NUG Implementation…

Host NUG Interdisciplinary Summit and Encourage Regional IM Task Force Establishment

- Coordinating with NTIMC & others, the I-95 Coalition will host a NUG Summit to discuss interdisciplinary IM issues and recommend best practices for the resolution of those issues

- After the Summit, outreach to regional entities & emergency responders to encourage formation of regional IM task forces
Supporting NUG Implementation...

I-95CC’s 3-D, Distributed, Interactive Transportation Management and First Responder Training System

- Intensive training program using 3-dimensional, multi-player computer gaming simulation technology & distance-based learning technologies to test, validate, certify & reinforce the dissemination of best incident management practices across the Coalition region.

- Practical, scenario-based, interactive, real-time IM training for up to 500 responders simultaneously at a variety of locations.
  - Can be accessed from any location with an internet connection thereby reducing training and travel costs and enabling increased participation.

- Designed to educate and validate QC practices and related IM techniques and promote communication, coordination and cooperation among organizations involved in IM.
  - Peer-to-peer training discussions achieve more consistent performance, more innovation, and better and safer delivery of incident management.
The End Goal

- Meld I-95CC Quick Clearance Workshops/Toolkit and 3-D IM First Responder Training System bringing all responders to a common level on core competencies.

- Consider basic voluntary Certification Program for incident responders in concert with the NTIMC/NUG.
Facilitated Discussion

National Unified Goal
for Traffic Incident Management
Working Together for Improved Safety, Clearance and Communications
Facilitated Discussion

What is the greatest challenge in integrating the NUG into your TIM programs?
Facilitated Discussion

What tools or guidance could FHWA or the NTIMC develop to address your needs?

Questions & Answers
Presenter Contact Information

- **Mark Kehrli** FHWA Director, Office of Transportation Operations, (202) 366-0600 (mark.kehrli@dot.gov)
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- **Thomas “Tim” Lane** * TIM Program Manager (202) 366-0731
- **Ray Murphy** * Resource Center-ITS Specialist (708) 283-3517

(*=All reached at ETO@dot.gov)

- **TJ Nedrow** Vice Chairman, NTIMC 360-357-2728 (nedrowt@wsdot.wa.gov)
- **Eric Rensel** NTIMC TIM Network 717-763-7212x2428 (herensel@gfnet.com) (Frank Horne, briefer)
- **Vince Fairhurst** Washington State DOT 360-705-7287 (fairhuv@wsdot.wa.gov) (Rick Phillips, briefer)
- **Steve Cyra**, HNTB Corporation for WisDOT 414-403-9644 (scyra@hntb.com)

http://www.ops.fhwa.dot.gov/eto_tim_pse
Thank You!