



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



Traffic Incident Management National Unified Goal (NUG)

February 24 at 11:00 a.m. Eastern

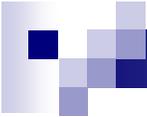
Welcome... we will begin shortly

Today's Guests

- **Mark Kehrli, FHWA Director of Office of Transportation Operations**
- **TJ Nedrow,  Vice Chair & National Volunteer Fire Council**
- **Frank Horne,  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





Agenda

- **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**



ntimc

National Traffic Incident
Management Coalition

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



Tim is on Facebook!





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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





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Current Efforts to Address the NUG Strategies

***National Unified Goal
for Traffic Incident Management
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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**

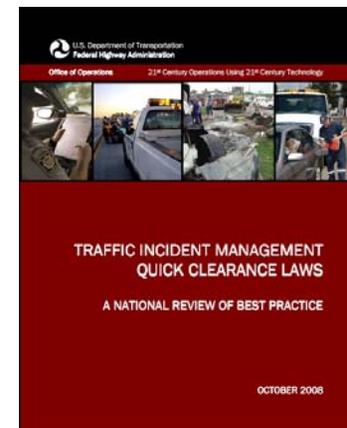
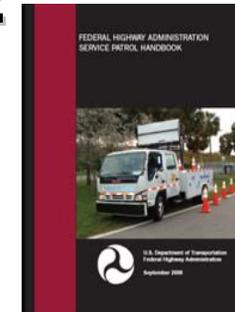
Matrix accessible to webinar participants.



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



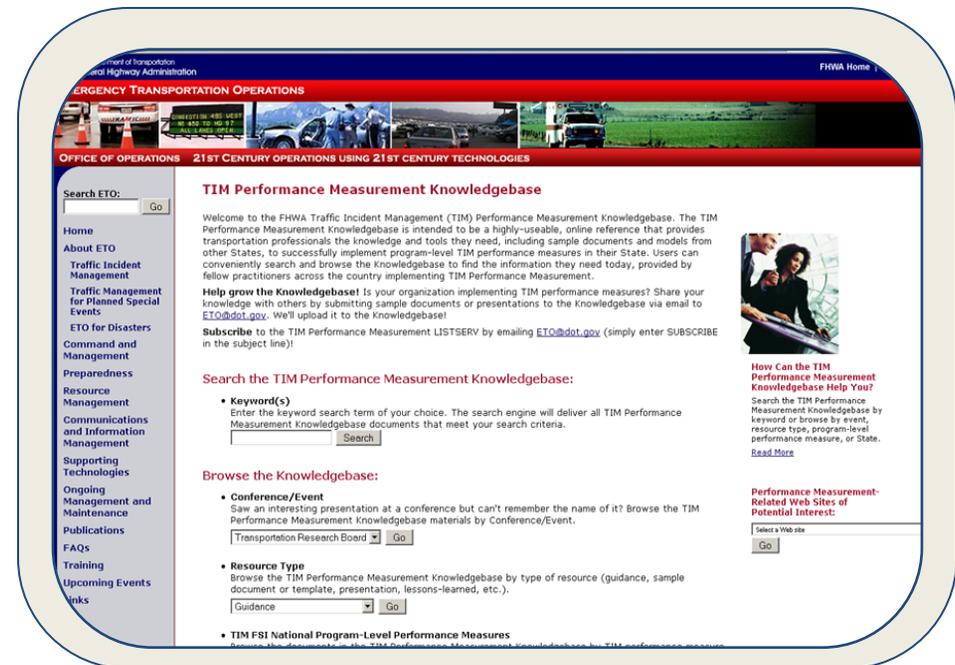
FHWA Available Resources: TIM Performance Measurement Knowledgebase

Sample Contents:

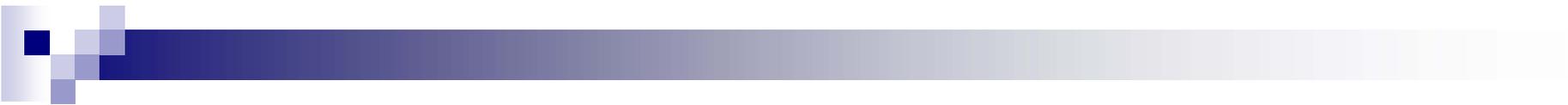
- TIM Performance Measurement Fact Sheet and Presentation
- TIM Performance Measurement Focus State Workshop Reports
- Helpful Materials/Resources from States doing performance measurement
 - Example Memorandum of Agreements
 - Example requirements documents or reports
 - Example systems specifications 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



The screenshot displays the homepage of the TIM Performance Measurement Knowledgebase. At the top, there is a navigation bar with the FHWA logo and 'FHWA Home' link. Below this is a banner for 'EMERGENCY TRANSPORTATION OPERATIONS' with a '21st Century Operations Using 21st Century Technologies' theme. The main content area is titled 'TIM Performance Measurement Knowledgebase' and includes a welcome message, a 'Help grow the Knowledgebase!' section with a 'Subscribe' link, and search options. The search section is divided into 'Keyword(s)' and 'Resource Type' with dropdown menus and 'Go' buttons. A sidebar on the left contains a 'Search ETO:' field and a list of navigation links including Home, About ETO, Traffic Incident Management, Traffic Management for Planned Special Events, ETO for Disasters, Command and Management, Preparedness, Resource Management, Communications and Information Management, Supporting Technologies, Ongoing Management and Maintenance, Publications, FAQs, Training, Upcoming Events, and Links.



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!



**Washington State
Department of Transportation**

Good Practices: NUG Integration into Local Programs & Organizations



**Washington State
Wisconsin
I-95 Corridor Coalition**

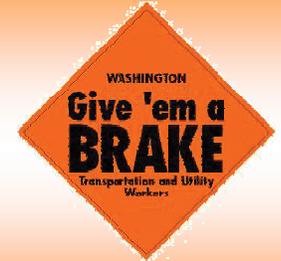
*Working Together for Improved
Safety, Clearance and Communications*



**I-95 CORRIDOR
COALITION**



■ 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**



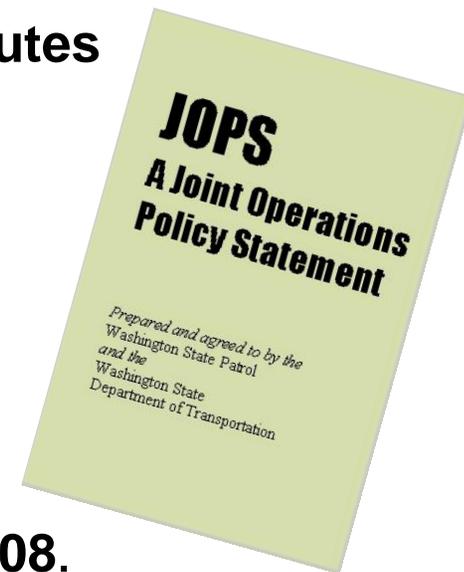
Incorporating the NUG into the JOPS Agreement

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.





Washington State

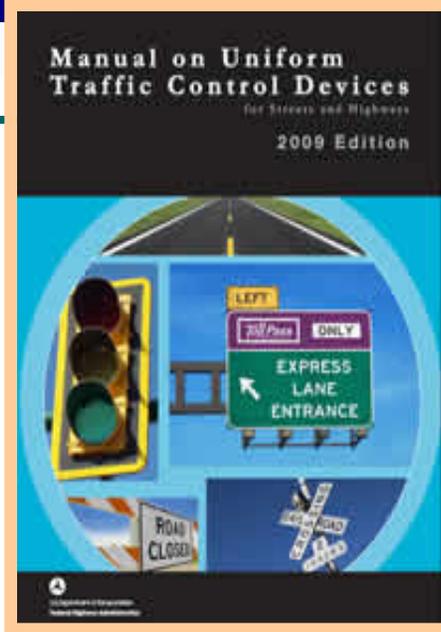


Traffic Incident Management Coalition

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.

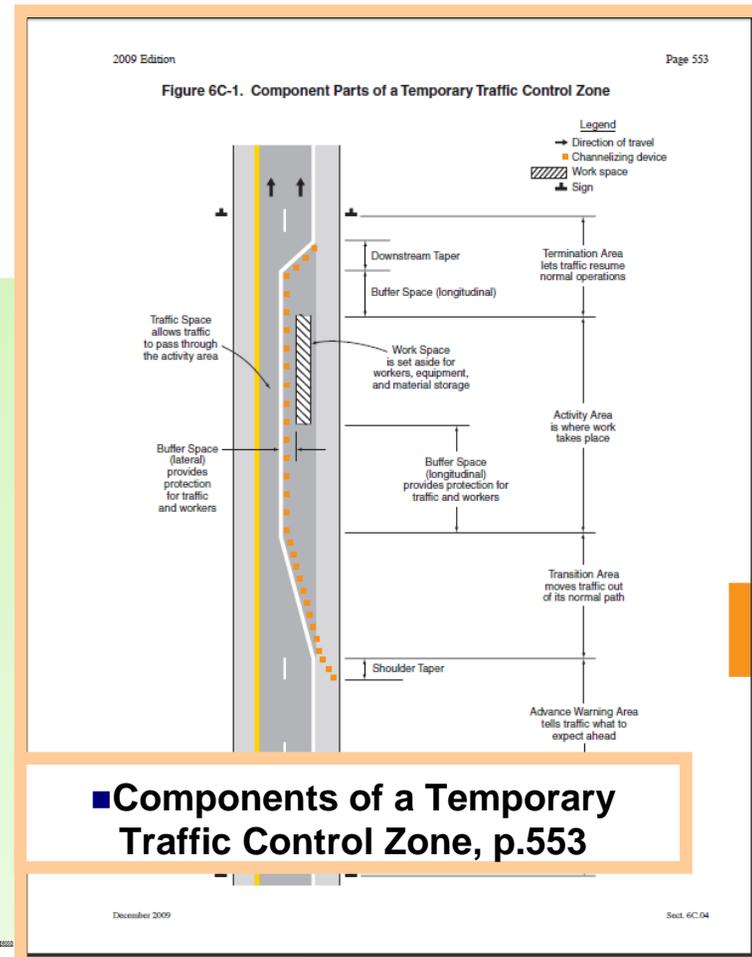




Responder Training Resources: Manual on Uniform Traffic Control Devices 2009 Edition

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



Responder Training Resources: **The Impact of Incidents on Highway Capacity**

Percentage of Lost Capacity *

Number of Lanes	Shoulder Blocked	Lanes Blocked		
		One	Two	Three
2	19%	65%	100%	N/A
3	17%	51%	83%	100%
4	15%	42%	75%	87%
5	13%	35%	60%	80%
6	11%	29%	50%	74%

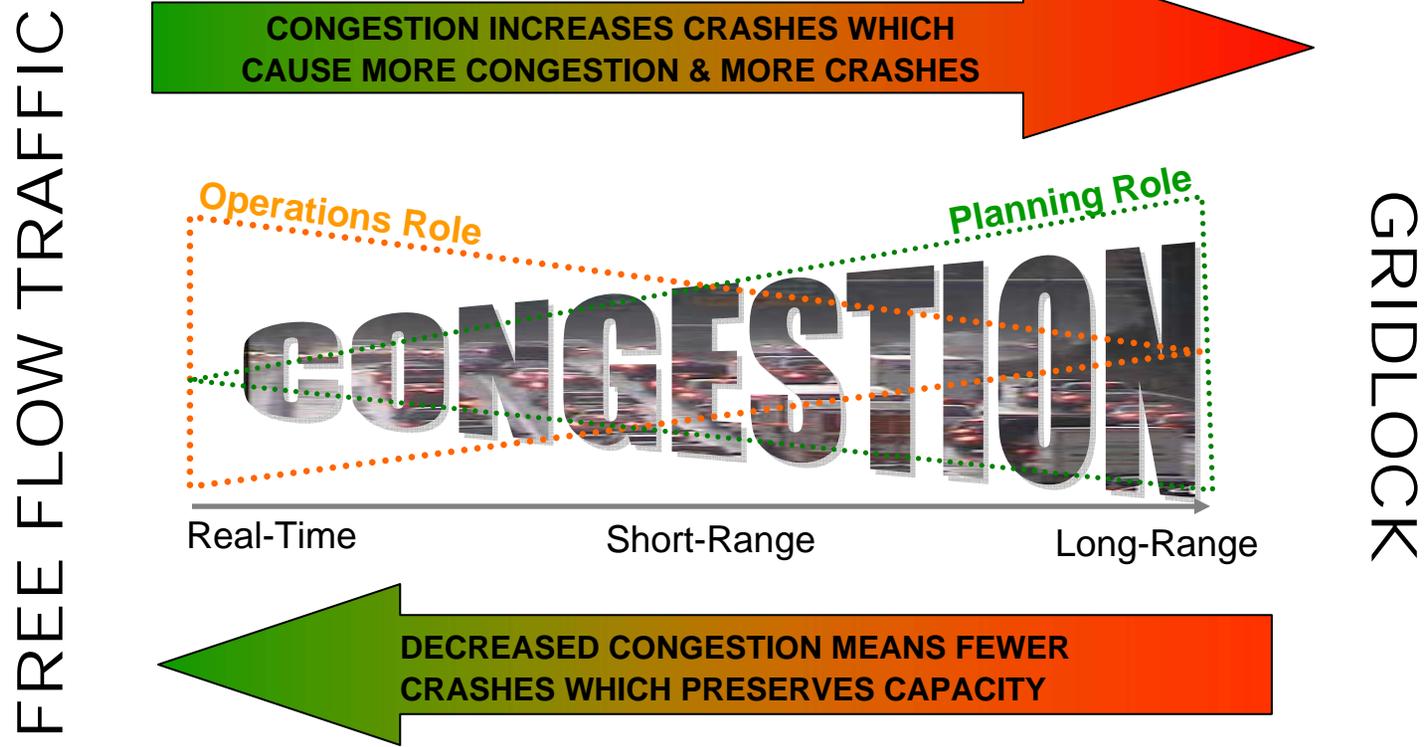
Source: 2000 Highway Capacity Manual

* Different studies report slight variations in these numbers

Responder Training Resources

The Relationship Between Congestion and Crashes:

The Urgency of Early Detection and Clearance



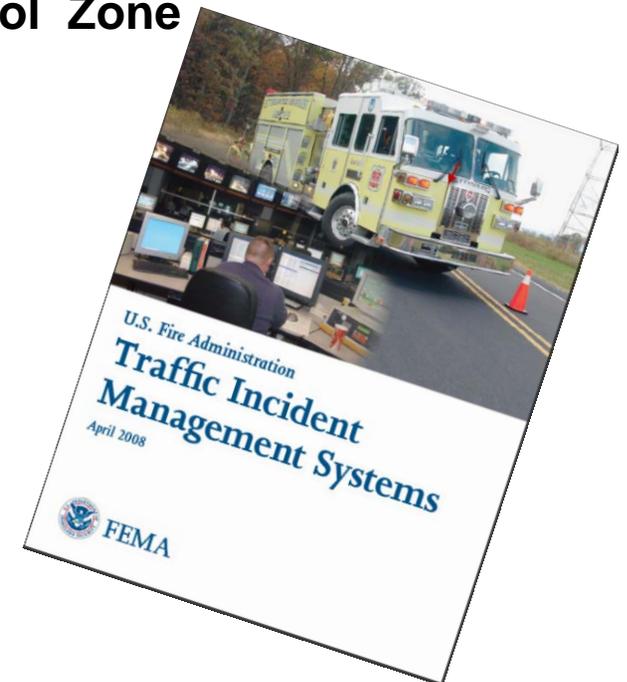


Responder Training Resources:

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





VFIS

Comprehensive Highway Safety Program

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



Washington State
Department of Transportation



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

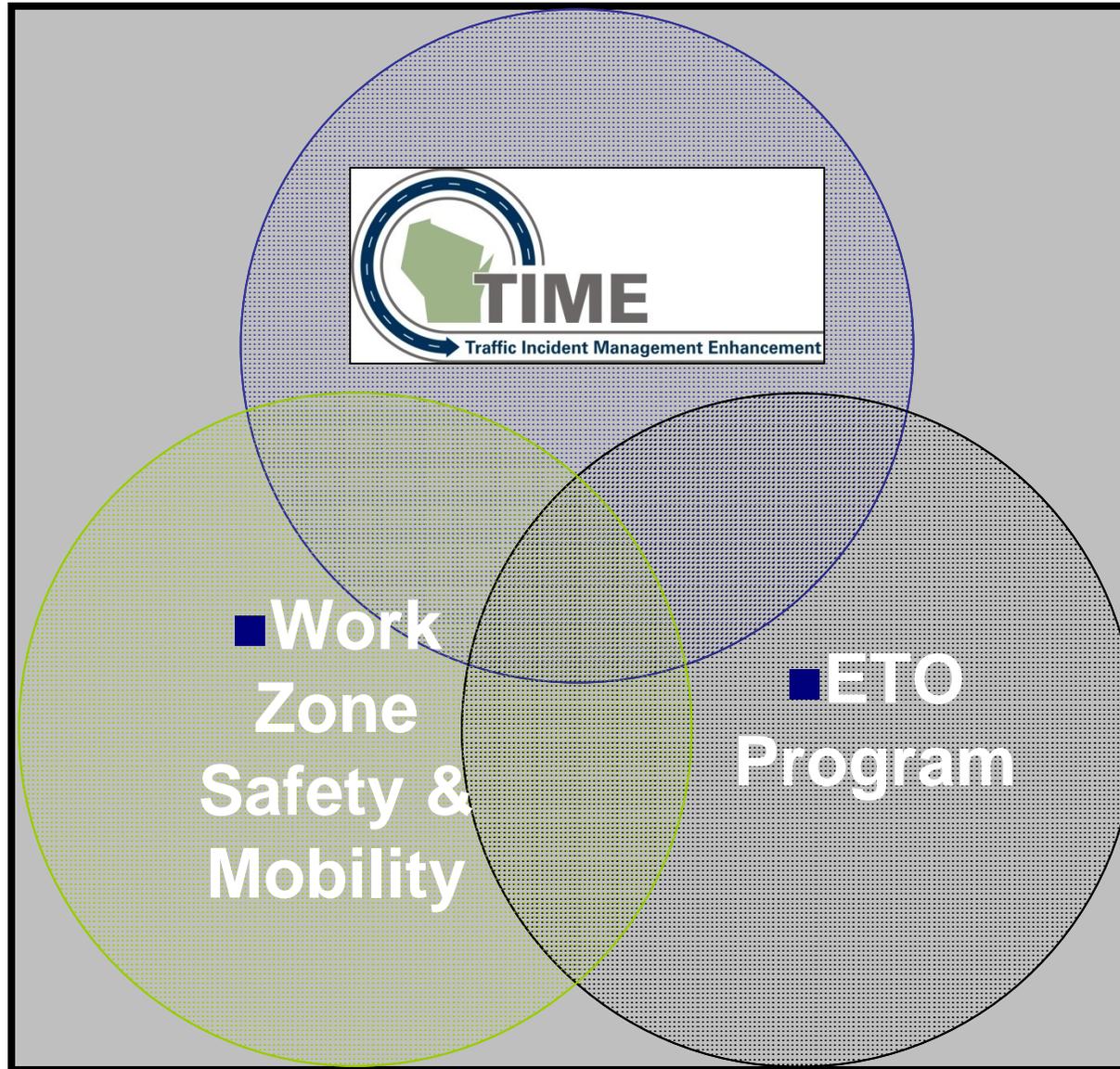


Where We've Been – Early Success

- 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

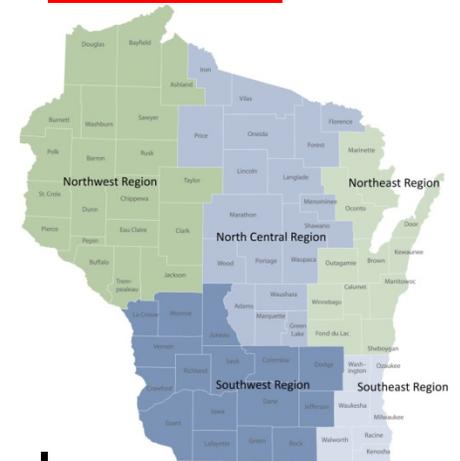


Managing WI Incidents - Today



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



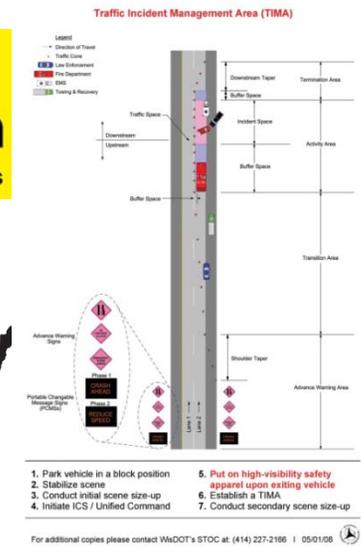
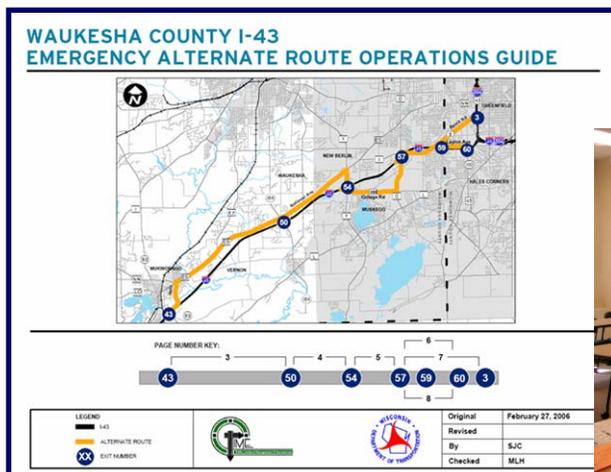
NUG-based Solutions & Strategy Examples

■ 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

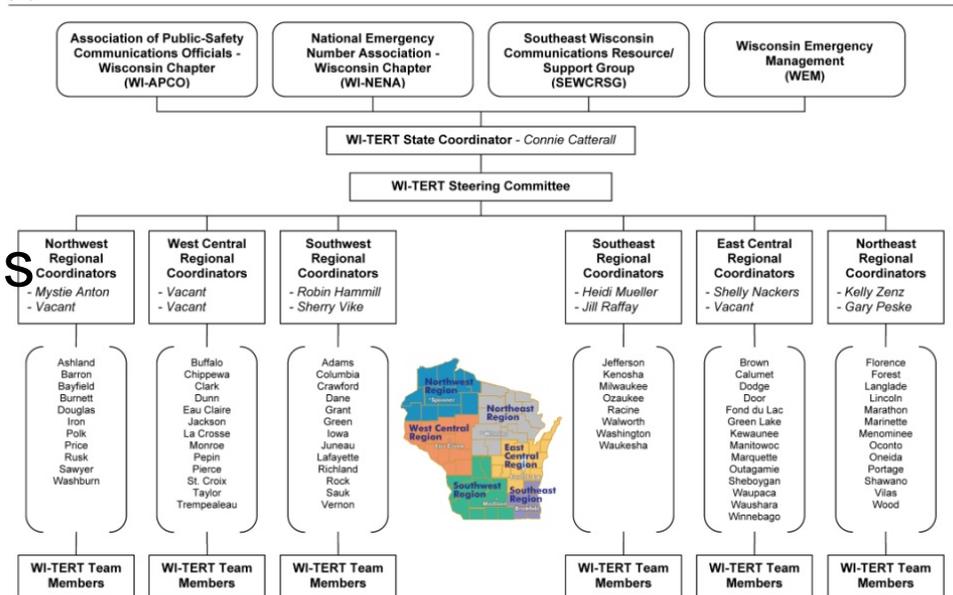
■ Prompt, Reliable, Interoperable Communications

- Wisconsin Telecommunicator Emergency Response Task Force (WI-TERT)



Wisconsin Telecommunicator Emergency Response Taskforce

WI-TERT ORGANIZATIONAL CHART



06/25/08



- 5-1-1

■ Crosscutting

- Routine incident debriefings
- Statewide TIM Conference
- FHWA Self-Assessment
- Performance Measures

Questions / More Information

Steve Cyra, P.E., P.T.O.E.

Fellow, Associate Vice President Traffic
Operations/ITS

TIME Program Consultant Manager
HNTB Corporation



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I-95 Corridor Coalition

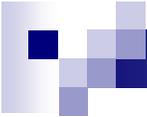
Supporting NUG Implementation

Capt. Tom Martin
Operations Coordinator

<http://www.i95coalition.org/>



**I-95 CORRIDOR
COALITION**



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

I-95 Corridor Coalition

Quick Clearance Toolkit Contents

Addresses Interdisciplinary and Interagency Responsibilities

■ Statutory/Regulatory/Policy Best Practices

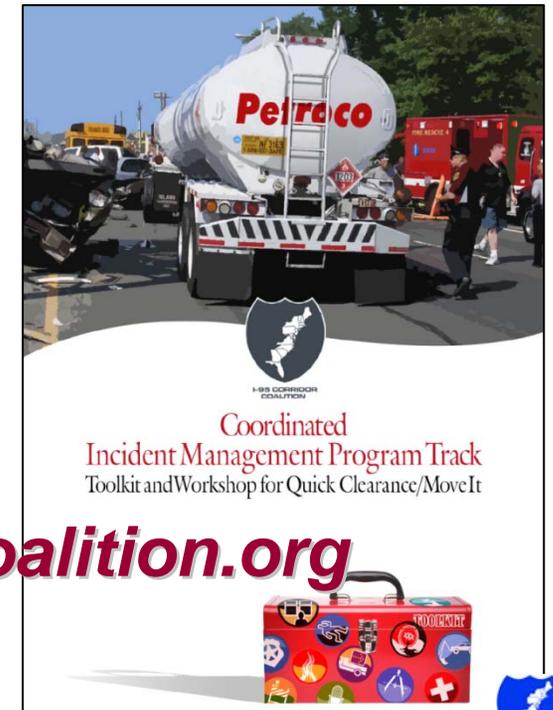
- Quick Clearance and Move It Laws; “Open roads policy”; Service patrols; Interagency communications; Innovative programs for towing and wrecker services; Certification of responders; ...

■ 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)
- **Kimberly Vasconez** * ETO Team Leader, (202) 366-1559
- **Paul Jodoin*** TIM Program Manager, (202) 366-5465
- **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
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- **Eric Rensel** NTIMC TIM Network 717-763-7212x2428
(erensel@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



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Thank You!



I-95 CORRIDOR
COALITION



**Washington State
Department of Transportation**

