



Traffic Incident Management Teams  
Best Practice Report



**I-95 CORRIDOR  
COALITION**

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PREPARED FOR THE I-95 CORRIDOR COALITION BY

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## Executive Summary

Every day, Traffic Incident Management (TIM) Teams around the country are devising innovative ways to strengthen their Teams and improve incident management. While these innovations are shared among Team members and perhaps within their jurisdiction, region, or even state, they are often not shared further with outside Teams. In order to facilitate the sharing of such information, the I-95 Corridor Coalition sponsored this Best Practices project to identify, research, and report on existing TIM Team Best Practices throughout the Coalition states and around the country.

Prior to this report, the Coalition sponsored a report in 2003, “Quick Clearance” and “Move-it” Best Practices, that identified select Best Practices based on Team member knowledge and a telephone canvass of individuals. The Coalition has also developed the Quick Clearance Toolkit, which provides a roadmap for developing Traffic Incident Management Programs. This report is unique and significant in that active TIM Team stakeholders in each Coalition state were thoroughly interviewed to compile an extensive list of Best Practices related to all aspects of TIM. Sharing these Best Practices benefits everyone through the ability to improve TIM programs quickly and efficiently. By having access to Best Practice information, TIM personnel will not have to build initiatives from the ground up or “reinvent the wheel.” For instance, one TIM Team may have an excellent towing and recovery program in place while another may have championed state-of-the-art multi-disciplinary training. By sharing how they built these programs and “lessons learned,” both Teams would have the opportunity to implement new programs more easily than starting from scratch.

For this report, the project Team met with and interviewed TIM Team representatives from states throughout the Coalition as well as several states elsewhere to gather background information and to learn about Teams’ accomplishments and implementation methods. From these interviews, the Team identified the Best Practices included in this report. While many of these Best Practices are included in the report, these are by no means exhaustive and were included only as examples to help demonstrate the kinds of activities occurring throughout the Coalition and beyond. This report gives TIM stakeholders an overview of those Best Practices in existence and information on who to contact to gain additional details. It is designed to be used as a guide to help TIM Teams everywhere implement those practices to improve their operations.

Not surprisingly, the research into TIM Teams throughout the Corridor, and elsewhere, yielded some fascinating results. Perhaps the most common thread connecting Teams everywhere—from large, well established Teams to those just getting off the ground—is the unyielding dedication and passion of TIM Team leaders and members. These individuals truly believe in the benefits of coordinated incident management, and they devote large amounts of time and energy—often on a volunteer basis—to TIM initiatives. These individuals are crossing boundaries and encouraging interaction and strong working relationships among stakeholders who, in the past, may not always have seen eye to eye, and that’s, fundamentally what TIM Teams are about—exercising the “4-Cs” of TIM (communication, cooperation, coordination, and consensus).

The most impressive findings are the Best Practices themselves. TIM Teams and other similar organizations are continually coming up with innovative ways to meet the challenges of incident management and improve safety on our highways. While there are many cutting-edge Best Practices discussed throughout the report, the following five practices (in no particular order) within the Coalition member states are highlighted here for their innovation and success:

- Delaware Valley Regional Planning Commission Incident Management Task Force (IMTF) Policy Violation Acknowledgement Form: IMTF has created a Feedback Committee to ensure agencies are learning from their mistakes and correcting on-scene behavior. The IMTF has created a Policy and Procedures Manual for all agencies, including police, fire, EMS, DOT, towing, and communications centers. Agencies sign the manual agreeing to follow the safe operational guidelines and take corrective action against individuals within their respective agencies when a violation occurs. If violations are witnessed on-scene, any responder can anonymously fill out the Policy Violation Form and submit it to the Feedback Committee. The committee will investigate the violation and meet with the management of the violating agency to ensure corrective actions are taken. The violation forms are reviewed (maintaining the privacy of the violating agency) at regular IMTF meetings to share lessons learned.
- Florida's Time4Safety Traffic Incident Management Handbook and Training Modules: The North Florida Transportation Planning Organization funded the development of the Time for Safety (TIme4Safety) TIM handbook and five companion training modules in the form of eight to 10-minute videos. The handbook and DVD established standard guidelines and recommendations for traffic incident management and operations. The objective is to improve safety of the responders, motorists, and victims and to enhance the efficiency of the incident scene clearance, thereby reducing congestion and secondary incidents. The videos were based on incident scenarios that used actual responders from the Northeast Florida (Jacksonville) region, many of whom are active members of the First Coast TIM Team.
- Georgia's Towing and Recovery Incentive Program (TRIP): TRIP was developed to meet the goals outlined in the Metro Atlanta Traffic Incident Management Enhancement (TIME) Task Force's Strategic Vision. TRIP pays qualified heavy-duty towing and recovery companies monetary bonuses for clearing large commercial vehicle incidents within 90 minutes. Although TRIP is modeled after Florida's Rapid Incident Scene Clearance (RISC) program, it is the first program of its kind on a non-toll facility. Notably, Georgia created a training certification program which is a mandatory requirement to participate in TRIP. In summary, TRIP is designed to ensure only well-trained, competent operators with proper heavy duty equipment are dispatched to large commercial vehicle incidents that have a significant impact on major interstate traffic. The highly successful TRIP has reduced average roadway clearance time for these incidents from 269 minutes down to 94 minutes per incident (as of October 2009).
- New York's Streaming Video on Highway Emergency Local Patrol (HELP) Trucks: In Region 8 of New York, HELP vehicles are equipped with live video stream back to the co-located Transportation Management Center (TMC) housing New York State Patrol and the Department of Transportation (DOT). On-board dash cameras are used to relay real-time incident information to dispatchers ensuring the proper equipment is dispatched to the scene immediately. The use of streaming video is extremely helpful for law enforcement and DOT to visually see the details of the incident resulting in a better use of resources, finances, and safety.

- North Carolina Incident Management Best Practices Training Video: In North Carolina, the State Incident Management Engineer teamed with responders, including the State Fire Marshal and law enforcement, to develop an Incident Management Best Practices video. The video covers National Fire Protection Association (NFPA) 1901, which updates apparatus and traffic cone placement at incident scenes, high-visibility chevron striping, etc. The video also covers safe vehicle placement, tapers, proper traffic control, etc. The State Incident Management Engineer teamed up with a fire department from Charlotte to write a grant for Federal Emergency Management Agency (FEMA) funding to produce the video. The video was designed as a training tool for all responders. Using the FEMA funding, 5,000 DVDs will be produced and distributed to agencies around the state. The DVD has become part of statewide training in the fire academy as well as standard training in the Highway Patrol academy. Notably, fire departments that use the video for in-service training receive five free traffic cones (also funded through the grant) for each of their trucks.

While Best Practice information has been included in the report for quick reference, TIM Team personnel can contact Teams that have implemented these practices to obtain additional information on the practice. Contact information is included in Appendix A.

## Introduction

This introduction is meant to benefit non-active TIM stakeholders and those who are new to TIM concepts and Teams. Many documents and websites are available to provide more information on general TIM concepts as well as establishing TIM programs and Teams. Such resources are cited in the *Resources* Section and the Best Practices Matrix in Appendix B and C, as well as throughout the report.

### 1. What is Traffic Incident Management (TIM)?

Traffic Incident Management (TIM) is the coordinated detection, response to and removal of traffic incidents and the restoration of traffic capacity as quickly and safely as possible. TIM is a coordinated effort among multiple public agencies and private-sector partners.

The primary purpose of TIM is to reduce the duration and impact of incidents as well as to improve the safety of motorists, crash victims, and incident responders. TIM stakeholders work to reduce the time it takes to detect, respond to, and clear incidents as well as manage the flow of traffic around an incident until it's cleared. Traffic Incident Management's goal is also to provide information about the incidents to motorists, primarily to avoid secondary incidents.

According to the Federal Highway Administration (FHWA), traffic incidents account for approximately one-third of the congestion on highways in the United States. The number rises to 60 percent of all congestion when combined with other non-recurring events, such as weather, construction, and planned events. Compounding the economic and environmental impact of these incidents is the effect on trip reliability and quality of life in general. Motorists cannot plan for these incidents and, therefore, are forced to endure additional time for commutes, are late to work, or miss flights or critical appointments. In addition to congestion concerns, traffic incidents create a great hazard for both motorists and responders.

Well trained, experienced incident responders improve the quick clearance of incidents, thus lessening the impact of traffic congestion and improving safety. Unfortunately, preventing secondary crashes,

managing traffic, and clearing incidents quickly are not always priorities for all responders. The development of Traffic Incident Management programs, including active TIM Teams, is an important step toward improving TIM in a region.

### a. National Standards for TIM

The National Traffic Incident Management Coalition (NTIMC) was formed in 2004 to support Traffic Incident Management around the United States and to provide a forum for all TIM stakeholders. NTIMC members include emergency medical services, fire, law enforcement, public safety communications (911 dispatch), towing and recovery, and transportation practitioners. Each of these disciplines has provided guidance to the NTIMC on the elements of a successful TIM program through their respective organizations. The NTIMC has consolidated these principles and is putting them to action through various programs throughout the country.

NTIMC has created a consensus set of national goals and objectives for Traffic Incident Management. Along with the National Unified Goal, discussed below, the NTIMC has identified nine “keys to success” for TIM programs. These include:

- Traffic Incident Management program strategic plans.
- Traffic Incident Management Administrative Teams (TIM Team/task force).
- Performance measures.
- Responder and motorist safety.
- Response and clearance policies and procedures.
- Procedures for major incidents.
- Integrated interagency communications.
- Transportation management systems.
- Traveler information.

NTIMC has defined a three-part National Unified Goal (NUG) for TIM:

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

To achieve this three-part goal the NTIMC has identified 18 strategies, including cross-cutting strategies in addition to the strategies related to each of the three objectives. These strategies include the development of TIM partnerships and programs as well as strategies related to many of the Best Practices included in this document. More on the NUG can be found at <http://timcoalition.org>. TIM Teams should use this national guideline to establish and drive Team objectives.

## 2. What is a TIM Team?

A TIM Team (sometimes referred to as a committee, task force, working group, etc.) is a group of representatives who meet regularly to work together to improve coordinated Incident Management among TIM stakeholders in a region. TIM Teams vary widely in size, makeup, organization, membership, and coverage area. Successful TIM Teams, at a minimum, achieve the following:

- Create a dialogue for better inter-agency exercising of the 4-Cs.
- Create an opportunity for inter-agency training and exercises, which promotes teamwork.
- Create a tool—or better still, a formal plan—for developing common operational strategies.
- Create better understanding of other agencies and their responsibilities.
- Create practices that not only help their local jurisdiction, but also the regional area.

## 3. Establishing a TIM Team

Because the logistics and needs of every region/jurisdiction are different, there are no hard and fast rules to establishing a TIM Team program. While general guidelines for establishing a TIM Team are included in this section, it is important to note that TIM stakeholders should do whatever makes most sense for their TIM needs.

Response and traffic environments vary greatly from place to place and so do TIM needs. For instance an urban area may cover busy freeways with consistent congestion and frequent incidents and may have multiple agencies responding to incidents. In contrast, a rural area may have much less traffic and congestion and only one or two agencies responding to incidents. Obviously TIM Teams in these two areas would be quite different and would require varying degrees of coordination. Additional challenges occur when, for instance, multiple law enforcement agencies respond to highway crashes versus one law enforcement agency, such as state highway patrol, having exclusive jurisdiction.

In many places, especially in rural communities, responders are already operating as an “informal” TIM Team, communicating regularly and coordinating response efforts. These existing relationships will ease the transition into a formal Team

### a. Identify a Champion and Leaders

The momentum to form a TIM Team might be led by a single champion, or be a group of committed individuals. In either case, the leadership that results will typically become the core leadership of the effort (e.g., a “steering committee”) that will promote TIM within the region and work towards the development of a formal Team. This individual or group must be fully invested in the Team-building process and must be able to commit significant time and effort to developing the Team.

Because creation of a TIM Team involves significant commitments by all impacted stakeholders, it is essential that the management of each agency be fully committed and provides executive authority for the commitment of resources. Within the TIM Team, the core leadership in essence becomes the champions within their individual agencies. See the Best Practices for TIM Teams Section (page 18) for more information on leadership.



## b. Identify Stakeholders

This is an important step, as Teams are developed to identify TIM stakeholders in a region and coordinate their efforts in the best interest of all involved. Establishing a successful TIM Team made up of members from all critical TIM stakeholders is the first step towards establishing good coordination. Through the TIM Team, agencies can begin to build relationships and create lines of communication with other stakeholders. It is important that when establishing a Team and reaching out to potential members, leaders include other stakeholders, such as homeland security, dispatch, media, local government, and personnel within the state and local DOT. It is coordination among these stakeholders that often brings about innovation. Members of a typical TIM Team may include representatives from:

- Law Enforcement
  - Local
  - County
  - State
- Fire and Rescue
- Emergency Medical Services
- Transportation
  - DOT Operations
  - DOT Maintenance
  - DOT Roadway Design and Construction
  - Turnpike / Toll Authorities
  - Bridge Authorities
  - Transit Agencies
- Public Safety Communications / Dispatch
- Emergency Management Agencies
- Towing and Recovery
  - Towing Companies
  - Towing Associations
- Hazardous Materials Agencies or Contractors
- Information Service Providers (511 and private)
- Traffic Information Media
- Homeland Security
- Metropolitan Planning Organizations
- City Public Works Departments
- Coroner / Medical Examiner

Once potential stakeholders are identified, the champions should start developing a stakeholder map and collecting contact information to build a membership database, then proceed generally as summarized in the following sub-sections.

## c. Define Needs, Mission and Vision

Identify TIM needs in the area. What is the current TIM response environment? What improvements can be made? Often, something may spark the desire to build a Team, such as a major incident, construction, major planned event, the media, or public perception. The needs should then define the TIM Team's mission—what its prime function will be—vision—to what the Team wishes to aspire.

#### d. Set Goals and Objectives

Once needs, mission and vision are identified, the leadership should begin establishing goals and objectives for the TIM Team. These objectives should relate directly to the above in a region—that is, based explicitly on the identified needs. The goals should be specific and realistic. As part of the establishment of goals, the leadership should identify and document steps to achieve these goals.

#### e. Implementation

After leadership is established and initial goals and objectives are determined, action must be taken to bring the Team to life.

- Outreach / Membership Recruitment – Recruiting members for the Team will require contacting identified agencies and explaining how they and the region will benefit from their participation. Leaders can begin by identifying those that are already passionate about TIM to help promote the formation of the Team. Key to gaining membership is outreach to decision makers within stakeholder agencies to help them see the benefits of inter-agency coordination. This outreach should illustrate for the stakeholders the benefit to them as well as to the traveling public. Some agencies may be hesitant to work together because of past differences or long-standing bias—good TIM Team representatives help overcome this resistance. It may be necessary to set up face-to-face meetings with leadership in key stakeholder agencies, such as law enforcement, DOT, and fire and rescue to gain support for the Team. All stakeholders should receive a formal invitation letter inviting them to join and explaining the goals and ideas behind the Team. Follow up via phone or email may be necessary to confirm participation. It is best to include the date and location of the first meeting in the invitation letter.
- First Meetings: The first meeting should be used as an introduction for participants. Team leadership should find a time/place that is convenient for most participants. It should include presentations about the role and major goals of the Team as well as any current TIM activities. Any significant issues and corresponding needs should also be presented. The Coalition Quick Clearance Toolkit has accompanying workshop presentations that can be adapted for this initial meeting, often called an “Executive Forum.” It also has a “Responder Workshop” aimed at the line responders. Tip: providing lunch will greatly increase the number of meeting participants!
- Ongoing Meetings: Meetings should occur monthly, at least initially, to gain Team momentum. During the first few meetings, the Team should work to establish priorities and plan for Team initiatives. Decisions should be made to fill Team positions with stakeholder champions and establish Team procedures. Someone must be in charge of preparing and distributing an agenda for each meeting and preparing minutes after each meeting to record Team activities. It is crucial to avoid TIM Team meetings becoming stale and non-productive; otherwise members lose interest and drop out.

#### **f. Re-evaluation / Refining program**

It is important to remember that goals and objectives evolve as a Team grows; therefore, it is important to continually revisit the tenets established when the Team began. Team member feedback is essential to refining the program. Many teams revisit goals and objectives and performance metrics each year at a major meeting or conference and use member input to revise and establish new ones. Teams should also review the success of current programs and initiatives, think of potential improvements, and always explore new initiatives that may be beneficial.

#### **4. Purpose of the Report**

The purpose of this report is to document and share TIM Team Best Practices throughout the Coalition and beyond. The report is meant to provide TIM Team members and stakeholders with ideas on how to improve TIM operations and coordination. Because TIM Teams generally operate within only a specific region or jurisdiction, information sharing with other regions and states can be limited. This report will act as a catalyst to encourage information sharing and communication among stakeholders along the Corridor. Readers who come across a Best Practice they think may benefit their Team or region can easily contact the Team who has implemented the practice using the contact matrix included in the report.

Along with presenting the Best Practices, practical information on ways to implement such Best Practices has been included. This information, along with resources provided, can be used as a starting off point to begin discussing implementation of such practices among TIM Team members. Team leaders can encourage members to read the report and pinpoint areas of interest that can help drive future Team efforts.

Readers are encouraged to use this report in conjunction with the Coalition's Toolkit and Workshop for Quick Clearance as well as other TIM resources to help implement Best Practices.

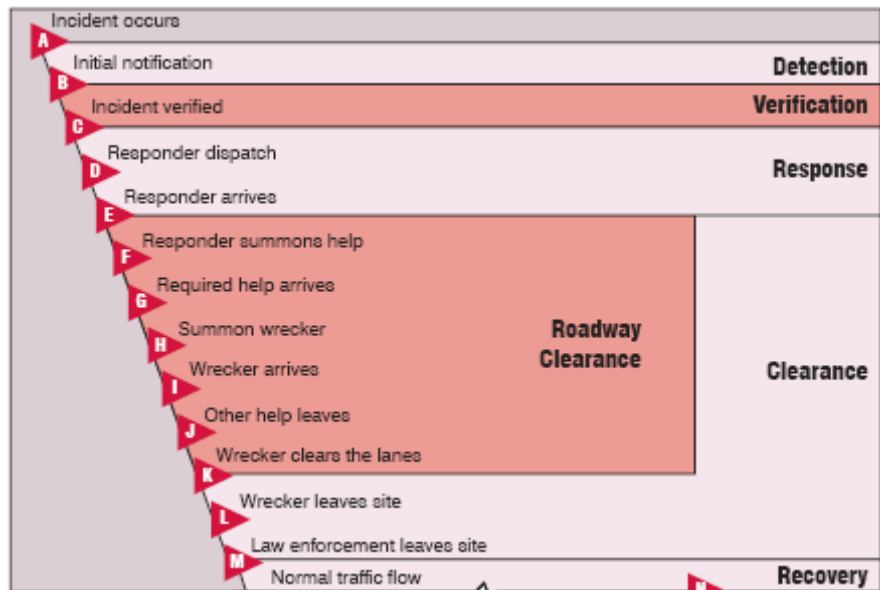
## Best Practices for TIM Teams

Select Best Practices identified by this study are introduced in the following sections in alphabetical order by practice category. A complete list Best Practices identified for this report are also included in tabular form for quick reference in Appendices B (sorted by state) and C (sorted by practice category). While we have included examples of Best Practices for each category in this report, these are by no means exhaustive and are here to demonstrate what’s going on throughout the Coalition and elsewhere around the country. An Implementation Checklist has been created to implement each Best Practice and is located in Appendix D to condense the overall size of the main report. For additional implementation strategies please refer to the Coalition’s Quick Clearance Toolkit.

### 1. After Incident Reviews

An After Incident Reviews (AIR)—also called After Action Review (AAR) or Post-incident Debrief—is an after-event learning process that enables incident responders to achieve continuous improvement by building on successes, while correcting mistakes. The AIR is a tool that can be used to collect feedback to improve incident detection, verification, response, clearance and recovery and provide the following benefits:

- Gain a clear understanding of what was good, bad, and average about individual entity and collective performance.
- Serve as a valuable assessment tool that provides immediate results to use in planning and conducting future incident management operations.
- Produce a list of lessons learned that can lead to revising standard operating procedures, and that can be shared with, and benefit, the incident management community.
- Achieve better results with each successive event while improving teamwork and building greater Team confidence and group synergy.



LINEAR INCIDENT TIMELINE FROM COALITION QUICK CLEARANCE TOOLKIT

An AIR should be a professional discussion of an event that focuses on performance standards and enables participants to discover for themselves what happened and why it happened while reinforcing notions of sustaining strengths as we improve on weaknesses. The discussion may be formal, detailed, and comprehensive, or it may be informal, concise,

and brief. The important thing to remember is that it is based upon a comparison of planning expectations and standards of performance excellence with the actual outcome or accomplishment. Above all, it is not about finger-pointing and finding fault—it is about continuing improvement!

Table 1: After Incident Review Best Practices

State	TIM Team Name	Best Practice	Description / Overview
Florida	Florida's Turnpike TIM Team	After-Action Debriefs	The Turnpike TIM Team holds debriefs for major incidents on the Turnpike.
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	After Incident Reviews	Each month, TIME hosts an after incident review to debrief the major, commercial vehicle incidents with all responding agencies.
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Post Incident Analysis	The group holds Post Incident Analysis (PIA) following major incidents using an official process. Forms are used to allow responders and the Incident Commander to recall the incident. After the analysis session, the Southern Maine Regional Planning Commission (SMRPC) develops an After Action Report and distributes it to all attendees.
Nevada	Traffic Incident Management (TIM) Coalition	Incident Debriefs	The coalition meets regularly (bi-monthly) to debrief major incidents.
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	AIR with Video	TIME's after incident reviews use video from the incident scene. The TMC is recording video on 72 hour loops, which is innovative. There have been no real legal implications due to the recording.

## 2. Agency and Stakeholder Coordination / Communication

Inter-agency coordination is considered the primary function of a TIM Team. Teams are developed to identify TIM stakeholders in a region and coordinate their efforts in the best interest of all involved. TIM Teams also often lead efforts to find ways to improve communication among stakeholders in a region through technology or operations.

Simply forming a TIM Team and meeting regularly encourages coordination and communication among participating agencies. There are a variety of methods used to continue to foster interagency relationships. Co-location, such as placing state police dispatch in the same facility as the TMC, is one of the most surefire ways to ensure cooperation and communication. Another key to effective coordination is to engage all potential stakeholders—including those not always immediately associated with day-to-day TIM activities. Other specific initiatives, such as establishing common or interoperable radio communications and shared public safety computer-aided dispatch (CAD) data, also help improve communications in a region.

TABLE 2: AGENCY COORDINATION / COMMUNICATION BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Coordination with Metropolitan Planning Organizations	The Team is working with Metropolitan Planning Organizations (MPOs) to encourage congestion mitigation projects as well as funding for TIM Teams. Leaders meet with MPO boards to get additional funding, including training funding.
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Coordination	The Team coordinates with the design group as well as Public Private Initiatives (PPI)

State	TIM Team Name	Best Practice	Description / Overview
Florida	{District 6} Miami-Dade County; Monroe County	Coordination	The Team coordinates with transit agencies.
Florida	Districts 1, 2, 5, 6, 7	Co-location	The DOT TMCs in these districts are entirely or partially co-located with their counterpart State Law Enforcement Dispatch Centers, and in a few cases (1, 5 and 6) with Florida Highway Patrol (FHP) District Headquarters (Troops). The TIM Teams actively interact with their partners.
Florida	Statewide TIM Team	Public Safety Interoperability Communications	The Florida DOT has secured authority to utilize the Statewide Law Enforcement Radio System for all Safety Service Patrols (called Road Rangers). The use of these 800 MHz radios allows communications with the Regional Law Enforcement Dispatch Centers (and TMCs) and Florida Highway Patrol incident responders. The DOT has purchased these radios and is in the process of distributing them to the Districts.
Florida	Statewide TIM Team	Automated Incident Notification	FDOT's SunGuide® TMC software system has an automated notification system that permits the operator to quickly assemble a list of individuals in multiple agencies to alert when different types of incidents occur. They may optionally be alerted by email, pager or fax.



State	TIM Team Name	Best Practice	Description / Overview
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Co-location	The main TMC in Georgia is located side by side with the Georgia Emergency Management Agency's (GEMA's) Statewide Emergency Operations Center (EOC), which facilitates communications during emergencies impacting the highway network, such as hurricane evacuations. GEMA representatives are active on the TIME Task Force.
Indiana	IN-TIME	Homeland Security Coordination	IN-TIME coordinates with local/regional Homeland Security offices for emergency management.
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Coordination	Two states work together to coordinate activities, which is unique. The group meets quarterly and holds planning sessions for snow removal projects, predictable lane closures and re-routes for emergency weather related closures in the southern portion of both states. The communication among the group is strong and there are no conflicts between states / participating agencies.
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Public Safety Interoperability Communications	A Public Safety Interoperability Communications Grant was awarded through NEMA. The Grant assisted first responders in programming current radio equipment for the CONOPS channels.



State	TIM Team Name	Best Practice	Description / Overview
Maryland	Coordinated Highways Action Response Team (CHART)	RITIS system	The CHART board is the automated Regional Incident Traffic Information System (RITIS) which will allow video and incident information access to the entire region. The information will be shared with Virginia and the Washington DC region and all agencies including police, fire, EMS, towers, transit authorities, airports, DOT's.
Maryland	Coordinated Highways Action Response Team (CHART)	Shared Video	The TMC controls and distributes the video from the cameras they own and install. If another jurisdiction owns the equipment, they are primary users but Maryland TMC has access to all video across the state. This allows them to distribute that video to whoever needs to see it. The system is supported by microwave towers, DSL, fiber, T1, cell and any other mechanism that allows them to receive the information.
New York	New York City	Co-location	The TMC and New York Police Department are located in the same facility, which benefits the city through better coordination for traffic incidents.
New York	New York Region 8	Co-location	The New York State Police (NYSP) and the New York State Department of Transportation (NYSDOT) entered into a partnership to design, build and operate a Transportation Management Center in the Hudson Valley region of New York State to facilitate multi-



State	TIM Team Name	Best Practice	Description / Overview
			agency traffic incident management and response on highways in the region, as well as disseminate traveler information.
Rhode Island	Incident Management Task Force	Public Safety Interoperability Communications	An 800 megahertz radio system is being procured to allow statewide radio access.
Rhode Island	Incident Management Task Force	Co-location	The TMC and radio dispatch is located with the state police allowing for better, easier coordination.
Wisconsin	Traffic Incident Management Enhancement Program (TIME)	Dispatch Coordination	TIME coordinates with dispatch about interoperability—focusing on issues other than just the technology component. This coordination takes place through involvement in the Southeastern Wisconsin Communication Resource/Support Group and the Telecommunicator Emergency Response Task Force.

### 3. Detours / Alternate Routes

Pre-planning detours and alternate routes, whether for weather events and natural disasters, planned events, or highway incidents, is important to maintaining the flow of traffic, minimizing congestion and avoiding long delays for motorists. Having established alternate routes allows for the quick and easy setup of detour routes—particularly important during major incidents where the stress level is high and time is of the essence. Pre-planning ensures that all responders and stakeholders are on the same page and also allows time to take a variety of factors, such as viability of arterial highways, into consideration.



TABLE 3: DETOURS / ALTERNATE ROUTES BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	{District 2} Alachua (Alachua and Bradford Counties); ), First Coast (Clay, Duval, Nassau, St. Johns)	Diversion Route Guides	These Teams developed diversion route plans for all major highways within their jurisdictions and distribute them on disc to all member agencies.
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Detours	The group developed a detour maps system that shows local routing scenarios with locations of traffic officers, barricades, bridge closed and detour signs in conjunction with local police. These maps were distributed to the Traffic Incident Management Group.
Pennsylvania / New Jersey (Delaware Valley Regional Planning Commission Region)	Incident Management Task Forces (IMTF)	Interactive Detour Route Mapping	An interactive Detour Route Mapping (IDRuM) application has been created by the DVRPC for use by PennDOT and NJDOT. It is an online application that organized ALL existing official DOT emergency detour routes within southeastern Pennsylvania and Southern New Jersey region.

State	TIM Team Name	Best Practice	Description / Overview
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Emergency Alternate Route Guides	The Emergency Alternate Route guides were modified to be consistent throughout the state when the program went statewide. There is a statewide template. The template is designed to get everyone on the "same page" to streamline emergency detours. The alternate route signage, etc. has been streamlined as well.

#### 4. Evacuation Planning

Evacuation planning is important for areas vulnerable to natural disasters as well as any populated areas that face the possibility of a terrorist attack or other catastrophic event. Evacuation plans should be regional and statewide and should focus on pre-planning, preparedness, response, and recovery. Proper planning is essential to saving lives and minimizing dislocation and property damage.

TABLE 4: EVACUATION PLANNING BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	Statewide TIM Team	Evacuation Planning	Florida has developed and test-implemented plans for reversing portions of interstates and expressways so that all lanes head in one direction. This specialized evacuation procedure provides additional highway capacity to accommodate the high volume of traffic as coastal residents attempt to move inland prior to a hurricane's landfall.
Maryland	Coordinated Highways Action Response	Evacuation Planning	The board is developing a program with the University of Maryland for evacuation planning to produce clearance times. The system under development will allow a player to introduce a

State	TIM Team Name	Best Practice	Description / Overview
	Team (CHART)		scenario and the computer will provide the best evacuation, detour routes to all participating agencies.
New York	New York Region 8	Regional Evacuation and Detour Plan	The regional evacuation plan includes major roadways from 7 counties in the region. Each county determined their own evacuation detour plan, and they were combined into one evacuation committee plan. This is being integrated into a statewide effort conducted under the Regional Catastrophic Planning Committee (RCPC).
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Evacuation Planning / Ramp Gates	The evacuation / ramp gates system is a centrally controlled system. The idea was not to have ramps that aren't controllable, so police don't have to sit at a ramp. The evacuation planning is part of a government directive from 2005 for the 12 most populous cities in Wisconsin. TIME has been coordinating with Emergency response community and looking at how DOT fits into the picture. They have been working to promote transportation components of emergency planning.

### 5. Incident Response Programs / Vehicles

Incident Response Programs are an important part of many TIM programs. Incident Response representatives should participate in TIM Teams as they are an integral part of the TIM community. Because they are primarily focused on safety, minimizing congestion and keeping the roadway open, safety service patrols are often visible representatives of the goals and mission of TIM Teams. They also embody TIM principles and practices at the incident scene. Incident Response Programs throughout the



Coalition and around the country have been able to further TIM initiatives through coordinated incident response activities.

TABLE 5: INCIDENT RESPONSE PROGRAMS / VEHICLES BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Arizona	Regional Emergency Action Coordination Team (REACT)	Arterial Incident Management	The Regional Emergency Action Coordinating Team (REACT) provides emergency traffic incident management on arterial roadways within Maricopa County, which operates the program. The country created this regional program to assist law enforcement in managing traffic during incident clearance and investigation. The Arizona Local Emergency Response Team (ALERT), operated by ADOT, continues to provide traffic management on the freeways in the Phoenix metropolitan area.
Connecticut	Statewide Incident Management Task Force	Service Patrol	The Connecticut Department of Transportation has service patrol, Connecticut Highway Assistance Motorist Patrol (CHAMP), on interstates and state roadways. The program receives funding from FHWA.
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Road Rangers and Asset Management for Incident Scenes	In District 1, Road Rangers are generally the first line of incident management at an incident scene and are relieved by the District's Asset Management Company (DBI). DBI handles all traffic management at incident scenes on I-75 in District 1.



State	TIM Team Name	Best Practice	Description / Overview
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Severe Incident Response Vehicle (SIRV) Program	SIRV is a program dedicated to keeping motorists and emergency responders safe during traffic incidents while working to quickly clear the roadways. SIRV responds to severe traffic incidents such as full highway closures, fatalities, overturned commercial trucks, and any other event that may last longer than 2 hours. These incidents are managed in accordance with the Florida Open Roads Policy.
Florida	{District 6} Miami-Dade County; Monroe County	Incident Response Vehicle (IRV)	The Incident Response Vehicle program operates out of the District Six SunGuide TMC and helps facilitate the quick clearance of traffic incidents in the district. IRV responds to all incidents on I-95 in Miami-Dade County within the 95 Express Lanes project limits.
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Highway Emergency Response Operators (HERO)	The Highway Emergency Response Operators (HERO) is a highly successful incident response program that responds to incidents in Metro Atlanta and provides integral TIM support. HEROs receive 360 hours controlled environment training and a minimum of 5 weeks of on-the-job training. Funding for the program is provided through Congestion Mitigation/Air Quality (CM/AQ) through the Atlanta Regional Commission's Incident Management Task Force. State Farm also provides sponsorship funding through logos placed on the



State	TIM Team Name	Best Practice	Description / Overview
			trucks. In 2008, HERO responded to over 94,000 incidents and disabled motorists calls.
New York	New York Region 8	Streaming Video on Highway Emergency Local Patrol (HELP) Trucks	Highway Emergency Local Patrol (HELP) vehicles stream live video back to the TMC. Streaming video from the HELP trucks can be called up, allowing the TMC real-time access to any incident. On board dash cameras can be 'aimed,' allowing for dispatching of appropriate equipment.

## 6. Leadership

While conducting research for this report, one Best Practice stood out as a key differentiator among the most successful TIM Teams—strong leadership and organization. Dedicated, dynamic leadership not only helps get newly established TIM Teams off the ground, but it also helps maintain momentum once a Team is established. Because most TIM Team participants have a multitude of other responsibilities, volunteer-based TIM activities may take a back seat. An assigned TIM Team champion will continuously engage Team members, mitigate waning interest, and direct Team initiatives. The most effective champions are able to dedicate significant time and energy into the Team and Team-related activities. Traffic Incident Management and Quick Clearance can be relatively new concepts for new Team members, and it is up to the leadership to help all members fully understand TIM concepts and benefits and how they relate to various responders.

Team organization varies greatly from region to region. Some Teams are led by an elected board and/or steering committee while others have a single champion. Leadership can come from any member



agency or organization. Some programs use contracted consultants to work on TIM Team development as a primary task. Regardless of background, a passion for TIM and a strong belief in the benefit of multi-agency coordination is what sets good leaders apart.

TABLE 6: LEADERSHIP BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Georgia DOT Leadership	The TIME Task Force President is the manager of the Georgia Department of Transportation (GDOT) Highway TIM program, including the Emergency Response Operators (HERO) safety service patrol program. This position gives the TIME President unique insight into the interests of both GDOT and responders on the roadway and allows him to create compromise and build relationships among all TIME members.
Indiana	IN-TIME	Leadership and Organization	The IN-TIME Team is led by a Major with the Indiana State Police. He is able to dedicate 75 percent of his time to the program, allowing him to take a proactive role in all IN-TIME initiatives. The Major is able to stress accountability and even holds conference calls a week after each IN-TIME monthly meeting to follow up on progress with assigned tasks. Being in law enforcement gives the Major the ability to understand the needs of the responders "in

State	TIM Team Name	Best Practice	Description / Overview
			<p>the field” and helps the Major bridge the relationship between the Indiana Department of Transportation, law enforcement and other response agencies.</p>
New York	New York Statewide	Traffic Incident Management Steering Committee	<p>The New York State Department of Transportation (NYSDOT) has fostered the development of a Statewide Traffic Incident Management (TIM) Program. To guide the advancement of the TIM Program, a New York State Traffic Incident Management Steering Committee was formed and includes numerous agencies and stakeholders from the emergency response community. The Committee will serve as a focal point, providing guidance and direction to the TIM community to achieve new goals, and ultimately to strengthen its TIM Program to reach higher levels of service.</p>
Pennsylvania /New Jersey (Delaware Valley)	Incident Management Task Forces (IMTF)	Metropolitan Planning Organization of the Delaware	<p>The TIM Teams are led by the Delaware Valley Regional Planning Commission (DVRPC)—the Metropolitan Planning Organization. This type of leadership is unique. The region currently has five</p>



State	TIM Team Name	Best Practice	Description / Overview
Regional Planning Commission (Region)		Valley Regional Planning Commission	established Task Forces: <ul style="list-style-type: none"> <li>• I-76 / I-476 Crossroads (Pennsylvania)</li> <li>• NJ 42 / 55, I-76 /676 / 295 (New Jersey)</li> <li>• I-95 / Philadelphia (Pennsylvania)</li> <li>• Delaware County (Pennsylvania)</li> <li>• US 30</li> </ul>

## 7. Legislation

TIM/Quick Clearance legislation can act as a backbone for TIM. Laws help keep responders safe, protect responders from legal liability and enforce TIM principles on the roadway. TIM Teams can play a role in passing legislation by first identifying a need for legislation, helping to draft or gather ideas for the legislation, and then helping to gain support for the legislation. Common legislation includes Move-over, Move-it, Reduce liability, Abandon vehicles, Recovery of motorist-caused damage to infrastructure, over-weight exception, and Roadway Operations and Maintenance laws. For a complete description of these laws and additional laws, please refer to the FHWA Traffic Incident Management Quick Clearance Laws: A National Review of Best Practices, which can be found at <http://ops.fhwa.dot.gov/publications/fhwahop09005/>.

TABLE 7: LEGISLATION BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Connecticut	Statewide Incident Management Task Force	Steer It / Clear It and Move-Over Laws	Connecticut has in place a "steer-it-clear-it" (known in CT as the Move-It) law to require motorists to remove crashed vehicles from travel lanes if possible after an incident. A "move-over" law was also passed in CT in 2009.

State	TIM Team Name	Best Practice	Description / Overview
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	House Bill 231	The Task Force supported Georgia House Bill 231, which provides legislation to protect towers from liability to allow for faster clearance times. This legislation allows towing and recovery contractors to focus on safe, quick clearance rather than concern over liability for damage to wrecked vehicles / loads.
Indiana	IN-TIME	Abandoned Vehicle Law and Hold Harmless	The IN-TIME group supported House Bill 1650 which was passed and effective July 1, 2009. This bill includes Hold Harmless language that will allow enforcement personnel have vehicles or debris moved from the roadway so the traffic lanes can be opened and the vehicle or debris cleaned up later out of the traffic lanes. This bill also included language to reduce the definition of an abandoned vehicle from sitting 72 hours to 24 hours and strengthened the language for Indiana's Move It law.
Louisiana	N/A	Opens Roads Law	The state passed the first ever Open Roads Law in the nation. It mandates keeping roads open whenever possible, requires TIM training for all police officers, establishes better towing procedures, and also requires an open roads agreement between key agencies.

State	TIM Team Name	Best Practice	Description / Overview
New York	New York Region 8	Abandoned Vehicles	Highway Emergency Local Patrol (HELP) operators are able to tag abandoned vehicles for removal without waiting for the State Police.
North Carolina	Executive Committee for Highway Safety	Abandoned vehicle laws	North Carolina has quick clearance legislature in place allowing the immediate clearance of any abandoned vehicle upon the paved roadway or shoulder on any state maintained roadway. (GS 20-161)

## 8. Membership Resources

TIM Teams should provide members with resources needed to increase awareness of TIM principles and operating guidelines, foster member coordination, and promote information sharing. These resources should provide enough information for agencies to understand the purpose, goals and objectives of the traffic incident management Team. These resources can be in the form of handouts/reports, presentations, videos, or website discussion boards.

TABLE 8: MEMBERSHIP RESOURCES BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	TIM Notebook and Bi-Monthly Newsletter	The Collier-Lee TIM Team has a notebook that is given to new members of the Team and other stakeholders to demonstrate the value of the Team. When there is turnover, members pass on the binder to the new member. The Team has also put together notification and agency resource guides for responders including all relevant contact information. In addition, a bi-monthly newsletter is distributed electronically that includes Team news, Florida

State	TIM Team Name	Best Practice	Description / Overview
			TIM news and other important TIM news from around the country.
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Quarterly Newsletters	TIME distributes a quarterly newsletter to all members with updates on current accomplishments of the TIME Task Force.
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Call Tree	The group generated a "Call Tree" to be used in emergency instances when all agencies need to be informed. Initiating the call tree is the responsibility of the incident commander at the scene. The purpose of the call tree is to enhance communications between regional emergency response agencies, state officials and local municipalities during major traffic events.
Maine / New Hampshire	ME-NH Traffic Incident Management Group	TIM Equipment Inventory	A list/inventory of signs, cones and other traffic management resources in the region, with location and contact information, shared with traffic incident management stakeholders.
Nevada	Traffic Incident Management	Strategic Actions Plan	This serves as a newsletter updating members/stakeholders on current activities as they relate to the strategic plan. This

State	TIM Team Name	Best Practice	Description / Overview
	(TIM) Coalition	Overview	document is distributed annually in an electronic format.
Pennsylvania / New Jersey (Delaware Valley Regional Planning Commission Region)	Incident Management Task Forces (IMTF)	Incident Management Tool Box	The toolbox provides agencies with a collection of resources as they begin to organize and conduct future incident management task forces. The CD includes: a series of ready-to-use documents that can be utilized by leading agencies to manage future incident management meetings; examples of products created from DVRPC's incident management efforts; video; and national resource documents that can be used as incident management background information.
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Procurement List	WisDOT put together a TIME procurement list to allow TIM members to purchase traffic control equipment at a quantity discount. This includes Towing and Recovery. They put it through the procurement process as a "low bid" and selected two vendors. This is a one year contract with additional 2 years optional. Someone in the purchasing department came up with the idea based on need. Members contact the vendors directly to order.



## 9. Memorandums of Understanding

Memorandums of Understanding (MOUs) are documents created between two or more agencies to indicate a common intention or line of action. MOUs create formalized working relationships among TIM stakeholders, while establishing TIM principles as a priority among responders. Like Open Roads Policies, MOUs and other agreements should be signed by leadership and then distributed to all stakeholders. MOUs are not contracts per se, but they do establish clear expectations and commitments on the part of the parties.

TABLE 9: MOU'S AND WORKING AGREEMENTS BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Memorandum of Understanding	Memorandums of Understanding (MOUs) exist between the DOT and the Florida Highway Patrol for the Open Roads policy and the Rapid Incident Scene Clearance (RISC) program. There are also agreements for emergency light discipline and for wrecker dispatch prior to arrival of FHP (Quick Towing).
Florida	{District 2} Alachua (Alachua and Bradford Counties); ), First Coast (Clay, Duval, Nassau, St. Johns)	Open Roads Agreement with Medical Examiners	In this district, memorandums exist between the Medical Examiner, Florida Highway Patrol and FDOT to streamline the investigation of fatal crashes.
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian	Joint Operating Policy	A Joint Operating Policy (JOP) was developed to determine what policies agencies have in place regarding TIM and to create a common guideline for effective incident management. The JOP



State	TIM Team Name	Best Practice	Description / Overview
	River Counties)		is a standard for all agencies to update their policies and procedures to include TIM. The Policy is signed by FDOT, Public Safety (City and County), and transportation agencies.
Florida	{District 6} Miami-Dade County; Monroe County	Video Agreements	The TMC has agreements in place to share video.
Indiana	IN-TIME	Multi-lateral Working Agreement	The group requires member agencies to sign a multi-lateral working agreement to become a voting member of the organization. The agreement establishes an "Open Roads Philosophy" to work together to "accomplish improved safety, clearance and communication during traffic incidents and/or obstructions on all public roadways in the State of Indiana."
Maine / New Hampshire	ME-NH Traffic Incident Management Group	State-wide Mutual Aid Agreement	There is a statewide mutual aid agreement, signed by the Governor, to provide local first responders with easy access to large quantities of resources or specialties that may be needed in a major fire, disaster or other major emergency or event. Most importantly,

State	TIM Team Name	Best Practice	Description / Overview
			<p>it is a practical approach to provide emergency service resources in quantities or specialties beyond the means of any single department.</p>
Nevada	Traffic Incident Management (TIM) Coalition	Open Roads Partnership Agreement	<p>The partnership agreement, signed by TIM Coalition members in 2009, sets aggressive 30, 60, and 90 minute clearance times for incidents based on "Level of Severity."</p>
New York	New York Region 3	Interstate Closure	<p>While the DOT strives to keep roads open at all times, incidents and events may require temporary closure while response activities or maintenance work is ongoing. Interstate closures should be a last resort and be carefully implemented. These closures will be most successful when planned in advance with response partners (law enforcement – state and local, fire departments, and local highway agencies). NYSDOT has entered into an agreement in Onondaga County with local emergency responders to initiate road closures when the Department is unable to provide the equipment and staff for the closures.</p>



State	TIM Team Name	Best Practice	Description / Overview
North Carolina	Executive Committee for Highway Safety	Abandon Vehicle Immediate Tow	NCDOT has an MOU with the City of Greensboro to allow Incident Management Assistance Patrols (IMAP) to impound or tow any abandoned vehicles off the roadway shoulders using the city's towing rotation procedures.
Washington State	Washington Traffic Incident Management Coalition	Joint Operations Policy Statement (JOPS)	The Joint Operations Policy Statement (JOPS) between Washington State Patrol and the Washington State Department of Transportation is a national model. The policy details the mutual interest in the operations of the highways and is reviewed annually at a joint meeting.

## 10. Open Roads Policies

Like legislation, Open Roads Policies help formalize TIM principles. An Open Roads Policy establishes quick clearance of traffic incidents as a priority, and is typically signed by agency heads, but may also be signed by the governor or mayor. The policy directs responders to prioritize quick, safe clearance on the roadway. The establishment of these policies—sometimes referred to as an Open Roads Philosophy—is often a first step in achieving TIM goals. Because TIM Teams have access to a number of agencies, they should work to develop these policies and get them signed by as many partners as possible.

TABLE 10: OPEN ROADS POLICIES BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Open Roads Policy	Local Open Roads Policies are in place with local stakeholders such as fire departments, sheriffs and medical examiners.

State	TIM Team Name	Best Practice	Description / Overview
Florida	{District 2} Alachua (Alachua and Bradford Counties); , First Coast (Clay, Duval, Nassau, St. Johns)	Local Open Roads Policy	Local Open Roads Policies are in place with local stakeholders such as FDOT, FHP, local law enforcement, sheriffs, fire departments, and municipalities.
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Local Open Roads policy	Local Open Roads policies are signed by all agencies as an addendum to the statewide Open Roads Policy.
Florida	Statewide TIM Team	Statewide Open Roads Policy (ORP)	The FDOT and Florida Highway Patrol signed the statewide ORP in November 2002, being only the second in the country (after Washington State) to set a goal of clearing the roadway in 90 minutes.
Maryland	Coordinated Highways Action Response Team (CHART)	"Clear the Road" Policy	Provides for the rapid removal of vehicles from the travel lanes rather than waiting for a private tow service or time consuming off-loading of disabled trucks which are blocking traffic.

## 11. Operating Guidelines / Manuals

TIM Team procedural manuals and operating guidelines are useful documents to provide incident responders with uniform guidelines for safe operations at the scene of a highway incident. The guidelines should document a proven process, aimed at saving the lives of those involved in traffic related crashes, as well as protecting the responders themselves. The guideline should be compliant with the National Incident Management System (NIMS) and other related national standards. Ideally, they should be consistent with the National Unified Goals for TIM as well. There are several types of guidelines that can be developed including:

- TIM Team operational guidelines for highway incidents.
- TIM Team operational guidelines for limited access highways.
- Incident Management handbooks.
- Emergency light discipline.
- Vehicle placement.
- Work Zones.

Some states have created a comprehensive manual with a variety of TIM policies, and others have created guidelines for specific tasks. Regardless of the approach, it is considered a Best Practice to create a TIM standard operating procedure for the multitude of responding agencies to traffic incidents.

TABLE 11: OPERATING GUIDELINES / MANUALS BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Connecticut	Statewide Incident Management Task Force	Unified Response Manual	The Connecticut Transportation Strategy Board's, Statewide Incident Management Task Force studied and identified the need for a "Unified Response Manual" (URM). The Department of Emergency Management Homeland Security (DEMHS) has agreed to develop a training program from the URM, to be provided to police and fire academies. The URM serves as a field reference to support the concept of a Unified Command System and to enhance

State	TIM Team Name	Best Practice	Description / Overview
			<p>interagency coordination of first responders at traffic incident scenes on limited-access highways in the State of Connecticut.</p>
Florida	Statewide TIM Team	Motor Vehicle Fluid Spill Guideline	<p>These "Guidelines for the Mitigation of Accidental Discharges of Motor Vehicle Fluids (Non-cargo)" provide guidance to responders and assist them in meeting the primary Incident Management goal of the Open Road Policy, namely to clear the incident scene within 90 minutes of the arrival of the first responder. The guidelines provide specific procedural guidance for spilled vehicle fluids and cleanup and provide a reference for the disposal of spilled materials.</p>
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Traffic Incident Management Action Plan	<p>The Plan focuses on traffic incident management stakeholders assessing existing incident management practices in the area and working toward improving the process. The Plan has been developed with input from a variety of responders and organized by states of incident management activities identified by the FHWA TIM handbook.</p>



State	TIM Team Name	Best Practice	Description / Overview
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Multi-Agency Training Guide	Two states are working together to produce Quick Clearance policies in the region and multi-agency training.
Massachusetts	Incident Management Task Force	Unified Response Manual for Roadway Traffic Incidents	The Task Force created a Unified Response Manual to provide a common language and playing field for all responding agencies to manage roadway incidents on highways and arterials.
North Carolina	Executive Committee for Highway Safety	Multi-Vehicle Collision Response Plan	After the May 31, 2006, 90+ vehicle collisions in North Carolina, a multi-vehicle response plan was established. This incident began with a single car collision with a median barrier due to speeding before escalating to a catastrophic incident. As a result of the handling of this incident and lessons learned, the North Carolina Highway Patrol established the TIM Team and developed and implemented, as an internal Troop D guideline, a "Multi-Vehicle Collision Response Plan".

State	TIM Team Name	Best Practice	Description / Overview
Pennsylvania / New Jersey (Delaware Valley Regional Planning Commission Region)	Incident Management Task Forces (IMTF)	Policy Violation Acknowledge ment Form	IMTF has set up committees, including training, policy/procedures, response boxes/contracts, and feedback. The feedback committee is unique. Essentially, they have created a violation form. When agencies sign the Policy and Procedures Manual (described below) they agree that corrective action must be taken against individuals within their agencies when a violation form is submitted. The violation forms are reviewed at regular meetings without mentioning the name/agency. The feedback committee works directly with the agency to ensure corrective actions were taken.
Pennsylvania /New Jersey (Delaware Valley Regional Planning Commission Region)	I-76 / I-476 Crossroads Incident Management Task Force (IMTF)	Traffic Incident Operating Guidelines	This guideline was developed for the I-76 / I-476 Crossroads Incident Management Task Force (IMTF). This document provides incident responders with uniform operational guidelines for safe operations at the scene of a highway incident. These operational guidelines are the result of the solicitation of input from all stakeholders that may operate at one of these incidents. The document serves as





State	TIM Team Name	Best Practice	Description / Overview
			a guideline for decision-making and can be modified by the incident responders as necessary to address existing conditions.
Pennsylvania /New Jersey (Delaware Valley Regional Planning Commission Region)	NJ 42 / 55, I-76 / 676 / 295 Incident Management Task Force (IMTF)	Policy and Procedures Manual	A policy and procedures manual was developed for the NJ 42 / 55, I-76 / 676 / 295 IMTF. The manual provides a standard playbook for all involved agencies, including police, fire, EMS, DOT, towing, and communications centers. It lets everyone know what's expected of them before an incident occurs. It provides a mechanism for dispute resolution.
Pennsylvania /New Jersey (Delaware Valley Regional Planning Commission Region)	NJ 42 / 55, I-76 / 676 / 295 Incident Management Task Force (IMTF)	Standard Response Procedures	The DVRPC developed standard incident responses in which all units respond in one direction to prevent crossovers; a common radio frequency for all responders including EMS; and one county agency handles all radio traffic. Response plans were determined by access to the highway. They also developed response boxes, which designate a specific area of highway to which each Fire/EMS station responds. These areas are based on access to the

State	TIM Team Name	Best Practice	Description / Overview
			<p>highway—there are no municipal boundaries. All fire departments have signed contracts agreeing to response plans, and all plans are signed by communications centers and NJ state police. No plans can be unilaterally changed.</p>
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Emergency Traffic Patrol Handbook / Visor Card / DVD	<p>TIME put together Emergency Traffic Control and Scene Guidelines and visor card for the state. They put a working group together for an annual conference and had a draft for feedback by the next conference. The guide contains urban / rural specifics, specifics for responders, etc. The department recognizes the variability in traffic control elements so they decided to provide this guide and training. It was funded through the DOT TIM budget. To accompany the guidelines, they also put together a DVD containing materials including an informational overview PowerPoint presentation and a training PowerPoint presentation with Instructor Manual. The materials are available to agencies throughout the state free of charge and can be ordered using a special materials order form available on the TIME web site.</p>

## 12. Outreach

Every TIM Team should make outreach a high priority. Continual outreach is necessary to recruit—and retain—Team members, promote TIM principles such as quick clearance, and to publicize Team mission and initiatives. Continual outreach generates interest and maintains Team momentum. Outreach to the public is also important as it can help promote TIM-related legislation (e.g., Move-it or Move-over laws), emphasize public and responder safety, and inform the public of ongoing initiatives.

TABLE 12: OUTREACH BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Connecticut	Statewide Incident Management Task Force	Outreach	The Statewide Incident Management Task Force (SIMTF) provides outreach through its membership representing CT Police and Fire Emergency Responders, Regional Planning Agencies and R-ESF groups, FHWA, DEP, DOT, DMV, DoIT and the Motor Transport Association of Connecticut.
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	TIM Web Site	These Teams host a Web site to provide outreach to the public as well as information about the Teams themselves (see <a href="http://www.swfltim.org/">http://www.swfltim.org/</a> ).
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Regional TIM Teams	The TIME Task Force has established several local TIM Teams throughout the Metro Atlanta Region. These TIM Teams are local programs with emergency responders from a particular jurisdiction that work together on a regular basis. The TIM Teams are represented quarterly at the TIME Task Force meetings and are part of the larger TIME Task Force.

State	TIM Team Name	Best Practice	Description / Overview
Indiana	IN-TIME	IN-TIME Video	Indiana's IN-TIME program produced a video introducing incident management initiatives in Indiana and showing support for quick clearance. The video was produced through the Indiana Law Enforcement Academy at no cost to the program. The audiovisual staff at the academy was able to produce the video, featuring an introduction by the Indiana State Police Superintendent.
New York	New York Region 8	Media Traffic Incident Management Handbook	A Media Traffic Incident Management handbook was developed to outline rules/procedures for media personnel when at an incident scene. The handbook requires media personnel to wear approved safety vests, park in a particular position and location and check-in with the on-scene incident commander upon arrival.
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Conference	TIME holds an annual conference for TIM stakeholders. The conference is free to everyone and includes meals. The conference is well attended, and they try to get dynamic speakers from throughout the country.

### 13. Outside / Consultant Support

Some TIM Teams solicit additional support to help administer the Team and provide day-to-day support activities. Outside support, typically someone from the federal government or consulting community is beneficial because it allows facilitation by an outsider or third party that has no obvious allegiances, eliminating feelings of bias. Outside support is also helpful for conducting stakeholder outreach, monitoring or evaluation program success, developing strategic plans or visions, or conducting incident debriefs. This outside support is often able to commit a significant amount of time to TIM Team efforts—time not all responders/agency leaders may have.

TABLE 13: OUTSIDE / CONSULTANT SUPPORT BEST PRACTICES

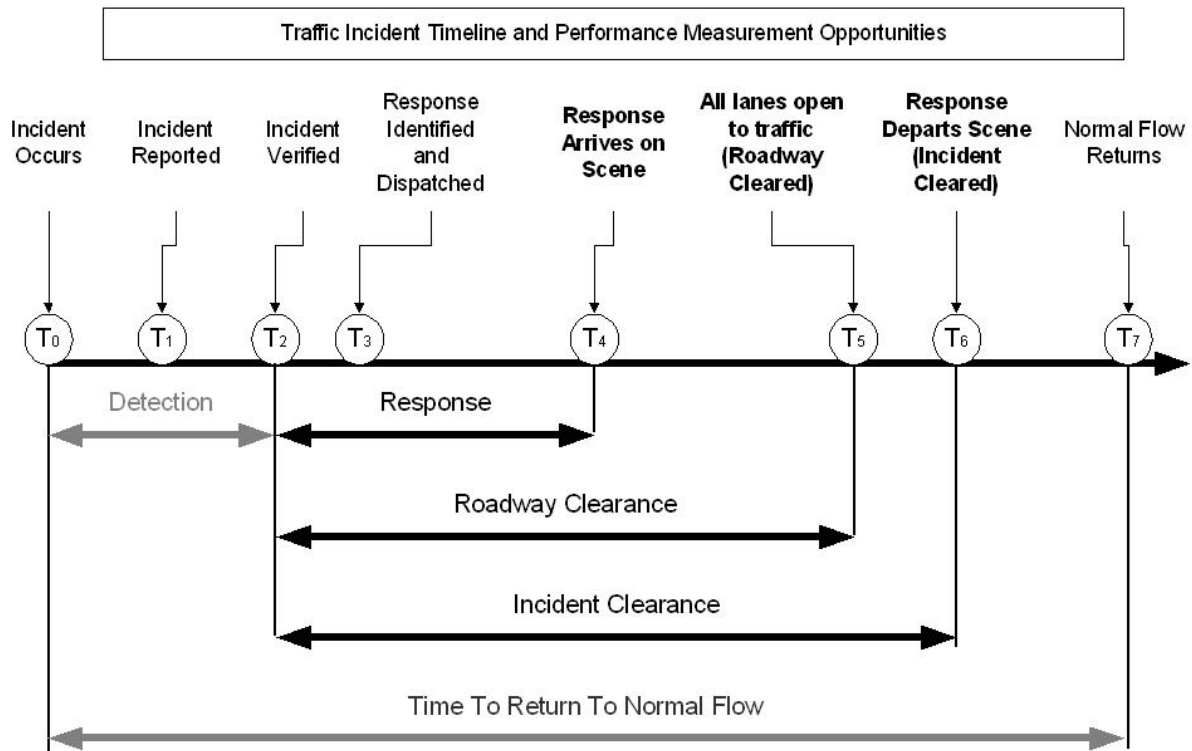
State	TIM Team Name	Best Practice	Description / Overview
Florida	Statewide TIM Team	Consultant Support	The FDOT Traffic Engineering and Operations Office maintain a fulltime consultant to assist in the statewide TIM activities. Beside expert consultation, the consultant arranges TIM meetings and represents FDOT in other states' meetings. In addition, the districts employ consultants to help facilitate / lead TIM Teams.
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Consultant Support	The task force is supported by a consultant through a GDOT incident management support contract. The consultant facilitates meetings, the annual conference, outreach, regional TIM Team development, etc.
Nevada	Traffic Incident Management (TIM) Coalition	Consultant Support	The Nevada TIM Coalition uses consultants to manage the TIM program with a TIM Steering Committee that supports its TIM efforts.
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Consultant Support	The program is supported by consultants, who are able to provide TIM expertise as well as commit as much time as needed to the program. This allows for faster progress on TIM initiatives.

## 14. Performance Measures

Performance measures are the key to demonstrating and validating improvements in TIM. Measures will also help to show the benefits and value of TIM Teams to transportation agencies.

Measuring the performance of TIM Teams is challenging because of the lack of statistics, information and resources. There have been several attempts to develop a proper methodology for collecting TIM performance measures that are included in the *Resources* Section on page 41.

Currently, the most common TIM performance measures are average and maximum incident clearance times. Several states have adopted 30, 60 and 90-minute clearance time depending on incident level of severity. One example of calculating measures is using the State of Georgia's diagram below.



GEORGIA'S TIME TASK FORCE'S TRAFFIC INCIDENT TIMELINE

Regardless of the approach used, measuring performance will not only show the benefits of the TIM Team, but help with sustainability.

TABLE 14: PERFORMANCE MEASURE BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Northern Counties)	ITS and TIM Measures	This district goes well beyond the above statewide tracking of metrics. In addition, they report Travel Time Index, Planning Time Index, Buffer Index, and average and peak Vehicle Miles Traveled. While these are primarily ITS measures, incidents adversely impact them all, so they are indirect measures of TIM performance.
Florida	Statewide TIM Team	ITS and TIM Measures	In addition to collection performance measures on annual 511 calls, annual Road Ranger stops, and miles managed by ITS, FDOT is collection measures for incident duration, travel time reliability, and customer satisfaction.
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	TRIP Measures	The Towing and Recovery Incentive Program (TRIP) currently tracks response times, roadway clearance times and incident clearance times. These times are further detailed into the specific times for program activation, tow company arrival, TRIP notice to proceed and clearance.
Indiana	IN-TIME	Performance Measures for Secondary Incidents	IN-TIME is currently looking at performance measures for secondary incidents. Consideration has been given to update the State Police accident reports to track secondary incidents.

## 15. Photogrammetry

Photogrammetry is the science of taking measurements from a photograph, often used for police investigations. A number of agencies throughout the nation have updated their investigative tool kit by obtaining and implementing “Photogrammetry” software. This allows investigators to develop very accurate maps of the scene from digital photographs. Early software used in the late 1990s for this process proved difficult to use by police officers and a number of agencies returned to the use of “Total Stations” or Laser measuring devices. New software is far superior and much easier to use. It has been adopted for use in a growing number of police and state patrol agencies throughout the nation with extremely positive results.

TABLE 15: PHOTOGRAMMETRY BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	Statewide TIM Team	Photogrammetry	The Florida DOT has procured Photogrammetry equipment (cameras) and software for the entire Florida Highway Patrol. FHP is training a cadre of Troopers in the photography aspect and a smaller cadre in the application of the software. The goal is to have the entire FHP investigatory process use Photogrammetry by the end of 2010. The statewide license is available to local law enforcement for a reduced fee as well.
Indiana	IN-TIME	Photogrammetry	IN-TIME has 22 officers and 6 trainers in the state trained in Photogrammetry with an average scene measuring time of 42 minutes. The Indiana Department of Transportation, the Department of Revenue, the Federal Highway Administration and the Indiana Toll road have funded 23 complete crash Photogrammetry kits.



State	TIM Team Name	Best Practice	Description / Overview
Texas	North Central Texas Council of Governments	Photogrammetry Training	The Photogrammetry Training Course is offered as a complement to the region's Freeway Incident Management series. The Photogrammetry system, used for accident reconstruction and forensic measurements, is an image-based 3D system that calculates measurements from photographs and digital camera images.
Utah	Utah	Quick Clearance Program	The Utah Highway Patrol has an aggressive Quick Clearance program for major crashes. They use aerial Photogrammetry to take crash scene photos with a camera mounted on a low-flying, remote-controlled helicopter.
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Photogrammetry	Photogrammetry is being used in some areas throughout the state.

## 16. Reference Location Signs

Reference location signs are strategically placed on the highway to assist road users in estimating their progress, to provide a means for identifying the location of emergency incidents and traffic crashes, and to aid in the highway maintenance and servicing. A number of states place these markers every one-tenth or two-tenths of a mile to provide motorists with enhanced information. These signs have proven very useful for Transportation Management Centers, Safety Service Patrols and public safety officials to quickly locate incidents.

TABLE 16: REFERENCE LOCATION SIGNS BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	Statewide TIM Team	Reference Location Signs (RLSs)	The Statewide TIM Team did an informal study of RLSs and concluded that they were highly desirable. FDOT Maintenance resisted this because of the added burden, but several districts are deploying them, at least in high incident-prone segments.
Pennsylvania/New Jersey (Delaware Valley Regional Planning Commission Region)	I-76 / I-476 Crossroads; NJ 42 / 55, I-76 / 676 / 295 Incident Management Task Force	Ramp Designation Signs	IMTF implemented signage every tenth of a mile at ramps and on the mainline. There is information on both sides of the pole and a corresponding map for dispatchers to reference. This helps locate incidents quickly.

## 17. Strategic Vision

A TIM Team Strategic Vision (or Plan) should be created to outline the strategy, or direction, for implementing innovative solutions to improve the delivery and overall results of TIM services. Strategic visions can be used for determining where the TIM Team is going over the next year or, more typically, over the next three to five years. In order to determine the direction of the Team, Team leadership and members must first identify where the Team stands and its current accomplishments. The strategic vision should be updated often to ensure the Team is staying on track and going in the desired direction of the region and TIM Team members.

TABLE 17: STRATEGIC VISION BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	Statewide TIM Team	Strategic Plan	The Statewide Traffic Incident Management (TIM) Strategic Plan was developed to identity programs and actions to sustain the commitment to—and expand—the TIM Program in Florida to better meet traveler needs. The plan is available in four formats: The Strategic Plan itself, an Executive Summary, a more detailed Plan Summary, and a very detailed Reference Document.
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Strategic Vision	The TIME Task Force, supported by the Georgia Department of Transportation, Georgia Regional Transportation Authority, and the Federal Highway Administration, developed an executive-level “Strategic Vision” of the best methods to achieve a measurable improvement in TIM that can have an immediate, substantial, and lasting impact on reducing non-recurring congestion. These solutions are based on a review of regional issues and national “Best Practices”.

Nevada	Traffic Incident Management (TIM) Coalition	Strategic Plan	The TIM Coalition developed a Strategic Actions Plan including a new vision for institutional integration. TIM Mission, goals, objectives, Coalition responsibilities, projects to support TIM efforts and estimated program costs are all part of the Plan.
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## 18. Towing and Recovery

More and more, towing and recovery is being recognized as a vital and important aspect of TIM. Furthermore, towing and recovery personnel are being considered true members of the incident response community. Towing and recovery personnel make up a significant percentage of the active membership in many TIM Teams. Their investment in quick, safe clearance is crucial to meet clearance goals and open up travel lanes as quickly as possible. Finding ways to work with the towing and recovery community to promote TIM principles should be part of the mission of every TIM Team. TIM programs in several states have come up with unique ways to not only promote quick, safe clearance by towing and recovery, but also to ensure only well-trained, professional towing and recovery personnel with adequate equipment are called to manage highway incidents.

TABLE 18: TOWING AND RECOVERY BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	Florida's Turnpike TIM Team	Towing and Roadside Repair Services (TARR)	The TARR program provides light and medium duty towing and minor vehicle repairs on Florida's Turnpike for a fee to the customer. Specific tow companies are authorized to provide this service with maximum fees to the customer set by the Turnpike. Certified TARR operators are trained to work safely under high-speed traffic conditions. This program provides consistent service to Turnpike customers, avoiding the more prevalent rotation system.

State	TIM Team Name	Best Practice	Description / Overview
Florida	Florida's Turnpike TIM Team	Rapid Incident Scene Clearance (RISC)	<p>The (RISC) program sets detailed, state-of-the-art equipment requirements and competency levels for tow operators and monetary incentives for expedited response and quick clearance of major truck crashes blocking Florida roadways. This highly successful program was the first of its kind in the country and is now being deployed statewide.</p>
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Towing and Recovery Incentive Program (TRIP)	<p>This program was developed to meet the goals outlined in Metro Atlanta's Traffic Incident Management Enhancement (TIME) Task Force Strategic Vision. TIME created a training certification program which is a mandatory requirement to participate in TRIP. In summary, TRIP is based on a comprehensive set of guidelines designed to ensure only well-trained, competent operators with proper heavy duty equipment are dispatched to large commercial vehicle incidents that have a significant impact on major interstate traffic. The highly successful program has reduced average roadway clearance time for these incidents from 269 minutes down to 94 minutes per incident (as of October 2009).</p>



State	TIM Team Name	Best Practice	Description / Overview
New York	New York Region 8	High-Bid Contract Towing Program	<p>The High-Bid Contract Towing Program is administered by the New York State DOT, supervised by New York State Police, and awarded on the basis of competitive bidding. Contracts are awarded to the highest responsible bidder. Towing agencies who have been assigned contracts perform towing services under strict qualifications and guidelines, and are subject to regular inspections. These tow firms have agreed to provide towing services on designated segments of the limited access highways in the region within a specified rate schedule which is required to be posted on every authorized tow vehicle and respond to calls within 30 minutes. A similar program is administered in NYSDOT Region 10 (Long Island).</p>
Texas	Houston	Instant Towing Program	<p>Houston, Texas, created a "Safe Clear Towing Program" in 2004 that provides for the immediate clearance of stalled or disabled vehicles on Houston's freeways. So-called SAFE clear was created by the Mayor's Office of Mobility, members of the Houston TranStar, law enforcement</p>



State	TIM Team Name	Best Practice	Description / Overview
			<p>agencies, and the towing industry. Towing companies bid to exclusively provide towing services on designated sections of freeway. They get \$50 for a tow (or if the vehicle is blocking a freeway lane it is \$125) and \$30 if they do very minor repair or re-fuel and get the driver on their way.</p>
Washington State	Washington Traffic Incident Management Coalition	Instant Towing Program	<p>This light-duty towing program dispatch tow trucks and Washington State Patrol troopers simultaneously, rather than waiting for verification of the incident by a trooper. Washington DOT estimates that Instant Tow saves 15 minutes per dispatch.</p>
Washington State	Washington Traffic Incident Management Coalition	Major Incident Tow (MIT) program	<p>MIT is a heavy-duty incentive towing program created by WSDOT, in partnership with WSP and the legislature, with minimum equipment response requirements and specialized recovery equipment as specified in a contract between the tow vendor and the WSP. Tow companies who participate in the program are eligible to receive a \$2,500 incentive payment for meeting program response and quick-clearance (90 minutes) requirements at major incidents involving heavy trucks.</p>



## 19. Training

Well trained, experienced incident responders improve the quick clearance of incidents while lessening the impact of traffic congestion. Unfortunately, preventing secondary crashes, managing traffic, and clearing incidents quickly are not always priorities for all responders. When responders from all types of agencies have trained together, they understand the impact of their actions, realize the safety benefit of better TIM methods, and understand the benefit of stronger working relationships with fellow responders. Because TIM Teams already group members from a number of disciplines, they are a good vehicle for the establishment of interdisciplinary training as well as the establishment of training programs and modules that can be leveraged by multiple agencies.

TABLE 19: TRAINING BEST PRACTICES

State	TIM Team Name	Best Practice	Description / Overview
Florida	{District 2} First Coast (Clay, Duval, Nassau, St. Johns)	TIM/Quick Clearance Training	With the financial support of the North Florida Transportation Planning Organization, members of this Team created a five-module training DVD called "TIme4Safety" to educate all responders in safe, quick clearance principles and practices. The modules (Introduction, TIM Basics, Tools, At the Scene, and Action Review) are up to only eight minutes long, designed to be viewed in role calls or on the responder's portable computer. A "Top 10 Summary" of key TIM factors and a comprehensive TIM Handbook accompany the videos on the DVD.
Florida	Statewide TIM Team	TIM/Quick Clearance Training	A significant role of the Statewide TIM Team is to identify training needs and resources to meet those needs. The Team sponsors training throughout the state as resources are available. They make good use of national and Coalition resources. As noted earlier, FDOT provided train-the-trainer workshops for FHP trainers in Photogrammetry. The Central Office TIM Program now has a program called "TIM in 10" designed to train all responders in the state by the end of



State	TIM Team Name	Best Practice	Description / Overview
			2010 via a multitude of media, including computer-based training, classroom sessions and/or roll call videos.
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Training	The TIME Task Force has a training standards committee and training budget. They sponsor a variety of multi-agency TIM training, which is free for responders and discounted for Towing and Recovery Companies. There are ongoing plans to get a 2-4 hour block of instruction of Incident Management into the state's Police Officers Standards and Training (POST) in-service training program for statewide delivery. Most notably, the Task Force created a Heavy Duty Towing and Recovery Certification program for operators and supervisors. This training is a mandatory requirement of participating in the Towing and Recovery Incentive Program (TRIP).
Indiana	IN-TIME	Training Modules	The group has developed a series of TIM training modules for use by multiple agencies through the group's training committee. They also provide TIM training each month Team members. Current training materials made available on the web site includes traffic control, scene safety and the Incident Command system.
Maryland	Coordinated Highways Action Response Team (CHART)	Training	Maryland is presenting the "Roadway Incident Safety Responder" training program statewide, including more Fire Academies and Highway personnel. There has been extensive outreach to publicize the training and it has been well received.

State	TIM Team Name	Best Practice	Description / Overview
Massachusetts	Incident Management Task Force	Training	The Task Force cross-trains and utilizes presenters from all disciplines, so everyone knows the other responders' roles and responsibilities. They focus on multi-agency activities.
New York	New York Statewide	Training	Quick Clearance is taught in police academies. It is not currently taught in the basic school but is part of continuing training.
North Carolina	Executive Committee for Highway Safety	North Carolina Incident Management Best Practices Video/DVD, cards, and cones.	The State Incident Management Engineer teamed with responders, including the state Fire Marshal and law enforcement, to develop an Incident Management Best Practices video. The video covers NFPA 1901, which updates fire apparatus and traffic cone placement, high visibility chevron striping on apparatus, etc. The video also covers safe vehicle placement, tapers, proper traffic control, etc. The State Incident Management Engineer teamed up with a fire department from Charlotte to write a grant for FEMA funding to produce the video. The video is designed as a training mechanism for all responders. Using the FEMA funding, 5,000 DVDs will be produced and distributed to agencies around the state. The DVD has become part of statewide training in the fire academy as well as standard training in the Highway Patrol academy. In addition, Fire Departments who use the video for training receive traffic cones (also funded through the grant).

State	TIM Team Name	Best Practice	Description / Overview
Texas	North Central Texas Council of Governments	Freeway Incident Management (FIM) training course	<p>This Team has the most successful long term training program for TIM. They have 23 trainers through the Train-the-Trainer program and have Team taught dozens of courses to hundreds of responders. The goal of the training course is to initiate a common, coordinated response to traffic incidents that will build partnerships, enhance safety for emergency personnel, reduce upstream traffic accidents, improve the efficiency of the transportation system, and improve air quality in the Dallas-Fort Worth region. Specific courses have been designed for both first responders and managers, and executive level policy-makers. Each course explains the goals, objectives, and benefits of multi-agency incident management coordination and training. Students are eligible for Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE) and Fire Commission credits.</p>
Virginia	TERI Institute	TERI Institute	<p>The Virginia Department of Transportation (VDOT) teamed with Virginia Tech to develop the Transportation Emergency Response Institute (TERI) to train VDOT staff, partner agencies and other stakeholders in responding effectively to roadway emergencies.</p>



State	TIM Team Name	Best Practice	Description / Overview
Washington State	Washington Traffic Incident Management Coalition	Training	Multi-disciplinary TIM training is presented to and instructed by Washington State Department of Transportation, Washington State Patrol and Fire Rescue. The training emphasizes Unified Command among all three disciplines. The State Patrol District Commander in each district works in coordination with a local WSDOT region representative and a Fire District Representative to bring a training session at least once per quarter.
North Carolina	Executive Committee for Highway Safety	North Carolina Incident Management Best Practices Video/DVD, cards, and cones.	The State Incident Management Engineer teamed with responders, including the state Fire Marshal and law enforcement, to develop an Incident Management Best Practices video. The video covers NFPA 1901, which updates fire apparatus and traffic cone placement, high visibility chevron striping on apparatus, etc. The video also covers safe vehicle placement, tapers, proper traffic control, etc. The State Incident Management Engineer teamed up with a fire department from Charlotte to write a grant for FEMA funding to produce the video. The video is designed as a training mechanism for all responders. Using the FEMA funding, 5,000 DVDs will be produced and distributed to agencies around the state. The DVD has become part of statewide training in the fire academy as well as standard training in the

State	TIM Team Name	Best Practice	Description / Overview
			Highway Patrol academy. In addition, Fire Departments who use the video for training receive traffic cones (also funded through the grant).

## 20. Additional Best Practices

There are a few additional Best Practices to highlight that do not fit into other categories. For descriptions on implementation strategies, please refer to the additional Web site resources in Appendix B and C (Best Practices Matrix) or feel free to contact the TIM Team that implemented the Practice.

### a. Fire Hydrant Study

State	TIM Team Name	Best Practice Description
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	The District first performed a study to locate all hydrants and determine factors that are preventing access to hydrants adjacent to the Interstate, such as sound walls, canals, train tracks, fences, and high vegetation. This study resulted in developing identifying markings, such as blue retro-reflective pavement marking and visible signage, for Fire Departments to quickly locate the hydrants. In cases where noise walls prevent access, a door will be installed in the sound wall for easy-access with a map displayed on the back of the door on how to access the fire hydrant. In addition, an overall map will be created showing the location of all hydrants.

### b. TIM Troopers

State	TIM Team Name	Best Practice Description
Florida	{District 1} Collier-Lee-Charlotte	The Collier-Lee Team championed adding 14 more Florida Highway Patrol Troopers on I-75 (Alligator Alley), which was experiencing an unusually high number of very high-speed vehicle crashes and run-off-the-road incidents. Speeds are routinely clocked at 100 mph and higher on this very straight, flat, rural toll road.
Florida	{District 5} Tri County (Seminole, Orange and Osceola County)	Recognizing that the response time to incidents in the Orlando area, particularly on I-4, was above the state average, through the leadership of the Tri County TIM Team, FDOT District 5 decided to fund 20 FHP Troopers to strictly focus on incident response.
New York	New York Statewide	TIM troopers are trained in incident management and primarily assigned to work zones. They issue citations when warranted. These troopers also respond to incidents within the work zones to handle incident management but are not utilized as investigators for the incidents.

## Resources

### 1. Useful Web Sites

- 2009 Manual on Uniform Traffic Control Devices (MUTCD):  
[http://mutcd.fhwa.dot.gov/kno\\_2009.htm](http://mutcd.fhwa.dot.gov/kno_2009.htm)
- Emergency Responder Safety Institute: [www.respondersafety.com](http://www.respondersafety.com)
- Federal Highway Administration Traffic Incident Management:  
[http://ops.fhwa.dot.gov/eto\\_tim\\_pse/about/tim.htm](http://ops.fhwa.dot.gov/eto_tim_pse/about/tim.htm)

This site also has links to various publications:

- Traffic Incident Management Quick Clearance Laws: A National Review of Best Practices: <http://ops.fhwa.dot.gov/publications/fhwahop09005/>
- Alternate Route Handbook: [http://www.ops.fhwa.dot.gov/publications/ar\\_handbook/](http://www.ops.fhwa.dot.gov/publications/ar_handbook/)
- Florida's Open Roads Initiative—download Open Roads Policies and other related information and resources: <http://www.openroadsflorida.com/>
- I-95 Corridor Coalition Incident Management:  
<http://www.i95coalition.org/i95/Committees/IncidentManagement/tabid/74/Default.aspx>

This site also has links to the following referenced documents:

- The Quick Clearance Toolkit and Workshops:  
<http://www.i95coalition.net/i95/Training/QuickClearanceWorkshop/tabid/188/Default.aspx>
- The Coalition Project Database:  
<http://www.i95coalition.net/i95/Projects/tabid/81/Default.aspx>
- The Reference Markers Final Report:  
[http://www.i95coalition.net/i95/Portals/0/Public\\_Files/pm/reports/full408.pdf](http://www.i95coalition.net/i95/Portals/0/Public_Files/pm/reports/full408.pdf)
- The National Traffic Incident Management Coalition: <http://timcoalition.org>

This site also has a link to various TIM resources on the web:

- The National Unified Goal (NUG) for Traffic Incident Management:  
<http://www.transportation.org/sites/ntimc/docs/NUG%20Unified%20Goal-Nov07.pdf>
- Multidisciplinary Core Competencies for TIM Training:  
[http://www.transportation.org/sites/ntimc/docs/Multidisciplinary%20TIM%20Core%20Competencies\\_Feb.%2006\\_2008.doc](http://www.transportation.org/sites/ntimc/docs/Multidisciplinary%20TIM%20Core%20Competencies_Feb.%2006_2008.doc)
- Example Strategies for Building Stronger State Traffic Incident Management Programs:  
<http://www.transportation.org/sites/ntimc/docs/Institutional%20Models.pdf>

Nine Keys to Success for Traffic Incident Management Programs:

[http://www.transportation.org/sites/ntimc/docs/J5224-Tri\\_keyS\(1\).pdf](http://www.transportation.org/sites/ntimc/docs/J5224-Tri_keyS(1).pdf)

## 2. Performance Measures

Agency	Resource	Location
FHWA	Incident Management Performance Measures	<a href="http://ops.fhwa.dot.gov/eto_tim_pse/docs/incident_mgmt_perf/">http://ops.fhwa.dot.gov/eto_tim_pse/docs/incident_mgmt_perf/</a>
	Performance Measures	<a href="http://ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/pm.htm">http://ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/pm.htm</a>
	Key Components of Performance Measurement and Evaluation	<a href="http://ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/perfmeas.htm">http://ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/perfmeas.htm</a>
	Traffic Incident Management Self Assessment	<a href="http://ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/self.htm">http://ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/self.htm</a>
	FHWA Performance Measures Study	<a href="http://ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/permeastudy.htm">http://ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/permeastudy.htm</a>
	Florida Department of Transportation	Refinement of Florida Statewide Operations Performance Measures and Data Collection Methodology
I-95 Corridor Coalition	Current Practices in Performance Measurement of Member Organizations	<a href="http://www.i95coalition.net/i95/Portals/0/Public_Files/pm/reports/summary373.pdf">http://www.i95coalition.net/i95/Portals/0/Public_Files/pm/reports/summary373.pdf</a>



Agency	Resource	Location
National Transportation Operations Coalition (NTOC)	Performance Measures Initiative	<a href="http://www.ntoctalks.com/action_teams/ntoc_final_report.pdf">http://www.ntoctalks.com/action_teams/ntoc_final_report.pdf</a>
The Center for Urban Transportation Research, University of South Florida and Transportation Solutions, Inc.,	Best Practices for Traffic Incident Management in Florida	<a href="http://www.iacptechology.org/IncidentManagement/BestPracticesFLDOT.pdf">http://www.iacptechology.org/IncidentManagement/BestPracticesFLDOT.pdf</a>

### 3. Training Opportunities

Sponsoring Agency	Course	Description	Implementation Method	More Information
Department of Homeland Security	National Incident Management System (NIMS)	The NIMS provides a consistent nationwide template to enable Federal, State, tribal, and local governments, the private sector, and nongovernmental organizations to work together to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life, property, and harm to the environment.	These courses are available online for all emergency services-related disciplines such as EMS, hospitals, public health, fire service, law enforcement, public works/utilities, skilled support personnel, and other emergency management response, support, and volunteer personnel.	<a href="http://www.fema.gov/emergency/nims/NIMSTrainingCourses">http://www.fema.gov/emergency/nims/NIMSTrainingCourses</a>
Emergency Responder Safety Institute	Various	Various online training documents and programs on traffic control, professional qualifications/standards, safety vests, scene safety, fire department safe positioning, and TIM systems.	Training can be downloaded from the Web site, as well as ordered on CD/DVD.	<a href="http://www.Respondersafety.com">www.Respondersafety.com</a>





Sponsoring Agency	Course	Description	Implementation Method	More Information
I-95 Corridor Coalition	Quick Clearance Toolkit and Workshops	A roadmap for developing a Traffic Incident Management Program, providing policy makers and practitioners in traffic incident management with handy and ready-to-use tools to assist them in providing more effective TIM practices in general, but with primary emphasis on quick clearance. In addition, the Coalition offers a series of workshops to present Quick Clearance Implementation Best Practices. There are two Quick Clearance Workshops available for Executives and Responders.	In addition to the training workshop, the Coalition offers the Quick Clearance Toolkit, Videos and Documentation on the Web site for use by multiple disciplines, including DOT, TMC, Police, Fire, EMS, Investigator, HAZMAT, Road Maintenance, Towing, Service Patrol, Medical Examiner, and the Media.	<a href="http://www.i95coalition.org/i95/Training/tabid/87/Default.aspx">http://www.i95coalition.org/i95/Training/tabid/87/Default.aspx</a>
I-95 Corridor	Operations	The Operations Academy is a two-week, total immersion transportation	Any student who is interested in	<a href="http://www.operationsac">http://www.operationsac</a>

Sponsoring Agency	Course	Description	Implementation Method	More Information
Coalition	Academy	<p>management and operations program. It was developed in response to the increasing demand for personnel with skills in these areas. The program uses a mix of classroom instruction, workshops, and analysis of existing systems to ensure the retention of the principles presented. It provides opportunities to practice and internalize the principles learned which is not possible in traditional classes and short courses.</p>	<p>participating in the Operations Academy must be nominated by a public or federal agency. The nomination form will be reviewed and the student will be informed if he/she has been accepted. The schedule for the application process can be found on the Operations Academy website.</p>	<p>ademy.org/</p>
I-95 Corridor Coalition	Freight Academy	<p>The I-95 Corridor Coalition Freight Academy is a unique immersion program designed to efficiently train</p>	<p>Any student who is interested in participating in the</p>	<p>www.freightacademy.org</p>

Sponsoring Agency	Course	Description	Implementation Method	More Information
		public sector agency staff whose planning, operational, and/or management work impact goods movement decisions, investments, and interactions.	Freight Academy must be nominated by a public agency. The nomination form will be reviewed and the student will be informed if he/she has been accepted. The schedule for the application process can be found on the Freight Academy website.	
I-95 Corridor Coalition	CITE Courses	The Coalition has partnered with the Consortium for ITS Training and Education (CITE) to provide on-line courses to Coalition members. Coalition funding has been allocated for Coalition	If you are interested in taking any of CITE's courses, please contact Patty Reich (301-816-4353). She will make	<a href="http://www.citeconsortium.org">www.citeconsortium.org</a>

Sponsoring Agency	Course	Description	Implementation Method	More Information
		<p>members to take advantage of CITE courses free of charge (the Coalition will pick up the cost of the course).</p> <p>Coalition members are eligible for three different CITE courses:</p> <ul style="list-style-type: none"> <li>• Independent Study – The most convenient and flexible of CITE’s courses. These courses allow students to register and take any course whenever they choose.</li> <li>• Blended courses – These courses combine the best features of both instructor-led and on-line instruction. They offer live discussions with an instructor through conference calls, interaction</li> </ul>	<p>sure you are qualified to receive the free courses and provide you with a code to use when registering.</p>	

Sponsoring Agency	Course	Description	Implementation Method	More Information
		<p>with other students, convenient on-line course materials, and a specific time frame to complete the course.</p> <ul style="list-style-type: none"> <li>• Certificates – CITE has bundled its courses by topic area to provide students with three different certificate programs: ITS Project Management, ITS Systems, and Traffic Engineering &amp; Operations. Students need to complete six courses within one year. The cost is significantly less than taking each course individually.</li> </ul>		
National Highway Institute (NHI)	Managing Traffic Incident and	This course addresses institutional and technical aspects of safe and efficient resolution of traffic incidents and other	Coordinate with your local Federal Highway Agency representative	<a href="http://www.nhi.fhwa.dot.gov">http://www.nhi.fhwa.dot.gov</a>



Sponsoring Agency	Course	Description	Implementation Method	More Information
	Roadway Emergencies	roadway emergencies. In addition, the course focuses on practices to obtain effective interagency and interdisciplinary understanding and cooperation.	to host a course in your region.	
North Carolina Department of Transportation , teamed with responders, including the state Fire Marshal and law enforcement	Incident Management Best Practices DVD	The video covers NFPA 1901, which updates Fire truck placement, cone placement chevron striping, etc. The video also covers safe vehicle placement, tapers, proper traffic control, etc. The State Incident Management Engineer teamed up with a fire department from Charlotte to write a grant for FEMA funding to produce the video. The video is designed as a training mechanism for all responders.	NCDOT received a FEMA grant to produce 5,000 DVDs. These videos are distributed to all agencies around the state and part of statewide fire academy and Highway Patrol academy training. Most notably, NCDOT supplies five cones for placement on Fire	



Sponsoring Agency	Course	Description	Implementation Method	More Information
			Trucks for each Fire Department in the state that watches the video.	
North Florida Transportation Planning Organization	Time for Safety (TIme4Safety) DVD	The TIme4Safety DVD includes 5 video modules, each seven to ten minutes in length, a Traffic Incident Management (TIM) Handbook and a responders' Top 10 list of things to remember for safe and effective traffic incident management.	The five training modules are an excellent source of information to share at TIM meetings or Law Enforcement roll calls. The short eight-minute duration allows each module to be shown in quick segments over several weeks.	<a href="http://www.openroadsflorida.com/downloads/">http://www.openroadsflorida.com/downloads/</a>



## Acronyms

4 C's	(of TIM) communication, cooperation, coordination, and consensus
AIR	After Incident Review
CAD	Computer-Aided Dispatch
CHAMP	Connecticut Highway Assistance Motorist Patrol
CHART	Coordinated Highways Action Response Team (Maryland)
DOT	Department of Transportation
EMS	Emergency Medical Services
EOC	Emergency Operations Center
FDOT	Florida Department of Transportation
FEMA	Federal Emergency Management Agency
FHP	Florida Highway Patrol
FHWA	Federal Highway Administration
FIM	Freeway Incident Management
GDOT	Georgia Department of Transportation
GEMA	Georgia Emergency Management Agency
HELP	Highway Emergency Local Patrol
HERO	Highway Emergency Response Operators
HOGs	Highway Operation Group
IMAP	Incident Management Assistance Patrols
IMTF	Incident Management Task Force
IN-TIME	Indiana's Traffic Incident Management Effort
IRV	Incident Response Vehicle
MOU	Memorandum of Understanding
MPO	Metropolitan Planning Organization
NCDOT	North Carolina Department of Transportation



NFPA	National Fire Protection Agency
NIMS	National Incident Management System
NTIMC	National Traffic Incident Management Coalition
ORP	Open Roads Policy
PPI	Public Private Initiatives
RISC	Rapid Incident Scene Clearance
SIRV	Severe Incident Response Vehicle
STIX	Southern Traffic Incident eXchange
TCLEOSE	Texas Commission on Law Enforcement Officer Standards and Education
TERI	Transportation Emergency Response Institute
TIM	Traffic Incident Management
TIME	Traffic Incident Management Enhancements program (Wisconsin)
TIME Task Force	Traffic Incident Management Enhancement Task Force (Atlanta)
TIMe4Safety	Time for Safety
TMC	Transportation Management Center
TRIP	Towing and Recovery Incentive Program
VDOT	Virginia Department of Transportation
WSDOT	Washington Department of Transportation



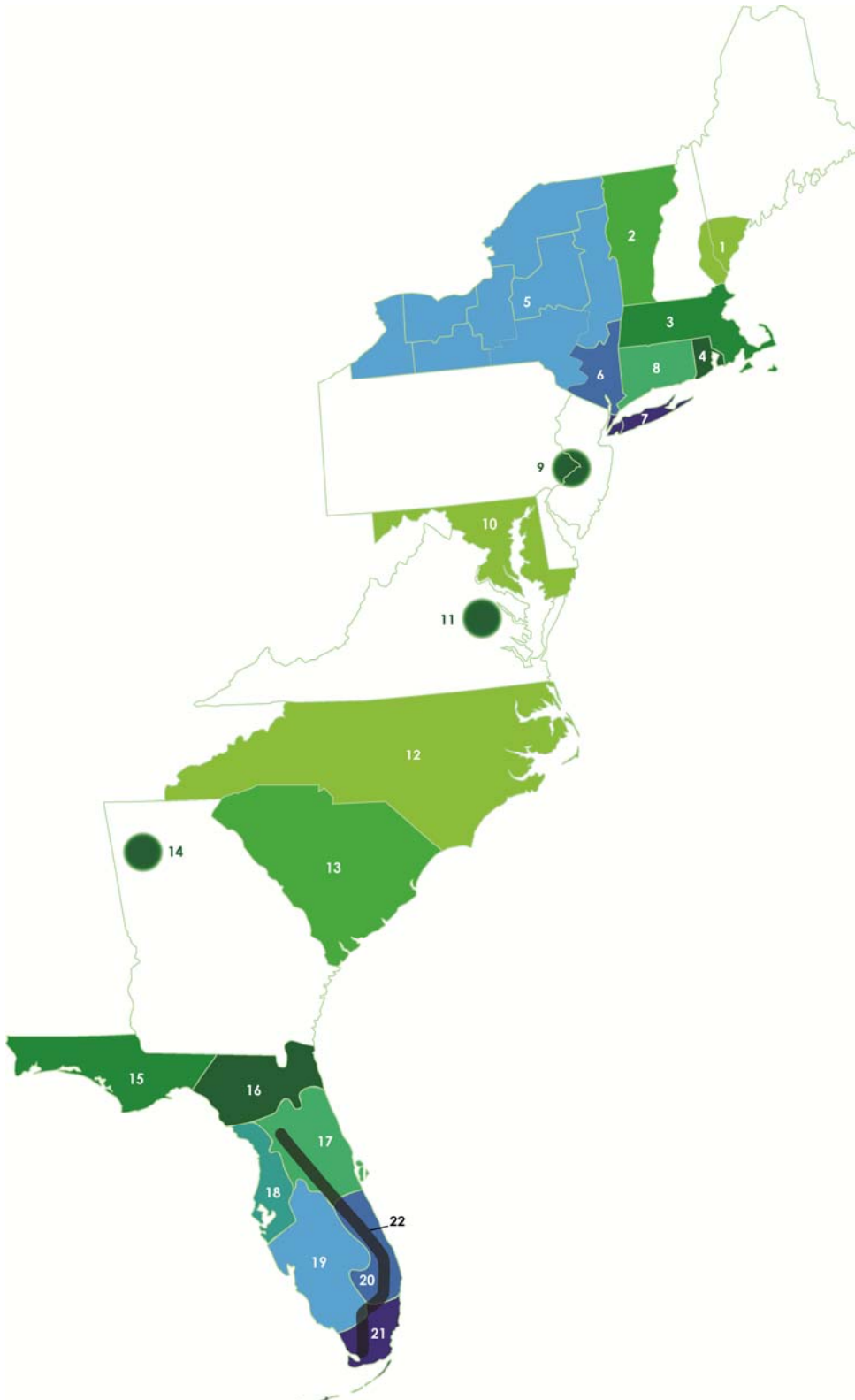
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## Appendix A: Contact Information & Maps

### A-1 Coalition Member States Sorted Alphabetically by State Name





Map #	State	TIM Team Name	Coverage Area	Contact	Web Site
8	Connecticut	Statewide Incident Management Task Force	Statewide (9 Regions)	Hal Decker Bureau of Hwy Ops Principal Engineer PO Box 317546, Room 4113 Newington, CT 06131-7546 Ph: (860) 594-3458 harold.decker@po.state.ct.us	<a href="http://www.ct.gov/opm/cwp/view.asp?a=3005&amp;Q=385388&amp;opmNav_GID=1810&amp;opmNav= 46905 ">http://www.ct.gov/opm/cwp/view.asp?a=3005&amp;Q=385388&amp;opmNav_GID=1810&amp;opmNav= 46905 </a>
N/A	Delaware	Transportation Management Team (TMT)	N/A	Gene S. Donaldson TMC Operations Manager Delaware Department of Transportation 169 Brick Store Landing Road Smyrna, Delaware 19977 Ph: 302-659-4601 <a href="mailto:gene.donaldson@state.de.us">gene.donaldson@state.de.us</a>	<a href="http://www.deldot.gov/information/projects/tmt/">http://www.deldot.gov/information/projects/tmt/</a>
N/A	Florida	Statewide TIM Team	Statewide	Patrick Odom Florida DOT Traffic Incident Management and Road Ranger Program Manager 605 Suwannee Street, MS 90 Tallahassee, FL 32399-0450 Ph: (850) 410-5631 Fax: (850) 410-5501 <a href="mailto:Patrick.Odom@dot.state.fl.us">Patrick.Odom@dot.state.fl.us</a>	<a href="http://www.dot.state.fl.us/trafficoperations/Traf_Incident/Traf_Incident.shtm">http://www.dot.state.fl.us/trafficoperations/Traf_Incident/Traf_Incident.shtm</a>
19	Florida	Collier-Lee-Charlotte; Sarasota-	FDOT District 1	Chris Birosak ITS Program Manager, District 1	<a href="http://www.swfltim.org/">http://www.swfltim.org/</a>



Map #	State	TIM Team Name	Coverage Area	Contact	Web Site
		Manatee; Polk		801 N. Broadway Ave. Post Office Box 1249 Bartow, Florida 33831-1249 Ph: (863) 519-2507 Fax: (863) 534-0915 <a href="mailto:Chris.Birosak@dot.state.fl.us">Chris.Birosak@dot.state.fl.us</a>	
16	Florida	Alachua (Alachua & Bradford), First Coast (Clay, Duval, Nassau, St. Johns)	FDOT District 2	Donna R. Danson Florida DOT District 2 ITS Operations Project Manager 2198 Edison Avenue, MS 2815 Jacksonville, Florida 32204-2619 Ph: (904) 360-5635 Fax: (904) 360-5639 Alt. Ph: (904) 707-8015 <a href="mailto:donna.danson@dot.state.fl.us">donna.danson@dot.state.fl.us</a>	N/A
15	Florida	Big Bend Area TIM Team (Tallahassee Area), Escambia/Santa Rosa (beginning early 2010)	FDOT District 3	Danny Page Florida DOT Traffic Incident Management Coordinator 1074 Highway 90 Chipley, Florida 32428 Ph: (850) 415-9370 Fax: (850) 415-9637 Alt. Ph: (850) 260-5482 <a href="mailto:daniel.page@dot.state.fl.us">daniel.page@dot.state.fl.us</a>	N/A



Map #	State	TIM Team Name	Coverage Area	Contact	Web Site
20	Florida	Broward; Palm Beach; Treasure Coast (Northern Counties)	FDOT District 4	Guy Francese Florida DOT Freeway Operations Manager 2300 W. Commercial Blvd. Ft. Lauderdale, FL 33309 Ph: (954) 847-2797 Fax: (954) 847-2683 Alt. Ph: (954) 445-4884 <a href="mailto:gaetano.francese@dot.state.fl.us">gaetano.francese@dot.state.fl.us</a>	<a href="http://www.smartsunguide.com/TIM.aspx">http://www.smartsunguide.com/TIM.aspx</a>
17	Florida	Brevard County, Flagler and Volusia County, Tri County (Seminole, Orange and Osceola County), Sumter and Lake County, Marion County	FDOT District 5	Jennifer Heller Florida DOT TIM Program Manager, ITS Operations Manager MS 3-562 719 S. Woodland Blvd, Deland, FL 32720 Ph: (386) 943-5322 Fax: (386) 736-5349 Alt. Ph: (407) 466-5862 <a href="mailto:jennifer.heller@dot.state.fl.us">jennifer.heller@dot.state.fl.us</a>	<a href="http://www.openroadsflorida.com/">http://www.openroadsflorida.com/</a>
21	Florida	Miami-Dade; Monroe County	FDOT District 6	Javier Rodriguez Florida DOT ITS Operations Engineer SunGuide Transportation Management Center 1001 NW 111th Ave. Miami, FL 33172 Ph: (305) 470-5341	<a href="http://www.sunguide.org/sunguide/index.php?/services/categories/32/incident_management">http://www.sunguide.org/sunguide/index.php?/services/categories/32/incident_management</a>





Map #	State	TIM Team Name	Coverage Area	Contact	Web Site
				Fax: (305) 470-5832 Alt. Ph: (786) 412-2155 <a href="mailto:javier.rodriguez2@dot.state.fl.us">javier.rodriguez2@dot.state.fl.us</a>	
18	Florida	Hillsborough, Pasco/Hernando/Citrus, Pinellas	FDOT District 7	Terry Hensley District 7 ITS Operations Manager, Emergency Coordination Officer 11201 North McKinley Drive, M.S. SunGuide Tampa, FL 33612 Ph: (813) 975-6259 Fax: (813) 615-8662 Alt. Ph: (813) 323-1155 <a href="mailto:terry.hensley@dot.state.fl.us">terry.hensley@dot.state.fl.us</a>	N/A
22	Florida	Turnpike	Statewide Turnpike System	Michael Washburn Incident Management Program Manager Florida's Turnpike Enterprise Ph: (954) 934-1621 Cell: (954) 809-1610 <a href="mailto:Michael.Washburn@dot.state.fl.us">Michael.Washburn@dot.state.fl.us</a>	<a href="http://www.floridasturnpike.com">http://www.floridasturnpike.com</a>
14	Georgia	TIME Task Force	Metro Atlanta	Gary Millsaps Georgia DOT Incident Management Manager 515 Plasters Ave Atlanta, Georgia 30326 Ph: (404) 894-3857 <a href="mailto:g millsaps@dot.ga.gov">g millsaps@dot.ga.gov</a>	<a href="http://www.timetaskforce.com">www.timetaskforce.com</a>



Map #	State	TIM Team Name	Coverage Area	Contact	Web Site
1	Maine/New Hampshire	Maine/New Hampshire Traffic Incident Management Group	Southern Maine and Southern NH	Tom Reinauer Southern Maine Regional Planning Commission SMRPC 21 Braden Street Suite 304 Springvale, ME 04083 Ph: (207) 324-2952 <a href="mailto:treinauer@smrpc.org">treinauer@smrpc.org</a>	<a href="http://www.smrpc.org/transportation/timg/timg.htm">http://www.smrpc.org/transportation/timg/timg.htm</a>
10	Maryland	N/A	Statewide	Alvin Marquess Maryland SHA Operations Manager 7491 Connelley Drive, Hanover, MD 21076 Ph: (410) 582-5677 Alt Ph: (443) 250-4502 <a href="mailto:amarquess@sha.state.md.us">amarquess@sha.state.md.us</a>	<a href="http://www.chart.state.md.us">www.chart.state.md.us</a>
3	Massachusetts	Incident Management Task Force	Statewide	Michelle Maffeo Massachusetts Highway Dept. Ph: (617) 973-7315	None
7	New York	N/A	New York City	Lt. Joseph Wolff NYPD Traffic Management Center Executive Officer/ITS Coordinator 28-11 Queens Plaza North, Suite G-2 Long Island City, NY 11101 Ph: (718) 706-6062; Fax: (718) 706-1606 <a href="mailto:joseph.wolff@nypd.org">joseph.wolff@nypd.org</a>	None



Map #	State	TIM Team Name	Coverage Area	Contact	Web Site
5	New York	N/A	Statewide	<p>Rebecca Gibson, P.E.            NYSDOT Office of Traffic Safety &amp; Mobility            System Optimization Bureau            50 Wolf Road - POD 42            Albany, NY 12232            Ph (518) 457-1951            Fax (518) 457-1960  <a href="mailto:rgibson@dot.state.ny.us">rgibson@dot.state.ny.us</a></p> <p>John Bassett            NYSDOT Office of Traffic Safety &amp; Mobility            System Optimization Bureau            50 Wolf Road - POD 42            Albany, NY 12232            Ph: (518) 457-2384  <a href="mailto:jbassett@dot.state.ny.us">jbassett@dot.state.ny.us</a></p>	<a href="http://www.nysdot.gov/tim">www.nysdot.gov/tim</a>
6	New York	N/A	NYSDOT Region 8	<p>Sgt. Ira Promisel            Chief Technical Sergeant            New York State Police            200 Bradhurst Ave.            Hawthorne, NY 10532            Ph: (914) 742-6006  <a href="mailto:ipromisel@dot.state.ny.us">ipromisel@dot.state.ny.us</a></p>	None



Map #	State	TIM Team Name	Coverage Area	Contact	Web Site
12	North Carolina	N/A	Statewide	Brian Purvis NCDOT State Incident Management Engineer 101 Roscoe Trail Raleigh, NC 27607 Ph: (919) 233-9331 ext. 236 Fax: (919) 852-0348; Alt. Ph: (919) 216-0150 <a href="mailto:bpurvis@ncdot.gov">bpurvis@ncdot.gov</a>	N/A
9	Pennsylvania/New Jersey (Delaware Valley Regional Planning Commission Region)	<ul style="list-style-type: none"> <li>• I-76 / I-476 Crossroads Incident Management Task Force (IMTF)</li> <li>• NJ 42 / 55, I-76 / 676 / 295 IMTF</li> <li>• I-95 / Philadelphia IMTF</li> <li>• Delaware County IMTF</li> <li>• US 30 IMTF</li> </ul>	(9 counties) Bucks, Chester, Delaware, Montgomery and Philadelphia in Pennsylvania; and Burlington, Camden, Gloucester and Mercer in New Jersey	Chris King Delaware Valley Regional Planning Commission Senior Transportation Planner 190 North Independence Mall West - 8th Floor Philadelphia, PA 19106-1520 Ph: (215) 238-2849 Fax: (215) 592-9125 <a href="mailto:cking@dvrpc.org">cking@dvrpc.org</a>  Laurie Matkowski Senior Transportation Engineer Delaware Valley Regional Planning Commission 190 N. Independence Mall West Philadelphia, PA 19106 Ph: (215) 238-2853; Fax: (215) 592-9125 <a href="mailto:lmatkowski@dvrpc.org">lmatkowski@dvrpc.org</a>	<a href="http://www.dvrpc.org/Operations/IncidentManagement.htm">http://www.dvrpc.org/Operations/IncidentManagement.htm</a>



Map #	State	TIM Team Name	Coverage Area	Contact	Web Site
4	Rhode Island	Incident Management Task Force	City of Providence / Statewide	Paul Annarummo Managing Engineer Traffic & Hwy Safety TMC 2 Capitol Hill, Room 100D, Providence, RI 02903 Ph: (401) 222-5826 Fax: (401) 222-4225 <a href="mailto:pannarum@dot.ri.gov">pannarum@dot.ri.gov</a>	None
13	South Carolina	Incident Management Task Force	Statewide	Mike Bowman, Incident Response Manager 1412 Shop Road Columbia, SC 29201 Ph: (803) 513-2435 Fax: (803) 737-1224 Alt. Ph: 803-737-1893 <a href="mailto:bowmanmc@scdot.org">bowmanmc@scdot.org</a>	<a href="http://www.scdot.org/getting/Incident_response.shtml">http://www.scdot.org/getting/Incident_response.shtml</a>
2	Vermont	N/A	Proposed; Statewide	Robert T. White Director of Connect Vermont/ITS Vermont Agency of Transportation, 1 National Life Drive, 5th Floor Operations, Montpelier, VT, 05633 Ph: (802) 828-2781 <a href="mailto:Robertt.white@state.vt.us">Robertt.white@state.vt.us</a>	None



Map #	State	TIM Team Name	Coverage Area	Contact	Web Site
11	Virginia	TERI Institute	Richmond	Jeff Caldwell Chief of Communications 1401 E. Broad St. Richmond, VA 23219 Ph: (804) 786-2715 <a href="mailto:Jeffrey.Caldwell@VDOT.Virginia.gov">Jeffrey.Caldwell@VDOT.Virginia.gov</a>	None

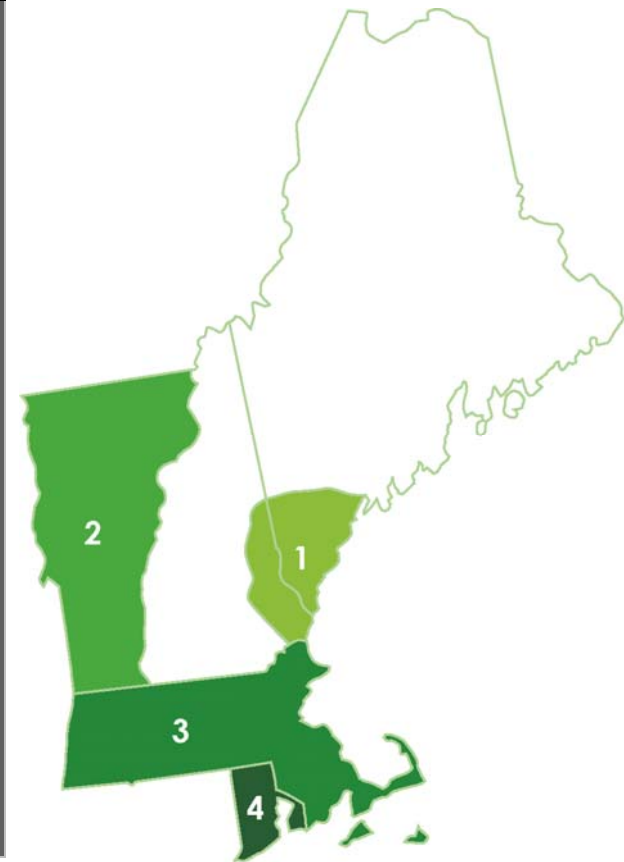


## A-2 Coalition Member States Sorted by Highway Operations Group

In order to facilitate information sharing and communication among TIM Team representatives, contact information, organized by The I-95 Corridor Coalition's Highway Operations Groups (HOGs) regions, has been provided along with corresponding maps showing TIM Team coverage areas. In addition, contact information is included for non-Coalition states whose Best Practices are included.

### A-2a New England HOGs

Map #	State	TIM Team Name	Coverage Area	Web Site	Contact
1	Maine/New Hampshire	Maine/New Hampshire Traffic Incident Management Group	Southern Maine and Southern NH	<a href="http://www.smrpc.org/transportation/timg/timg.htm">http://www.smrpc.org/transportation/timg/timg.htm</a>	Tom Reinauer Southern Maine Regional Planning Commission SMRPC 21 Braden Street Suite 304 Springvale, ME 04083 Ph: (207) 324-2952 <a href="mailto:treinauer@smrpc.org">treinauer@smrpc.org</a>
3	Massachusetts	Incident Management Task Force	Statewide	None	Michelle Maffeo Massachusetts Highway Dept. Ph: (617) 973-7315
4	Rhode Island	Incident Management Task Force	City of Providence/ Statewide	None	Paul Annarummo/ Managing Engineer Traffic & Hwy Safety TMC 2 Capitol Hill, Room 100D, Providence, RI 02903 Ph: (401) 222-5826





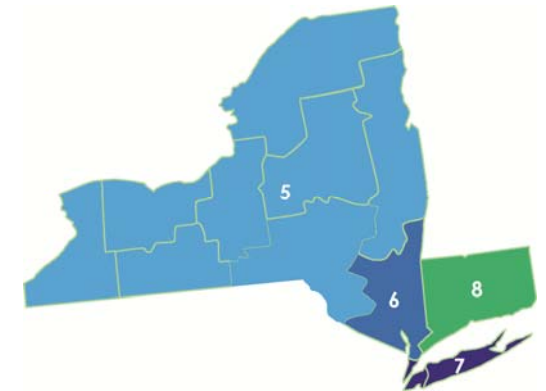
					Fax: (401) 222-4225 <a href="mailto:pannarum@dot.ri.gov">pannarum@dot.ri.gov</a>
2	Vermont	N/A	Proposed; Statewide	None	Robert T. White Director of Connect Vermont/ITS Vermont Agency of Transportation, 1 National Life Drive, 5th Floor Operations, Montpelier, VT, 05633 Ph: (802) 828-2781 <a href="mailto:Robertt.white@state.vt.us">Robertt.white@state.vt.us</a>





### A-2b Tri-State HOGs

Map #	State	TIM Team Name	Coverage Area	Web site	Contact
8	Connecticut	Statewide Incident Management Task Force	Statewide (9 Regions)	None <a href="http://www.ct.gov/opm/cwp/view.asp?a=3005&amp;Q=385388&amp;opmNav_GID=1810&amp;opmNav=146905">http://www.ct.gov/opm/cwp/view.asp?a=3005&amp;Q=385388&amp;opmNav_GID=1810&amp;opmNav=146905</a>	Hal Decker, Bureau of Hwy Ops Principal Engineer PO Box 317546, Room 4113 Newington, CT 06131-7546 Ph: (860) 594-3458 <a href="mailto:harold.decker@po.state.ct.us">harold.decker@po.state.ct.us</a>
7	New York	N/A	New York City	None	Lt. Joseph Wolff, NYPD Traffic Management Center Executive Officer/ITS Coordinator 28-11 Queens Plaza North, Suite G-2 Long Island City, NY 11101 Ph: (718) 706-6062 Fax: (718) 706-1606 <a href="mailto:joseph.wolff@nypd.org">joseph.wolff@nypd.org</a>
5	New York	N/A	Statewide	<a href="http://www.nysdot.gov/tim">www.nysdot.gov/tim</a>	Rebecca Gibson, P.E., NYSDOT Office of Traffic Safety & Mobility System Optimization Bureau 50 Wolf Road - POD 42





					Albany, NY 12232 Ph (518) 457-1951 Fax (518) 457-1960 <a href="mailto:rgibson@dot.state.ny.us">rgibson@dot.state.ny.us</a>
5	New York	N/A	Statewide	<a href="http://www.nysdot.gov/tim">www.nysdot.gov/tim</a>	John Bassett, NYSDOT Office of Traffic Safety & Mobility System Optimization Bureau 50 Wolf Road - POD 42 Albany, NY 12232 Ph: (518) 457-2384 <a href="mailto:jbassett@dot.state.ny.us">jbassett@dot.state.ny.us</a>
6	New York	N/A	NYSDOT Region 8	None	Sgt. Ira Promisel, Chief Technical Sergeant New York State Police 200 Bradhurst Ave. Hawthorne, NY 10532 Ph: (914) 742-6006 <a href="mailto:ipromisel@dot.state.ny.us">ipromisel@dot.state.ny.us</a>



## A-2c Delaware Valley HOGS

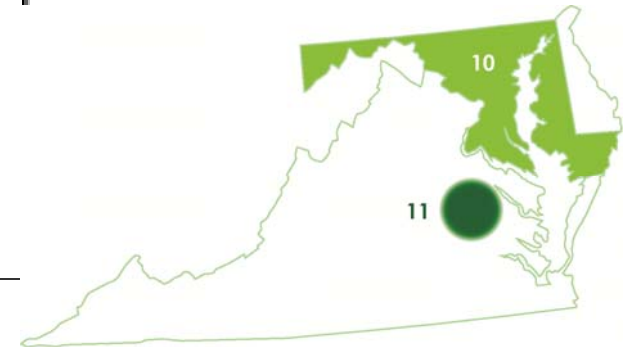
Map #	State	TIM Team Name	Coverage Area	Web site	Contact
9	Pennsylvania /New Jersey  (Delaware Valley Regional Planning Commission Region)	<ul style="list-style-type: none"> <li>• I-76 / I-476 Crossroads Incident Management Task Force (IMTF)</li> <li>• NJ 42 / 55, I-76 / 676 / 295 IMTF</li> <li>• I-95 / Philadelphia IMTF</li> <li>• Delaware County IMTF)</li> <li>• US 30 IMTF</li> </ul>	(9 counties) Bucks, Chester, Delaware, Montgomery and Philadelphia in Pennsylvania; and Burlington, Camden, Gloucester and Mercer in New Jersey	<a href="http://www.dvrpc.org/Operations/IncidentManagement.htm">http://www.dvrpc.org/Operations/IncidentManagement.htm</a>	<p>Chris King Delaware Valley Regional Planning Commission Senior Transportation Planner 190 North Independence Mall West - 8th Floor Philadelphia, PA 19106-1520 Ph: (215) 238-2849 Fax: (215) 592-9125 <a href="mailto:cking@dvrpc.org">cking@dvrpc.org</a></p> <p>Laurie Matkowski Senior Transportation Engineer Delaware Valley Regional Planning Commission 190 N. Independence Mall West Philadelphia, PA 19106 Ph: (215) 238-2853 Fax: (215) 592-9125 <a href="mailto:lmatkowski@dvrpc.org">lmatkowski@dvrpc.org</a></p>





## A-2d Potomac HOGS

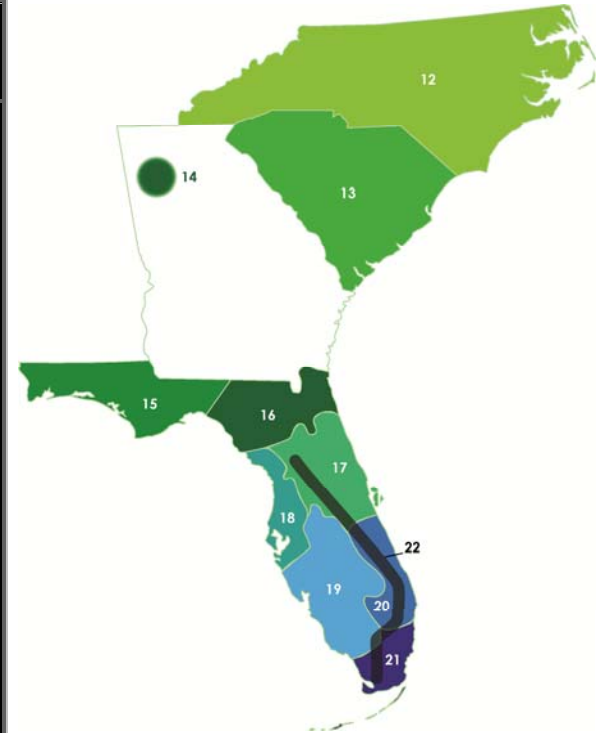
Ma p#	State	TIM Team Name	Coverage Area	Web site	Contact
10	Maryland	N/A	Statewide	<a href="http://www.chart.state.md.us">www.chart.state.md.us</a>	Alvin Marquess Maryland SHA, Operations Manager 7491 Connelley Drive, Hanover, MD 21076 Ph: (410) 582-5677 Alt Ph: (443) 250-4502 <a href="mailto:amarquess@sha.state.md.us">amarquess@sha.state.md.us</a>
11	Virginia	TERI Institute	Richmond	None	Jeff Caldwell, Chief of Communications 1401 E. Broad St. Richmond, VA 23219 Ph: (804) 786-2715 <a href="mailto:Jeffrey.Caldwell@VDOT.Virginia.gov">Jeffrey.Caldwell@VDOT.Virginia.gov</a>
N/A	Delaware	Transportation Management Team (TMT)	N/A	<a href="http://www.del.gov/information/projects/tmt/">http://www.del.gov/information/projects/tmt/</a>	Gene S. Donaldson TMC Operations Manager Delaware Department of Transportation 169 Brick Store Landing Road Smyrna, Delaware 19977 Ph: 302-659-4601 <a href="mailto:gene.donaldson@state.de.us">gene.donaldson@state.de.us</a>





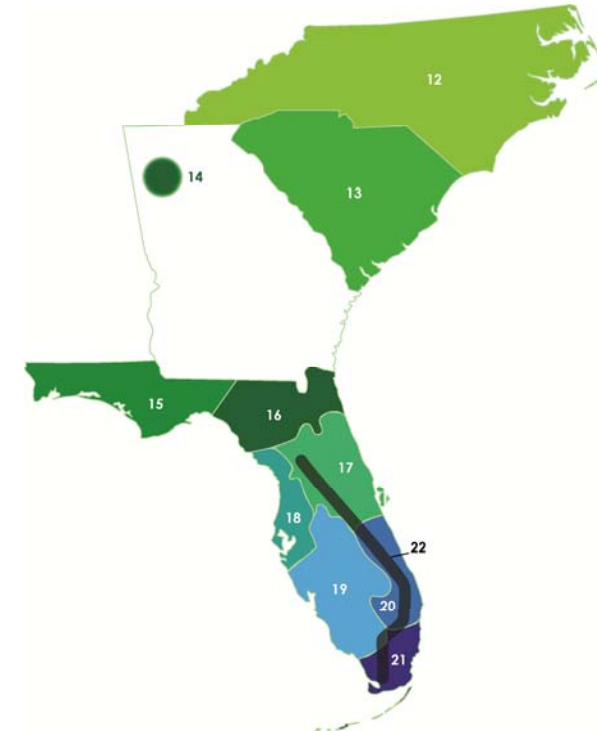
## A-2e Southern HOGS

Map #	State	TIM Team Name	Coverage Area	Web site	Contact
N/A	Florida	Statewide TIM Team	Statewide	<a href="http://www.dot.state.fl.us/trafficoperations/Traf_Incident/Traf_Incident.shtml">http://www.dot.state.fl.us/trafficoperations/Traf_Incident/Traf_Incident.shtml</a>	Patrick Odom Florida DOT Traffic Incident Management and Road Ranger Program Manager 605 Suwannee Street, MS 90 Tallahassee, FL 32399-0450 Ph: (850) 410-5631 Fax: (850) 410-5501 <a href="mailto:Patrick.Odom@dot.state.fl.us">Patrick.Odom@dot.state.fl.us</a>
19	Florida	Collier-Lee-Charlotte; Sarasota-Manatee; Polk	FDOT District 1	<a href="http://www.swfltim.org/">http://www.swfltim.org/</a>	Chris Birosak ITS Program Manager, District 1 801 N. Broadway Ave. ; Post Office Box 1249 Bartow, Florida 33831-1249 Ph: (863) 519-2507 Fax: (863) 534-0915 <a href="mailto:Chris.Birosak@dot.state.fl.us">Chris.Birosak@dot.state.fl.us</a>
16	Florida	Alachua (Alachua & Bradford),	FDOT District 2	N/A	Donna R. Danson Florida DOT District 2 ITS Operations Project Manager





Map #	State	TIM Team Name	Coverage Area	Web site	Contact
		First Coast (Clay, Duval, Nassau, St. Johns)			2198 Edison Avenue, MS 2815 Jacksonville, Florida 32204- 2619 Ph: (904) 360-5635 Fax: (904) 360-5639 Alt. Ph: (904) 707-8015 <a href="mailto:donna.danson@dot.state.fl.us">donna.danson@dot.state.fl.us</a>
15	Florida	Big Bend Area TIM Team (Tallahassee Area), Escambia/Sa nta Rosa (beginning early 2010)	FDOT District 3	N/A	Danny Page Florida DOT Traffic Incident Management Coordinator 1074 Highway 90 Chipley, Florida 32428 Ph: (850) 415-9370 Fax: (850) 415-9637 Alt. Ph: (850) 260-5482 <a href="mailto:daniel.page@dot.state.fl.us">daniel.page@dot.state.fl.us</a>
20	Florida	Broward; Palm Beach; Treasure Coast (Northern	FDOT District 4	<a href="http://www.smartsu&lt;br/&gt;nguide.com/TIM.as&lt;br/&gt;px">http://www.smartsu nguide.com/TIM.as px</a>	Guy Francese Florida DOT Freeway Operations Manager 2300 W. Commercial Blvd. Ft. Lauderdale, FL 33309

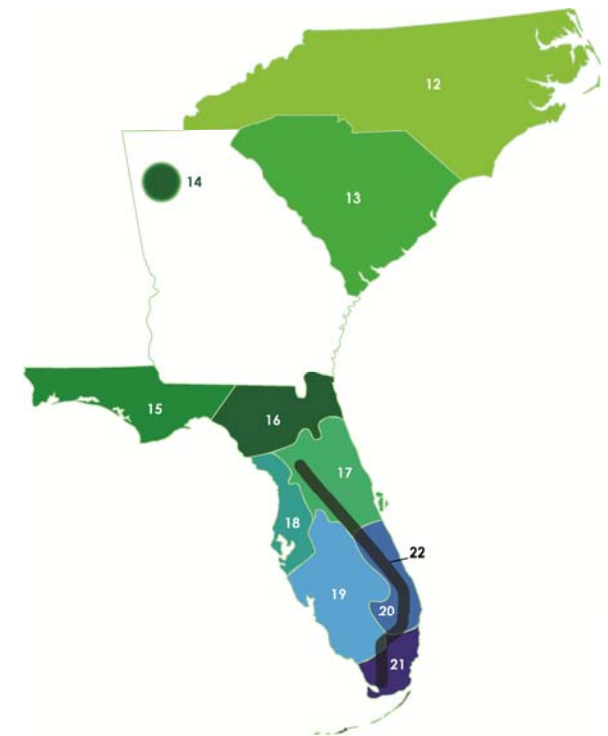




Map #	State	TIM Team Name	Coverage Area	Web site	Contact
		Counties)			Ph: (954) 847-2797 Fax: (954) 847-2683 Alt. Ph: (954) 445-4884 <a href="mailto:gaetano.francese@dot.state.fl.us">gaetano.francese@dot.state.fl.us</a>
17	Florida	Brevard County, Flagler and Volusia County, Tri County (Seminole, Orange and Osceola County), Sumter and Lake County, Marion County	FDOT District 5	<a href="http://www.openroadsflorida.com/">http://www.openroadsflorida.com/</a>	Jennifer Heller Florida DOT TIM Program Manager, ITS Operations Manager MS 3-562 719 S. Woodland Blvd, Deland, FL 32720 Ph: (386) 943-5322 Fax: (386) 736-5349 Alt. Ph: (407) 466-5862 <a href="mailto:jennifer.heller@dot.state.fl.us">jennifer.heller@dot.state.fl.us</a>
21	Florida	Miami-Dade; Monroe	FDOT District 6	<a href="http://www.sunguide.org/sunguide/index.php?/services/cat">http://www.sunguide.org/sunguide/index.php?/services/cat</a>	Javier Rodriguez Florida DOT ITS Operations Engineer



Map #	State	TIM Team Name	Coverage Area	Web site	Contact
		County		<a href="#">egories/32/incident_management</a>	SunGuide Transportation Management Center 1001 NW 111th Ave. Miami, FL 33172 Ph: (305) 470-5341 Fax: (305) 470-5832 Alt. Ph: (786) 412-2155 <a href="mailto:javier.rodriguez2@dot.state.fl.us">javier.rodriguez2@dot.state.fl.us</a>
18	Florida	Hillsborough, Pasco/Hernando/Citrus, Pinellas	FDOT District 7	N/A	Terry Hensley District 7 ITS Operations Manager, Emergency Coordination Officer 11201 North McKinley Drive, M.S. SunGuide Tampa, FL 33612 Ph: (813) 975-6259 Fax: (813) 615-8662 Alt. Ph: (813) 323-1155 <a href="mailto:terry.hensley@dot.state.fl.us">terry.hensley@dot.state.fl.us</a>
22	Florida	Turnpike	Statewide Turnpike System	<a href="http://www.floridasturnpike.com">http://www.floridasturnpike.com</a>	Michael Washburn Incident Management Program Manager







Map #	State	TIM Team Name	Coverage Area	Web site	Contact
					Florida's Turnpike Enterprise Ph: (954) 934-1621 Cell: (954) 809-1610 <a href="mailto:Michael.Washburn@dot.state.fl.us">Michael.Washburn@dot.state.fl.us</a>
14	Georgia	TIME Task Force	Metro Atlanta	<a href="http://www.timetaskforce.com">www.timetaskforce.com</a>	Gary Millsaps Georgia DOT Incident Management Manager 515 Plasters Ave Atlanta, Georgia 30326 Ph: (404) 894-3857 <a href="mailto:gmillsaps@dot.ga.gov">gmillsaps@dot.ga.gov</a>
12	North Carolina	N/A	Statewide	N/A	Brian Purvis NCDOT State Incident Management Engineer 101 Roscoe Trail Raleigh, NC 27607 Ph: (919) 233-9331 ext. 236 Fax: (919) 852-0348 Alt. Ph: (919) 216-0150 <a href="mailto:bpurvis@ncdot.gov">bpurvis@ncdot.gov</a>



Map #	State	TIM Team Name	Coverage Area	Web site	Contact
13	South Carolina	Incident Management Task Force	Statewide	<a href="http://www.scdot.org/getting/Incident_response.shtml">http://www.scdot.org/getting/Incident_response.shtml</a>	Mike Bowman, Incident Response Manager 1412 Shop Road Columbia, SC 29201 Ph: (803) 513-2435 Fax: (803) 737-1224 Alt. Ph: 803-737-1893 <a href="mailto:bowmanmc@scdot.org">bowmanmc@scdot.org</a>

### A-3 Selected States Outside of the I-95 Corridor Coalition

The states included in this matrix are those states outside the Corridor who were included in the report research because of specific TIM initiatives identified there.

State	TIM Team Name	Coverage Area	Web site	Contact
Arizona	REACT (Regional Emergency Action Coordination Team)	Maricopa County	<a href="http://www.aztech.org/react/index.htm">http://www.aztech.org/react/index.htm</a>	Eric Hillyer, REACT Commander 2901 W. Durango Phoenix, Arizona 85009 Ph: (602) 506-8940 <a href="mailto:erichillyer@mail.maricopa.gov">erichillyer@mail.maricopa.gov</a>



State	TIM Team Name	Coverage Area	Web site	Contact
Indiana	Indiana Traffic Incident Management Effort (IN-TIME)	Indianapolis	<a href="http://www.indianaquickclearance.org/index.php">http://www.indianaquickclearance.org/index.php</a>	Major Thomas E. Melville Indiana State Police Operations Support Division 100N. Senate Ave. IGCN N340 Indianapolis, IN 46204 Ph: (317) 232-8307 <a href="mailto:TMelville@isp.IN.gov">TMelville@isp.IN.gov</a>
Nevada	Las Vegas TIM Coalition	Las Vegas	<a href="http://local.iteris.com/tim/">http://local.iteris.com/tim/</a>	Rita Brohman, TIM Coalition Staff Support Ph: (916) 772-7976 <a href="mailto:rlb@iteris.com">rlb@iteris.com</a>
Tennessee	Chattanooga Urban Area Traffic Incident Management Task Force	Chattanooga	<a href="http://www.tdot.state.tn.us/incident/help/need.htm">http://www.tdot.state.tn.us/incident/help/need.htm</a>	Bob VanHorn, Incident Management Coordinator Tennessee Department of Transportation 4005 Cromwell Rd PO Box 22368 Chattanooga, TN 37421 Ph: (423) 510-1168 <a href="mailto:robert.vanhorn@tn.gov">robert.vanhorn@tn.gov</a>
Texas	North Central Texas Council of Governments	Dallas	<a href="http://www.nctcog.dst.tx.us">www.nctcog.dst.tx.us</a>	Chief Gary Lindsey, Dallas County Sheriff's Office Dallas County Sheriff's office



State	TIM Team Name	Coverage Area	Web site	Contact
				133 N Industrial Blvd Dallas, TX 75207-4300 Ph: (214) 653-3455
Utah	N/A	Statewide	<a href="http://www.udot.utah.gov">http://www.udot.utah.gov</a>	David Kinnecom, PE, Traffic Management Engineer, Utah Department of Transportation Ph: (801) 887-3707 <a href="mailto:dkinnecom@utah.gov">dkinnecom@utah.gov</a>
Washington State	Statewide TIM steering committee	Statewide	<a href="http://www.watimcoalition.org">www.watimcoalition.org</a>	Rick Phillips, TMC Manager 221 W. First Avenue Suite 310 Spokane, Washington 99201 Ph: (360) 705-7287 <a href="mailto:Phillips@wsdot.wa.gov">Phillips@wsdot.wa.gov</a>
Wisconsin	TIME	Statewide	<a href="http://www.dot.wisconsin.gov/travel/stoc/time.htm">http://www.dot.wisconsin.gov/travel/stoc/time.htm</a>	Paul Keltner, P.E., Traffic Incident Management Engineer, Bureau of Highway Operations, Statewide Traffic Operations Center 433 W. St. Paul Ave. Suite 300, Milwaukee, WI 53203 Ph: (414) 227-2141 <a href="mailto:paul.keltner@dot.state.wi.us">paul.keltner@dot.state.wi.us</a>



## Appendix B: Best Practices Sorted by State

State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Arizona	Regional Emergency Action Coordination Team (REACT)	Incident Response Programs/Vehicles	Arterial Incident Management	The Regional Emergency Action Coordinating Team (REACT) provides emergency traffic incident management on arterial roadways within Maricopa County, which operates the program. The country created this regional program to assist law enforcement in managing traffic during incident clearance and investigation. The Arizona Local Emergency Response Team (ALERT), operated by ADOT, continues to provide traffic management on the freeways in the Phoenix metropolitan area.	<a href="http://www.aztech.org/react/index.htm">http://www.aztech.org/react/index.htm</a>
Connecticut	Statewide Incident Management Task Force	Incident Response Programs/Vehicles	Service Patrol	The Connecticut Department of Transportation has service patrol, Connecticut Highway Assistance Motorist Patrol (CHAMP), on interstates and state roadways. The program receives funding from FHWA.	<a href="http://www.ct.gov/dot/cwp/view.asp?a=2094&amp;Q=259404">http://www.ct.gov/dot/cwp/view.asp?a=2094&amp;Q=259404</a>
Connecticut	Statewide Incident Management Task Force	Legislation	Steer It / Clear It and Move-Over Laws	Connecticut has in place a "steer-it-clear-it" (known in CT as the Move-It) law to require motorists to remove crashed vehicles from travel lanes if possible after an incident. A "move-over" law was also passed in CT in 2009.	



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Connecticut	Statewide Incident Management Task Force	Operating Guidelines/ Manuals	Unified Response Manual	The Connecticut Transportation Strategy Board's, Statewide Incident Management Task Force studied and identified the need for a "Unified Response Manual" (URM). The Department of Emergency Management Homeland Security (DEMHS) has agreed to develop a training program from the URM, to be provided to police and fire academies. The URM serves as a field reference to support the concept of a Unified Command System and to enhance interagency coordination of first responders at traffic incident scenes on limited-access highways in the State of Connecticut.	
Connecticut	Statewide Incident Management Task Force	Outreach	Outreach	The Statewide Incident Management Task Force (SIMTF) provides outreach through its membership representing CT Police and Fire Emergency Responders, Regional Planning Agencies and R-ESF groups, FHWA, DEP, DOT, DMV, DoIT and the Motor Transport Association of Connecticut.	
Florida	{District 1} Collier-Lee-Charlotte	TIM Troopers	TIM Troopers	The Collier-Lee Team championed adding 14 more Florida Highway Patrol Troopers on I-75 (Alligator Alley), which was experiencing an unusually high number of very high-speed vehicle crashes and run-off-the-road incidents. Speeds are routinely clocked at	-



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
				100 mph and higher on this very straight, flat, rural toll road.	
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Agency Coordination / Communication	Coordination with Metropolitan Planning Organizations	The Team is working with Metropolitan Planning Organizations (MPOs) to encourage congestion mitigation projects as well as funding for TIM Teams. Leaders meet with MPO boards to get additional funding, including training funding.	<a href="http://www.swfltim.org">www.swfltim.org</a>
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Member Resources	Resource Guide	The Team has put together notification and agency resource guides for responders including all relevant contact information.	<a href="http://www.swfltim.org">www.swfltim.org</a>
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Member Resources	TIM Notebook and Bi-Monthly Newsletter	The Collier-Lee TIM Team has a notebook that is given to new members of the Team and other stakeholders to demonstrate the value of the Team. When there is turnover, members pass on the binder to the new member. The Team has also put together notification and agency resource guides for responders including all relevant contact information. In addition, a bi-monthly newsletter is distributed electronically that includes Team news, Florida TIM news and other important TIM news from around the country.	<a href="http://www.swfltim.org">www.swfltim.org</a>



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Member Resources	TIM Team Portfolio Management	In order to organize all of the TIM projects that need to be addressed, the District 1 Team set up a priority matrix for the projects. As a Team, they evaluate the value of and prioritize each project.	<a href="http://www.swfltim.org">www.swfltim.org</a>
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	MOUs/Working Agreements	Memorandum of Understanding	Memorandums of Understanding (MOUs) exist between the DOT and the Florida Highway Patrol for the Open Roads policy and the Rapid Incident Scene Clearance (RISC) program. There are also agreements for emergency light discipline and for wrecker dispatch prior to arrival of FHP (Quick Towing).	<a href="http://www.swfltim.org">www.swfltim.org</a>
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Open Roads Policy	Open Roads Policy	Local Open Roads Policies are in place with local stakeholders such as fire departments, sheriffs and medical examiners.	<a href="http://www.swfltim.org">www.swfltim.org</a>
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	TIM Troopers	Additional State Troopers added to Alligator Alley	The Collier-Lee Team championed adding 14 additional State Troopers on toll I-75 (Alligator Alley).	<a href="http://www.swfltim.org">www.swfltim.org</a>
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee;	Outside/Consultant Support	Consultant Support	These districts employ consultants to help facilitate / lead TIM Teams. In some cases the consultant is exclusive for TIM; in others the scope covers ITS as	<a href="http://www.swfltim.org">www.swfltim.org</a>





State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
	Polk; {District 2} Alachua (Alachua & Bradford), First Coast (Clay, Duval, Nassau, St. Johns); {District 4} Broward; Palm Beach; Treasure Coast (Northern Counties)			well.	
Florida	{District 2} Alachua (Alachua and Bradford Counties); ), First Coast (Clay, Duval, Nassau, St. Johns)	Detours / Alternate Routes	Diversion Route Guides	These Teams developed diversion route plans for all major highways within their jurisdictions and distribute them on disc to all member agencies.	-
Florida	{District 2} Alachua (Alachua and Bradford Counties); ), First Coast (Clay, Duval, Nassau, St. Johns)	MOUs/Working Agreements	Open Roads Agreement with Medical Examiners	In this district, memorandums exist between the Medical Examiner, Florida Highway Patrol and FDOT to streamline the investigation of fatal crashes.	



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Florida	{District 2} Alachua (Alachua and Bradford Counties); , First Coast (Clay, Duval, Nassau, St. Johns)	Open Roads Policy	Local Open Roads Policy	Local Open Roads Policies are in place with local stakeholders such as FDOT, FHP, local law enforcement, sheriffs, fire departments, and municipalities.	
Florida	{District 2} First Coast (Clay, Duval, Nassau, St. Johns)	Training	TIM/Quick Clearance Training	With the financial support of the North Florida Transportation Planning Organization, members of this Team created a five-module training DVD called "TIMe4Safety" to educate all responders in safe, quick clearance principles and practices. The modules (Introduction, TIM Basics, Tools, At the Scene, and Action Review) are up to only eight minutes long, designed to be viewed in role calls or on the responder's portable computer. A "Top 10 Summary" of key TIM factors and a comprehensive TIM Handbook accompany the videos on the DVD.	
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Agency Coordination / Communication	Coordination	The Team coordinates with the design group as well as Public Private Initiatives (PPI)	<a href="http://www.smartsunguide.com/TIM.aspx">www.smartsunguide.com/TIM.aspx</a>



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Agency Coordination / Communication	Co-location	The two DOT TMCs in this district are co-located with their county Traffic Control Center counterparts, and the TIM Teams actively collaborate with them.	
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Fire Hydrant Study	Fire Hydrant Study	The District first performed a study to locate all hydrants and determine factors that are preventing access to hydrants adjacent to the Interstate, such as sound walls, canals, train tracks, fences, and high vegetation. This study resulted in developing identifying markings, such as blue retro-reflective pavement marking and visible signage, for Fire Departments to quickly locate the hydrants. In addition, an overall map will be created showing the location of all hydrants.	
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	MOUs/Working Agreements	Joint Operating Policy	A Joint Operating Policy (JOP) was developed to determine what policies agencies have in place regarding TIM and to create a common guideline for effective incident management. The JOP is a standard for all agencies to update their policies and procedures to include TIM. The Policy is signed by FDOT, Public Safety (City and County), and transportation agencies.	<a href="http://www.smartsuenguide.com/pdf/TIM/Documents/JOP.doc">http://www.smartsuenguide.com/pdf/TIM/Documents/JOP.doc</a>



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	MOUs/Working Agreements	MOU	A memorandum is completed by each new member agency of the TIM Team. The MOU states that the responding agency will participate in the TIM Team and is fully committed to TIM. This document is signed by agency leadership such as Police and Fire Chiefs.	
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Open Roads Policy	Local Open Roads policy	Local Open Roads policies are signed by all agencies as an addendum to the statewide Open Roads Policy.	
Florida	{District 4} Broward; Palm Beach; Treasure Coast (Northern Counties)	Performance Measures	ITS and TIM Measures	This district goes well beyond the above statewide tracking of metrics. In addition, they report Travel Time Index, Planning Time Index, Buffer Index, and average and peak Vehicle Miles Traveled. While these are primarily ITS measures, incidents adversely impact them all, so they are indirect measures of TIM performance.	-
Florida	{District 5} Brevard County, Flagler and Volusia County, Tri County	MOUs/Working Agreements	Open Roads Agreement with Medical Examiners	In Orlando, FL, a memorandum exists between the Medical Examiner, Florida Highway Patrol and FDOT to streamline the investigation of fatal crashes.	



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
	(Seminole, Orange and Osceola County), Sumter and Lake County, Marion County				
Florida	{District 5} Brevard County, Flagler and Volusia County, Tri County (Seminole, Orange and Osceola County), Sumter and Lake County, Marion County	Open Roads Policy	Open Roads Policy	Local and statewide open roads policies are in place.	
Florida	{District 6} Miami-Dade County; Monroe County	Agency Coordination / Communication	Coordination	The Team coordinates with transit agencies.	
Florida	{District 6} Miami-Dade County; Monroe County	Incident Response Programs/ Vehicles	Incident Response Vehicle (IRV)	The Incident Response Vehicle program operates out of the District Six SunGuide TMC and helps facilitate the quick clearance of traffic incidents in the district. IRV responds to all incidents on I-95 in Miami-Dade County within the 95 Express Lanes project limits.	



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Florida	{District 6} Miami-Dade County; Monroe County	Member Resources	Newsletter	The SunGuide TMC produces a quarterly newsletter for TIM services.	
Florida	{District 6} Miami-Dade County; Monroe County	MOUs/Working Agreements	Video Agreements	The TMC has agreements in place to share video.	
Florida	{District 6} Miami-Dade County; Monroe County	Operating Guidelines/Manuals	Incident Management Plan	Incident Management Plan in place	
Florida	{District 6} Miami-Dade County; Monroe County	Training	TIM/Quick Clearance Training	The Team provides quick clearance and incident management training workshops for responders.	
Florida	Districts 1, 2, 5, 6, 7	Agency Coordination / Communication	Co-location	The DOT TMCs in these districts are entirely or partially co-located with their counterpart State Law Enforcement Dispatch Centers, and in a few cases (1, 5 and 6) with Florida Highway Patrol (FHP) District Headquarters (Troops). The TIM Teams actively interact with their partners.	-
Florida	Florida's Turnpike TIM Team	Towing Programs	Towing and Roadside Repair Services (TARR)	The TARR program provides light and medium duty towing and minor vehicle repairs on Florida's Turnpike for a fee to the customer. Specific tow companies are authorized to provide this service with maximum fees to the customer set by the Turnpike. Certified TARR	-



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
				operators are trained to work safely under high-speed traffic conditions. This program provides consistent service to Turnpike customers, avoiding the more prevalent rotation system.	
Florida	Florida's Turnpike TIM Team	After Incident Reviews	After-Action Debriefs	The Turnpike TIM Team holds debriefs for major incidents on the Turnpike.	
Florida	Florida's Turnpike TIM Team	Agency Coordination / Communication	Co-location	The Turnpike has TMC staff co-located with Florida Highway Patrol Troop K at the regional communication center allowing for good coordination. Florida Highway Patrol Troop K is funded through the Turnpike.	
Florida	Florida's Turnpike TIM Team	MOUs/Working Agreements	Open Roads Agreement with Medical Examiners	The Teams have established Open Roads policies with Medical Examiners for the faster investigation and clearance of incident scenes. Approximately 75% of Medical Examiners in the coverage area have signed the agreement.	
Florida	Florida's Turnpike TIM Team	Towing Programs	Rapid Incident Scene Clearance (RISC)	The (RISC) program sets detailed, state-of-the-art equipment requirements and competency levels for tow operators and monetary incentives for expedited response and quick clearance of major truck crashes blocking Florida roadways. This highly successful program was the first of its kind in the country and is now being deployed statewide.	



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Florida	Florida's Turnpike TIM Team	Training	Training	The turnpike hosts training with fire, towers, police, safety patrol and RISC contractors.	
Florida	Statewide TIM Team	Agency Coordination / Communication	Public Safety Interoperability Communications	The Florida DOT has secured authority to utilize the Statewide Law Enforcement Radio System for all Safety Service Patrols (called Road Rangers). The use of these 800 MHz radios allows communications with the Regional Law Enforcement Dispatch Centers (and TMCs) and Florida Highway Patrol incident responders. The DOT has purchased these radios and is in the process of distributing them to the Districts.	-
Florida	Statewide TIM Team	Agency Coordination / Communication	Automated Incident Notification	FDOT's SunGuide® TMC software system has an automated notification system that permits the operator to quickly assemble a list of individuals in multiple agencies to alert when different types of incidents occur. They may optionally be alerted by email, pager or fax.	-
Florida	Statewide TIM Team	Evacuation Planning	Evacuation Planning	Florida has developed and test-implemented plans for reversing portions of interstates and expressways so that all lanes head in one direction. This specialized evacuation procedure provides additional highway capacity to accommodate the high volume of traffic as coastal residents attempt to move inland prior to a hurricane's landfall.	-





State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Florida	Statewide TIM Team	Open Roads Policy	Statewide Open Roads Policy (ORP)	The FDOT and Florida Highway Patrol signed the statewide ORP in November 2002, being only the second in the country (after Washington State) to set a goal of clearing the roadway in 90 minutes.	-
Florida	Statewide TIM Team	Operating Guidelines/Manuals	Motor Vehicle Fluid Spill Guideline	These "Guidelines for the Mitigation of Accidental Discharges of Motor Vehicle Fluids (Non-cargo)" provide guidance to responders and assist them in meeting the primary Incident Management goal of the Open Road Policy, namely to clear the incident scene within 90 minutes of the arrival of the first responder. The guidelines provide specific procedural guidance for spilled vehicle fluids and cleanup and provide a reference for the disposal of spilled materials.	
Florida	Statewide TIM Team	Outside/Consultant Support	Consultant Support	The FDOT Traffic Engineering and Operations Office maintains a fulltime consultant to assist in the statewide TIM activities. Beside expert consultation, the consultant arranges TIM meetings and represents FDOT in other states' meetings.	-
Florida	Statewide TIM Team	Performance Measures	ITS and TIM Measures	In addition to collection performance measures on annual 511 calls, annual Road Ranger stops, and miles managed by ITS, FDOT is collection measures for incident duration, travel time reliability, and customer satisfaction.	<a href="http://www.floridait.com/PerfMeas.htm">http://www.floridait.com/PerfMeas.htm</a>



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Florida	Statewide TIM Team	Photogrammetry	Photogrammetry	The Florida DOT has procured Photogrammetry equipment (cameras) and software for the entire Florida Highway Patrol. FHP is training a cadre of Troopers in the photography aspect and a smaller cadre in the application of the software. The goal is to have the entire FHP investigatory process use Photogrammetry by the end of 2010. The statewide license is available to local law enforcement for a reduced fee as well.	-
Florida	Statewide TIM Team	Reference Markers	Reference Location Signs (RLSs)	The Statewide TIM Team did an informal study of RLSs and concluded that they were highly desirable. FDOT Maintenance resisted this because of the added burden, but several districts are deploying them, at least in high incident-prone segments.	-
Florida	Statewide TIM Team	Strategic Vision	Strategic Plan	The Statewide Traffic Incident Management (TIM) Strategic Plan was developed to identify programs and actions to sustain the commitment to—and expand—the TIM Program in Florida to better meet traveler needs. The plan is available in four formats: The Strategic Plan itself, an Executive Summary, a more detailed Plan Summary, and a very detailed Reference Document.	-



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Florida	Statewide TIM Team	Training	TIM/Quick Clearance Training	A significant role of the Statewide TIM Team is to identify training needs and resources to meet those needs. The Team sponsors training throughout the state as resources are available. They make good use of national and Coalition resources. As noted earlier, FDOT provided train-the-trainer workshops for FHP trainers in Photogrammetry. The Central Office TIM Program now has a program called "TIM in 10" designed to train all responders in the state by the end of 2010 via a multitude of media, including computer-based training, classroom sessions and/or roll call videos.	-
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Incident Response Programs/ Vehicles	Road Rangers and Asset Management for Incident Scenes	In District 1, Road Rangers are generally the first line of incident management at an incident scene and are relieved by the District's Asset Management Company (DBI). DBI handles all traffic management at incident scenes on I-75 in District 1.	-
Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Outreach	TIM Web Site	These Teams host a Web site to provide outreach to the public as well as information about the Teams themselves (see <a href="http://www.swfltim.org/">http://www.swfltim.org/</a> ).	-



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Florida	{District 5} Brevard County, Flagler and Volusia County, Tri County (Seminole, Orange and Osceola County), Sumter and Lake County, Marion County	TIM Troopers	TIM Troopers	Recognizing that the response time to incidents in the Orlando area, particularly on I-4, was above the state average, through the leadership of the Tri County TIM Team, FDOT District 5 decided to fund 20 FHP Troopers to strictly focus on incident response.	-
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Agency Coordination / Communication	Co-location	The main TMC in Georgia is located side by side with the Georgia Emergency Management Agency's (GEMA's) Statewide Emergency Operations Center (EOC), which facilitates communications during emergencies impacting the highway network, such as hurricane evacuations. GEMA representatives are active on the TIME Task Force.	-
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Incident Response Programs/ Vehicles	Highway Emergency Response Operators (HERO)	The Highway Emergency Response Operators (HERO) is a highly successful incident response program that responds to incidents in Metro Atlanta and provides integral TIM support. HEROs receive 360 hours controlled environment training and a minimum of 5 weeks of on-the-job training. Funding for the program is provided through Congestion Mitigation/Air Quality	<a href="http://www.dot.state.ga.us/traveling_eorgia/hero/Pages/default.aspx">http://www.dot.state.ga.us/traveling_eorgia/hero/Pages/default.aspx</a>



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
				(CM/AQ) through the Atlanta Regional Commission's Incident Management Task Force. State Farm also provides sponsorship funding through logos placed on the trucks. In 2008, HERO responded to over 94,000 incidents and disabled motorists calls.	
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Leadership	Georgia DOT Leadership	The TIME Task Force President is the manager of the Georgia Department of Transportation (GDOT) Highway TIM program, including the Emergency Response Operators (HERO) safety service patrol program. This position gives the TIME President unique insight into the interests of both GDOT and responders on the roadway and allows him to create compromise and build relationships among all TIME members.	
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Legislation	House Bill 231	The Task Force supported Georgia House Bill 231, which provides legislation to protect towers from liability to allow for faster clearance times. This legislation allows towing and recovery contractors to focus on safe, quick clearance rather than concern over liability for damage to wrecked vehicles / loads.	
Georgia	Traffic Incident Management	Member Resources	Quarterly Newsletters	TIME distributes a quarterly newsletter to all members with updates on current accomplishments of the TIME	<a href="http://www.timetaskforce.com">www.timetaskforce.com</a>



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
	Enhancement (TIME) Task Force			Task Force.	
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Outreach	Regional TIM Teams	The TIME Task Force has established several local TIM Teams throughout the Metro Atlanta Region. These TIM Teams are local programs with emergency responders from a particular jurisdiction that work together on a regular basis. The TIM Teams are represented quarterly at the TIME Task Force meetings and are part of the larger TIME Task Force.	
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Outside/ Consultant Support	Consultant Support	The task force is supported by a consultant through a GDOT incident management support contract. The consultant facilitates meetings, the annual conference, outreach, regional TIM Team development, etc.	
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Performance Measures	TRIP Measures	The Towing and Recovery Incentive Program (TRIP) currently tracks response times, roadway clearance times and incident clearance times. These times are further detailed into the specific times for program activation, tow company arrival, TRIP notice to proceed and clearance.	<a href="http://www.timetaskforce.com/trip">www.timetaskforce.com/trip</a>



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Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Strategic Vision	Strategic Vision	The TIME Task Force, supported by the Georgia Department of Transportation, Georgia Regional Transportation Authority, and the Federal Highway Administration, developed an executive-level "Strategic Vision" of the best methods to achieve a measurable improvement in TIM that can have an immediate, substantial, and lasting impact on reducing non-recurring congestion. These solutions are based on a review of regional issues and national "Best Practices".	<a href="http://www.timtaskforce.com/documents/final%20strategic%20vision.pdf">http://www.timtaskforce.com/documents/final%20strategic%20vision.pdf</a>
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Towing Programs	Towing and Recovery Incentive Program (TRIP)	This program was developed to meet the goals outlined in Metro Atlanta's Traffic Incident Management Enhancement (TIME) Task Force Strategic Vision. TIME created a training certification program which is a mandatory requirement to participate in TRIP. In summary, TRIP is based on a comprehensive set of guidelines designed to ensure only well-trained, competent operators with proper heavy duty equipment are dispatched to large commercial vehicle incidents that have a significant impact on major interstate traffic. The highly successful program has reduced average roadway clearance time for these incidents from 269 minutes down to 94 minutes per incident (as of October 2009).	<a href="http://www.timtaskforce.com/trip.html">http://www.timtaskforce.com/trip.html</a>



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Georgia	Traffic Incident Management Enhancement (TIME) Task Force	After Incident Reviews	After Incident Reviews	Each month, TIME hosts an after incident review to debrief the major, commercial vehicle incidents with all responding agencies.	
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Outreach	Conference	TIME hosts an annual conference lasting 1.5 days in the state of Georgia. The program consists of not only Georgia Best Practices, but presentations from TIM professional around the county. The conferences are funded through local company/agency sponsorships and registrations. The average attendance is 110 people.	
Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Training	Training	The TIME Task Force has a training standards committee and training budget. They sponsor a variety of multi-agency TIM training, which is free for responders and discounted for Towing and Recovery Companies. There are ongoing plans to get a 2-4 hour block of instruction of Incident Management into the state's Police Officers Standards and Training (POST) in-service training program for statewide delivery. Most notably, the Task Force created a Heavy Duty Towing and Recovery Certification program for operators and supervisors. This training is a mandatory requirement of participating in the	<a href="http://www.timtaskforce.com/trip.html">http://www.timtaskforce.com/trip.html</a>





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				Towing and Recovery Incentive Program (TRIP).	
Indiana	IN-TIME	Agency Coordination / Communication	Homeland Security Coordination	IN-TIME coordinates with local/regional Homeland Security offices for emergency management.	
Indiana	IN-TIME	Leadership	Leadership and Organization	The IN-TIME Team is led by a Major with the Indiana State Police. He is able to dedicate 75 percent of his time to the program, allowing him to take a proactive role in all IN-TIME initiatives. The Major is able to stress accountability and even holds conference calls a week after each IN-TIME monthly meeting to follow up on progress with assigned tasks. Being in law enforcement gives the Major the ability to understand the needs of the responders "in the field" and helps the Major bridge the relationship between the Indiana Department of Transportation, law enforcement and other response agencies.	<a href="http://www.indianatime.org">www.indianatime.org</a>



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Indiana	IN-TIME	Legislation	Abandoned Vehicle Law and Hold Harmless	The IN-TIME group supported House Bill 1650 which was passed and effective July 1, 2009. This bill includes Hold Harmless language that will allow enforcement personnel have vehicles or debris moved from the roadway so the traffic lanes can be opened and the vehicle or debris cleaned up later out of the traffic lanes. This bill also included language to reduce the definition of an abandoned vehicle from sitting 72 hours to 24 hours and strengthened the language for Indiana's Move It law.	
Indiana	IN-TIME	MOUs/Working Agreements	Multi-lateral Working Agreement	The group requires member agencies to sign a multi-lateral working agreement to become a voting member of the organization. The agreement establishes an "Open Roads Philosophy" to work together to "accomplish improved safety, clearance and communication during traffic incidents and/or obstructions on all public roadways in the State of Indiana."	
Indiana	IN-TIME	Outreach	IN-TIME Video	Indiana's IN-TIME program produced a video introducing incident management initiatives in Indiana and showing support for quick clearance. The video was produced through the Indiana Law Enforcement Academy at no cost to the program. The audiovisual	



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				staff at the academy was able to produce the video, featuring an introduction by the Indiana State Police Superintendent.	
Indiana	IN-TIME	Performance Measures	Performance Measures for Secondary Incidents	IN-TIME is currently looking at performance measures for secondary incidents. Consideration has been given to update the State Police accident reports to track secondary incidents.	
Indiana	IN-TIME	Photogrammetry	Photogrammetry	IN-TIME has 22 officers and 6 trainers in the state trained in Photogrammetry with an average scene measuring time of 42 minutes. The Indiana Department of Transportation, the Department of Revenue, the Federal Highway Administration and the Indiana Toll road have funded 23 complete crash Photogrammetry kits.	
Indiana	IN-TIME	Training	Training Modules	The group has developed a series of TIM training modules for use by multiple agencies through the group's training committee. They also provide TIM training each month Team members. Current training materials made available on the web site includes traffic control, scene safety and the Incident Command system.	<a href="http://indianatime.org/index.php/files/training-materials/">http://indianatime.org/index.php/files/training-materials/</a>



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Louisiana	N/A	Legislation	Opens Roads Law	The state passed the first ever Open Roads Law in the nation. It mandates keeping roads open whenever possible, requires TIM training for all police officers, establishes better towing procedures, and also requires an open roads agreement between key agencies.	
Maine / New Hampshire	ME-NH Traffic Incident Management Group	After Incident Reviews	Post Incident Analysis	The group holds Post Incident Analysis (PIA) following major incidents using an official process. Forms are used to allow responders and the Incident Commander to recall the incident. After the analysis session, the Southern Maine Regional Planning Commission (SMRPC) develops an After Action Report and distributes it to all attendees.	
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Agency Coordination / Communication	Coordination	Two states work together to coordinate activities, which is unique. The group meets quarterly and holds planning sessions for snow removal projects, predictable lane closures and re-routes for emergency weather related closures in the southern portion of both states. The communication among the group is strong and there are no conflicts between states / participating agencies.	
Maine / New Hampshire	ME-NH Traffic Incident Management	Agency Coordination / Communication	Public Safety Interoperability	A Public Safety Interoperability Communications Grant was awarded through MEMA. The Grant assisted first responders in programming current radio equipment	



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	Group		Communications	for the CONOPS channels.	
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Detours / Alternate Routes	Detours	The group developed a detour maps system that shows local routing scenarios with locations of traffic officers, barricades, bridge closed and detour signs in conjunction with local police. These maps were distributed to the Traffic Incident Management Group.	
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Member Resources	Call Tree	The group generated a 'Call Tree' to be used in emergency instances when all agencies need to be informed. Initiating the call tree is the responsibility of the incident commander at the scene. The purpose of the call tree is to enhance communications between regional emergency response agencies, state officials and local municipalities during major traffic events.	
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Member Resources	TIM Equipment Inventory	A list/inventory of signs, cones and other traffic management resources in the region, with location and contact information, shared with traffic incident management stakeholders.	
Maine / New Hampshire	ME-NH Traffic Incident Management Group	MOUs/Working Agreements	State-wide Mutual Aid Agreement	There is a statewide mutual aid agreement, signed by the Governor, to provide local first responders with easy access to large quantities of resources or specialties that may be needed in a major fire, disaster or other major emergency or event. Most importantly,	<a href="http://www.smrpc.org/transportation/minutes/timg/2009%20Agenda%20and%20Minutes/Statewide">http://www.smrpc.org/transportation/minutes/timg/2009%20Agenda%20and%20Minutes/Statewide</a>



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				it is a practical approach to provide emergency service resources in quantities or specialties beyond the means of any single department.	<a href="#">%20Mutual%20Aid%20Agreement.pdf</a>
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Operating Guidelines/Manuals	Traffic Incident Management Action Plan	The Plan focuses on traffic incident management stakeholders assessing existing incident management practices in the area and working toward improving the process. The Plan has been developed with input from a variety of responders and organized by states of incident management activities identified by the FHWA TIM handbook.	<a href="http://www.smrpc.org/transportation/timg/Traffic%20Incident%20Management%20Action%20Plan_Updated%208_4_08.pdf">http://www.smrpc.org/transportation/timg/Traffic%20Incident%20Management%20Action%20Plan_Updated%208_4_08.pdf</a>
Maine / New Hampshire	ME-NH Traffic Incident Management Group	Operating Guidelines/Manuals	Multi-Agency Training Guide	Two states are working together to produce Quick Clearance policies in the region and multi-agency training.	
Maryland	Coordinated Highways Action Response Team (CHART)	Agency Coordination / Communication	RITIS system	The CHART board is the automated Regional Incident Traffic Information System (RITIS) which will allow video and incident information access to the entire region. The information will be shared with Virginia and the Washington DC region and all agencies including police, fire, EMS, towers, transit authorities, airports, DOT's.	



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Maryland	Coordinated Highways Action Response Team (CHART)	Agency Coordination / Communication	Shared Video	The TMC controls and distributes the video from the cameras they own and install. If another jurisdiction owns the equipment, they are primary users but Maryland TMC has access to all video across the state. This allows them to distribute that video to whoever needs to see it. The system is supported by microwave towers, DSL, fiber, T1, cell and any other mechanism that allows them to receive the information.	
Maryland	Coordinated Highways Action Response Team (CHART)	Evacuation Planning	Evacuation Planning	The board is developing a program with the University of Maryland for evacuation planning to produce clearance times. The system under development will allow a player to introduce a scenario and the computer will provide the best evacuation, detour routes to all participating agencies.	
Maryland	Coordinated Highways Action Response Team (CHART)	Legislation	Move-It	Maryland has a move-it law in place to make drivers move their vehicles out of the travel lanes if drivable.	
Maryland	Coordinated Highways Action Response Team (CHART)	Open Roads Policy	"Clear the Road" Policy	Provides for the rapid removal of vehicles from the travel lanes rather than waiting for a private tow service or time consuming off-loading of disabled trucks which are blocking traffic.	



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Maryland	Coordinated Highways Action Response Team (CHART)	Training	Training	Maryland is presenting the "Roadway Incident Safety Responder" training program statewide, including more Fire Academies and Highway personnel. There has been extensive outreach to publicize the training and it has been well received.	<a href="http://www.respondersafety.com/">http://www.respondersafety.com/</a>
Massachusetts	Incident Management Task Force	Operating Guidelines/Manuals	Unified Response Manual for Roadway Traffic Incidents	The Task Force created a Unified Response Manual to provide a common language and playing field for all responding agencies to manage roadway incidents on highways and arterials.	
Massachusetts	Incident Management Task Force	Training	Training	The Task Force cross-trains and utilizes presenters from all disciplines, so everyone knows the other responders' roles and responsibilities. They focus on multi-agency activities.	
Nevada	Traffic Incident Management (TIM) Coalition	After Incident Reviews	Incident Debriefs	The coalition meets regularly (bi-monthly) to debrief major incidents.	<a href="http://local.iteris.com/tim/index.html">http://local.iteris.com/tim/index.html</a>
Nevada	Traffic Incident Management (TIM) Coalition	Member Resources	Strategic Actions Plan Overview	This serves as a newsletter updating members/stakeholders on current activities as they relate to the strategic plan. This document is distributed annually in an electronic format.	<a href="http://local.iteris.com/tim/assets/docs/TIM_Strategic_Actions_Plan_Overview_3-31-09.pdf">http://local.iteris.com/tim/assets/docs/TIM_Strategic_Actions_Plan_Overview_3-31-09.pdf</a>





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Nevada	Traffic Incident Management (TIM) Coalition	MOUs/Working Agreements	Open Roads Partnership Agreement	The partnership agreement, signed by TIM Coalition members in 2009, sets aggressive 30, 60, and 90 minute clearance times for incidents based on "Level of Severity."	
Nevada	Traffic Incident Management (TIM) Coalition	Operating Guidelines/Manuals	Haz-Mat	A contract to insure quick response and cleanup of Has-Mat fuel spills and large overturned trucks.	
Nevada	Traffic Incident Management (TIM) Coalition	Outside/Consultant Support	Consultant Support	The Nevada TIM Coalition uses consultants to manage the TIM program with a TIM Steering Committee that supports its TIM efforts.	
Nevada	Traffic Incident Management (TIM) Coalition	Strategic Vision	Strategic Plan	The TIM Coalition developed a Strategic Actions Plan including a new vision for institutional integration. TIM Mission, goals, objectives, Coalition responsibilities, projects to support TIM efforts and estimated program costs are all part of the Plan.	
New York	New York City	Agency Coordination / Communication	Co-location	The TMC and New York Police Department are located in the same facility, which benefits the city through better coordination for traffic incidents.	



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New York	New York Region 3	MOUs/Working Agreements	Interstate Closure	While the DOT strives to keep roads open at all times, incidents and events may require temporary closure while response activities or maintenance work is ongoing. Interstate closures should be a last resort and be carefully implemented. These closures will be most successful when planned in advance with response partners (law enforcement – state and local, fire departments, and local highway agencies). NYSDOT has entered into an agreement in Onondaga County with local emergency responders to initiate road closures when the Department is unable to provide the equipment and staff for the closures.	-
New York	New York Region 5	Legislation	Steer It Clear It	Working with the Niagara International Transportation Technology Coalition (NITTEC), NYSDOT and the NITTEC partner agencies are beginning an educational campaign for motorists to move their vehicle when involved in a minor accident.	<a href="http://www.nittec.org/about_video.aspx">http://www.nittec.org/about_video.aspx</a>
New York	New York Region 8	Agency Coordination / Communication	Hudson Valley Communications Project	The New York State Police (NYSP) and the New York State Department of Transportation (NYSDOT) entered into a partnership to design, build and operate a Transportation Management Center in the Hudson Valley region of New York State to facilitate multi-agency traffic incident management and response on	



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				highways in the region, as well as disseminate traveler information.	
New York	New York Region 8	Agency Coordination / Communication	Co-location	The New York State Police (NYSP) and the New York State Department of Transportation (NYSDOT) entered into a partnership to design, build and operate a Transportation Management Center in the Hudson Valley region of New York State to facilitate multi-agency traffic incident management and response on highways in the region, as well as disseminate traveler information.	<a href="http://www.hudsonvalleytraveler.com/">http://www.hudsonvalleytraveler.com/</a>
New York	New York Region 8	Evacuation Planning	Regional Evacuation and Detour Plan	The regional evacuation plan includes major roadways from 7 counties in the region. Each county determined their own evacuation detour plan, and they were combined into one evacuation committee plan. This is being integrated into a statewide effort conducted under the Regional Catastrophic Planning Committee (RCPC).	
New York	New York Region 8	Incident Response Programs/Vehicles	Streaming Video on Highway Emergency	Highway Emergency Local Patrol (HELP) vehicles stream live video back to the TMC. Streaming video from the HELP trucks can be called up, allowing the TMC real-time access to any incident. On board dash	



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			Local Patrol (HELP) Trucks	cameras can be 'aimed,' allowing for dispatching of appropriate equipment.	
New York	New York Region 8	Legislation	Abandoned Vehicles	Highway Emergency Local Patrol (HELP) operators are able to tag abandoned vehicles for removal without waiting for the State Police.	
New York	New York Region 8	Outreach	Media Traffic Incident Management Handbook	A Media Traffic Incident Management handbook was developed to outline rules/procedures for media personnel when at an incident scene. The handbook requires media personnel to wear approved safety vests, park in a particular position and location and check-in with the on-scene incident commander upon arrival.	
New York	New York Region 8	Towing Programs	High-Bid Contract Towing Program	The High-Bid Contract Towing Program is administered by the New York State DOT, supervised by New York State Police, and awarded on the basis of competitive bidding. Contracts are awarded to the highest responsible bidder. Towing agencies who have been assigned contracts perform towing services under strict qualifications and guidelines, and are subject to regular inspections. These tow firms have agreed to provide towing services on designated segments of the limited	<a href="http://www.hudsonvalleytraveler.com/ContractTowLaw.html">http://www.hudsonvalleytraveler.com/ContractTowLaw.html</a>



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				access highways in the region within a specified rate schedule which is required to be posted on every authorized tow vehicle and respond to calls within 30 minutes. A similar program is administered in NYSDOT Region 10 (Long Island).	
New York	New York Statewide	Leadership	Traffic Incident Management Steering Committee	The New York State Department of Transportation (NYSDOT) has fostered the development of a Statewide Traffic Incident Management (TIM) Program. To guide the advancement of the TIM Program, a New York State Traffic Incident Management Steering Committee was formed and includes numerous agencies and stakeholders from the emergency response community. The Committee will serve as a focal point, providing guidance and direction to the TIM community to achieve new goals, and ultimately to strengthen its TIM Program to reach higher levels of service.	<a href="http://www.nysdot.gov/tim">www.nysdot.gov/tim</a>
New York	New York Statewide	TIM Troopers	TIM Troopers	TIM troopers are trained in incident management and primarily assigned to work zones. They issue citations when warranted. These troopers also respond to incidents within the work zones to handle incident management but are not utilized as investigators for	



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				the incidents.	
New York	New York Statewide	Training	Training	Quick Clearance is taught in police academies. It is not currently taught in the basic school but is part of continuing training.	
North Carolina	Executive Committee for Highway Safety	Incident Response Programs/Vehicles	Incident Management Assistance Patrols (IMAP)	IMAP help enable smooth traffic flow by aiding stranded motorists and assisting in incident clearance.	
North Carolina	Executive Committee for Highway Safety	Legislation	Abandoned vehicle laws	North Carolina has quick clearance legislature in place allowing the immediate clearance of any abandoned vehicle upon the paved roadway or shoulder on any state maintained roadway. (GS 20-161)	
North Carolina	Executive Committee for Highway Safety	MOUs/Working Agreements	Abandon Vehicle Immediate Tow	NCDOT has an MOU with the City of Greensboro to allow Incident Management Assistance Patrols (IMAP) to impound or tow any abandoned vehicles off the roadway shoulders using the city's towing rotation procedures.	



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North Carolina	Executive Committee for Highway Safety	Operating Guidelines/Manuals	Multi-Vehicle Collision Response Plan	After the May 31, 2006, 90+ vehicle collisions in North Carolina, a multi-vehicle response plan was established. This incident began with a single car collision with a median barrier due to speeding before escalating to a catastrophic incident. As a result of the handling of this incident and lessons learned, the North Carolina Highway Patrol established the TIM Team and developed and implemented, as an internal Troop D guideline, a "Multi-Vehicle Collision Response Plan."	
North Carolina	Executive Committee for Highway Safety	Training	North Carolina Incident Management Best Practices Video/DVD, cards, and cones.	The State Incident Management Engineer Teamed with responders, including the state Fire Marshal and law enforcement, to develop an Incident Management Best Practices video. The video covers NFPA 1901, which updates fire apparatus and traffic cone placement, high visibility chevron striping on apparatus, etc. The video also covers safe vehicle placement, tapers, proper traffic control, etc. The State Incident Management Engineer Teamed up with a fire department from Charlotte to write a grant for FEMA funding to produce the video. The video is designed as a training mechanism for all responders. Using the FEMA funding, 5,000 DVDs will be produced and distributed to agencies around the state. The DVD has become	



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				part of statewide training in the fire academy as well as standard training in the Highway Patrol academy. In addition, Fire Departments who use the video for training receive traffic cones (also funded through the grant).	
Pennsylvania / New Jersey	Delaware Valley Regional Planning Commission	Detours / Alternate Routes	Interactive Detour Route Mapping	An interactive Detour Route Mapping (IDRuM) application has been created by the DVRPC for use by PennDOT and NJDOT. It is an online application that organized ALL existing official DOT emergency detour routes within southeastern Pennsylvania and Southern New Jersey region.	<a href="http://www.idrum.us">www.idrum.us</a>
Pennsylvania /New Jersey	Delaware Valley Regional Planning Commission	Operating Guidelines/Manuals	Policy Violation Acknowledgment Form	IMTF has set up committees, including training, policy/procedures, response boxes/contracts, and feedback. The feedback committee is unique. Essentially, they have created a violation form. When agencies sign the Policy and Procedures Manual, they agree that corrective action must be taken against individuals within their agencies when a violation form is submitted. The violation forms are reviewed at regular meetings without mentioning the	





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				name/agency. The feedback committee works directly with the agency to ensure corrective actions were taken.	
Pennsylvania /New Jersey	Delaware Valley Regional Planning Commission	Member Resources	Incident Management Tool Box	The toolbox provides agencies with a collection of resources as they begin to organize and conduct future incident management task forces. The CD includes: a series of ready-to-use documents that can be utilized by leading agencies to manage future incident management meetings; examples of products created from DVRPC's incident management efforts; video; and national resource documents that can be used as incident management background information.	<a href="http://www.dvrpc.org/Operations/IncidentManagement.htm">http://www.dvrpc.org/Operations/IncidentManagement.htm</a>
Pennsylvania /New Jersey	Delaware Valley Regional Planning Commission I-76 / I-476 Crossroads Incident Management Task Force (IMTF)	Operating Guidelines/Manuals	Traffic Incident Operating Guidelines	This guideline was developed for the I-76 / I-476 Crossroads Incident Management Task Force (IMTF). This document provides incident responders with uniform operational guidelines for safe operations at the scene of a highway incident. These operational guidelines are the result of the solicitation of input from all stakeholders that may operate at one of these incidents. The document serves as a guideline for decision-making and can be modified by the incident	<a href="http://www.dvrpc.org/asp/pubs/publicationabstract.asp?pub_id=08002">http://www.dvrpc.org/asp/pubs/publicationabstract.asp?pub_id=08002</a>



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				responders as necessary to address existing conditions.	
Pennsylvania /New Jersey	Delaware Valley Regional Planning Commission I-76 / I-476 Crossroads Incident Management Task Force (IMTF) NJ 42 / 55, I-76 / 676 / 295 Incident Management Task Force (IMTF)	Reference Markers	Ramp Designation Signs	IMTF implemented signage every tenth of a mile at ramps and on the mainline. There is information on both sides of the pole and a corresponding map for dispatchers to reference. This helps locate incidents quickly.	<a href="http://www.dvrpc.org/operations/pdf/DevelopingAnIMTF-KeytoSucceed.pdf">http://www.dvrpc.org/operations/pdf/DevelopingAnIMTF-KeytoSucceed.pdf</a>
Pennsylvania /New Jersey  (Delaware Valley Regional	Incident Management Task Forces(IMTF)	Leadership	Metropolitan Planning Organization of the Delaware Valley	The TIM Teams are led by the Delaware Valley Regional Planning Commission (DVRPC)—the Metropolitan Planning Organization. This type of leadership is unique. The region currently has five established Task Forces:	<a href="http://www.dvrpc.org/Operations/IncidentManagement.htm">http://www.dvrpc.org/Operations/IncidentManagement.htm</a>



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Planning Commission Region)			Regional Planning Commission	<ul style="list-style-type: none"> <li>• I-76 / I-476 Crossroads (Pennsylvania)</li> <li>• NJ 42 / 55, I-76 /676 / 295 (New Jersey)</li> <li>• I-95 / Philadelphia (Pennsylvania)</li> <li>• Delaware County (Pennsylvania)</li> <li>• US 30</li> </ul>	
Pennsylvania /New Jersey	Delaware Valley Regional Planning Commission NJ 42 / 55, I-76 / 676 / 295 Incident Management Task Force (IMTF)	Operating Guidelines/Manuals	Policy and Procedures Manual	A policy and procedures manual was developed for the NJ 42 / 55, I-76 / 676 / 295 IMTF. The manual provides a standard playbook for all involved agencies, including police, fire, EMS, DOT, towing, and communications centers. It lets everyone know what's expected of them before an incident occurs. It provides a mechanism for dispute resolution.	<a href="http://www.dvrpc.org/asp/pubs/publicationabstract.asp?publicationabstract.asp?pub_id=08001B">http://www.dvrpc.org/asp/pubs/publicationabstract.asp?pub_id=08001B</a>
Pennsylvania /New Jersey	Delaware Valley Regional Planning Commission NJ 42 / 55, I-76 / 676 / 295 Incident Management Task Force (IMTF)	Operating Guidelines/Manuals	Standard Response Procedures	The DVRPC developed standard incident responses in which all units respond in one direction to prevent crossovers; a common radio frequency for all responders including EMS; and one county agency handles all radio traffic. Response plans were determined by access to the highway. They also developed response boxes, which designate a specific area of highway to which each Fire/EMS station responds. These areas are based on access to the highway—there are no municipal boundaries. All fire	<a href="http://www.dvrpc.org/Operations/IncidentManagement/resources.htm">http://www.dvrpc.org/Operations/IncidentManagement/resources.htm</a>



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				departments have signed contracts agreeing to response plans, and all plans are signed by communications centers and NJ state police. No plans can be unilaterally changed.	
Rhode Island	Incident Management Task Force	Agency Coordination / Communication	Public Safety Interoperability Communications	An 800 megahertz radio system is being procured to allow statewide radio access.	
Rhode Island	Incident Management Task Force	Agency Coordination / Communication	Co-location	The TMC and radio dispatch is located with the state police allowing for better, easier coordination.	
Texas	Houston	Towing Programs	Instant Towing Program	Houston, Texas, created a "Safe Clear Towing Program" in 2004 that provides for the immediate clearance of stalled or disabled vehicles on Houston's freeways. So-called SAFE clear was created by the Mayor's Office of Mobility, members of the Houston TranStar, law enforcement agencies, and the towing industry. Towing companies bid to exclusively provide towing services on designated sections of freeway. They get \$50 for a	-



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				tow (or if the vehicle is blocking a freeway lane it is \$125) and \$30 if they do very minor repair or re-fuel and get the driver on their way.	
Texas	North Central Texas Council of Governments	Photogrammetry	Photogrammetry Training	The Photogrammetry Training Course is offered as a complement to the region's Freeway Incident Management series. The Photogrammetry system, used for accident reconstruction and forensic measurements, is an image-based 3D system that calculates measurements from photographs and digital camera images.	



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Texas	North Central Texas Council of Governments	Training	Freeway Incident Management (FIM) training course	This Team has the most successful long term training program for TIM. They have 23 trainers through the Train-the-Trainer program and have Team taught dozens of courses to hundreds of responders. The goal of the training course is to initiate a common, coordinated response to traffic incidents that will build partnerships, enhance safety for emergency personnel, reduce upstream traffic accidents, improve the efficiency of the transportation system, and improve air quality in the Dallas-Fort Worth region. Specific courses have been designed for both first responders and managers, and executive level policy-makers. Each course explains the goals, objectives, and benefits of multi-agency incident management coordination and training. Students are eligible for Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE) and Fire Commission credits.	<a href="http://www.nctcog.org/trans/safety/">http://www.nctcog.org/trans/safety/</a>
Utah	Utah	Photogrammetry	Quick Clearance Program	The Utah Highway Patrol has an aggressive Quick Clearance program for major crashes. They use aerial Photogrammetry to take crash scene photos with a camera mounted on a low-flying, remote-controlled helicopter.	



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Virginia	Transportation Emergency Response Institute (TERI)	Training	TERI Institute	The Virginia Department of Transportation (VDOT) Teamed with Virginia Tech to develop the Transportation Emergency Response Institute (TERI) to train VDOT staff, partner agencies and other stakeholders in responding effectively to roadway emergencies.	
Washington State	Washington Traffic Incident Management Coalition	MOUs/Working Agreements	Joint Operations Policy Statement (JOPS)	The Joint Operations Policy Statement (JOPS) between Washington State Patrol and the Washington State Department of Transportation is a national model. The policy details the mutual interest in the operations of the highways and is reviewed annually at a joint meeting.	<a href="http://www.watimcoalition.org/pdf/JOPS.pdf">http://www.watimcoalition.org/pdf/JOPS.pdf</a>
Washington State	Washington Traffic Incident Management Coalition	Towing Programs	Instant Towing Program	This light-duty towing program dispatch tow trucks and Washington State Patrol troopers simultaneously, rather than waiting for verification of the incident by a trooper. Washington DOT estimates that Instant Tow saves 15 minutes per dispatch.	
Washington State	Washington Traffic Incident Management Coalition	Towing Programs	Major Incident Tow (MIT) program	MIT is a heavy-duty incentive towing program created by WSDOT, in partnership with WSP and the legislature, with minimum equipment response requirements and specialized recovery equipment as specified in a contract between the tow vendor and the WSP. Tow companies who participate in the	



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
				program are eligible to receive a \$2,500 incentive payment for meeting program response and quick-clearance (90 minutes) requirements at major incidents involving heavy trucks.	
Washington State	Washington Traffic Incident Management Coalition	Training	Training	Multi-disciplinary TIM training is presented to and instructed by Washington State Department of Transportation, Washington State Patrol and Fire Rescue. The training emphasizes Unified Command among all three disciplines. The State Patrol District Commander in each district works in coordination with a local WSDOT region representative and a Fire District Representative to bring a training session at least once per quarter.	<a href="http://www.watimcoalition.org/training.htm">http://www.watimcoalition.org/training.htm</a>
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	After Incident Reviews	AIR with Video	TIME's after incident reviews use video from the incident scene. The TMC is recording video on 72 hour loops, which is innovative. There have been no real legal implications due to the recording.	
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Agency Coordination / Communication	Dispatch Coordination	TIME coordinates with dispatch about interoperability—focusing on issues other than just the technology component. This coordination takes place through involvement in the Southeastern Wisconsin Communication Resource/Support Group and the Telecommunicator Emergency Response Task Force.	<a href="http://www.wi-tert.org/">http://www.wi-tert.org/</a> <a href="http://www.sewcrsg.org/">http://www.sewcrsg.org/</a>





State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Detours / Alternate Routes	Emergency Alternate Route Guides	The Emergency Alternate Route guides were modified to be consistent throughout the state when the program went statewide. There is a statewide template. The template is designed to get everyone on the "same page" to streamline emergency detours. The alternate route signage, etc. has been streamlined as well.	
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Evacuation Planning	Evacuation Planning / Ramp Gates	The evacuation / ramp gates system is a centrally controlled system. The idea was not to have ramps that aren't controllable, so police don't have to sit at a ramp. The evacuation planning is part of a government directive from 2005 for the 12 most populous cities in Wisconsin. TIME has been coordinating with Emergency response community and looking at how DOT fits into the picture. They have been working to promote transportation components of emergency planning.	
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Member Resources	Procurement List	WisDOT put together a TIME procurement list to allow TIM members to purchase traffic control equipment at a quantity discount. This includes Towing and Recovery. They put it through the procurement process as a "low bid" and selected two vendors. This is a one year contract with additional 2 years optional.	



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
				Someone in the purchasing department came up with the idea based on need. Members contact the vendors directly to order.	
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Operating Guidelines/Manuals	Emergency Traffic Patrol Handbook / Visor Card / DVD	TIME put together Emergency Traffic Control and Scene Guidelines and visor card for the state. They put a working group together for an annual conference and had a draft for feedback by the next conference. The guide contains urban / rural specifics, specifics for responders, etc. The department recognizes the variability in traffic control elements so they decided to provide this guide and training. It was funded through the DOT TIM budget. To accompany the guidelines, they also put together a DVD containing materials including an informational overview PowerPoint presentation and a training PowerPoint presentation with Instructor Manual. The materials are available to agencies throughout the state free of charge and can be ordered using a special materials order form available on the TIME web site.	
Wisconsin	Traffic Incident Management Enhancement	Outreach	Conference	TIME holds an annual conference for TIM stakeholders. The conference is free to everyone and includes meals. The conference is well attended, and they try to get	<a href="http://www.dot.wiscconsin.gov/travel/stoc/time.htm">http://www.dot.wiscconsin.gov/travel/stoc/time.htm</a>



State	TIM Team Name	Category	Best Practice Name	Best Practice Description / Overview	Resources
	(TIME) Program			dynamic speakers from throughout the country.	
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Outreach	Outreach	TIME facilitates a good amount of public and partner outreach and coordination. Along with hosting an annual conference and providing a large selection of member resources, they try to attend national and state conferences (chiefs of police, sheriffs association), debriefings, conferences, and meetings to spread TIME's message and increase program awareness.	
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Outside/Consultant Support	Consultant Support	The program is supported by consultants, who are able to provide TIM expertise as well as commit as much time as needed to the program. This allows for faster progress on TIM initiatives.	-
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Photogrammetry	Photogrammetry	Photogrammetry is being used in some areas throughout the state.	
Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Training	Training	TIME provides ICS training for towing and recovery (offered for free at the conference); "Train the Trainer" developed CD for Emergency Traffic Control and Scene Management. They are holding Train-the-Trainer sessions in each region. They want two trainers per agency, and 50-60 individual trainers have been trained in 2009.	



## Appendix C: Best Practices Sorted by Practice Category

Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
After Incident Reviews	Florida	Florida's Turnpike TIM Team	After-Action Debriefs	The Turnpike TIM Team holds debriefs for major incidents on the Turnpike.	
	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	After Incident Reviews	Each month, TIME hosts an after incident review to debrief the major, commercial vehicle incidents with all responding agencies.	
	Maine / New Hampshire	ME-NH Traffic Incident Management Group	Post Incident Analysis	The group holds Post Incident Analysis (PIA) following major incidents using an official process. Forms are used to allow responders and the Incident Commander to recall the incident. After the analysis session, the Southern Maine Regional Planning Commission (SMRPC) develops an After Action Report and distributes it to all attendees.	
	Nevada	Traffic Incident Management (TIM) Coalition	Incident Debriefs	The coalition meets regularly (bi-monthly) to debrief major incidents.	<a href="http://local.iteris.com/tim/index.html">http://local.iteris.com/tim/index.html</a>
	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	AIR with Video	TIME's after incident reviews use video from the incident scene. The TMC is recording video on 72 hour loops, which is innovative. There have been no real legal implications due to the recording.	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
Agency Coordination / Communication	Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Coordination with Metropolitan Planning Organizations	The Team is working with Metropolitan Planning Organizations (MPOs) to encourage congestion mitigation projects as well as funding for TIM Teams. Leaders meet with MPO boards to get additional funding, including training funding.	<a href="http://www.swfltim.org">www.swfltim.org</a>
	Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Coordination	The Team coordinates with the design group as well as Public Private Initiatives (PPI)	<a href="http://www.smartsunguide.com/TIM.aspx">www.smartsunguide.com/TIM.aspx</a>
	Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Co-location	The two DOT TMCs in this district are co-located with their county Traffic Control Center counterparts, and the TIM Teams actively collaborate with them.	
	Florida	{District 6} Miami-Dade County; Monroe County	Coordination	The Team coordinates with transit agencies.	
Agency Coordination / Communication	Florida	Districts 1, 2, 5, 6, 7	Co-location	The DOT TMCs in these districts are entirely or partially co-located with their counterpart State Law Enforcement Dispatch Centers, and in a few cases (1, 5 and 6) with Florida Highway Patrol	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
on				(FHP) District Headquarters (Troops). The TIM Teams actively interact with their partners.	
	Florida	Florida's Turnpike TIM Team	Co-location	The Turnpike has TMC staff co-located with Florida Highway Patrol Troop K at the regional communication center allowing for good coordination. Florida Highway Patrol Troop K is funded through the Turnpike.	
	Florida	Statewide TIM Team	Public Safety Interoperability Communications	The Florida DOT has secured authority to utilize the Statewide Law Enforcement Radio System for all Safety Service Patrols (called Road Rangers). The use of these 800 MHz radios allows communications with the Regional Law Enforcement Dispatch Centers (and TMCs) and Florida Highway Patrol incident responders. The DOT has purchased these radios and is in the process of distributing them to the Districts.	
	Florida	Statewide TIM Team	Automated Incident Notification	FDOT's SunGuide® TMC software system has an automated notification system that permits the operator to quickly assemble a list of individuals in multiple agencies to alert when different types of incidents occur. They may optionally be alerted by email, pager or fax.	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Co-location	The main TMC in Georgia is located side by side with the Georgia Emergency Management Agency's (GEMA's) Statewide Emergency Operations Center (EOC), which facilitates communications during emergencies impacting the highway network, such as hurricane evacuations. GEMA representatives are active on the TIME Task Force.	
	Indiana	IN-TIME	Homeland Security Coordination	IN-TIME coordinates with local/regional Homeland Security offices for emergency management.	
	Maine / New Hampshire	ME-NH Traffic Incident Management Group	Coordination	Two states work together to coordinate activities, which is unique. The group meets quarterly and holds planning sessions for snow removal projects, predictable lane closures and re-routes for emergency weather related closures in the southern portion of both states. The communication among the group is strong and there are no conflicts between states / participating agencies.	
	Maine / New Hampshire	ME-NH Traffic Incident Management Group	Public Safety Interoperability Communications	A Public Safety Interoperability Communications Grant was awarded through MEMA. The Grant assisted first responders in programming current radio equipment for the CONOPS channels.	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
Agency Coordination / Communication	Maryland	Coordinated Highways Action Response Team (CHART)	RITIS system	The CHART board is the automated Regional Incident Traffic Information System (RITIS) which will allow video and incident information access to the entire region. The information will be shared with Virginia and the Washington DC region and all agencies including police, fire, EMS, towers, transit authorities, airports, DOT's.	
	Maryland	Coordinated Highways Action Response Team (CHART)	Shared Video	The TMC controls and distributes the video from the cameras they own and install. If another jurisdiction owns the equipment, they are primary users but Maryland TMC has access to all video across the state. This allows them to distribute that video to whoever needs to see it. The system is supported by microwave towers, DSL, fiber, T1, cell and any other mechanism that allows them to receive the information.	
	New York	New York City	Co-location	The TMC and New York Police Department are located in the same facility, which benefits the city through better coordination for traffic incidents.	
	New York	New York Region 8	Hudson Valley Communications Project	The New York State Police (NYSP) and the New York State Department of Transportation (NYSDOT) entered into a partnership to design, build and operate a Transportation Management Center in the Hudson Valley region of New York	





Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
				State to facilitate multi-agency traffic incident management and response on highways in the region, as well as disseminate traveler information.	
	New York	New York Region 8	Co-location	The New York State Police (NYSP) and the New York State Department of Transportation (NYSDOT) entered into a partnership to design, build and operate a Transportation Management Center in the Hudson Valley region of New York State to facilitate multi-agency traffic incident management and response on highways in the region, as well as disseminate traveler information.	<a href="http://www.hudsonvalleytraveler.com/">http://www.hudsonvalleytraveler.com/</a>
	Rhode Island	Incident Management Task Force	Public Safety Interoperability Communications	An 800 megahertz radio system is being procured to allow statewide radio access.	
	Rhode Island	Incident Management Task Force	Co-location	The TMC and radio dispatch is located with the state police allowing for better, easier coordination.	
	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Dispatch Coordination	TIME coordinates with dispatch about interoperability—focusing on issues other than just the technology component. This coordination takes place through involvement in the Southeastern Wisconsin Communication	<a href="http://www.wi-tert.org/">http://www.wi-tert.org/</a> <a href="http://www.sewcrs.org/">http://www.sewcrs.org/</a>



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
				Resource/Support Group and the Telecommunicator Emergency Response Task Force.	
Detours / Alternate Routes	Florida	{District 2} Alachua (Alachua and Bradford Counties); , First Coast (Clay, Duval, Nassau, St. Johns)	Diversion Route Guides	These Teams developed diversion route plans for all major highways within their jurisdictions and distribute them on disc to all member agencies.	
	Maine / New Hampshire	ME-NH Traffic Incident Management Group	Detours	The group developed a detour maps system that shows local routing scenarios with locations of traffic officers, barricades, bridge closed and detour signs in conjunction with local police. These maps were distributed to the Traffic Incident Management Group.	
	Pennsylvania / New Jersey	Delaware Valley Regional Planning Commission	Interactive Detour Route Mapping	An interactive Detour Route Mapping (IDRuM) application has been created by the DVRPC for use by PennDOT and NJDOT. It is an online application that organized ALL existing official DOT emergency detour routes within southeastern Pennsylvania and Southern New Jersey region.	<a href="http://www.idrum.us">www.idrum.us</a>



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Emergency Alternate Route Guides	The Emergency Alternate Route guides were modified to be consistent throughout the state when the program went statewide. There is a statewide template. The template is designed to get everyone on the "same page" to streamline emergency detours. The alternate route signage, etc. has been streamlined as well.	
Evacuation Planning	Florida	Statewide TIM Team	Evacuation Planning	Florida has developed and test-implemented plans for reversing portions of interstates and expressways so that all lanes head in one direction. This specialized evacuation procedure provides additional highway capacity to accommodate the high volume of traffic as coastal residents attempt to move inland prior to a hurricane's landfall.	Florida
	Maryland	Coordinated Highways Action Response Team (CHART)	Evacuation Planning	The board is developing a program with the University of Maryland for evacuation planning to produce clearance times. The system under development will allow a player to introduce a scenario and the computer will provide the best evacuation, detour routes to all participating agencies.	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
	New York	New York Region 8	Regional Evacuation and Detour Plan	The regional evacuation plan includes major roadways from 7 counties in the region. Each county determined their own evacuation detour plan, and they were combined into one evacuation committee plan. This is being integrated into a statewide effort conducted under the Regional Catastrophic Planning Committee (RCPC).	
Evacuation Planning	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Evacuation Planning / Ramp Gates	The evacuation / ramp gates system is a centrally controlled system. The idea was not to have ramps that aren't controllable, so police don't have to sit at a ramp. The evacuation planning is part of a government directive from 2005 for the 12 most populous cities in Wisconsin. TIME has been coordinating with Emergency response community and looking at how DOT fits into the picture. They have been working to promote transportation components of emergency planning.	
Fire Hydrant Study	Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian	Fire Hydrant Study	The District first performed a study to locate all hydrants and determine factors that are preventing access to hydrants adjacent to the Interstate, such as sound walls, canals, train tracks, fences, and high vegetation. This study resulted	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
		River Counties)		in developing identifying markings, such as blue retro-reflective pavement marking and visible signage, for Fire Departments to quickly locate the hydrants. In addition, an overall map will be created showing the location of all hydrants.	
Incident Response Programs/Vehicles	Arizona	Regional Emergency Action Coordination Team (REACT)	Arterial Incident Management	The Regional Emergency Action Coordinating Team (REACT) provides emergency traffic incident management on arterial roadways within Maricopa County, which operates the program. The country created this regional program to assist law enforcement in managing traffic during incident clearance and investigation. The Arizona Local Emergency Response Team (ALERT), operated by ADOT, continues to provide traffic management on the freeways in the Phoenix metropolitan area.	<a href="http://www.aztech.org/react/index.htm">http://www.aztech.org/react/index.htm</a>
	Connecticut	Statewide Incident Management Task Force	Service Patrol	The Connecticut Department of Transportation has service patrol, Connecticut Highway Assistance Motorist Patrol (CHAMP), on interstates and state roadways. The program receives funding from FHWA.	<a href="http://www.ct.gov/dot/cwp/view.asp?a=2094&amp;Q=259404">http://www.ct.gov/dot/cwp/view.asp?a=2094&amp;Q=259404</a>
	Florida	{District 6} Miami-Dade County; Monroe County	Incident Response Vehicle (IRV)	The Incident Response Vehicle program operates out of the District Six SunGuide TMC and helps facilitate the quick clearance of traffic incidents in	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
				the district. IRV responds to all incidents on I-95 in Miami-Dade County within the 95 Express Lanes project limits.	
	Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Road Rangers and Asset Management for Incident Scenes	In District 1, Road Rangers are generally the first line of incident management at an incident scene and are relieved by the District's Asset Management Company (DBI). DBI handles all traffic management at incident scenes on I-75 in District 1.	
Incident Response Programs/Vehicles	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Highway Emergency Response Operators (HERO)	The Highway Emergency Response Operators (HERO) is a highly successful incident response program that responds to incidents in Metro Atlanta and provides integral TIM support. HEROs receive 360 hours controlled environment training and a minimum of 5 weeks of on-the-job training. Funding for the program is provided through Congestion Mitigation/Air Quality (CM/AQ) through the Atlanta Regional Commission's Incident Management Task Force. State Farm also provides sponsorship funding through logos placed on the trucks. In 2008, HERO responded to over 94,000 incidents and disabled motorists calls.	<a href="http://www.dot.state.ga.us/travelingingeorgia/hero/Pages/default.aspx">http://www.dot.state.ga.us/travelingingeorgia/hero/Pages/default.aspx</a>



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
	New York	New York Region 8	Streaming Video on Highway Emergency Local Patrol (HELP) Trucks	Highway Emergency Local Patrol (HELP) vehicles stream live video back to the TMC. Streaming video from the HELP trucks can be called up, allowing the TMC real-time access to any incident. On board dash cameras can be 'aimed,' allowing for dispatching of appropriate equipment.	
	North Carolina	Executive Committee for Highway Safety	Incident Management Assistance Patrols (IMAP)	IMAP help enable smooth traffic flow by aiding stranded motorists and assisting in incident clearance.	
Leadership	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Georgia DOT Leadership	The TIME Task Force President is the manager of the Georgia Department of Transportation (GDOT) Highway TIM program, including the Emergency Response Operators (HERO) safety service patrol program. This position gives the TIME President unique insight into the interests of both GDOT and responders on the roadway and allows him to create compromise and build relationships among all TIME members.	
	Indiana	IN-TIME	Leadership and Organization	The IN-TIME Team is led by a Major with the Indiana State Police. He is able to dedicate 75 percent of his time to the program, allowing him to take a proactive role in all IN-TIME initiatives. The Major is able to stress accountability and even holds conference calls a week after each IN-	<a href="http://www.indianatime.org">www.indianatime.org</a>



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
				TIME monthly meeting to follow up on progress with assigned tasks. Being in law enforcement gives the Major the ability to understand the needs of the responders “in the field” and helps the Major bridge the relationship between the Indiana Department of Transportation, law enforcement and other response agencies.	
Leadership	New York	New York Statewide	Traffic Incident Management Steering Committee	The New York State Department of Transportation (NYSDOT) has fostered the development of a Statewide Traffic Incident Management (TIM) Program. To guide the advancement of the TIM Program, a New York State Traffic Incident Management Steering Committee was formed and includes numerous agencies and stakeholders from the emergency response community. The Committee will serve as a focal point, providing guidance and direction to the TIM community to achieve new goals, and ultimately to strengthen its TIM Program to reach higher levels of service.	<a href="http://www.nysdot.gov/tim">www.nysdot.gov/tim</a>
	Pennsylvania/ New Jersey	Delaware Valley Regional Planning Commission I-76 / I-476 Crossroads	Metropolitan Planning Organization of the Delaware Valley Regional Planning Commission	The TIM Teams are led by the Delaware Valley Regional Planning Commission (DVRPC)—the Metropolitan Planning Organization. This type of leadership is unique.	<a href="http://www.dvrpc.org/Operations/IncidentManagement.htm">http://www.dvrpc.org/Operations/IncidentManagement.htm</a>





Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
		Incident Management Task Force (IMTF) NJ 42 / 55, I-76 / 676 / 295 Incident Management Task Force (IMTF) I-95 / Philadelphia Incident Management Task Force (IMTF) Delaware County Incident Management Task Force (IMTF) US 30 Incident Management Task Force (IMTF)			
Legislation	Connecticut	Statewide Incident Management Task Force	Steer It / Clear It and Move-Over Laws	Connecticut has in place a "steer-it-clear-it" (known in CT as the Move-It) law to require motorists to remove crashed vehicles from travel lanes if possible after an incident. A "move-over" law was also passed in CT in 2009.	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	House Bill 231	The Task Force supported Georgia House Bill 231, which provides legislation to protect towers from liability to allow for faster clearance times. This legislation allows towing and recovery contractors to focus on safe, quick clearance rather than concern over liability for damage to wrecked vehicles / loads.	
Legislation	Indiana	IN-TIME	Abandoned Vehicle Law and Hold Harmless	The IN-TIME group supported House Bill 1650 which was passed and effective July 1, 2009. This bill includes Hold Harmless language that will allow enforcement personnel have vehicles or debris moved from the roadway so the traffic lanes can be opened and the vehicle or debris cleaned up later out of the traffic lanes. This bill also included language to reduce the definition of an abandoned vehicle from sitting 72 hours to 24 hours and strengthened the language for Indiana's Move It law.	
	Louisiana	N/A	Opens Roads Law	The state passed the first ever Open Roads Law in the nation. It mandates keeping roads open whenever possible, requires TIM training for all police officers, establishes better towing procedures, and also requires an open roads agreement between key agencies.	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
	Maryland	Coordinated Highways Action Response Team (CHART)	Move-It	Maryland has a move-it law in place to make drivers move their vehicles out of the travel lanes if drivable.	
	New York	New York Region 5	Steer It Clear It	Working with the Niagara International Transportation Technology Coalition (NITTEC), NYSDOT and the NITTEC partner agencies are beginning an educational campaign for motorists to move their vehicle when involved in a minor accident.	<a href="http://www.nittec.org/about_video.aspx">http://www.nittec.org/about_video.aspx</a>
	New York	New York Region 8	Abandoned Vehicles	Highway Emergency Local Patrol (HELP) operators are able to tag abandoned vehicles for removal without waiting for the State Police.	
	North Carolina	Executive Committee for Highway Safety	Abandoned vehicle laws	North Carolina has quick clearance legislature in place allowing the immediate clearance of any abandoned vehicle upon the paved roadway or shoulder on any state maintained roadway. (GS 20-161)	
Member Resources	Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Resource Guide	The Team has put together notification and agency resource guides for responders including all relevant contact information.	<a href="http://www.swfltim.org">www.swfltim.org</a>



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
Member Resources	Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	TIM Notebook and Bi-Monthly Newsletter	The Collier-Lee TIM Team has a notebook that is given to new members of the Team and other stakeholders to demonstrate the value of the Team. When there is turnover, members pass on the binder to the new member. The Team has also put together notification and agency resource guides for responders including all relevant contact information. In addition, a bi-monthly newsletter is distributed electronically that includes Team news, Florida TIM news and other important TIM news from around the country.	<a href="http://www.swfltim.org">www.swfltim.org</a>
	Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	TIM Team Portfolio Management	In order to organize all of the TIM projects that need to be addressed, the District 1 Team set up a priority matrix for the projects. As a Team, they evaluate the value of and prioritize each project.	<a href="http://www.swfltim.org">www.swfltim.org</a>
	Florida	{District 6} Miami-Dade	Newsletter	The SunGuide TMC produces a quarterly newsletter for TIM services.	
		County; Monroe County			
	Georgia	Traffic Incident Management	Quarterly Newsletters	TIME distributes a quarterly newsletter to all members with updates on current	<a href="http://www.timetaskforce.com">www.timetaskforce.com</a>



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
Member Resources		Enhancement (TIME) Task Force		accomplishments of the TIME Task Force.	
	Maine / New Hampshire	ME-NH Traffic Incident Management Group	Call Tree	The group generated a 'Call Tree' to be used in emergency instances when all agencies need to be informed. Initiating the call tree is the responsibility of the incident commander at the scene. The purpose of the call tree is to enhance communications between regional emergency response agencies, state officials and local municipalities during major traffic events.	
	Maine / New Hampshire	ME-NH Traffic Incident Management Group	TIM Equipment Inventory	A list/inventory of signs, cones and other traffic management resources in the region, with location and contact information, shared with traffic incident management stakeholders.	
	Nevada	Traffic Incident Management (TIM) Coalition	Strategic Actions Plan Overview	This serves as a newsletter updating members/stakeholders on current activities as they relate to the strategic plan. This document is distributed annually in an electronic format.	<a href="http://local.iteris.com/tim/assets/docs/TIM_Strategic_Actions_Plan_Overview_3-31-09.pdf">http://local.iteris.com/tim/assets/docs/TIM_Strategic_Actions_Plan_Overview_3-31-09.pdf</a>



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
	Pennsylvania/ New Jersey	Delaware Valley Regional Planning Commission	Incident Management Tool Box	The toolbox provides agencies with a collection of resources as they begin to organize and conduct future incident management task forces. The CD includes: a series of ready-to-use documents that can be utilized by leading agencies to manage future incident management meetings; examples of products created from DVRPC's incident management efforts; video; and national resource documents that can be used as incident management background information.	<a href="http://www.dvrpc.org/Operations/IncidentManagement.htm">http://www.dvrpc.org/Operations/IncidentManagement.htm</a>
	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Procurement List	WisDOT put together a TIME procurement list to allow TIM members to purchase traffic control equipment at a quantity discount. This includes Towing and Recovery. They put it through the procurement process as a "low bid" and selected two vendors. This is a one year contract with additional 2 years optional. Someone in the purchasing department came up with the idea based on need. Members contact the vendors directly to order.	
MOUs/Working Agreements	Florida	{District 1} Collier- Lee-Charlotte; Sarasota-Manatee; Polk	Memorandum of Understanding	Memorandums of Understanding (MOUs) exist between the DOT and the Florida Highway Patrol for the Open Roads policy and the Rapid Incident Scene Clearance (RISC) program. There are also	<a href="http://www.swfltim.org">www.swfltim.org</a>



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
				agreements for emergency light discipline and for wrecker dispatch prior to arrival of FHP (Quick Towing).	
	Florida	{District 2} Alachua (Alachua and Bradford Counties); ), First Coast (Clay, Duval, Nassau, St. Johns)	Open Roads Agreement with Medical Examiners	In this district, memorandums exist between the Medical Examiner, Florida Highway Patrol and FDOT to streamline the investigation of fatal crashes.	
	Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Joint Operating Policy	A Joint Operating Policy (JOP) was developed to determine what policies agencies have in place regarding TIM and to create a common guideline for effective incident management. The JOP is a standard for all agencies to update their policies and procedures to include TIM. The Policy is signed by FDOT, Public Safety (City and County), and transportation agencies.	<a href="http://www.smartsunguide.com/pdf/TIM/Documents/JO P.doc">http://www.smartsunguide.com/pdf/TIM/Documents/JO P.doc</a>
	Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	MOU	A memorandum is completed by each new member agency of the TIM Team. The MOU states that the responding agency will participate in the TIM Team and is fully committed to TIM. This document is signed by agency leadership such as Police and Fire Chiefs.	



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MOUs/Working Agreements	Florida	{District 5} Brevard County, Flagler and Volusia County, Tri County (Seminole, Orange and Osceola County), Sumter and Lake County, Marion County	Open Roads Agreement with Medical Examiners	In Orlando, FL, a memorandum exists between the Medical Examiner, Florida Highway Patrol and FDOT to streamline the investigation of fatal crashes.	
	Florida	{District 6} Miami-Dade County; Monroe County	Video Agreements	The TMC has agreements in place to share video.	
	Florida	Florida's Turnpike TIM Team	Open Roads Agreement with Medical Examiners	The Teams have established Open Roads policies with Medical Examiners for the faster investigation and clearance of incident scenes. Approximately 75% of Medical Examiners in the coverage area have signed the agreement.	
	Indiana	IN-TIME	Multi-lateral Working Agreement	The group requires member agencies to sign a multi-lateral working agreement to become a voting member of the organization. The agreement establishes an "Open Roads Philosophy" to work together to "accomplish improved safety, clearance and communication during traffic incidents and/or obstructions on all	





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MOUs/Working Agreements				public roadways in the State of Indiana.”	
	Maine / New Hampshire	ME-NH Traffic Incident Management Group	State-wide Mutual Aid Agreement	There is a statewide mutual aid agreement, signed by the Governor, to provide local first responders with easy access to large quantities of resources or specialties that may be needed in a major fire, disaster or other major emergency or event. Most importantly, it is a practical approach to provide emergency service resources in quantities or specialties beyond the means of any single department.	<a href="http://www.smrpc.org/transportation/minutes/timg/2009%20Agenda%20and%20Minutes/Statewide%20Mutual%20Aid%20Agreement.pdf">http://www.smrpc.org/transportation/minutes/timg/2009%20Agenda%20and%20Minutes/Statewide%20Mutual%20Aid%20Agreement.pdf</a>
	Nevada	Traffic Incident Management (TIM) Coalition	Open Roads Partnership Agreement	The partnership agreement, signed by TIM Coalition members in 2009, sets aggressive 30, 60, and 90 minute clearance times for incidents based on “Level of Severity.”	
	New York	New York Region 3	Interstate Closure	While the DOT strives to keep roads open at all times, incidents and events may require temporary closure while response activities or maintenance work is ongoing. Interstate closures should be a last resort and be carefully implemented. These closures will be most	



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				successful when planned in advance with response partners (law enforcement – state and local, fire departments, and local highway agencies). NYSDOT has entered into an agreement in Onondaga County with local emergency responders to initiate road closures when the Department is unable to provide the equipment and staff for the closures.	
	North Carolina	Executive Committee for Highway Safety	Abandon Vehicle Immediate Tow	NCDOT has an MOU with the City of Greensboro to allow Incident Management Assistance Patrols (IMAP) to impound or tow any abandoned vehicles off the roadway shoulders using the city's towing rotation procedures.	
	Washington State	Washington Traffic Incident Management Coalition	Joint Operations Policy Statement (JOPS)	The Joint Operations Policy Statement (JOPS) between Washington State Patrol and the Washington State Department of Transportation is a national model. The policy details the mutual interest in the operations of the highways and is reviewed annually at a joint meeting.	<a href="http://www.watimcoalition.org/pdf/JOPS.pdf">http://www.watimcoalition.org/pdf/JOPS.pdf</a>
Open Roads Policy	Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Open Roads Policy	Local Open Roads Policies are in place with local stakeholders such as fire departments, sheriffs and medical examiners.	<a href="http://www.swfltim.org">www.swfltim.org</a>



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	Florida	{District 2} Alachua (Alachua and Bradford Counties); ), First Coast (Clay, Duval, Nassau, St. Johns)	Local Open Roads Policy	Local Open Roads Policies are in place with local stakeholders such as FDOT, FHP, local law enforcement, sheriffs, fire departments, and municipalities.	
	Florida	{District 4} Broward; Palm Beach; Treasure Coast (Martin, St. Lucie and Indian River Counties)	Local Open Roads policy	Local Open Roads policies are signed by all agencies as an addendum to the statewide Open Roads Policy.	
	Florida	{District 5} Brevard County, Flagler and Volusia County, Tri County (Seminole, Orange and Osceola County), Sumter and Lake County, Marion County	Open Roads Policy	Local and statewide open roads policies are in place.	
	Florida	Statewide TIM Team	Statewide Open Roads Policy (ORP)	The FDOT and Florida Highway Patrol signed the statewide ORP in November 2002, being only the second in the country (after Washington State) to	



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				set a goal of clearing the roadway in 90 minutes.	
	Maryland	Coordinated Highways Action Response Team (CHART)	"Clear the Road" Policy	Provides for the rapid removal of vehicles from the travel lanes rather than waiting for a private tow service or time consuming off-loading of disabled trucks which are blocking traffic.	
Operating Guidelines/Manuals	Connecticut	Statewide Incident Management Task Force	Unified Response Manual	The Connecticut Transportation Strategy Board's, Statewide Incident Management Task Force studied and identified the need for a "Unified Response Manual" (URM). The Department of Emergency Management Homeland Security (DEMHS) has agreed to develop a training program from the URM, to be provided to police and fire academies. The URM serves as a field reference to support the concept of a Unified Command System and to enhance interagency coordination of first responders at traffic incident scenes on limited-access highways in the State of Connecticut.	
	Florida	{District 6} Miami-Dade County; Monroe County	Incident Management Plan	Incident Management Plan in place	



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Operating Guidelines/Manuals	Florida	Statewide TIM Team	Motor Vehicle Fluid Spill Guideline	These "Guidelines for the Mitigation of Accidental Discharges of Motor Vehicle Fluids (Non-cargo)" provide guidance to responders and assist them in meeting the primary Incident Management goal of the Open Road Policy, namely to clear the incident scene within 90 minutes of the arrival of the first responder. The guidelines provide specific procedural guidance for spilled vehicle fluids and cleanup and provide a reference for the disposal of spilled materials.	
	Maine / New Hampshire	ME-NH Traffic Incident Management Group	Traffic Incident Management Action Plan	The Plan focuses on traffic incident management stakeholders assessing existing incident management practices in the area and working toward improving the process. The Plan has been developed with input from a variety of responders and organized by states of incident management activities identified by the FHWA TIM handbook.	<a href="http://www.smrpc.org/transportation/timg/Traffic%20Incident%20Management%20Action%20Plan_Updated%208_4_08.pdf">http://www.smrpc.org/transportation/timg/Traffic%20Incident%20Management%20Action%20Plan_Updated%208_4_08.pdf</a>
	Maine / New Hampshire	ME-NH Traffic Incident Management Group	Multi-Agency Training Guide	Two states are working together to produce Quick Clearance policies in the region and multi-agency training.	
	Massachusetts	Incident Management Task Force	Unified Response Manual for Roadway Traffic Incidents	The Task Force created a Unified Response Manual to provide a common language and playing field for all responding agencies to	



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Operating Guidelines/Manuals				manage roadway incidents on highways and arterials.	
	Nevada	Traffic Incident Management (TIM) Coalition	Haz-Mat	A contract to insure quick response and cleanup of Has-Mat fuel spills and large overturned trucks.	
	North Carolina	Executive Committee for Highway Safety	Multi-Vehicle Collision Response Plan	After the May 31, 2006, 90+ vehicle collisions in North Carolina, a multi-vehicle response plan was established. This incident began with a single car collision with a median barrier due to speeding before escalating to a catastrophic incident. As a result of the handling of this incident and lessons learned, the North Carolina Highway Patrol established the TIM Team and developed and implemented, as an internal Troop D guideline, a "Multi-Vehicle Collision Response Plan."	
	Pennsylvania/ New Jersey	Delaware Valley Regional Planning Commission	Policy Violation Acknowledgement Form	IMTF has set up committees, including training, policy/procedures, response boxes/contracts, and feedback. The feedback committee is unique. Essentially, they have created a violation form. When agencies sign the Policy and Procedures Manual they agree that corrective action must be taken against individuals within their agencies when a violation form is submitted. The violation forms are reviewed at regular meetings without	



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				mentioning the name/agency. The feedback committee works directly with the agency to ensure corrective actions were taken.	
	Pennsylvania/ New Jersey	Delaware Valley Regional Planning Commission I-76 / I-476 Crossroads Incident Management Task Force (IMTF)	Traffic Incident Operating Guidelines	This guideline was developed for the I-76 / I-476 Crossroads Incident Management Task Force (IMTF). This document provides incident responders with uniform operational guidelines for safe operations at the scene of a highway incident. These operational guidelines are the result of the solicitation of input from all stakeholders that may operate at one of these incidents. The document serves as a guideline for decision-making and can be modified by the incident responders as necessary to address existing conditions.	<a href="http://www.dvrpc.org/asp/pubs/publicationabstract.asp?pub_id=08002">http://www.dvrpc.org/asp/pubs/publicationabstract.asp?pub_id=08002</a>
	Pennsylvania/ New Jersey	Delaware Valley Regional Planning Commission NJ 42 / 55, I-76 / 676 / 295 Incident Management Task	Policy and Procedures Manual	A policy and procedures manual was developed for the NJ 42 / 55, I-76 / 676 / 295 IMTF. The manual provides a standard playbook for all involved agencies, including police, fire, EMS, DOT, towing, and communications centers. It lets everyone know what's expected of them before	<a href="http://www.dvrpc.org/asp/pubs/publicationabstract.asp?pub_id=08001B">http://www.dvrpc.org/asp/pubs/publicationabstract.asp?pub_id=08001B</a>



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		Force (IMTF)		an incident occurs. It provides a mechanism for dispute resolution.	
	Pennsylvania/ New Jersey	Delaware Valley Regional Planning Commission NJ 42 / 55, I-76 / 676 / 295 Incident Management Task Force (IMTF)	Standard Response Procedures	The DVRPC developed standard incident responses in which all units respond in one direction to prevent crossovers; a common radio frequency for all responders including EMS; and one county agency handles all radio traffic. Response plans were determined by access to the highway. They also developed response boxes, which designate a specific area of highway to which each Fire/EMS station responds. These areas are based on access to the highway—there are no municipal boundaries. All fire departments have signed contracts agreeing to response plans, and all plans are signed by communications centers and NJ state police. No plans can be unilaterally changed.	<a href="http://www.dvrpc.org/Operations/IncidentManagement/resources.htm">http://www.dvrpc.org/Operations/IncidentManagement/resources.htm</a>





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	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Emergency Traffic Patrol Handbook / Visor Card / DVD	<p>TIME put together Emergency Traffic Control and Scene Guidelines and visor card for the state. They put a working group together for an annual conference and had a draft for feedback by the next conference. The guide contains urban / rural specifics, specifics for responders, etc. The department recognizes the variability in traffic control elements so they decided to provide this guide and training. It was funded through the DOT TIM budget. To accompany the guidelines, they also put together a DVD containing materials including an informational overview PowerPoint presentation and a training PowerPoint presentation with Instructor Manual. The materials are available to agencies throughout the state free of charge and can be ordered using a special materials order form available on the TIME web site.</p>	
Outreach	Connecticut	Statewide Incident Management Task Force	Outreach	<p>The Statewide Incident Management Task Force (SIMTF) provides outreach through its membership representing CT Police and Fire Emergency Responders, Regional Planning Agencies and R-ESF groups, FHWA, DEP, DOT, DMV, DoIT and the Motor Transport Association</p>	



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Outreach				of Connecticut.	
	Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	TIM Web Site	These Teams host a Web site to provide outreach to the public as well as information about the Teams themselves (see <a href="http://www.swfltim.org/">http://www.swfltim.org/</a> ).	
	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Regional TIM Teams	The TIME Task Force has established several local TIM Teams throughout the Metro Atlanta Region. These TIM Teams are local programs with emergency responders from a particular jurisdiction that work together on a regular basis. The TIM Teams are represented quarterly at the TIME Task Force meetings and are part of the larger TIME Task Force.	
	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Conference	TIME hosts an annual conference lasting 1.5 days in the state of Georgia. The program consists of not only Georgia Best Practices, but presentations from TIM professional around the county. The conferences are funded through local company/agency sponsorships and registrations. The average attendance is 110 people.	



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	Indiana	IN-TIME	IN-TIME Video	Indiana's IN-TIME program produced a video introducing incident management initiatives in Indiana and showing support for quick clearance. The video was produced through the Indiana Law Enforcement Academy at no cost to the program. The audiovisual staff at the academy was able to produce the video, featuring an introduction by the Indiana State Police Superintendent.	
	New York	New York Region 8	Media Traffic Incident Management Handbook	A Media Traffic Incident Management handbook was developed to outline rules/procedures for media personnel when at an incident scene. The handbook requires media personnel to wear approved safety vests, park in a particular position and location and check-in with the on-scene incident commander upon arrival.	
	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Conference	TIME holds an annual conference for TIM stakeholders. The conference is free to everyone and includes meals. The conference is well attended, and they try to get dynamic speakers from throughout the country.	<a href="http://www.dot.wisconsin.gov/travel/soc/time.htm">http://www.dot.wisconsin.gov/travel/soc/time.htm</a>



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	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Outreach	TIME facilitates a good amount of public and partner outreach and coordination. Along with hosting an annual conference and providing a large selection of member resources, they try to attend national and state conferences (chiefs of police, sheriffs association), debriefings, conferences, and meetings to spread TIME's message and increase program awareness.	
Outside/Consultant Support	Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk; {District 2} Alachua (Alachua & Bradford), First Coast (Clay, Duval, Nassau, St. Johns); {District 4} Broward; Palm Beach; Treasure Coast (Northern Counties)	Consultant Support	These districts employ consultants to help facilitate / lead TIM Teams. In some cases the consultant is exclusive for TIM; in others the scope covers ITS as well.	<a href="http://www.swfltim.org">www.swfltim.org</a>
Outside/Consultant					



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Support	Florida	Statewide TIM Team	Consultant Support	The FDOT Traffic Engineering and Operations Office maintains a fulltime consultant to assist in the statewide TIM activities. Beside expert consultation, the consultant arranges TIM meetings and represents FDOT in other states' meetings.	
	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Consultant Support	The task force is supported by a consultant through a GDOT incident management support contract. The consultant facilitates meetings, the annual conference, outreach, regional TIM Team development, etc.	
	Nevada	Traffic Incident Management (TIM) Coalition	Consultant Support	The Nevada TIM Coalition uses consultants to manage the TIM program with a TIM Steering Committee that supports its TIM efforts.	
	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Consultant Support	The program is supported by consultants, who are able to provide TIM expertise as well as commit as much time as needed to the program. This allows for faster progress on TIM initiatives.	
Performance Measures	Florida	{District 4} Broward; Palm Beach; Treasure Coast (Northern Counties)	ITS and TIM Measures	This district goes well beyond the above statewide tracking of metrics. In addition, they report Travel Time Index, Planning Time Index, Buffer Index, and average and peak Vehicle Miles Traveled. While these are primarily ITS measures, incidents adversely impact them all, so they are	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
				indirect measures of TIM performance.	
	Florida	Statewide TIM Team	ITS and TIM Measures	In addition to collection performance measures on annual 511 calls, annual Road Ranger stops, and miles managed by ITS, FDOT is collection measures for incident duration, travel time reliability, and customer satisfaction.	<a href="http://www.floridait.com/PerfMeas.htm">http://www.floridait.com/PerfMeas.htm</a>
	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	TRIP Measures	The Towing and Recovery Incentive Program (TRIP) currently tracks response times, roadway clearance times and incident clearance times. These times are further detailed into the specific times for program activation, tow company arrival, TRIP notice to proceed and clearance.	<a href="http://www.timetaskforce.com/trip">www.timetaskforce.com/trip</a>
	Indiana	IN-TIME	Performance Measures for Secondary Incidents	IN-TIME is currently looking at performance measures for secondary incidents. Consideration has been given to update the State Police accident reports to track secondary incidents.	
Photogrammetry	Florida	Statewide TIM Team	Photogrammetry	The Florida DOT has procured Photogrammetry equipment (cameras) and software for the entire Florida Highway Patrol. FHP is training a cadre of Troopers in the photography aspect and a smaller cadre in the application of the software. The goal	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
				is to have the entire FHP investigatory process use Photogrammetry by the end of 2010. The statewide license is available to local law enforcement for a reduced fee as well.	
	Indiana	IN-TIME	Photogrammetry	IN-TIME has 22 officers and 6 trainers in the state trained in Photogrammetry with an average scene measuring time of 42 minutes. The Indiana Department of Transportation, the Department of Revenue, the Federal Highway Administration and the Indiana Toll road have funded 23 complete crash Photogrammetry kits.	
	Texas	North Central Texas Council of Governments	Photogrammetry Training	The Photogrammetry Training Course is offered as a complement to the region's Freeway Incident Management series. The Photogrammetry system, used for accident reconstruction and forensic measurements, is an image-based 3D system that calculates measurements from photographs and digital camera images.	
	Utah	Utah	Quick Clearance Program	The Utah Highway Patrol has an aggressive Quick Clearance program for major crashes. They use aerial Photogrammetry to take crash scene photos with a camera mounted on a low-flying, remote-controlled helicopter.	



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	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Photogrammetry	Photogrammetry is being used in some areas throughout the state.	
Reference Markers	Florida	Statewide TIM Team	Reference Location Signs (RLSs)	The Statewide TIM Team did an informal study of RLSs and concluded that they were highly desirable. FDOT Maintenance resisted this because of the added burden, but several districts are deploying them, at least in high incident-prone segments.	
Reference Markers	Pennsylvania/ New Jersey	Delaware Valley Regional Planning Commission I-76 / I-476 Crossroads Incident Management Task Force (IMTF) NJ 42 / 55, I-76 / 676 / 295 Incident Management Task Force (IMTF)	Ramp Designation Signs	IMTF implemented signage every tenth of a mile at ramps and on the mainline. There is information on both sides of the pole and a corresponding map for dispatchers to reference. This helps locate incidents quickly.	<a href="http://www.dvrpc.org/operations/pdf/DevelopingAnIMTF-KeystoSucceed.pdf">http://www.dvrpc.org/operations/pdf/DevelopingAnIMTF-KeystoSucceed.pdf</a>





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Strategic Vision	Florida	Statewide TIM Team	Strategic Plan	The Statewide Traffic Incident Management (TIM) Strategic Plan was developed to identify programs and actions to sustain the commitment to—and expand—the TIM Program in Florida to better meet traveler needs. The plan is available in four formats: The Strategic Plan itself, an Executive Summary, a more detailed Plan Summary, and a very detailed Reference Document.	
	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Strategic Vision	The TIME Task Force, supported by the Georgia Department of Transportation, Georgia Regional Transportation Authority, and the Federal Highway Administration, developed an executive-level “Strategic Vision” of the best methods to achieve a measurable improvement in TIM that can have an immediate, substantial, and lasting impact on reducing non-recurring congestion. These solutions are based on a review of regional issues and national “Best Practices”.	<a href="http://www.timtaskforce.com/documents/final%20strategic%20vision.pdf">http://www.timtaskforce.com/documents/final%20strategic%20vision.pdf</a>
	Nevada	Traffic Incident Management (TIM) Coalition	Strategic Plan	The TIM Coalition developed a Strategic Actions Plan including a new vision for institutional integration. TIM Mission, goals, objectives, Coalition responsibilities, projects to support TIM efforts and estimated program costs are all part of the Plan.	



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TIM Troopers	Florida	{District 1} Collier-Lee-Charlotte	TIM Troopers	The Collier-Lee Team championed adding 14 more Florida Highway Patrol Troopers on I-75 (Alligator Alley), which was experiencing an unusually high number of very high-speed vehicle crashes and run-off-the-road incidents. Speeds are routinely clocked at 100 mph and higher on this very straight, flat, rural toll road.	
TIM Troopers	New York	New York Statewide	TIM Troopers	TIM troopers are trained in incident management and primarily assigned to work zones. They issue citations when warranted. These troopers also respond to incidents within the work zones to handle incident management but are not utilized as investigators for the incidents.	
	Florida	{District 1} Collier-Lee-Charlotte; Sarasota-Manatee; Polk	Additional State Troopers added to Alligator Alley	The Collier-Lee Team championed adding 14 additional State Troopers on toll I-75 (Alligator Alley).	<a href="http://www.swfltim.org">www.swfltim.org</a>
	Florida	{District 5} Brevard County, Flagler and Volusia County, Tri County (Seminole, Orange and Osceola County), Sumter	TIM Troopers	Recognizing that the response time to incidents in the Orlando area, particularly on I-4, was above the state average, through the leadership of the Tri County TIM Team, FDOT District 5 decided to fund 20 FHP Troopers to strictly focus on incident response.	



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		and Lake County, Marion County			
Towing Programs	Florida	Florida's Turnpike TIM Team	Towing and Roadside Repair Services (TARR)	The TARR program provides light and medium duty towing and minor vehicle repairs on Florida's Turnpike for a fee to the customer. Specific tow companies are authorized to provide this service with maximum fees to the customer set by the Turnpike. Certified TARR operators are trained to work safely under high-speed traffic conditions. This program provides consistent service to Turnpike customers, avoiding the more prevalent rotation system.	
	Florida	Florida's Turnpike TIM Team	Rapid Incident Scene Clearance (RISC)	The (RISC) program sets detailed, state-of-the-art equipment requirements and competency levels for tow operators and monetary incentives for expedited response and quick clearance of major truck crashes blocking Florida roadways. This highly successful program was the first of its kind in the country and is now being deployed statewide.	



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Towing Programs	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Towing and Recovery Incentive Program (TRIP)	This program was developed to meet the goals outlined in Metro Atlanta's Traffic Incident Management Enhancement (TIME) Task Force Strategic Vision. TIME created a training certification program which is a mandatory requirement to participate in TRIP. In summary, TRIP is based on a comprehensive set of guidelines designed to ensure only well-trained, competent operators with proper heavy duty equipment are dispatched to large commercial vehicle incidents that have a significant impact on major interstate traffic. The highly successful program has reduced average roadway clearance time for these incidents from 269 minutes down to 94 minutes per incident (as of October 2009).	<a href="http://www.timetaskforce.com/trip.html">http://www.timetaskforce.com/trip.html</a>
	New York	New York Region 8	High-Bid Contract Towing Program	The High-Bid Contract Towing Program is administered by the New York State DOT, supervised by New York State Police, and awarded on the basis of competitive bidding. Contracts are awarded to the highest responsible bidder. Towing agencies who have been assigned contracts perform towing services under strict qualifications and guidelines, and are subject to regular inspections. These tow firms have agreed	<a href="http://www.hudsonvalleytraveler.com/ContractTowLaw.html">http://www.hudsonvalleytraveler.com/ContractTowLaw.html</a>



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
				<p>to provide towing services on designated segments of the limited access highways in the region within a specified rate schedule which is required to be posted on every authorized tow vehicle and respond to calls within 30 minutes. A similar program is administered in NYSDOT Region 10 (Long Island).</p>	
	Texas	Houston	Instant Towing Program	<p>Houston, Texas, created a "Safe Clear Towing Program" in 2004 that provides for the immediate clearance of stalled or disabled vehicles on Houston's freeways. So-called SAFE clear was created by the Mayor's Office of Mobility, members of the Houston TranStar, law enforcement agencies, and the towing industry. Towing companies bid to exclusively provide towing services on designated sections of freeway. They get \$50 for a tow (or if the vehicle is blocking a freeway lane it is \$125) and \$30 if they do very minor repair or re-fuel and get the driver on their way.</p>	
	Washington State	Washington Traffic Incident Management	Instant Towing Program	<p>This light-duty towing program dispatch tow trucks and Washington State Patrol troopers simultaneously, rather than waiting for verification</p>	



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		Coalition		of the incident by a trooper. Washington DOT estimates that Instant Tow saves 15 minutes per dispatch.	
	Washington State	Washington Traffic Incident Management Coalition	Major Incident Tow (MIT) program	MIT is a heavy-duty incentive towing program created by WSDOT, in partnership with WSP and the legislature, with minimum equipment response requirements and specialized recovery equipment as specified in a contract between the tow vendor and the WSP. Tow companies who participate in the program are eligible to receive a \$2,500 incentive payment for meeting program response and quick-clearance (90 minutes) requirements at major incidents involving heavy trucks.	
Training	Florida	{District 6} Miami-Dade County; Monroe County	TIM/Quick Clearance Training	The Team provides quick clearance and incident management training workshops for responders.	
	Florida	Florida's Turnpike TIM Team	Training	The turnpike hosts training with fire, towers, police, safety patrol and RISC contractors.	
Training	Florida	{District 2} First Coast (Clay, Duval, Nassau, St. Johns)	TIM/Quick Clearance Training	With the financial support of the North Florida Transportation Planning Organization, members of this Team created a five-module training DVD called "TIme4Safety" to educate all responders in safe, quick clearance principles and practices. The	



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				<p>modules (Introduction, TIM Basics, Tools, At the Scene, and Action Review) are up to only eight minutes long, designed to be viewed in role calls or on the responder's portable computer. A "Top 10 Summary" of key TIM factors and a comprehensive TIM Handbook accompany the videos on the DVD.</p>	
	Florida	Statewide TIM Team	TIM/Quick Clearance Training	<p>A significant role of the Statewide TIM Team is to identify training needs and resources to meet those needs. The Team sponsors training throughout the state as resources are available. They make good use of national and Coalition resources. As noted earlier, FDOT provided train-the-trainer workshops for FHP trainers in Photogrammetry. The Central Office TIM Program now has a program called "TIM in 10" designed to train all responders in the state by the end of 2010 via a multitude of media, including computer-based training, classroom sessions and/or roll call videos.</p>	



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Training	Georgia	Traffic Incident Management Enhancement (TIME) Task Force	Training	The TIME Task Force has a training standards committee and training budget. They sponsor a variety of multi-agency TIM training, which is free for responders and discounted for Towing and Recovery Companies. There are ongoing plans to get a 2-4 hour block of instruction of Incident Management into the state's Police Officers Standards and Training (POST) in-service training program for statewide delivery. Most notably, the Task Force created a Heavy Duty Towing and Recovery Certification program for operators and supervisors. This training is a mandatory requirement of participating in the Towing and Recovery Incentive Program (TRIP).	<a href="http://www.timtaskforce.com/trip.html">http://www.timtaskforce.com/trip.html</a>
	Indiana	IN-TIME	Training Modules	The group has developed a series of TIM training modules for use by multiple agencies through the group's training committee. They also provide TIM training each month Team members. Current training materials made available on the web site includes traffic control, scene safety and the Incident Command system.	<a href="http://indianatime.org/index.php/files/training-materials/">http://indianatime.org/index.php/files/training-materials/</a>
	Maryland	Coordinated Highways Action Response Team	Training	Maryland is presenting the "Roadway Incident Safety Responder" training program statewide, including more Fire Academies and Highway	<a href="http://www.respondersafety.com/">http://www.respondersafety.com/</a>





Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
Training		(CHART)		personnel. There has been extensive outreach to publicize the training and it has been well received.	
	Massachusetts	Incident Management Task Force	Training	The Task Force cross-trains and utilizes presenters from all disciplines, so everyone knows the other responders' roles and responsibilities. They focus on multi-agency activities.	
	New York	New York Statewide	Training	Quick Clearance is taught in police academies. It is not currently taught in the basic school but is part of continuing training.	
	North Carolina	Executive Committee for Highway Safety	North Carolina Incident Management Best Practices Video/DVD, cards, and cones.	The State Incident Management Engineer Teamed with responders, including the state Fire Marshal and law enforcement, to develop an Incident Management Best Practices video. The video covers NFPA 1901, which updates fire apparatus and traffic cone placement, high visibility chevron striping on apparatus, etc. The video also covers safe vehicle placement, tapers, proper traffic control, etc. The State Incident Management Engineer Teamed up with a fire department from Charlotte to write a grant for FEMA funding to produce the video. The video is designed as a training mechanism for all responders. Using the	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
				<p>FEMA funding, 5,000 DVDs will be produced and distributed to agencies around the state. The DVD has become part of statewide training in the fire academy as well as standard training in the Highway Patrol academy. In addition, Fire Departments who use the video for training receive traffic cones (also funded through the grant).</p>	
	Texas	North Central Texas Council of Governments	Freeway Incident Management (FIM) training course	<p>This Team has the most successful long term training program for TIM. They have 23 trainers through the Train-the-Trainer program and have Team taught dozens of courses to hundreds of responders. The goal of the training course is to initiate a common, coordinated response to traffic incidents that will build partnerships, enhance safety for emergency personnel, reduce upstream traffic accidents, improve the efficiency of the transportation system, and improve air quality in the Dallas-Fort Worth region. Specific courses have been designed for both first responders and managers, and executive level policy-makers. Each course explains the goals, objectives, and benefits</p>	<p><a href="http://www.nctcog.org/trans/safety/">http://www.nctcog.org/trans/safety/</a></p>



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
				of multi-agency incident management coordination and training. Students are eligible for Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE) and Fire Commission credits.	
	Virginia	Transportation Emergency Response Institute (TERI)	TERI Institute	The Virginia Department of Transportation (VDOT) Teamed with Virginia Tech to develop the Transportation Emergency Response Institute (TERI) to train VDOT staff, partner agencies and other stakeholders in responding effectively to roadway emergencies.	
	Wisconsin	Traffic Incident Management Enhancement (TIME) Program	Training	TIME provides ICS training for towing and recovery (offered for free at the conference); "Train the Trainer" developed CD for Emergency Traffic Control and Scene Management. They are holding Train-the-Trainer sessions in each region. They want two trainers per agency, and 50-60 individual trainers have been trained in 2009.	



Category	State	TIM Team Name	Best Practice Name	Best Practice Description / Overview	Resources
	Washington State	Washington Traffic Incident Management Coalition	Training	Multi-disciplinary TIM training is presented to and instructed by Washington State Department of Transportation, Washington State Patrol and Fire Rescue. The training emphasizes Unified Command among all three disciplines. The State Patrol District Commander in each district works in coordination with a local WSDOT region representative and a Fire District Representative to bring a training session at least once per quarter.	<a href="http://www.watimcoalition.org/training.htm">http://www.watimcoalition.org/training.htm</a>



## Appendix D: Implementation Checklist

### 1. After Incident Reviews

There are several elements that are key to having successful AIRs, which are included below.

- Clear Objectives: Specific performance objectives for each incident are important so all responders know what success will look like. These objectives must be communicated and understood by all responders and then used to measure performance. An example of a specific objective is setting a goal of clearing all incidents within 90 minutes.
- Safe Organizational Climate: The climate must be one in which all member agencies can openly and honestly discuss in detail what actually transpired during an incident.
- Leader Commitment: In order to ensure a safe and secure environment for open discussion, there must be an absolute commitment to the process on the part of agency leaders at all levels. When members of an organization see the leaders' commitment, they will more likely give their support.
- Timely Post Event Analysis: A timely post-event analysis is critical to the effectiveness of an AIR while the incident details are fresh on the minds of those involved. Unless all elements of performance are examined—including decisions made by leaders—the AIR will not be entirely effective. When the discussion is open and honest, and explores all elements of performance, real learning follows as responders explore how to improve processes or outcomes for future endeavors.
- Moderator: A neutral third party should moderate the AIR, and each responding agency should be given a chance to recount incident details from their perspective. The moderator should explain that the AIR is not held to place blame or point fingers but is rather a way to review how the incident was managed, pointing out both the good parts of the response and any areas for improvement.
- Ground Rules for AIRs: Rules should be established to ensure success, which may include participation from everyone. It's okay to disagree but there should be no blaming, whining, or sidebar conversations. The AIR should identify specific successes and, ultimately more importantly, things that should have gone better, and encourage creative and critical thinking.
- Attendee List: Every agency that was involved in the incident should be encouraged to participate in the review. If an incident has any particular characteristics that were new to the responders, but there are other stakeholders that have experienced similar incidents, it might be useful to invite those "third parties" as well to share their views.
- AIR Agenda: The agenda should include pertinent topics such as
  - Incident overview (timeline with pictures and/or video).
  - Incident response objectives.
  - Incident/Unified Command structure.
  - Outcomes (what was accomplished versus original intent).
  - Lessons learned (sustain versus improve).
  - Future actions needed to correct any problems.
- Actions: Lessons learned should be disseminated through meeting minutes, additional outreach/presentations, etc. Ensuring an action plan is developed and completed will sustain what went well and correct deficiencies



## 2. Agency and Stakeholder Coordination / Communication

- Recruiting the Right Members: Establishing a successful TIM Team made up of members from all key TIM stakeholders is the first step towards establishing good coordination. Through the TIM Team, agencies can begin to build relationships and create lines of communication with other stakeholders. It is important that when establishing a Team and reaching out to potential members, leaders identify and engage all stakeholders. Another factor is that each agency brings to the table protocols that might not be familiar to the others, but which can be profitably applied to TIM by the other agencies. It is coordination—sharing—among these stakeholders that often brings about innovation. Continually encouraging Team members to think of ideas to improve coordination both on the scene and off is also important.
- Outreach to Decision Makers: Another key to good coordination is outreach to decision makers within TIM agencies to help them see the benefits of TIM Teams. This outreach should illustrate for the stakeholders the benefit to them as well as to the traveling public.
- Establish Co-location: As agencies continue to recognize the far-reaching benefits of TIM stakeholder coordination, they may come up with ways to allow stakeholders from different agencies to physically work together through co-location. As new facilities are built and/or agencies move, it is important to consider co-location (e.g., police with the TMC) as an effective coordination tactic.
- Champion Technical Advancements: TIM Teams should work to champion efforts to allow for interoperable communications and operations. Establishing interoperable radio communication and dispatch can drastically improve TIM in a region. In addition, finding ways to share information, such as real-time video, can benefit coordination. Teams should continually research ways to use technology to improve communication and promote the procurement and use of such technology.
- Look Beyond State/Regional Lines: Teams should look for opportunities to work with TIM stakeholders in surrounding states and regions as well as any TIM or emergency management coalitions/organizations in the region. This coordination is key to properly manage major planned events, weather events, evacuations, etc. Team leaders should outreach to key TIM personnel in surrounding states to find opportunities for coordination and establish lines of communication for information sharing. The Coalition has established a TIM communication program, the Southern Traffic Incident Exchange (STIX) throughout the Southern States (Florida, Georgia, North Carolina, and South Carolina) to share major incident (planned and unplanned events) information.

## 3. Detours / Alternate Routes

- Research: There may be existing detour routes developed at a city or county level that can be leveraged to create a master alternate route planning guide.
- Coordination: Working with outside agencies, such as MPOs, city street departments and local law enforcement, is important to ensure collaboration and joint decision-making, especially when city/county roads or neighborhoods will be impacted.
- Development: Several factors will need to be considered when planning a good detour route which may include direct or short routes (motorists tend to get lost on longer



detours), mobility (commercial vehicles will need to maneuver their equipment), arterial management (signals will need retiming), capacity (the identified route will need to handle the volume), and disruptions (businesses will likely be impacted).

More information on alternate routes can be found on the FHWA website at [http://www.ops.fhwa.dot.gov/publications/ar\\_handbook/](http://www.ops.fhwa.dot.gov/publications/ar_handbook/).

#### 4. Evacuation Planning

- Coordination: Coordination is needed with all local, city and state emergency agencies as well as shelters and hotels. A formal evaluation coordination plan should be developed (see below).
- Response Plan: Emergency agencies should develop and implement an Emergency Operations Plan (EOP, also often called Emergency Management Plan). The NCHRP 20-59(23) report cited in the Report is a good reference for this process. The Evacuation Plan that coordinates and executes the evacuation order should be either part of, or supplement, the jurisdiction's EOP. The evacuation response plan will questions such things as:
  - Can an evacuation be implemented?
  - How and where to evacuate?
  - Are contraflow operations practical (and are they preplanned)?
  - Who makes decisions?
  - Who is in charge of the evacuation (as opposed to the emergency itself) Incident/Unified Command structure?
  - What support mechanisms are in place?
  - How will communication occur?
  - What resources are available to respond?
  - What information will be relayed to the public and how?
- Standard Operating Procedures (SOPs): Coordinated SOPs and field operating guides are needed for all emergency responders.

#### 5. Incident Response Programs / Vehicles

Incident Response Programs are usually part of a DOT's incident management program and are generally funded through the DOT. As safety service patrol programs mature, they are becoming a more important part of incident response. In order to realize the full potential of Incident Response Programs, states should look to resources such as the FHWA's Service Patrol Handbook<sup>1</sup> and the soon to be published FHWA Field Operations Guide for Safety/Service Patrols.

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<sup>1</sup> United States Department of Transportation, Federal Highway Administration, *Service Patrol Handbook*, (Washington, D.C.: November 2008), [http://www.ops.fhwa.dot.gov/publications/fhwahop08031/ffsp\\_handbook.pdf](http://www.ops.fhwa.dot.gov/publications/fhwahop08031/ffsp_handbook.pdf)



## 6. Leadership

There are numerous strategies to identify TIM champions and organize a TIM Team. At a minimum, the criteria below should be followed to identify the proper leadership.

- Identify a champion: This could be an individual person or an organization (e.g., DOT or State Police) that is dedicated to traffic incident management and understands the concepts of quick clearance and safety. TIM champions can even come from non-operationally oriented agencies, such as a Metropolitan Planning Organization (MPO) or regional transportation authority. This champion or organization should have the ability to:
  - Commit significant time to TIM activities.
  - Leverage existing relationships with various agencies/disciplines.
  - Bridge relationships among responders and foster interagency relationships.
  - Identify, or even supply, funding to assist the Team activities and initiatives.
  - Persuade political decision makers on the importance of TIM.
  - Impart authority and make decisions on behalf of the region in regard to traffic management issues.
- Organizational structure: This should be dependent on the specific needs of the region over both the short term and long term. In some cases, a steering committee to provide oversight as well as a balance of authority among member agencies may be appropriate, while in other cases a hierarchical structure to ensure accountability so tasks are completed is the best option. Regardless of the specific configuration, the organizational structure should be:
  - Well documented to reduce confusion and create redundancy in case of personnel turnover.
  - Established with the ability to accept funding from federal projects or grants. This may involve having DOT, MPO or local FHWA representation in a decision-making position or acting as a liaison.

## 7. Legislation

Passing legislation is not always an easy task. Implementation usually requires the following tasks:

- Identify the need for quick clearance laws: Get support from additional agencies and partners on the need for the quick clearance legislation. This will help foster partnerships and support for passing the bill. For example, include your state towing association in the development on new legislation regarding towing standards, which will prevent any negative lobbying to drop your bill due to a lack of understanding its true intent.
- Specific Statutory Content: Try to be specific in the bill you are proposing. Often times including too much verbiage on various issues will prevent the bill from passing the committee. For example, an abandoned vehicles bill should not include language on reduced liability. Try to be short and concise.
- Education: After gaining support among member agencies and stakeholders, Team or agency representatives should set up meetings with legislators and even the Governor to present the benefits of the legislation. It is important to effectively communicate how TIM legislation can help protect responders, increase safety of motorists, and reduce





congestion and secondary incidents. Team representatives should be prepared to address any potential hesitation or resistance to the bill by showing how the benefit outweighs any drawbacks (e.g., angering the public over removal of abandoned vehicles). Safety trumps other arguments in most cases.

- Identify a champion: This person should have strong relationship with many transportation agencies interested in the proposed legislature. Ultimately, this person should help write the bill and identify a legislator to push the bill through the system.

## 8. Membership Resources

There are a number of different methods to providing resources to members of a TIM Team. At a minimum, the information below should be distributed.

- Inventory: Take and compile an inventory of the existing resources available. Members should be asked to provide lists of materials already in use by their agency that can potentially be shared.
- TIM Team Contact Information: Providing member / agency contact information is simple and can significantly increase agency coordination.
- Notification Lists: Provide comprehensive lists of direct contacts in multiple agencies organized by type of incident for quick alerts when incidents occur. Ideally, this would be an automated process that would allow, say, a TMC operator, to send emails, faxes, pager calls, etc. with the click of the mouse.
- TIM Team Surveys: Teams should use discussions and/or surveys to identify TIM-related needs among members and may work to find ways to meet these needs. There are a number of free surveys on the internet that can provide useful tools.
- Presentation: A presentation or report should be created summarizing the purpose and objectives of the TIM Teams. This material should be used by members to help distribute information within their agency. Any TIM Champion should be able to make this presentation to ensure the correct message is always being relayed regardless of the presenter.
- Membership CD: A clearinghouse of information, videos, resources, etc. should be assembled and distributed to members.
- Website: Post all Team information, including resources to National and Local TIM information.

## 9. Memorandums of Understanding<sup>2</sup>

Implementation of MOUs or Working Agreements should follow the guidelines presented below.

- Identify a need: This need can be as basic as the need for agency cooperation or TIM Team participation or as specific as operating procedures with a specific agency/discipline. An example of a specific MOU is an agreement to authorize the certification of a fatality by a designated on-site response agency in place of the medical examiner and/or to allow the immediate removal of the deceased from the roadway.

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<sup>2</sup> Memorandums of Understanding are also sometimes referred to Working Agreements and Joint Participation Agreements.



- Purpose: The MOU should include a statement regarding the specific goal of the agreement with specific outcomes expected.
- Leadership Signatures: Signatures should be obtained from agency leaders and distributed to personnel for adherence.

## 10. Open Roads Policies

If possible, both local and statewide Open Roads Policies should be developed. An Open Roads Policy should include the following:

- Type of Policy: It is common to have a statewide Open Roads Policy to increase safety for statewide responders and the public. In addition, specific policies can be developed for regions, cities, counties, or disciplines (e.g., Medical Examiner).
- Purpose: The policy should include a statement regarding the importance and benefits of quick, safe clearance of incidents, including disabled vehicles, vehicle crashes, and debris or spills in the roadway.
- Clearance Times: Adopt a goal of 30, 60 or 90 minute clearance times depending on the incident level of severity. The timing should begin when the incident is verified and should end when all travel lanes are open to traffic. (Note that efforts should continue to expeditiously clear the scene completely, since the presence of responder equipment, debris, and/or vehicles will continue to have a negative impact on passing traffic.)
- Roles and Responsibilities: The policy should also briefly outline duties associated with quick clearance for each agency signing the document.
- Signature Line for Leadership: The document should be signed by agency leadership and be distributed to all stakeholders. Signature agencies should include Highway Patrol/State Police; Department of Transportation; and city or county transportation and public safety agencies (include fire and rescue).
- Education: It is important that agency leaders distribute the policy to all responders and those directly involved in TIM so that everyone is aware of the new policy.

## 11. Operating Guidelines / Manuals

Implementing TIM guidelines regionally or statewide is an important task that should consider the following:

- Collaboration: Work with multiple agencies to develop a guideline that will serve everyone's purpose. This first step of gaining input from all stakeholders that will respond to incidents is vital to ensure the guidelines are useful and everyone is working together toward a common goal. Some teams use the annual conference or other larger quarterly meetings to gain input and feedback from as many people as possible as well as publicize the development of the guidelines.
- Development: There are a large number of resources and existing documentation from regions around the country to leverage for the development of guidelines. The Coalition's Quick Clearance Toolkit is an excellent source for many of these documents. Of course, each resource will need to be tweaked to the region's needs and unique challenges. While developing the manual or guidelines, it's important to keep it concise and easy to follow, which will make it easier for agencies to adopt and adhere to the guidelines.



- Checklists: Visor cards and/or checklists are useful quick reference materials for responders to use in practice when the complete guidelines may not be readily available.
- Education: Agency participation is vital to achieve the desired result of coordination. Outreach should occur to all agencies that respond to incidents and need the information. Strategically, guidelines can be signed or adopted by agency leaders to ensure the policies are implemented by field personnel.
- Training: Training sessions will be needed to ensure responders understand the procedures. Training can be achieved through train-the-trainer courses, videos, or online testing. Strategically, states have offered perks (safety cones, vests, or free training) for those responders/agencies that complete training.
- DVD: A nice complement to any guidelines is an accompanying DVD that will contain training videos, the guideline materials, and other resources for public safety personnel. The DVD will also serve as another mechanism to educate all responders and provide agency leaders the materials needed to train their field personnel.

## 12. Outreach

Outreach can be conducted many ways through a wide variety of mediums. The most successful teams have utilized resources creatively to find the most effective ways to reach desired audiences. Funding availability may determine the best methods of outreach for your organization and level of frequency. Implementation strategies include:

- Newsletters: Newsletters provide fresh information and content on a regular basis that individuals don't have to work to get. Newsletters can now be easily produced and distributed electronically, making them a vital source of information at a virtually free cost (time is required for development). They can be distributed regularly (monthly or quarterly) or as needed to relay new information.
- Web Sites: While somewhat more costly than electronic newsletters, TIM Teams can maintain Web sites for both internal Team use, as well as for public consumption. They can share traffic information or link to other sites that provide these services. They can be stand-alone sites or be associated with another entity, such as a TMC.
- Videos: The successful use of videos to share information has risen dramatically with the convenience of technology. Videos tend to capture the audience's attention if they are short with good, relevant content. They can be a useful way to relay important information. Videos also ensure the correct message is being broadcasted consistently without having to depend on how particular instructors/leader presents the message. Tips for good videos include:
  - Duration: Keep it short; a video should be around 2-6 minutes to get your point across.
  - Content: Engaging content is the key to capturing an audience.
  - Quality: A reasonable level of quality will portray a professional image.
  - Facilitator: If using a narrator, try to get a prominent and respected personality (governor, police chief, football player, actor, etc.) to add value. Many celebrities freely donate their time to such causes.
- Conferences: A conference is a good setting to conduct business with all TIM member organizations, make decisions about TIM in the region, convey information, train responders, inspire stakeholders, and make money through sponsors if applicable. It is



important to obtain good speakers and promote sharing of information from various perspectives. Conferences are often held annually.

- Presentations: Presentations should be delivered to all organizations with a direct or indirect impact on TIM. Some agencies or organizations to consider for presentations about your TIM activities include:
  - State or local Towing Association
  - Sherriff Department
  - Coroner's Association
  - Firefighter's or Police Association
  - MPO Board or Technical Advisory meeting
  - DOT staff meetings
  - Construction project announcements
  - Transportation Design or Construction Conferences
  - DOT Public Meetings
  - State or local police roll calls
  - Civic group meetings
  - Partner with other ITS outreach initiatives (511, TMC)
- Public Information: Information can be shared with the public through stickers, magnets, brochures, posters, roadway signs, or local talk radio or morning show segments.

### **13. Outside / Consultant Support**

First it should be determined if there is funding available for TIM Team efforts. To get additional help to implement TIM Teams in your region, considering the following assistance:

- Federal Highway Administration (FHWA): The FHWA has regional and district offices with local representatives who can often support TIM Team efforts by identifying available grants and funding resources (such as peer-to-peer funding) as well as help bring national Best Practices information to the Team.
- Metropolitan Planning Organization (MPO): An MPO is a transportation policy-making organization made up of representatives from local government and transportation authorities. In 1962, the United States Congress passed legislation that required the formation of an MPO for any urbanized area with a population greater than 50,000. Often times, the MPO will provide TIM Team assistance in the form of meeting facilitation, training funding, and/or stakeholder education.
- Consultants: Outside support from Consultants requires a contract and funding. This is often done through the State Department of Transportation's project procurement process. Consultant assistance is beneficial because it provides individuals experienced in developing TIM Teams that can expertly steer your organization in the right direction.
- Volunteers: Utilize incident responders in your area that are committed to the success of safe traffic incident management principles. Engaging individuals that have leadership and decision-making authority in their organization will help grow the TIM Team. When members of an organization see the leaders' commitment, they will more likely give their support.



## 14. Performance Measures

The challenge of implementing performance measures is having the data readily available and the resources to capture and process it. The important steps in implementation include:

- **Baseline Measurements:** To begin measuring benefits, data should be gathered to set the baseline for comparison. These data can be obtained from Transportation Management Centers, Safety Service Patrols/Incident Response Programs, law enforcement accident reports, fire departments, or a statewide crash data agency. The amount of data available will ultimately determine the metrics measured.
- **Metrics:** Determine the desired metrics of the performance measures. This could include:
  - Reduction in response times
  - Reduction in roadway clearance times
  - Reduction in incident clearance times
  - Reduction in travel-lane blockage
  - Reduction in secondary incidents
  - Improvement in travel time reliability
  - Dollar saving from reduced congestion
- **Review and Analysis:** Analyze the data using existing software applications, spreadsheets or access databases. If internal resources are not available, consider using a university. A thorough review of the data will have to be made, and some data may be excluded so as to not skew overall measures—for instance, from an unusually horrific crash that takes an inordinately long time to clear.
- **Reporting:** Performance measures should be distributed to transportation professionals in a visually appealing report.

## 15. Photogrammetry

- **Pilot Program:** Recommended to demonstrate the value, accuracy, and speed of Photogrammetry for investigations on congested highways. Police agencies that need upgrades in their investigative tools and are interested in trying this program should be selected.
- **Training:** Necessary to ensure investigators are comfortable with software, cameras, evidence markers, and technical support.

## 16. Reference Location Signs

- **MUTCD:** Chapter 2H. General Information Signs; Section 2H.05 “Reference Location Signs and Intermediate Reference Location Signs” gives the standards on sign locations, colors, wording, height, font size, etc. A link of the MUTCD can be found in Section 4.0, References.
- Full implementation procedures are available through the I-95 Corridor Coalition’s Reference Location Sign Study, which can be found at:  
<http://www.i95coalition.net/i95/Projects/ProjectDatabase/tabid/120/agentType/View/PropertyID/187/Default.aspx>
  - Report recommended best Reference Location Sign was the MUTCD D10-3 Sign



- Report recommended best Intermediate Enhanced Reference Location Sign was the MUTCD D10-3a
- Report recommended best Enhanced Reference Location Sign was the MUTCD D10-4 Sign

## 17. Strategic Vision

The generic steps to implementation of a Strategic Vision are:

- Information Gathering: Identify current practice of the TIM Teams through stakeholder workshops, interviews, and/or existing documentation. Stakeholder workshops are recommended to foster cooperation and participation from the region.
- Best Practices Review: Review existing Best Practices throughout the country to determine innovative and proven solutions for implementation.
- Recommendations: Develop a list of recommended strategies with implementation suggestions to present to TIM stakeholders. The final report should document all the information collected in the stakeholder workshops for future reference.
- Review and Prioritize: Strategies should be prioritized based on need and funding.
- Education: Present the final vision to TIM stakeholders, upper management, and decision makers to lay-out the future of the TIM program.

For additional Strategic Vision implementation strategies, refer to the Coalition's Quick Clearance Toolkit located at

<http://www.i95coalition.net/i95/Training/QuickClearanceWorkshop/tabid/188/Default.aspx>

## 18. Towing and Recovery

Implementation of towing and recovery into TIM Teams should include:

- Current status assessment: The assessment should include a review of the current lane and incident clearance times for incidents, current response times by towing and recovery, current list of experienced and qualified tow companies, challenges with dispatching issues, and training completed by towers.
- Objectives: Determine the clearance objectives that will benefit the region. For example, is there a lot of commercial vehicle traffic that will negatively impact the transfer of goods and services if held up in traffic? Consider having incident clearance time goals of 90 minutes.
- Funding: Is there funding to implement an aggressive towing program with training requirements and/or incentives?
- Legislative changes: Consider making changes in legislature to mandate training and equipment requirements for tow companies.
- Policy changes: Strive to change the method of compensation of towing and recovery companies from time-based (which is directly opposed to the quick clearance principle) to an outcome-based measure (such as weight, vehicle class, severity of recovery, etc.).
- Outreach: Outreach to your local tow companies and tow agency to work together to suggest areas of improvement and enhance communication.



- Training: Encourage or require tow companies to obtain TIM training so they are on-board with the objectives of the TIM Team.

## 19. Training

Training is a critical piece of educating responders and unifying responders from different agencies and disciplines. Implementation strategies include the following steps:

- Identify training needs: Examples of potential needs include Emergency Light Discipline, Vehicle Placement, Towing and Recovery, Quick Clearance, Safety, etc.
- Create a training committee: Training is such an important and useful part of a TIM Team that's its helpful to have a group of dedicated people to decide the needs of the region, the courses available and help facilitate the course offerings. The committee should meet once a month to ensure continuous work is being done. This is an excellent role for a statewide TIM Team to ensure uniformity of training across the state.
- Identify funding options: Free training may need to be identified or created within the TIM Team. If funding is available, outside training programs, instructors, material and/or media can be used for specific training needs.
  - Free Training Opportunities: Suggestions for complimentary training courses can be found in Section 5.3.
  - In-House Opportunities: Using local responders and trainers can save a tremendous amount of money. Partnering with the state public safety training agency or local law enforcement training divisions with not only help coordination among different responding agency but eliminate the cost for trainers. As an added bonus, the in-house developed training should be coordinated with the state public safety training agency for inclusion into police academies, fire academies, and roll-calls to promote safe quick clearance training early in responders' careers.
  - Full-Price Training: If funding is available to hire a training company or instructor, be sure to ask about government discounts. In addition, offering a public-sector discount to training attendees is always a plus if possible.
- Promote TIM Team Goals: Regardless of the type of training offered to responders, make sure to open each training opportunity with an overview of the objectives and goals of the TIM Team. This will continue to promote awareness and education to responders in your region and is especially important for those first-time attendees hearing the message for the first time.