

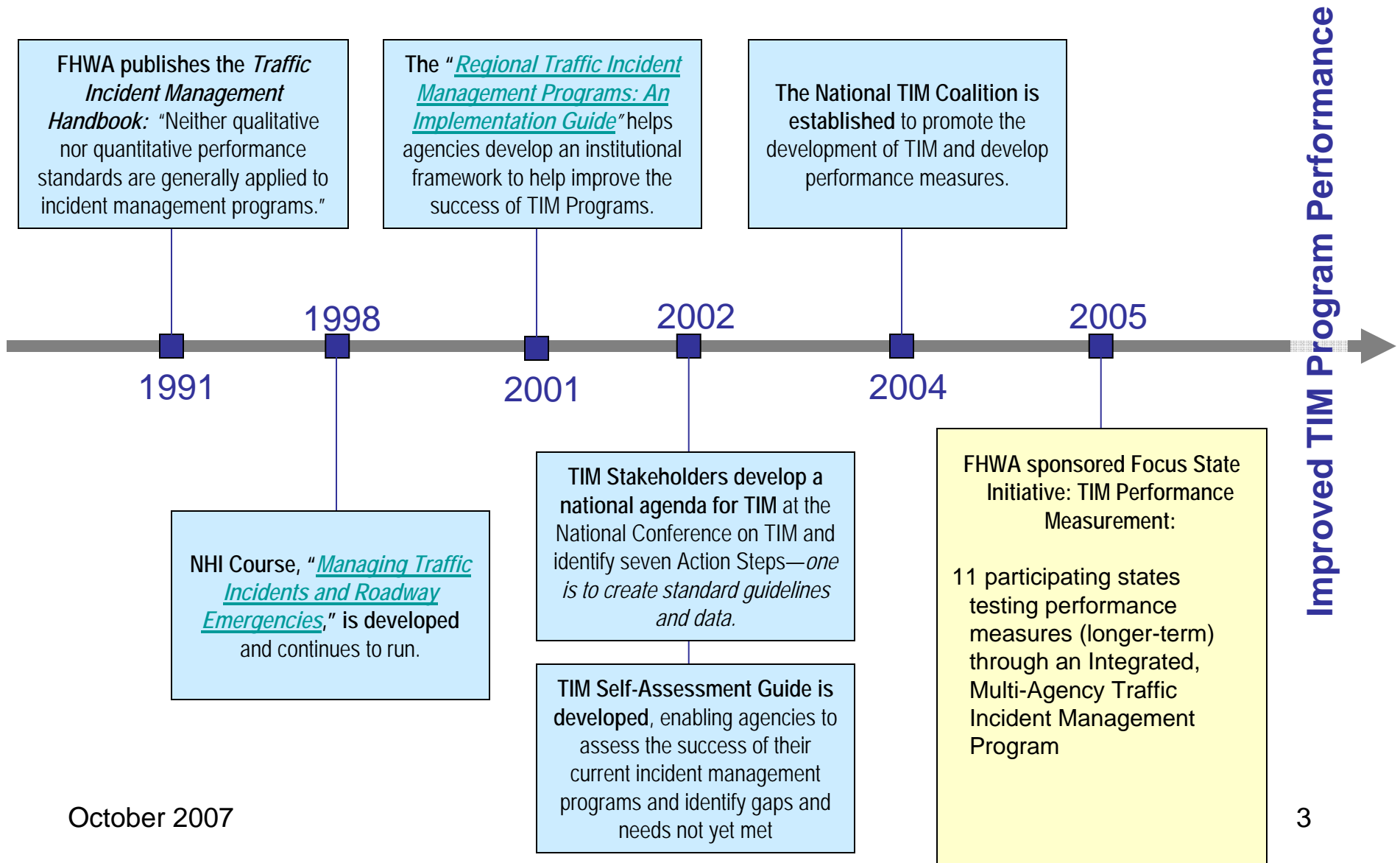
TIM Program-Level Performance
Measurement Focus States
Initiative Update

October 2007

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TIM Over TIME



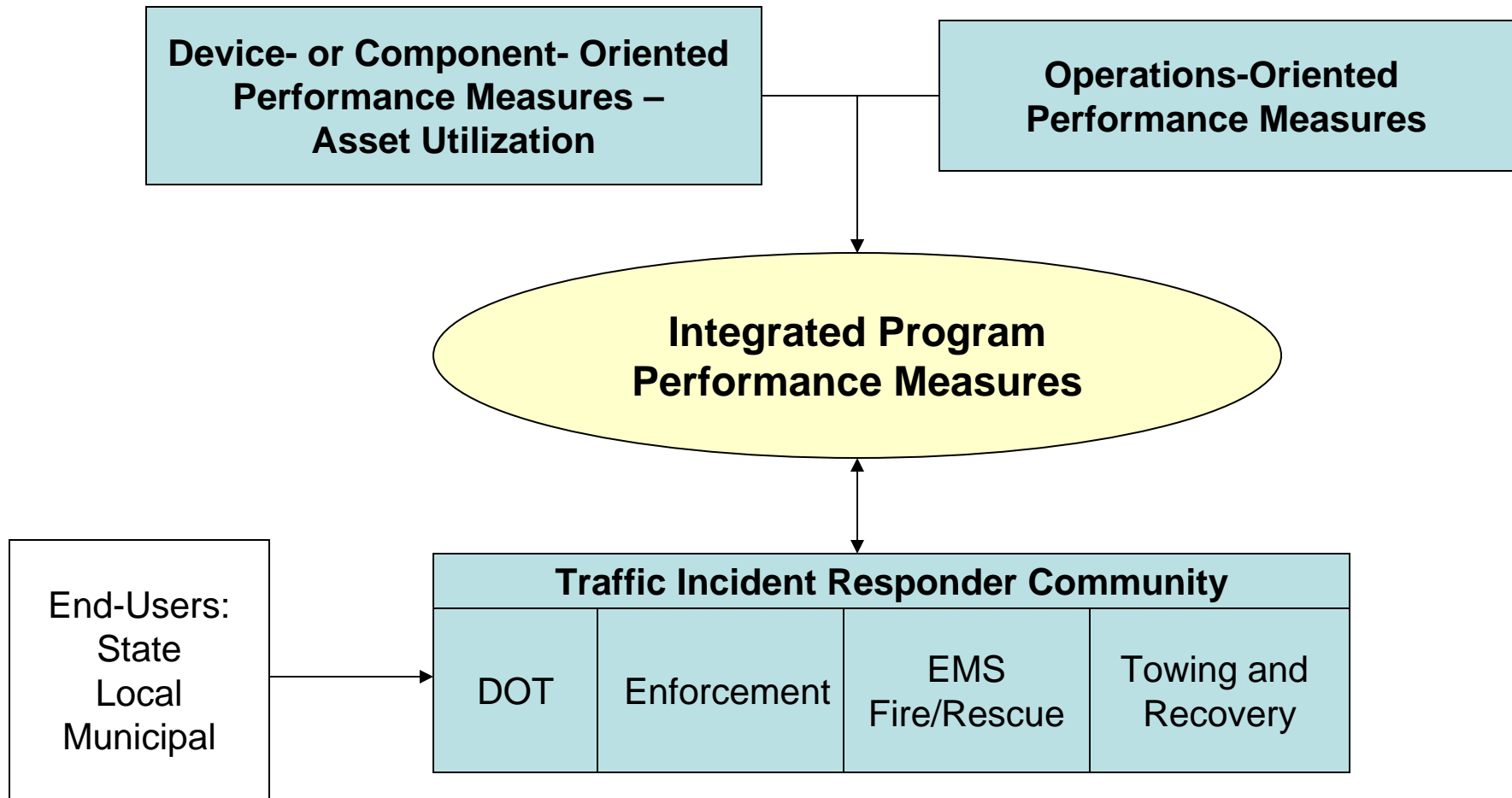
TIM - 2007

- Secretary's Congestion Initiative
 - Promote Operational and Technological Improvements
 - Traffic Incident Management (Traffic Incidents Account for 25% of all Congestion)
 - Full Function Service Patrols
 - “Driver removal “Move It” Laws
 - Safe, Quick Clearance policy Agreements
 - Integrated Agency Communications
 - Performance Measurement enabled by Integrated Comm.
- National Unified Goal
- SHRP II - TIM Training and Certification
- Focus States Initiative – Milwaukee Workshop

The Concept of a TIM Program

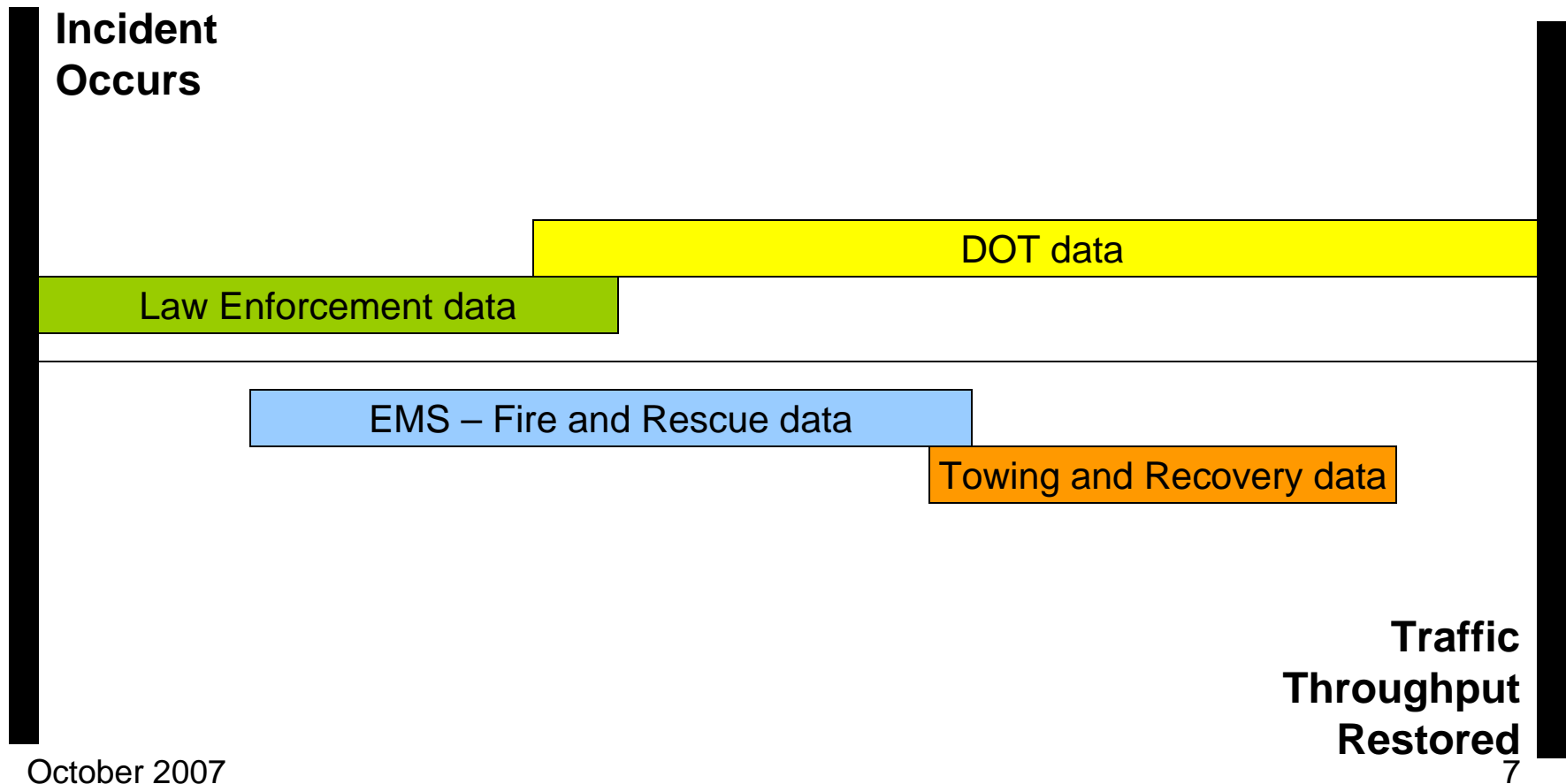
- Shared responsibility across multiple organizations for TIM outcomes
- Regional approach to traffic incident management
 - Multiple agencies
 - Defined roles for each agency
 - Memoranda of Understanding between participating agencies
 - Pre-established incident response procedures
- Well-developed communications between team members
 - Ongoing program review and improvement discussions
 - Real-time communications
 - Real time data exchange
- Formalized and dedicated funding mechanisms
 - Coordinated and collaborative strategic planning to identify and dedicate needed funds
 - Capital and Operating funding
- Established traffic incident management personnel positions
 - Ongoing training and skills development.
- Measurable standards to evaluate program effectiveness
- Outreach
 - Traveling public
 - Senior managers and elected officials

Integrated TIM



TIM Program-level Performance Measurement

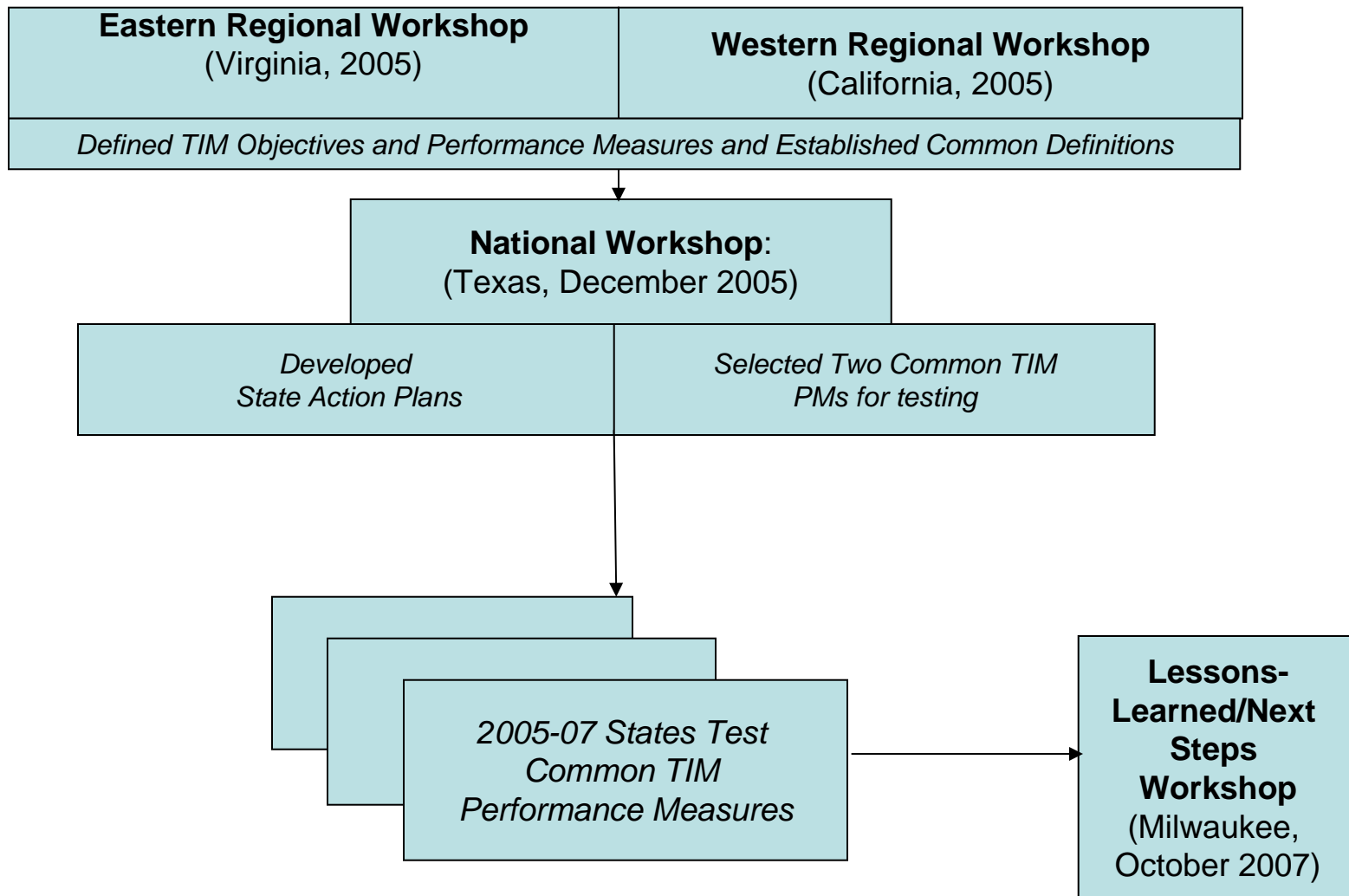
Example: Measuring Total Incident Duration – Who Is Involved?



Why Measure TIM Performance?

- DOT Goal - Improve Traffic Incident Management to support reducing congestion and improving highway safety
- Performance measurement tracks progress towards meeting multiple agency goals and objectives:
 - Areas where improvements are being made;
 - Areas where improvement is still needed;
 - Practices that are highly-effective;
- Decision Makers have the information needed to:
 - Improve the allocation of existing resources to improve TIM
 - Justify the allocation of additional resources for future needs
 - Assess how well agency goals and objectives are being met

The TIM PM Focus States Initiative



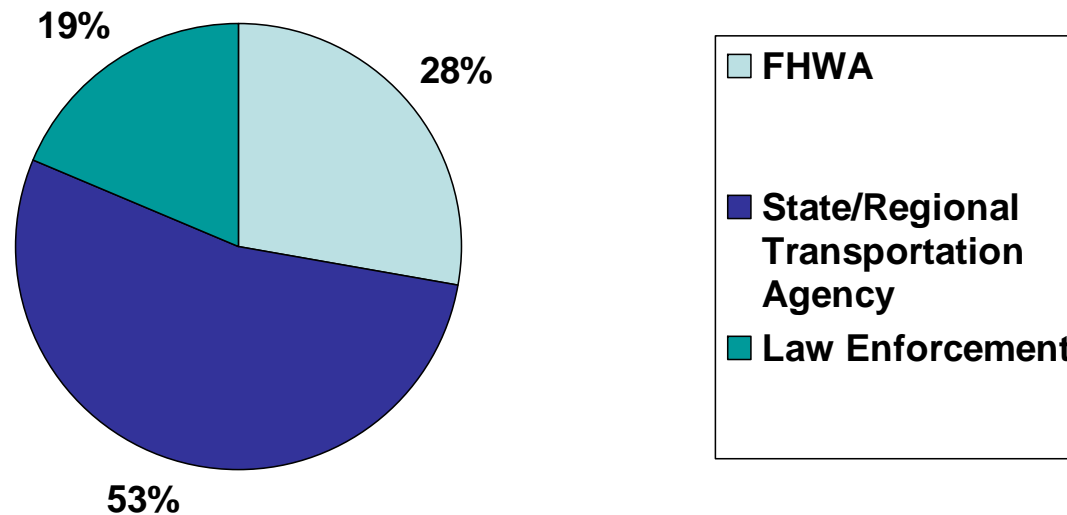
Participating States

- California
- Connecticut
- Georgia
- Florida
- Maryland
- New York
- North Carolina
- Texas
- Utah
- Washington
- Wisconsin
- Missouri (observer)

Workshop Participant Mix

More Than 50 TIM Practitioners From Eleven Leading States Met During Two Workshops to Define Candidate Program-Level TIM Performance Measures:

EAST COAST PARTICIPANTS						WEST COAST PARTICIPANTS				
CT	GA	MD	NC	NY	WI	CA	FL	TX	WA	UT



10 Candidate Program-Level TIM Objectives

1. **Reduce incident notification time** (defined as the time between the first agency's awareness of an incident, and the time to notify needed response agencies).
2. **Reduce roadway clearance time** (defined as the time between awareness of an incident and restoration of lanes to full operational status).
3. **Reduce incident clearance time** (defined as the time between awareness of an incident and the time the last responder has left the scene).
4. **Reduce "recovery" time** (defined as between awareness of an incident and restoration of impacted roadway/roadways to "normal" conditions).
5. **Reduce time for needed responders to arrive on-scene after notification.**
6. **Reduce number of secondary incidents and severity of primary and secondary incidents.**
7. **Develop and ensure familiarity with regional, multi-disciplinary TIM goals and objectives and supporting procedures by all stakeholders.**
8. **Improve communication between responders and managers regarding the status of an incident throughout the incident.**
9. **Provide timely, accurate, and useful traveler information to the motoring public on regular basis during incident.**
10. **Regularly evaluate and use customer (road user) feedback to improve TIM program assets**

NOTE: Synthesis of objectives from regional workshops

Selected Candidate TIM Objectives and Performance Measures

Candidate Objective	Proposed Performance Measure (s)
*2. Reduce roadway clearance time (defined as the time between awareness of an incident and restoration of lanes to full operational status).	a. Time between first recordable awareness of incident by a responsible agency and first confirmation that all lanes are available for traffic flow.
*3. Reduce incident clearance time (defined as the time between awareness of an incident and removal of all evidence of the incident, including debris or remaining assets, from shoulders).	b. Time between first recordable awareness of incident by a responsible agency and time at which the last responder has left the scene.

TIM PM FSI: *In-Progress Results Synthesis*

State	Developing Interagency TIM Program	Interagency Data Exchange (CAD TMC)	Reduce <u>roadway</u> clearance time: Time between first recordable awareness of incident by a responsible agency and first confirmation that all lanes are available for traffic flow.	Reduce <u>incident</u> clearance time: Time between first recordable awareness and time at which the last responder has left the scene.	Results Used to Improve TIM Operations
Florida	Y	Y	Y	Y	In progress
Wisconsin	Y	Y	Y	N	In progress
New York	Y	Under development	In progress	In progress	Planned
Washington	Y	Limited	Y	Y	In-progress (incidents involving joint response with WSDOT and WSP)
Texas	Y (local events)	N	N	N	N
Maryland	Y	N	Y	Y	Y
Utah	Y	Limited	N	N	N
Georgia	Y	N	Y	Y	Y
California	Y	Under development	In progress	In progress	Planned
Connecticut	Y	Under development	In progress	In progress	Planned
North Carolina	Y	Under development	In progress	In progress	Planned

Next Steps: How FHWA Can Support Program Level TIM PM

- **Continue to promote a common language/common standards.**
- **Continue regional/national workshops and meetings.**
- **Develop a useful, intuitive community of practice where practitioners can exchange knowledge, find others with similar goals/experiences, and relevant lessons-learned.**
- **Fund a model state initiative for TIM performance measurement.**
- **Develop targeted outreach materials to help States build partnerships and secure management support.**
- **Develop a National System**