Coordinated
Incident Management Program Track
Toolkit and Workshops for Quick Clearance
Executive Forum

Where/When

I-95 CORRIDOR COALITION

Session 1

Introductions

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Who Are We?

Background and Credentials

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Housekeeping

- Seeing?
- Hearing?
  - Beepers & cell phones off or mute
- Restrooms
- Emergency exits
- Workbooks
- Certificates/Professional Development Hours (PDHs)

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Who Are You?

Affiliation, role related to traffic incident management (TIM), quick clearance (QC), and/or transportation in general

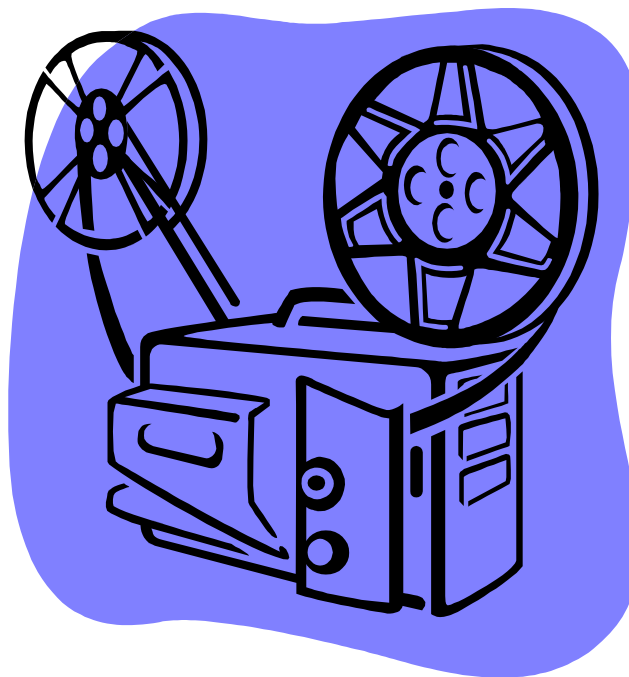Toolkit and Workshops for Quick Clearance

Who are the TIM/QC Stakeholders?

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Why We Stress Good TIM Practices

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Executive Forum Agenda

No.	Length	Title	Instr.
1	25	Introductions	CW
2	35	Purpose and Objectives	JO
3	10	Open Roads Philosophy	JO
4	30	What is a Good TIM/QC Program?	JO
5	10	About the TIM/QC Toolkit	CW
6	20	What's Next and Self-Assessment	CW

(10-min breaks following Sessions 2 & 4)

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Session 2

Purpose and Objectives

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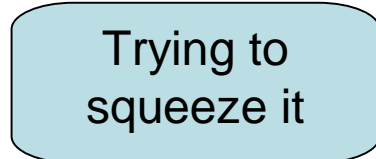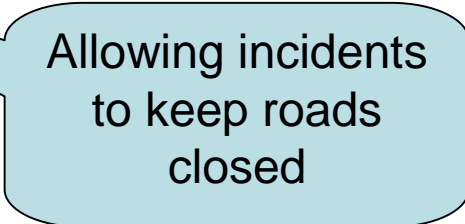
You Can't Make Highway Capacity By...

Messing with people's travel plans

Trying to squeeze it

Allowing incidents to keep roads closed

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You Can Impact Capacity and Throughput By…

- Building effective highways

  - Safe and driver-friendly

  - Ready access to responders

- Deploying ITS and TMCs

- Having interagency, cooperative traffic incident management (TIM) programs

- Having strong quick clearance (QC) policies

- Having an educated and cooperative public

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Forum Objectives

- Recognize the current TIM/QC benefits and issues
- Understand the contents and value of the TIM/QC Toolkit
- Understand the kinds of laws, policies, and practices that lead to good TIM/QC programs
- Define a frame of reference for identifying and understanding the institutional and organizational issues
- See where your region stands in traffic incident management

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Target Audience of the Forum

- Senior agency and legislative staff
- Forum is intended to engender executive support for traffic incident management in general and quick clearance in particular

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The Problem

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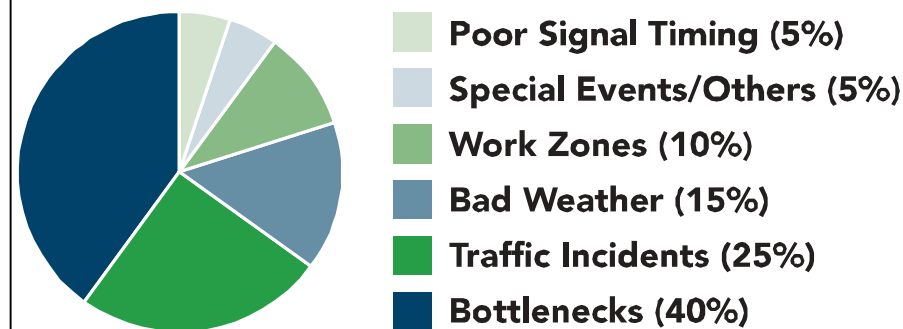
Causes of Traffic Congestion

At least 60% of the causes of congestion can be addressed through traffic management

FHWA Report, *"Traffic Congestion and Reliability: Linking Solutions to Problems"* July 2004

- Poor Signal Timing (5%)
- Special Events/Others (5%)
- Work Zones (10%)
- Bad Weather (15%)
- Traffic Incidents (25%)
- Bottlenecks (40%)

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2005 National Statistics

Crash Type	Crashes	Victims
Fatal	39,189	43,443
Injury	1,816,000	2,699,000
Property Damage Only	4,304,000	-
Total	6,159,000	2,742,443
Cost of Crashes, 2000 (last avail.)	$230.6 Billion	

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How People Die on the Job – 2002

	Percent
Transportation incidents	43
Contact with equipment	16
Assaults, violent acts	15
Falls	13
Exposure to harmful substances	10
Fires, explosions	3

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The Importance of TIM/QC

- As decision makers, incidents adversely impact <u>you</u> and <u>your constituents</u>

- People plan travel around normal congestion—they don't plan for incidents, but then…
  - Late for work, miss appointment, miss flights

- A Harris poll released in February 2007 found that 37% of all responders said traffic congestion is a serious problem in their community

- A Maryland State Highway Administration survey in 2006 found that the top concern was "clearing the roadway after an accident" at 98%

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The Importance of TIM/QC

- 15-30% of the crashes on freeways are secondary to other minor incidents—often more serious than the initial one

- Incident responder injuries are significant

- Mobility equals quality of life to travelers

- TIM/QC works … for example:

  - Maryland's CHART program reduces average response time by 23% in 2005 and reduced delay by 37M veh-hrs

  - TTI estimates incident delay reduced by 170 person-hrs (7%) in 70 areas implementing some TIM

  - Florida's Turnpike user satisfaction regarding clearance of incidents rose from 45% in 2003 to 60% in 2006 after major QC improvements were made

So, What is the QC Toolkit?

The "Toolkit for Deploying TIM/QC Best Practices" is a collection of implementation mechanisms from operational best practices and administrative actions that can be undertaken by agencies acting alone and in partnership with others, to regulatory actions that require a more formal process (such as "rule making"), and statutory actions

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Seattle Crash Impact
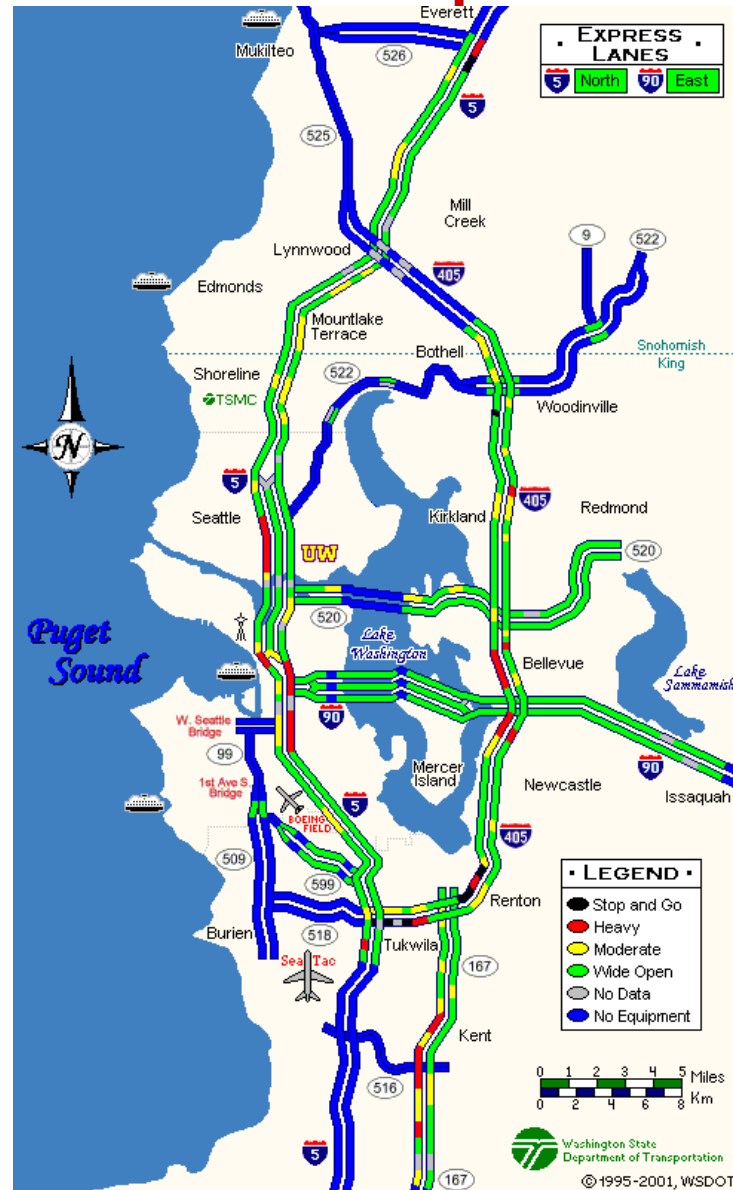
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National Unified Goal for TIM

- Responder safety
- Safe, quick clearance
- Prompt, reliable, interoperable communications

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General TIM Goals

- Reduce incident-related congestion

- Improve response and clearance times

- Prevent secondary collisions

- Improve traffic flow and air quality

- Decrease the economic impact of incidents

And most importantly…

- **Improve responder and motorist safety**

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This is the KEY!

- **Communications**

- **Coordination**

- **Cooperation**

- **Consensus**

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Session 3

Open Roads Philosophy

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An Open Roads Philosophy

After concern for personal safety and the safety and security of any incident victims, <u>the top priority of responders</u>, balanced with the need for accurate investigation, is to open the roadway by clearing vehicle*s, victims, and debris from the travel lanes to allow traffic to resume at the maximum possible capacity under the circumstances*

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Why An Open Roads Philosophy?

- Is the basis for all TIM/QC polices and best practices

- Joins transportation and public safety personnel together in a common cause to enhance safety and reduce incident delay and the chance of secondary crashes

Coalition States with Open Roads Policies

- Florida (90-min goal)
- Connecticut and Maryland (no explicit time goals)
- Georgia coming soon

- Numerous other states around the nation with similar policies

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Washington's Joint Operations Policy

"The WSP [Washington State Patrol] and WSDOT [Washington State DOT] will collaborate to respond to incidents and coordinate all public and private resources in this effort to work toward clearing incidents within 90 minutes. It is the policy of WSP and WSDOT to effectively use resources to expedite responding to incidents, efficiently and effectively conduct needed investigations, and reduce highway lane and state designated ferry route closures to a minimum."

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What is Quick Clearance?

- A commitment to first clear the travel lanes of all incident material
  - Vehicles
  - Victims
  - Debris
- Then clear the scene itself of everything

Trade-off for Quick Clearance

1 min of quicker clearance

4-5 min less recovery time

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Session 4

What Makes a Good TIM/QC Program?

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Effective TIM/QC Program Elements

- Enhanced service patrol/DOT incident response program
- 24/7 major incident response
- Interagency cooperation and agreements
- Reduced incident management liability

- Quick clearance policy
- Multi-agency training
- Program evaluation
- Legislative and administrative actions
- Incident management during construction

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Enhanced Service Patrol Program

- TIM trained—more than motorist aid
- Double as first responders
- Facilitate "Quick Clearance"

- Equip with message boards, spill containment, etc.
- Operate as TMC extension
- Use public safety radio net

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24-hr Major Incident Response

- Statewide coverage
- Multi purpose vehicles
- Service patrol oversight
- In rural areas, perform regular duties until needed

- Frequent participation in multi-agency training exercises
- On-call take home vehicles, pagers, cell phones
- On-scene DOT representative joins fire and police in ICS

ICS = Incident Command System

Interagency Cooperation and Agreements

- Define agency roles & responsibilities
- Publish "open roads" policy
- Develop response protocols
- Prepare mutual aid agreements
- Establish media partnerships

- Good model agreements in Coalition report "Best Practices for Border Bridge Incident Management"

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Start with DOT and Law Enforcement Partnership

- Open Roads Policy

- Quick Clearance Policy

- Joint Operations Agreement

- Best: Quick Clearance Law

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Reduced Incident Management Liability

- Expedite crash removal

- Fuel spill mitigation

- Manage the queue

- Reduce closure sizes

- Reduce impact of investigations

- Reduce secondary collisions

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Quick Clearance Policy

- Mandated clearance of vehicles from roadway "in the interest of safety"
- "Relocate" overturned trucks before addressing up-righting and cargo off-loading
- Requires public and private responder awareness and cooperation
- There is little opposition to this approach

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Multi-agency Training

- Promotes teamwork
- Identifies priorities of each agency
- Reduces misunderstandings
- Decreases on-scene coordination time

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Multi-agency Training cont'd

- Increases awareness of traffic impacts
- Can create a no fault, positive environment
- Shortens incident duration

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Coming—3-D Interactive Training

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Program Evaluation

- Incident database
- Require central office notification
- Set standards for response and clearance times

- Maintain training records
- On-going training statewide, upgraded as needed
- Established major incident review process

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Legislative & Administrative Actions

- Quick Clearance Law
  - Including relocation of truck/cargo
- Reduced liability laws
- Heavy tow truck policy revisions
- Spill cleanup policy
- Incident Command measures
- Law Enforcement and DOT partnerships to modify policy

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Incident Management During Construction

- Early multiple agency involvement
- Use of ITS
- Use of service patrols
- 24-hour contact lists

- Clearance contracts
- Immediate tow zone
- Overall TIM plan including contractors
- Alternate route issues

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TIM/QC Early Recommendations

- Continue the leadership mandate and secure funding
- Increase adherence of "Move-It" law
- Modify towing and recovery policy
- Increase agency resources
- Handle fuel spills consistently
- Traffic Management Center (TMC) as hub of TIM/QC
- Use Unified Incident Command

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Leadership Mandate

- Establish TIM/QC as core function of DOT and Law Enforcement
- Secure funding for statewide program and DOT district operations
- Create clear mandate for improved incident management practices
- Communicate mandate via policy/procedure to all staff
- Publicize the efforts to improve safety and mobility

- *Trend is toward better highway management and operation*

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Increase Adherence of "Move It" Law

- Prepare an aggressive publicity campaign
  - Signing, billboards, media for general public
  - Market trucking, insurance, utility, traveler service companies, etc.
- Incorporate into licensing/certification and training
- Provide all first responders with instructional cards for motorists
- Coordinate enforcement with county and municipal agencies

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Modify Towing and Recovery Policy

- Implement policy requiring immediate tow of vehicles blocking freeway lanes
- Work with Police to remove long delays when drivers shop for wreckers
- Use maintenance equipment and service patrols for expedited clearance
- Modernize towing and recovery standards creating a new class of wrecker for major truck crashes
- Use incentive, not time on scene, as method of payment

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Increase Agency Resources

- Expedite ITS deployment to support incident management

- Establish regional TIM Teams

- Provide DOT staff for on-scene participation in Incident Command

- Use new technology for crash and crime scene investigation

- Provide common communications facilities

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Handle Fuel Spills Consistently

- Streamline DOT policies and make consistent
- Poor TIM practices build in hours of delay, allows for "shopping" and long range responses
- Provide appropriate level of training to staff, separate "fuel spill" from "HAZMAT" incident
- Train maintenance and service patrol staff on fuel tank leak mitigation and common sense diesel and motor oil spill containment
- Accept the help of other willing response agencies to minimize spill impact

Traffic Management Centers

- Early verification
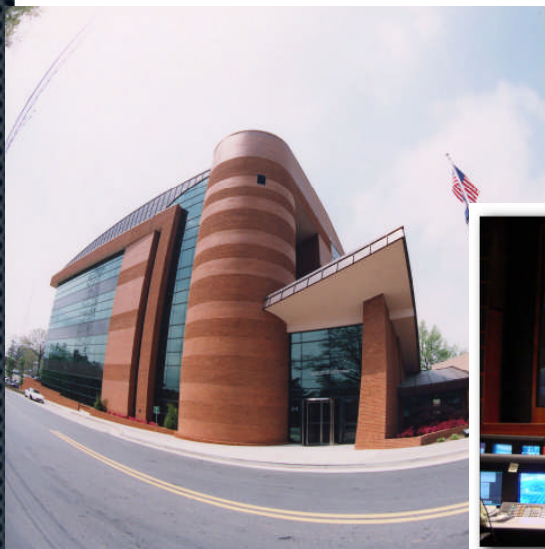
- Increased responder and motorist safety

- Coordination of transportation response

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Traffic Management Centers

- Operates highway system
- Improved highway system efficiency
- Better motorist information

Incident Command

- Unified Command for Highway Incidents

- Seek input from all agencies represented

- Conform to national norms:
  - National Incident Management System (NIMS)
  - National Unifies Goal (NUG) of the National Traffic Incident Management Coalition (NTIMC)

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Session 5

About the TIM/QC Toolkit

Again, What is the QC Toolkit?

- Identify TIM/QC best policies and practices
- Resource for …
  - Guidelines and samples
  - Reference Web sites
  - DVD with source materials
  - Fact sheets

Toolkit Contents

- Part I—Introduction and Purpose
- Part II—Traffic Incident Management for Quick Clearance
- Part III—Agency Responsibilities in TIM
- Part IV—TIM/QC Self Assessment
- Resources
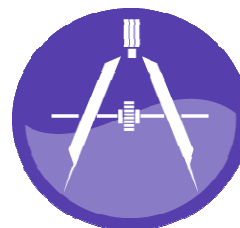 - References
  - Fact Sheets
  - CD-ROM

Part II Coverage

- Statutory Best Practices
- Regulatory/Policy Best Practices
- Administrative Best Practices
- Operational Best Practices
- Corridor-wide QC Program

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Part III—Agency Responsibilities

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Stakeholder Checklists

- Detection: the incident is reliably reported by someone
- Verification: the incident is verified with respect to nature and accurate location
- Response: the first responder arrives on scene
- Roadway clearance: the roadway is cleared of vehicles, victims, and debris--the key target of Open Roads Policies
- Scene clearance: when all incident evidence is gone
- Recovery: when traffic returns to normal for the time of day and location

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Part IV—Self Assessment

- Matrix of major TIM/QC laws and policies
- FHWA's TIM Self Assessment

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QC Fact Sheets

- Introduction to Quick Clearance
- The Cost of Traffic Incidents
- Definition of Key Terms
- Open Roads Philosophy
- Roles of Responders in Quick Clearance
- Laws in Support of Quick Clearance
- Inter-Agency Agreements Supporting Quick Clearance
- Best Practices in TIM including Inter-agency Training
- Best Practices in Incident Scene Management
- The Public's Role in Quick Clearance

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Session 6

What's Next and Self-Assessment

Responder's Workshop

- For TIM managers and supervisors
- More details on how to use the Toolkit

Implementation Plan

- Based on feedback from this and Responder's Workshop
  - What are we strong in?
  - What are the main gaps?
- Implementation Plan
  - Specific needs to address corridor wide and by region
- Direct technical assistance to regions

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Roadmap to Deployment

1. Establish baseline
   - Where is your jurisdiction regarding statutes, policies, and procedures?
   - Where does executive leadership stand?
2. Identify QC counterparts in each pertinent state/local discipline
3. QC kick-off team meeting to start establishing relationships
4. Identify champions in each discipline
5. Identify roles and responsibilities
6. Create an Open Roads Policy

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Roadmap to Deployment cont'd

7. Maintain frequent update communications with the entire team

8. Develop Concept of Operations

   – NIMs/NUG-compliant, integrated QC operations

9. Execute operational MOUs

10. Enable inter-agency communications and information exchange, regional/corridor-wide

11. Implement a training and certification program

    – NIMS/NUG-compliant interdisciplinary training, for all TIM responders

12. Educate the traveling public

13. Implement multi-disciplinary NIMs/NUG-compliant, accredited TIM Team(s) and associated Field Operational Procedures for QC

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Barriers to Change

- We have <u>always</u> done it this way
- If it ain't broke, don't fix it
- Too many coaches-not enough players
- Your priority is not my priority
- Lawyers, liability, and making change
- Ho-hum, another blocking crash
- Don't make waves

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Self Assessment

Complete the worksheets ASAP and
send to Charlie Wallace

Charles.Wallace@telvent.abengoa.com

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Open Discussion

- What are your thoughts on needs?
- What are your thoughts on next steps?

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Closing

- Thanks for your attention
- Any final questions?