TRAFFIC INCIDENT MANAGEMENT IN THE DALLAS-FORT WORTH AREA

STUDENT MANUAL

“ADVANCING THE PROGRAM” EXECUTIVE OVERVIEW NOVEMBER 2020
Acknowledgments

Prepared in cooperation with the Texas Department of Transportation, the U.S. Department of Transportation, the Federal Highway Administration, and Federal Transit Administration, as well as the Local Curriculum Review Committee.

The contents of this report reflect the views of the authors who are responsible for the opinions, findings, and conclusions presented herein. The contents do not necessarily reflect the views or policies of the Federal Highway Administration, the Federal Transit Administration, or the Texas Department of Transportation.

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SG Productions, Inc.
Lee Engineering, L.L.C.

PB Farradyne would like to acknowledge the Local Curriculum Review Committee for volunteering their time to share experiences, review information, and attend meetings. In addition, PB Farradyne would like to acknowledge the guidance and support of the North Central Texas Council of Governments staff. They assisted in organizing the committee, hosting meetings, and reviewing course materials.

Major revision completed in March 2005, by North Central Texas Council of Governments Transportation Department and the Local Curriculum Review Committee. Minor revisions to the course materials are made as needed.
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Traffic Incident Management Executive
Level Course Announcements

Housekeeping
- Supplemental Material
- Instructor Recruitment Folders
- Course Evaluations
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NOVEMBER 2020 TRAFFIC INCIDENT MANAGEMENT
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<thead>
<tr>
<th>Topic</th>
<th>Page</th>
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<tbody>
<tr>
<td>High Visibility Safety Apparel (HVSA)</td>
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<tr>
<td>ANSI 107 Standard “Old” Version</td>
<td>SA2</td>
</tr>
<tr>
<td>2011 Edition of ANSI Standards</td>
<td>SA3</td>
</tr>
<tr>
<td>ANSI 107-2015 Types &amp; Classes</td>
<td>SA4</td>
</tr>
<tr>
<td>Type O (Off Roadway) Class I</td>
<td>SA5</td>
</tr>
<tr>
<td>Type R (Roadway) Class 2 or Class 3</td>
<td>SA6</td>
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<tr>
<td>Type P (Public Safety) Class 2 or Class 3</td>
<td>SA7</td>
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<td>Understanding New Labeling</td>
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<td>Texas MUTCD Section 6D.03 Law Enforcement</td>
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<td>SA15</td>
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<td>Type R Class 3 Garment Worn by Tow Operator</td>
<td>SA16</td>
</tr>
<tr>
<td>End of Service Life</td>
<td>SA17</td>
</tr>
<tr>
<td>Contact Information</td>
<td>SA18</td>
</tr>
</tbody>
</table>
Two-Day Course for First Responders and Managers

- NCTCOG TIM Course is Equivalent with the SHRP2 National TIM Program Course
- Texas Commission on Fire Protection (TCFP) Rule 435.29 - Course Equivalent a Requirement for Fire Personnel
- TCOLE Incorporated TIM Training into the Basic Peace Officers Course Curriculum for New Recruit/Cadet Peace Officers, as of April 1, 2020
- Course Offered Six Times per Year
- Course Offered at Both Onsite and Offsite Locations
- Increase Efforts to Offer at Locations Throughout the Region
- 3,251 Students Between February 2003 and September 2020
- Students Eligible to Receive TCOLE Credits, Fire Commission Credits, and Emergency Medical Services (EMS) Continuing Education Units (CEUs)

Two-Hour Executive Overview

- Course Offered Two Times Per Year
- 1,027 Executives Between February 2005 and November 2019

NOTES:
Why Now...Why You

- Need for Policy-Level Support/Coordination
- Available TIM Funding Initiatives
- Crashes in North Central Texas 16-County Region in 2019
  - 130,342 Total Reportable Crashes
  - 44,554 Injury Crashes (Including 3,267 Serious Injury Crashes)
  - 679 Fatal Crashes (742 Fatalities)
- Improve Responder and Motorist Safety; Response and Clearance Times
- Reduce Incident-Related Congestion and Improve Traffic Flow and Air Quality
  - Non-Recurring Delay (50%)
- Queue Formation and Secondary Crashes
- Adopt Incident Management Resolution
  - Resolution Supporting a Comprehensive, Coordinated, Interagency Approach to Traffic Incident Management
  - [https://www.nctcog.org/nctcg/media/Transportation/DocsMaps/Manage/TDM/TIMModelResolution.docx](https://www.nctcog.org/nctcg/media/Transportation/DocsMaps/Manage/TDM/TIMModelResolution.docx)

NOTES:
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NCTCOG Safety Performance Targets

- Targets Applicable to All Public Roads, Regardless of Functional Classification or Ownership
- Targets Are Based on Five-Year Averages and Will Be Revisited Annually
- Two Percent Reduction Achieved by the Year 2022
- Regional Safety Position: Even One Death on the Transportation System is Unacceptable
- Staff Will Work With Our Partners to Develop Projects, Programs, and Policies That Assist in Eliminating Serious Injuries and Fatalities Across All Modes of Travel

<table>
<thead>
<tr>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>No. of Fatalities</td>
<td>3,703.08</td>
<td>665.2</td>
<td>3,791.0</td>
<td>599.2</td>
<td>4,068.1</td>
<td>595.2</td>
</tr>
<tr>
<td>Fatality Rate</td>
<td>1.432</td>
<td>0.960</td>
<td>1.414</td>
<td>0.838</td>
<td>1.48</td>
<td>0.770</td>
</tr>
<tr>
<td>No. of Serious Injuries</td>
<td>17,565.4</td>
<td>3,647.8</td>
<td>17,751.0</td>
<td>3,999.6</td>
<td>18,602</td>
<td>3,177.4</td>
</tr>
<tr>
<td>Serious Injury Rate</td>
<td>6.740</td>
<td>5.180</td>
<td>6.550</td>
<td>5.568</td>
<td>6.56</td>
<td>4.005</td>
</tr>
<tr>
<td>No. of Non-motorized Fatalities and Serious Injuries</td>
<td>2,150.6</td>
<td>560.0</td>
<td>2,237.6</td>
<td>582.4</td>
<td>2,477</td>
<td>658</td>
</tr>
</tbody>
</table>

NOTES:
- Policy-Level Ownership
- Planning and Coordination
- Involve All Stakeholders
- Agency Goals and Program Evaluation
- Review National Best Practices
- Review Available Technology and Programs
- Photogrammetry Training Course
- Interagency Agreements and Training, and Quick Clearance Policies
- Review Legislation and Policy
- Support Staff with Training and Tools
- Don’t Be Afraid to Update Procedures

NOTES:
- Sharing Transportation Data and Video With Emergency Responders
  - Early Detection of Incident
  - Verification of Incident
  - Appropriate Response to Incident
  - Clearance of Incident
- Information to Motorists
  - 511DFW
  - Roadside Signs
  - Website
  - Media

NOTES:
Managed Lane Openings

Near Term Managed Lane System Openings

- **Current HOV Lanes:**
  - US 75
  - IH 635 (east of US 75)
  - IH 35E (Dallas)
  - IH 30 (East)

- **Current TEXpress Managed Lanes:**
  - IH 35W
  - US 820
  - SH 114
  - SH 183
  - IH 30
  - IH 635 (west of US 75)
  - IH 35E (Denton)
  - IH 30 (West)

NOTES:

- Project Completed
- Project Nearing or Under Construction

February 1, 2019

North Central Texas Council of Governments

NOVEMBER 2020

TRAFFIC INCIDENT MANAGEMENT 6
A unified policy developed by major national organizations representing traffic incident responders, under the leadership of the National Traffic Incident Management Coalition (NTIMC) http://ntimc.transportation.org/Pages/NationalUnifiedGoal(NUG).aspx

The three main objectives of the NUG are

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

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More Than Emergency Responders:
Identify Stakeholders

- Law Enforcement, Fire, and Rescue
- Emergency Medical Services (EMS)
- Transportation Agencies: TxDOT, NTTA
- Towing and Recovery, Wrecker Services
- Public Works, City Departments
- Coroners and Medical Examiners
- First Receivers (Hospital Personnel)
- Media and Information Service Providers
- Contract Resources
- Hazardous Materials Experts
- Local, State, and Federal Agencies
- Dispatch

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8TRAFFIC INCIDENT MANAGEMENT

NOVEMBER 2020
Unified Incident Command

- Input From All Agencies Represented
- Command May Rotate as Incident Matures
- Goal:
  - Coordination
  - Communication
  - Cooperation

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National Incident Management System (NIMS)

- A comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines

- Adopted as the statewide system to be used for emergency prevention, preparedness, response, recovery, and mitigation activities

- NIMS – related courses offered online by Emergency Management Institute

www.fema.gov/national-incident-management-system

https://training.fema.gov/

NOTES:
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Interagency Agreements

- Clarify Operations and Procedures, Roles, and Protocols
  - Medical Examiner’s Involvement
    - Immediate Notification
    - Improved Response Time
    - Faster Road Clearance
  - First Receiver’s Role - Hospital Personnel Receiving Patients
    - Proper Notification to First Receivers When Patient May be Contaminated By Hazardous Material
    - Crash Diagrams Used by Surgeons to Review Injuries
- Example of Formal Agreements Between Varied Agencies:
  - Mutual Aid
  - Quick Clearance and Push-Bumpers
  - HAZMAT Clean Up, Towing Contracts
  - Response and Clearance Procedures
  - Communications Between Agencies
  - MOU for Incident Management

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Multiple Agency Training

- Promotes Teamwork
- Identifies Priorities of Each Agency
- Reduces Misunderstandings
- Decreases On-Scene Coordination Time
- Increases Awareness of Traffic Impacts
- Creates a No-Fault, Positive Environment
- Shortens Incident Duration

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On Average, Each Injury Crash Can Require
2 Law Enforcement
4 Fire/Rescue
2 Emergency Medical Services
1 Towing & Recovery
9 Responders

Potentially 45 respondents “working in or near moving traffic” every hour 24/7/365; 1,080 every day; and 394,200 every year.

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Major Stages in Incident Management

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Traffic Incident Management

Performance Measures

- Response Time
- Roadway Clearance Time
- Incident Clearance Time
- Recovery Time
- Secondary Crashes

Detection

Notification
Terminology, Verification, Dispatch

Arrival
Size-Up, Vehicle Positioning

Response Activities
- Scene Safety, Command Responsibilities, Traffic Management, Special Conditions

Clearance & Termination

Recovery

Traffic conditions return to normal

All responders have left the scene
All travel lanes open
Arrival on scene
Incident reported
Incident occurs
Response Time – The time between the first dispatch of an incident and the arrival of the first unit to an incident

Incident Clearance Time – The time between the first recordable awareness and the time at which the last responder has left the scene

Roadway Clearance Time – The time between the first recordable awareness of an incident by the responding agency and the time that all lanes are available for traffic flow

Secondary Crash – Incidents beginning with the time of detection of the primary incident where a collision occurs either a) within the incident scene, or b) within the queue, including the opposite direction, resulting from the original incident

Recovery Time – The time between awareness of an incident and restoration of impacted roadway / roadways to “normal” operations

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Agency Program Evaluation

- Set Performance Standards
- Establish Goals and Objectives
- Collect Data on Response and Clearance Times
  - Secondary Crash Data Collection
- Evaluate the Program Regularly
  - Performance Evaluation
  - Data Analysis
- Establish Major Incident Review Process

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Mobility Assistance Patrols

- Provide Motorist Assistance and Traffic Control at Incidents

- Dallas County Sheriff’s Office Operations; Dispatch # 214-320-4444
  - Dallas County, Portions of Collin and Denton Counties
  - Nine Designated Routes, 31 Vehicles, and 68,649 Motorists Assisted in 2019

- Tarrant County Sheriff’s Office Operations: Dispatch # 817-884-1213
  - Five Designated Routes, Nine Vehicles, and 27,133 Motorists Assisted in 2019

- NTTA Operations; Dispatch # 214-224-2203 or #999
  - Fifteen Designated Routes, 15 Vehicles, and 44,687 Motorists Assisted in 2019

- Managed Lane Facility Corridors: Dispatch # 972-661-8693 or #777
  - North Tarrant Express: 6,080 Motorists Assisted in 2019
  - LBJ Infrastructure: 6,185 Motorists Assisted in 2019

NOTES:
Reduced Liability for Incident Management

- Crash Removal
- Managing the Queue
- Reduce the Length of Closures
- Reduce Secondary Collisions
- Proper Use of Intelligent Transportation Systems (ITS)
- Act “In the Interest of Safety”
- Liability and Agency Responsibility

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- Quick Clearance Law
- Reduced Liability Law
- Heavy Tow Truck Policy Revisions
- Incident Command Measures
- House Bill 993 – Closure of Road or Highway by:
  - A Fire Department Operated by an Emergency Services District
  - A Volunteer Fire Department
  - A Fire Department of a General-Law Municipality
- House Bill 378
  - Stationary Tow Trucks on a Highway Added to the Move-Over Law
- Senate Bill 510 – Updated Texas Move Over Law applies to authorized emergency vehicles, which include: police, fire, emergency medical service, tow trucks, and TxDOT vehicles.

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Quick Clearance Policies

- Mandate Clearing Vehicles Off the Roadway
- Allow for Faster Truck Clearance
- Reduce Investigative Time Requirements for Major Incident Clearance Times
- Open Roads Policy
- Use of Designated or Staged Wreckers
- Use of Push Bumpers
- Removal of Vehicle Law – Transportation Code §550.022
  Removal of Personal Property (Hold Harmless Policy) – Transportation Code §545.3051
- City of Dallas First on Freeways – Implemented April 2005
- Towing and Recovery Service Providers Issues

NOTES:

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Texas Manual on Uniform Traffic Control Devices (TMUTCD)
- Incorporated by State Transportation Code §544.01
- Texas Standard for All Traffic Control Devices

Traffic Incident Class Durations
- Major – Expected Duration of More Than Two Hours
- Intermediate – Expected Duration of 30 Minutes to Two Hours
- Minor – Expected Duration Under 30 Minutes

### Transition and Equipment Guidelines for a 55 MPH Roadway

<table>
<thead>
<tr>
<th>55 MPH ROADWAY</th>
<th>ONE LANE</th>
<th>TWO LANES</th>
<th>THREE LANES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LENGTH</td>
<td>CHAN. DEV.</td>
<td>LENGTH</td>
</tr>
<tr>
<td></td>
<td>(FT)</td>
<td>(EA)</td>
<td>(FT)</td>
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<tr>
<td>ADVANCE WARNING AREA</td>
<td>218</td>
<td>5</td>
<td>436</td>
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<tr>
<td>TRANSITION AREA</td>
<td>660</td>
<td>13</td>
<td>1320</td>
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<tr>
<td>ACTIVITY AREA</td>
<td>495</td>
<td>7</td>
<td>495</td>
</tr>
<tr>
<td>TERMINATION AREA</td>
<td>395</td>
<td>10</td>
<td>495</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1768</td>
<td>35</td>
<td>2746</td>
</tr>
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</table>

TTC should include the proper traffic diversions, tapered lane closures, and upstream warning devices to alert approaching traffic of the end of a queue.

NOTES:
Figure 6C1. Component Parts of a Temporary Traffic Control Zone

- **Termination Area**
  - Lets traffic resume normal operations

- **Activity Area**
  - Is where work takes place

- **Advanced Warning Area**
  - Tells traffic what to expect ahead

- **Transition Area**
  - Moves traffic out of its normal path

- **Buffer Space (longitudinal)**
  - Provides protection for traffic and workers

- **Buffer Space (lateral)**
  - Provides protection for traffic and workers

- **Work Space**
  - Is set aside for workers, equipment, and material storage

- **Shoulder Taper**

- **Traffic Space**
  - Allows traffic to pass through the activity area

**NOTES:**
Incident Management in Construction Zones

- Early Multiple Agency Involvement
- Make Use of Service Patrols
- 24-Hour Contact Lists
- Clearance Contracts
- Immediate Tow Zones
- Have an Overall Incident Management Plan in Place that Includes Contractors
- Regional Work Zone Safety Working Group

NOTES:

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NOVEMBER 2020 TRAFFIC INCIDENT MANAGEMENT 23
Incident Management and HazMat Occurrences

- Widespread HazMat Routes in North Central Texas Region
- To Eliminate Confusion About HazMat Procedures at Incident Scenes
  - Have Response Procedures in Place
  - Establish “Closure Responsibility”
  - Prompt/Accurate Communication
    - Contact/Notify Contractor As Soon As Possible
    - Communicate Information on Amount of Spill
- TxDOT Has Established Notification Procedures
  - Notification Procedures are Available For TxDOT Dallas and TxDOT Fort Worth Districts

---

NOTES:
Responder Vehicles Struck Annually

In 2019, 34% of Officer Deaths Nationally Were Traffic Related

The Likelihood of a Secondary Crash Increases by 2.8% for Each Minute the Primary Incident Continues to be a Hazard

- One in Every Five Secondary Crashes is Fatal
- At 36 Minutes, it’s Statistically Proven (100% Probability) That There Will be Another Incident - J. Glover

Detection Can Occur Within Two to Four Minutes

Verification Can Occur Within Two to 25 Minutes

Actual Response Times Range From Two to 60 Minutes or More

Actual Clearance Times Vary From One Region to Another by Hours

Resources for Responder Involved Incident Statistics

www.respondersafety.com
www.firefighterclosecalls.com

As incidents happen more frequently, efficient training and performance become more critical issues.

NOTES:
Regional Responder Struck-By Incidents

Every Day, First Responders are Exposed to the Grave Hazards Inherent in Emergency Response on Highways and Roadways

Below is a Breakdown of the Fatality Statistics at the Regional, Statewide, and National Level, by Discipline

### 1st Responder Struck-By “Fatality” Stats 2019

<table>
<thead>
<tr>
<th>Discipline</th>
<th>National</th>
<th>Statewide</th>
<th>NCTCOG Region</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Police</td>
<td>18</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>2 Fire/EMS</td>
<td>9</td>
<td>2</td>
<td>0</td>
</tr>
<tr>
<td>3 Towing</td>
<td>14</td>
<td>3</td>
<td>2</td>
</tr>
<tr>
<td>4 Roadside Assistance Patrol</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Responder Fatality Struck-bys</strong></td>
<td><strong>41</strong></td>
<td><strong>10</strong></td>
<td><strong>3</strong></td>
</tr>
</tbody>
</table>

Source: [www.respondersafety.com](http://www.respondersafety.com)

“Between January – October 2020, nationwide 43 responders have been struck and killed by vehicles (5 in Texas).”

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### NCTCOG Roadside Assistance Patrol Struck-By “Non-Fatality” Stats

<table>
<thead>
<tr>
<th>Roadside Assistance Patrol</th>
<th>Dallas County</th>
<th>LBJ Express</th>
<th>NTE Express</th>
<th>NTTA</th>
<th>Tarrant County</th>
<th>NCTCOG Region</th>
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<tbody>
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<td>2017</td>
<td>*</td>
<td>2</td>
<td>0</td>
<td>*</td>
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<td>3</td>
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<tr>
<td>2018</td>
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<td>2020</td>
<td>*</td>
<td>0</td>
<td>1</td>
<td>*</td>
<td>2</td>
<td>3</td>
</tr>
</tbody>
</table>

Source: The regional roadside assistance data was collected directly from regional mobility assistance patrol providers.

*Information Pending from reporting agency*
Regional Responder Struck-By Incidents (Cont.)

- Incident Occurred on 2/20/19 on IH30 WB at Westmoreland
- Courtesy Patrol Vehicle Assisting Stranded Motorist on Right Shoulder
- Vehicle Positioned Correctly: Light Bar On, Headlights on, and Arrow Board On
  - Drunk Driver Drove Into Rear Driver-Side of Truck

NOTES:

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NOVEMBER 2020 TRAFFIC INCIDENT MANAGEMENT 27
Importance of After-Action Reviews

- **Purpose** – To Evaluate the Decisions Made and Actions Taken During an Incident and to Identify Both Best Practices and Opportunities for Improvement

- **Typical Format**
  - Review Basic Incident Details
  - Roundtable Discussion – Agency Perspectives
  - Identify At Least One Action Item Per AAR

NOTES:
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Issues and Barriers

- “We have always done it this way!”
- “Your priority is not my priority”
- “Ho-hum, another blocking crash”
- Hesitation Regarding Liability
- Resistance to Change

NOTES:
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Texas Statewide Examples

- Dallas County Sheriff’s Office
  - Set High Clearance Standards
  - Clearance Time Averages < 25 min.
- City of Dallas First on Freeway Pilot Project
  - Wrecker/Police Partnership to Remove Stalled, Wrecked or Disabled Vehicles from the Freeway
  - 15 min. Response Target Time
- City of Fort Worth Police Department
  - Wrecker Rotation System
- San Antonio Traffic Management Centers
  - Detection and Verification Within Two Minutes
- Houston Tow & Go Freeway Traffic Incident Program – Rebranded in 2018
  - Tower/Police Partnership Removes Stalled, Wrecked, Disabled Vehicles

NOTES:
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First Responder Class Attendance: Police Departments, 2013 - 2020

Cities and Counties Represented (71):
From August 2013 through September 2020


Legend:

1 - 6 Personnel
7 - 15 Personnel
16 + Personnel
Region Boundary
Nonattainment Counties

Collin County
Dallas County
Erath County
Hunt County
Tarrant County
Wise County

NOVEMBER 2020
TRAFFIC INCIDENT MANAGEMENT
First Responder Class Attendance:
Fire Departments, 2013 - 2020

Cities and Counties Represented (23):
From August 2013 through September 2020

Arlington  Lake Worth
Aubrey  Mesquite
Balch Springs  North Richland Hills
Burleson  Ponder
Cresson  Prosper
Dallas  Roanoke
Euless  Seagoville
Frisco  Willow Park
Garland  Wilmer
Glenn Heights  Dallas County
Grapevine
Irving
Keene
The agency type breakdown is comprised of the agency attendee types.  
As of September 2020 - **Total Attendance: 3,251**
Basic and Advanced Training: January 2007 - March 2019

Basic Training - 230 Individuals from 72 Agencies Participated between January 2007 and March 2019

Advanced Training - 133 Individuals from 50 Agencies Participated between October 2008 and March 2019

Final Photogrammetry Workshop Hosted Spring 2019

Planning to Fund Other Technology Based on Results of Incident Management Commitment Level Survey

NOTES:
________________________________________________________________________________________
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________________________________________________________________________________________
iWitness™ Photogrammetry Class Attendance, 2007 - 2019

Agencies Represented (72):
January 2007 - March 2019

Equipment Provided

Addison
Allen
Alvarado
Anna
Argyle
Arlington
Azle
Balch Springs
Bedford
Benbrook
Carrollton
Cedar Hill
Cleburne
Coppell
Colleyville
Dallas
Decatur
Denton
DeSoto
Duncanville
Ennis
Euless
Fairview
Farmers Branch
Ferris
Flower Mound
Forest Hill
Forsy
Fort Worth
Frisco
Glen Heights
Granbury
Grand Prairie
Grapevine
Greenville
Highland Park
Hurst
Irving
Lake Dallas
Lancaster
Lewisville
Mansfield
McKinney
Melissa
Mesquite
Midlothian
North Richland Hills
Northlake
Red Oak
Richardson
Roanoke
Rockwall
Royse City
Sachse
Saginaw
Seagoville
Springtown
Terrell
Venus
Watauga
Waxahachie
Weatherford
Wilmer
Collin County
Dallas County
Denton County
Tarrant County
 Wise County
DART
DFW Airport
FWTA
Tx DPS

NOVEMBER 2020
Conducted Annually by Federal Highway Administration

- Regional and Sub-regional Evaluations
- Participants Include Regional Incident Management Personnel

DFW TIM Overall Performance Score

- 2019 – 83.4%
- 2018 – 75.9%

2019 Assessment Areas of Concern – (Low Rating)

- Is the number of secondary crashes being measured and used?
- Has the TIM Program established performance targets for a reduction in the number of secondary crashes?
- How does your agency use secondary crash performance data to influence your TIM operations?
- For incidents involving a fatality, is there a procedure for the removal of the deceased prior to Medical Examiner arrival?

2020 TIM Self-Assessment (Deadline - November 6, 2020) –
https://www.surveymonkey.com/r/QPY7WSN

- Virtual Survey Format (due to COVID-19 restrictions)
Instructor Recruitment Initiative

- Strategy to Assist in Recruiting and Retaining Course Instructors

- Three Options
  - Direct Payment to the Instructor
  - Agency Reimbursement for Instructor’s Time
  - Agency Donates Instructor’s Time

- Agency/Instructor Will be Given the Opportunity to Select Option

- Train-the-Trainer Workshops Held as Needed

NOTES:

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________________________________________________________________________________________
Incident Management Commitment Level Survey: Released September 2019

- **Purpose:** To Gather Information on Partner Agencies’ Commitment to Incident Management
  - Seeking New Project Ideas for Crash Reconstruction Software/Technology
  - May Use Results to Establish New Crash Reconstruction Training Program
- Survey Completion Used as a Scoring Factor in the 2020 TIM Equipment Purchase Call for Projects
- **Survey Results**
2020 NCTCOG Incident Management Call for Projects

- Purpose: To Assist Partner Agencies in Purchasing Equipment and Technology that Aid in Quick Incident Clearance and Mitigation

- $1.5M Available: No Local Match Required
  - 66% Eastern Sub-Region = $990,000
  - 34% Western Sub-Region = $510,000

- Requirement - Completion of Sub-recipient Risk Assessment

- TIM Course Attendance - Scoring Component in NCTCOG Incident-Related Funding Opportunities

- FHWA Buy America Compliance Requirements for Equipment Made with Steel or Iron

- Ineligible Activities/Purchases
  - Personnel and Staffing Charges
  - Vehicle Purchases Due to Lack of FHWA Buy America Exemptions for Vehicles
  - Opticom Systems Due to CMAQ Funding Requirements/Air Quality Concerns
  - Drones Due to Federal Restrictions on Drones Made in China

- NCTCOG Included Requests to Purchase Equipment Used to Provide Blockage During Incident Response (e.g. Crash Barriers, Attenuators, etc.)
  - Special Pilot Project Will be Funded Using RTR Funds

NOTES:
### Agencies Approved for Funding

<table>
<thead>
<tr>
<th>Agency</th>
<th>Project Type</th>
<th># of Projects Approved</th>
<th>Maximum Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Balch Springs</td>
<td>Dynamic Message Boards, Traffic Control &amp; Scene Management Equipment, Radio Equipment</td>
<td>7</td>
<td>$47,110</td>
</tr>
<tr>
<td>City of Cedar Hill</td>
<td>Dynamic Message Board</td>
<td>1</td>
<td>$26,570</td>
</tr>
<tr>
<td>City of Dallas</td>
<td>Responder Safety Gear, Radio Equipment</td>
<td>2</td>
<td>$108,500</td>
</tr>
<tr>
<td>City of Farmersville</td>
<td>Speed Trailer (Including Traffic Control Equipment)</td>
<td>1</td>
<td>$9,042</td>
</tr>
<tr>
<td>City of Frisco</td>
<td>Incident Dispatching Software</td>
<td>1</td>
<td>$245,000</td>
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<tr>
<td>City of Irving</td>
<td>Crash Data Recovery Software, Traffic Control &amp; Scene Management Equipment, Responder Safety Gear</td>
<td>7</td>
<td>$103,969</td>
</tr>
<tr>
<td>City of Kaufman</td>
<td>Traffic Control &amp; Scene Management Equipment, Responder Safety Gear</td>
<td>4</td>
<td>$29,245</td>
</tr>
<tr>
<td>City of Richardson</td>
<td>Crash Reconstruction Software, Video Equipment</td>
<td>2</td>
<td>$97,380</td>
</tr>
<tr>
<td>City or Terrell</td>
<td>Traffic Control &amp; Scene Management Equipment, Responder Safety Gear, Crash Reconstruction Software</td>
<td>6</td>
<td>$79,829</td>
</tr>
<tr>
<td>Dallas County Sheriff’s Office</td>
<td>Mobility Assistance Patrol Program Software &amp; Equipment</td>
<td>3</td>
<td>$66,540</td>
</tr>
<tr>
<td>Town of Flower Mound</td>
<td>Response Trailer (Including Traffic Control &amp; Scene Management Equipment)</td>
<td>1</td>
<td>$54,250</td>
</tr>
<tr>
<td>Town of Prosper</td>
<td>Responder Safety Gear, Thermal Imaging Cameras</td>
<td>2</td>
<td>$71,705</td>
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<tr>
<td><strong>Total</strong></td>
<td></td>
<td><strong>30</strong></td>
<td><strong>$939,140</strong></td>
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**NOTES:**

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<table>
<thead>
<tr>
<th>Agency</th>
<th>Project Type</th>
<th># of Projects Approved</th>
<th>Maximum Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Colleyville</td>
<td>Radio Equipment</td>
<td>1</td>
<td>$40,000</td>
</tr>
<tr>
<td>City of Fort Worth</td>
<td>Pan Till Zoom Cameras</td>
<td>1</td>
<td>$107,500</td>
</tr>
<tr>
<td>City of Fort Worth Police Department</td>
<td>Tow/Recovery Equipment, Roadside Assistance Equipment, Traffic Control Equipment, Responder Safety Gear</td>
<td>4</td>
<td>$44,979</td>
</tr>
<tr>
<td>City of Keller</td>
<td>Crash Data Recovery Software, Traffic Control Equipment, Responder Safety Gear</td>
<td>7</td>
<td>$56,700</td>
</tr>
<tr>
<td>City of North Richland Hills Fire Department</td>
<td>Emergency Notification Driver Alert Software</td>
<td>1</td>
<td>$27,338</td>
</tr>
<tr>
<td>City of North Richland Hills Police Department</td>
<td>Crash Data Recovery Software</td>
<td>1</td>
<td>$27,285</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>$303,802</strong></td>
</tr>
</tbody>
</table>

- As part of a proposed Pilot Project, NCTCOG accepted project requests to purchase equipment used to provide blockage during incident response (e.g. crash barriers, attenuators, etc.).
- **Pilot Project will be funded using Regional Toll Revenue (RTR) funds.**

<table>
<thead>
<tr>
<th>Agency</th>
<th>Project Type</th>
<th># of Projects Approved</th>
<th>Maximum Award</th>
</tr>
</thead>
<tbody>
<tr>
<td>City of Grand Prairie</td>
<td>Scorpion Crash Attenuator</td>
<td>2</td>
<td>$65,900</td>
</tr>
<tr>
<td>City of Mesquite</td>
<td>Scorpion Crash Attenuator</td>
<td>1</td>
<td>$39,200</td>
</tr>
<tr>
<td>Town of Flower Mound</td>
<td>Scorpion Crash Attenuator</td>
<td>1</td>
<td>$26,900</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td></td>
<td><strong>$132,000</strong></td>
</tr>
</tbody>
</table>

NOTES:
Our Role

- Send Personnel to Training
  - Need Instructors for First Responder and Manager’s Course
  - Instructor Recruitment Initiative
  - Train-the-Trainer Workshop
  - Convenient Training Locations: Onsite/Offsite Training Opportunities
- Understand Our Customer
- Emphasize Importance of TIM Training
  - Increase Efforts for Cities to Adopt Agency Resolution for TIM
  - Selection Criteria in Future NCTCOG Safety Funding Initiatives
- Use Freeway Crash Investigation Equipment/Fund Additional Tools
  - Previous Photogrammetry Training Course
  - Request For New Technology Interest
- Review Current Policy (Examples)
  - Tow Truck Ordinances
  - Quick Clearance Policy
  - Open Roads Policy
  - Fund Pilot Studies
  - Abandoned Vehicles

NOTES:
________________________________________________________________________________________
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________________________________________________________________________________________
MINI-LESSON: HIGH-VISIBILITY SAFETY APPAREL UPDATE
TX MUTCD Section 6D.03 States

- All workers, including emergency responders, within the right-of-way of a roadway who are exposed either to traffic or to work vehicles and construction equipment SHALL wear high-visibility safety apparel…

NOTES:

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<table>
<thead>
<tr>
<th>Garment Type Designation</th>
<th>ANSI 107</th>
<th>ANSI 107</th>
<th>ANSI 207</th>
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</thead>
<tbody>
<tr>
<td>ANSI 107 Standard</td>
<td>Class 1</td>
<td>Class 2</td>
<td>Class 3</td>
</tr>
<tr>
<td>Public Safety Vest</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ANSI 107 Vest

ANSO 207 Public Safety Vest

Note shorter length to allow access to items on belt

NOTES:
### ANSI 107-2015 Types & Classes

<table>
<thead>
<tr>
<th>Garment Type Designation</th>
<th>Type &quot;0&quot; Off-road</th>
<th>Type &quot;R&quot; Roadway</th>
<th>Type &quot;P&quot; Fire, Police, EMS Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Performance Class</strong></td>
<td>Class 1</td>
<td>Class 2</td>
<td>Class 2</td>
</tr>
<tr>
<td><strong>Background Material Amounts</strong></td>
<td>217 in²</td>
<td>775 in²</td>
<td>1240 in²</td>
</tr>
<tr>
<td><strong>Reflective Material Amounts</strong></td>
<td>155 in²</td>
<td>201 in²</td>
<td>310 in²</td>
</tr>
<tr>
<td><strong>Width Minimums of Reflective Material</strong></td>
<td>1&quot;</td>
<td>1.38&quot;</td>
<td>2&quot;</td>
</tr>
<tr>
<td><strong>Previous Standard and Class</strong></td>
<td>ANSI 107 Class 1</td>
<td>ANSI 107 Class 2</td>
<td>ANSI 107 Class 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ANSI 207 PSV</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><strong>NEW!</strong></td>
</tr>
</tbody>
</table>

**NOTES:**

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Type O (Off Roadway) Class 1

- Type O workers not required by the MUTCD 2009 Edition to wear high-visibility safety apparel, but may still work in an environment with moving equipment/vehicles and accompanying struck-by hazards, and where visibility is a concern.

Type ‘O’ Class 1

NOTES:

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Type R (Roadway) Class 2 or Class 3

- Type R provides daytime and nighttime visual conspicuity for workers in occupational environments which include:
  - Exposure to traffic from public access highway right-of-ways, or roadway Temporary Traffic Control (TTC) zones.

Type R Class 2

Type R Class 3

NOTES:

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Type P (Public Safety) Class 2 or Class 3

- Type P is Specifically For:
  - Law Enforcement Personnel
  - Formerly ANSI 207 Vest
- “5-point Breakaway” Option is Available as an Additional Safety Feature

NOTES:
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NOVEMBER 2020

TRAFFIC INCIDENT MANAGEMENT
<table>
<thead>
<tr>
<th>Garment Type Designation</th>
<th>Type &quot;R&quot; Off-road</th>
<th>Type &quot;R&quot; Roadway</th>
<th>Type &quot;P&quot; Fire, Police, EMS Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Class</td>
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<td>Class 2</td>
<td>Class 3</td>
</tr>
<tr>
<td>Background Material Amounts</td>
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<td>1240 in²</td>
</tr>
<tr>
<td>Reflective Material Amounts</td>
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<td>310 in²</td>
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<tr>
<td>Width Minimums of Reflective Material</td>
<td>1&quot;</td>
<td>1.38&quot;</td>
<td>2&quot;</td>
</tr>
<tr>
<td>Previous Standard and Class</td>
<td>ANSI 107 Class 1</td>
<td>ANSI 107 Class 2</td>
<td>ANSI 207 PSV</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>NEW!</td>
</tr>
</tbody>
</table>

NOTES:

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NOVEMBER 2020 TRAFFIC INCIDENT MANAGEMENT SA8
Understanding New Labeling

XYZ Company
ANSI/ISEA 107-2015
100% Polyester
Model #: ABC
Size: Large

Type R
Class 2
Not FR

This garment is not flame resistant as defined by ANSI/ISEA 107-2015 Section 10.5.

Washing Instructions:

Machine wash warm, 40 °C (105 °F)
Max washings – 50X
Do not bleach
Tumble dry low
Do not iron
Do not dry clean
Made in USA

NOTES:
When uniformed law enforcement personnel are used to direct traffic, to investigate crashes, or to handle lane closures, obstructed roadways, and disasters, high-visibility safety apparel shall be worn.

Texas MUTCD Section 6D.03
Law Enforcement

Required

Not Required

NOTES:

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Firefighters or other responders working within the right-of-way shall wear HVSA...
Firefighters or other emergency responders ... engaged in emergency operations that directly expose them to flame, fire, heat, and/or hazardous materials may wear retro-reflective turnout gear that is specified and regulated by other organizations, such as the National Fire Protection Association.

NOTES:
(b) Towing operators must wear a reflective vest, shirt, or reflective jacket at all times while working outside the tow truck; the reflective vest, shirt, or reflective jacket must meet the ANSI/ISEA requirements for high-visibility safety apparel at all times when using or assisting in the use or operation of a licensed tow truck on a road or road-related area.

(c) When performing towing operations, all tow truck operators must carry and openly display the appropriate TDLR-issued original towing operator license.

NOTES:
Type R Class 3 Garment Worn By Tow Operator

NOTES:
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SA16

NOVEMBER 2020  TRAFFIC INCIDENT MANAGEMENT
End of Service Life

- Garment Should Be Replaced When it Becomes:
  - Not Visible at 1,000 Feet Day or Night, or
  - Faded, Defaced, Ripped, Torn, Worn, Dirty, or Soiled
  - Reached the Maximum Number of Wash Cycles (Per Label Specs)

XYZ Company
ANSI/ISEA 107-2015
100% Polyester
3M™ Scotchlite™ Reflective Material
Model #: Hi Vis Vest
Size: Large

Type R
Class 2
FR: F1506-08

Washing Instructions
Wash warm Max 25 cycles
Do not bleach
Tumble dry low
Do not iron
Do not dry-clean

NOTES:
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NOVEMBER 2020 TRAFFIC INCIDENT MANAGEMENT SA17
Ron Moore

Rmoore@fastmail.us

NOTES:
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The following supplemental information is provided in this section.

<table>
<thead>
<tr>
<th>Item #</th>
<th>Handout Name</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>TIM Executive Level Action Items</td>
</tr>
<tr>
<td>2</td>
<td>TCFP Rule 435-29 (FHWA TIM program)</td>
</tr>
<tr>
<td>3</td>
<td>Regional Transportation Council Legislative Program – 86th Legislature</td>
</tr>
<tr>
<td>4</td>
<td>Hold Harmless Policy – Removal of Personal Property from Roadway or ROW</td>
</tr>
<tr>
<td>5</td>
<td>House Bill #993 Closure of Road or Highway by Firefighter</td>
</tr>
<tr>
<td>6</td>
<td>TIM First Responders and Managers Course Agency Attendance</td>
</tr>
<tr>
<td>7</td>
<td>TIM Executive Level Course Agency Attendance</td>
</tr>
<tr>
<td>8</td>
<td>Resolution R08-10 and Model Freeway Incident Management Resolution</td>
</tr>
<tr>
<td>9</td>
<td>National Unified Goal for Traffic Incident Management</td>
</tr>
<tr>
<td>10</td>
<td>2011 Edition Texas MUTCD Ch. 6I</td>
</tr>
<tr>
<td>11</td>
<td>2020 Traffic Incident Management Program Self-Assessment; Includes 2020 Self-Assessment Survey Questions</td>
</tr>
<tr>
<td>12</td>
<td>HazMat Procedures (TxDOT Dallas and TxDOT Fort Worth)</td>
</tr>
<tr>
<td>13</td>
<td>North Tarrant Express Traffic Incident Management</td>
</tr>
<tr>
<td>14</td>
<td>Traffic Management Center Contact Numbers</td>
</tr>
<tr>
<td>15</td>
<td>ANSI/ISEA High Visibility Apparel</td>
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<tr>
<td>FOCUS AREA</td>
<td>ACTIVE/ONGOING</td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
</tr>
</tbody>
</table>
| DRIVER BEHAVIOR | NCTCOG staff continues to investigate ways to prevent accidents and aggressive driving, primarily through engineering, enforcement, and education. Staff is working on developing a social marketing campaign that focuses on modifying negative driver behavior, based on crash contributing factors.  
**Crash Analysis Initiatives:**
Staff continues to receive and evaluate regional crash data from the TxDOT Crash Records Information System (CRIS) bi-annually. Staff uses the data to calculate regional and county-level crash rates for the 12-county Metropolitan Planning Area (MPA). This assists in the identification of high crash locations and corridors throughout the region. Staff also identifies and maintains a ranking of the Top 10 Contributing Crash Factors for serious injury and fatality crashes and has identified possible countermeasures to assist in reducing the crashes. Staff has also completed an analysis of the associated demographics (age, ethnicity, & gender) for the regional contributing factors. NCTCOG is now reporting regional Safety Performance Targets (total fatalities and fatality rate, total serious injuries and serious injury rate, as well as total bicycle/pedestrian serious injury and fatality crashes), as specified by FHWA. All of this information can be used to help reduce crashes, injuries, and fatalities through the region; prioritize safety-related projects; and develop educational material and campaigns. NCTCOG Staff has also been coordinating with regional partners on a Safety Campaign that focuses on Distracted Driving.  
**Wrong Way Driving Related Projects:**
In 2014, NCTCOG, TxDOT and local jurisdictions initiated the Wrong Way Driving (WWD) Mitigation Pilot Project. The goal of the project is to eliminate wrong way driving incidents along regional corridors through the implementation of intersection improvements, signage and/or other available countermeasures. Initially, phase 1 of the project focused on 382 diamond interchanges throughout Dallas County. The project has since been expanded into six additional counties including Collin and Denton Counties. To date, countermeasures have been installed at 417 intersections with an additional 53 intersection remaining.  
Phase II of the project was initiated in Tarrant County in 2015 and focuses on three corridors: IH 30, SH 360, and IH 35W. This included 14 intersections along IH 30 where radar, high definition cameras, and flashing LED Wrong Way signs were installed alongside more traditional WWD countermeasures. Using this technology, researchers documented an initial decrease in the number of wrong way drivers entering IH 30 compared to the average annual crash rate of the previous six years, but will wait for additional data collected over the next few years before drawing any final conclusions. |
# TRAFFIC INCIDENT MANAGEMENT EXECUTIVE LEVEL COURSE

## FOCUS AREA TABLE

<table>
<thead>
<tr>
<th>FOCUS AREA</th>
<th>ACTIVE/ONGOING</th>
<th>RESOLUTION</th>
</tr>
</thead>
</table>
|            | NCTCOG in partnership with TxDOT and NTTA released a Request for Information for wrong-way driver detection, verification and notification through mobile and/or in-vehicle technology in August 2019. The North Texas Tollway Authority (NTTA) has started using thermal cameras to detect wrong way drivers on the mainlanes of tolled facilities. They also use sensors embedded in the pavement of tolled ramps to determine if a vehicle has entered the ramp traveling in the wrong direction. When this happens, automatic alerts are sent to NTTA staff who notify law enforcement. NTTA also continues to add prevention measures like flashing signs to correct a wrong way driver’s travel before they enter the highway.  
**Crash Reductions at Intersections**  
In 2013, NCTCOG in partnership with the Federal Highway Administration (FHWA) developed an Intersection Safety Implementation Plan (ISIP) that identified high crash intersection locations and possible systemic countermeasures to reduce serious injuries and fatalities at similar locations. The final report can be found at: [https://www.nctcog.org/nctcg/media/Transportation/DocsMaps/Quality/Safety/NCTCOGISIP.pdf](https://www.nctcog.org/nctcg/media/Transportation/DocsMaps/Quality/Safety/NCTCOGISIP.pdf).  
In 2016, staff initiated a follow-up survey to determine if/where the recommended countermeasures have implemented but survey results were incomplete. Additional before and after analysis for intersections included in the ISIP is underway. In 2015, TxDOT initiated a statewide ISIP effort that will focus on signalized urban intersections in the five largest regions in the state. The initial data analysis for each region was completed in Spring 2016.  
|            | Incident Management (IM) Equipment Funding:  
In 2020, NCTCOG conducted the second IM Equipment Purchase Call for Projects (CFP) to assist public sector response agencies in purchasing equipment and technology that aid in clearing crashes quicker and more safely. $1.5 million dollars is available to purchase equipment such as traffic control and scene management equipment, responder safety gear, changeable message signs, responder radios, crash attenuators, and crash investigation technology/training. More information on the schedule & equipment eligibility is included in the May 2020 course material.  
Staff continues to investigate opportunities to purchase special equipment to be strategically placed throughout the region for use in the event of major traffic incidents. Member agencies may have equipment available to be used for incident management.  
**Funding Opportunity Notifications:**  
When applicable, information about funding calls and initiatives are provided to TIM partners via written correspondence and emails; through updates during the TIM ELC; and on NCTCOG website: [www.nctcog.org/trans/safety/FIM.asp](http://www.nctcog.org/trans/safety/FIM.asp).  

### FUNDING / SPECIAL PROJECTS

1. Investigate the purchase of special equipment to be strategically placed throughout the region for use in the event of major traffic incidents.
2. Implement a “Bumper Fund” to handle liability of using push-bumpers. (Re-evaluate in a year or so to see how much money was actually used for the effort, as this can help validate the use of push-bumpers).  
3. Update TIM partners about future funding calls/initiatives via written communication.
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| 4. Look for opportunities to pay for incident management on managed facilities. | **IM on Management Facilities:** | Local agencies will provide incident response on managed lane facilities. Facility developers and TxDOT staff have worked with first responders to create maps that indicate the quickest entrance and exit points to respond to crashes on managed lane facilities. Standard reference signs will be installed on all corridors that help motorists identify their location when they call 911. If additional coverage is needed, the developer has the ability to pay for additional services. TXDOT, North Tarrant Express, and NCTCOG staff worked with emergency response agencies along the NTE corridor to pilot formalized quick clearance strategies in the management of incidents within the NTE project corridor (handout included).
TxDOT, NCTCOG and first responders in Arlington, Dallas and Grand Prairie have coordinated efforts to address incident response and general operations of the IH 30 managed lane that opened August 1, 2016. Coordination efforts as well as discussion of emergency access points continue along this corridor.
**May 2017 Update:** Continued to coordinate with the City of Dallas and Dallas County to address incident response for the opening of the eastern end of the IH 30 managed lane, which opened April 23. As new facilities come online, TxDOT is coordinating meetings to discuss the opening and access points with first responders.
**November 2017:** Held meetings with first responders to discuss the access points and general information regarding the opening of the IH 35E and SH 114 TEXpress Lanes in May and October 2017.
**May 2018:** Identified funding and locations to install gate along the IH 30 corridor. In addition, along the LBJ Express corridor GIS coordinates with reference sign locations have been provided to City of Dallas Fire to incorporate into their Computer Aid Dispatch system. This will allow them to quickly identify with stranded motorists their location in the depressed section of LBJ Express. TXDOT held meeting with first responders in May 2018 prior to the opening.
**May 2019:** The City of Dallas 911 is geocoding reference markers into the Computer Aided Dispatch (CAD) system for the LBJ Express corridor.
**November 2019:** The City of Carrollton, Farmers Branch and Lewisville have requested geocoded reference markers to be added to the corridor and GIS location for the Computer Aided Dispatch (CAD) system. In addition, TxDOT and NCTCOG have been working with them to remove abandon vehicles within the IH 35E managed lane corridor prior to reversal of the corridor.

| 5. Look into starting a pilot project for incident response or management teams by corridor. | Incident Response Teams (IRT): | **May 2016:** An IRT currently operates as part of the SH 161 Peak Period Shoulder-Utilization Pilot Project, which opened in September 2015. NCTCOG contracts with United Road Towing, Texas, a tow truck operator in Irving, to assist with the enhanced incident response initiative. Tow trucks are staged along the 3-mile corridor to quickly respond to crashes or assist stranded motorists to ensure the shoulder is available for vehicles to travel on during the weekday |
## TRAFFIC INCIDENT MANAGEMENT EXECUTIVE LEVEL COURSE

### FOCUS AREA TABLE

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<td>periods of 6 – 10 am and 2 – 7 pm. The IRT meets regularly to discuss the status of operations along the project corridor. Data is being collected on the corridor to determine if this type of improvement can be applied to other corridors in the region or across the state. More information on this project is available upon request. <strong>November 2018:</strong> The peak period shoulder lane closed in October 2018. The corridor is now under construction and the lane is open 24 hours a day, 7 days a week. <strong>November 2019:</strong> The City of Carrollton, Farmers Branch and Lewisville have requested geocoded reference markers to be added to the corridor and GIS location for the Computer Aided Dispatch (CAD) system. In addition, TxDOT and NCTCOG have been working with them to remove abandon vehicles within the IH 35E managed lane corridor prior to reversal of the corridor. <strong>November 2020:</strong> Bi-Monthly Texas TIM Webinars are held by TxDOT headquarters to engage partners across the state on best practices and upcoming events. TxDOT-Dallas hold bi-monthly TIM meeting with Dallas partners to discuss crashes, training, performance measures and upcoming events. TxDOT-Fort Worth holds bi-monthly TIM meeting for Johnson, Palo Pinto, Parker and Tarrant Counties. During these meetings, agency updates are provided as well as upcoming events. If you would like more information about these meetings, please contact Camille Fountain at <a href="mailto:cfountain@nctcog.org">cfountain@nctcog.org</a> / (817) 704-2521.</td>
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### HAZARDOUS MATERIAL ISSUES

1. Group HazMat into classes, contact information, and/or direction of travel. **Annually** Staff develops maps that track HazMat incidents that have occurred on North Central Texas regional freeways, using information from the National Response Center database. Location maps are available for incidents that occurred between 2003 and 2019. More information on these maps is available upon request. NCTCOG is also preparing to revisit the HazMat corridor routes. HazMat procedures and contact information for incidents that occur on TxDOT facilities are included in the handout packet. |

### INFORMATION EXCHANGE / TRAINING / PARTNERSHIPS

1. Develop a regional crash lessons learned repository and look into hiring someone to facilitate. **A Roundtable Discussion Platform has been incorporated into each Executive Level Course to encourage the discussion and exchange of ideas related to major incidents that have occurred throughout the region. Lessons learned, in addition to other topics of interest are often discussed during this time period. Topics discussed during Roundtable discussions that have been incorporated into the TIM course material include: Medical Examiner Office and Hazmat Personnel contact procedures. NCTCOG also hosts an annual regional TIM Self-Assessment (led by FHWA), which is a performance evaluation designed to allow those responsible for TIM to rate their performance in specific organizational and procedural categories. Conducted as a group exercise, this stimulates discussion, with the resultant ratings being a regional score. The Self-Assessment highlights areas that our region is doing well in and identifies**
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| areas where additional attention might be beneficial. The assessment also gives individual agencies an opportunity to compare their performance with other regional agencies. Monthly TIM meeting are currently being held with incident management partners (i.e. police, fire, towers, TxDOT, NTTA, and COG staff) which meet every month to discuss major incidents that have occurred and to coordinate ways to address local incident management issues. **Abandoned Vehicles:** Staff is also coordinating an Abandoned Vehicle working group with partner agencies in an effort to address the regional abandoned vehicle problem on the roadways. From 2016 to 2018 there were over 32,000 abandoned vehicles found on limited access facilities by roadway assistance patrol alone. Because of the number of abandoned vehicles and the safety issues they cause, NCTCOG initiated the Abandoned Vehicle Working Group. This group aims to bring the issue of abandoned vehicles to lawmaker’s attention and to enact regional policies that help reduce the time that abandoned vehicles remain on the side of the limited access roadways. The working group will also look to increase public awareness of what to do if your vehicle breaks down and who they can call for assistance rather than leaving their vehicle and becoming an involuntary pedestrian on the highway. Courtesy patrols and tow operators are available to either help them fix minor mechanical issues or to relocate their vehicle to a nearby location where they can more safely work on their vehicle. Finally, the working group will look for a way to integrate regional and state towing databases so that if a vehicle owner does have their car towed, they can quickly find out where it was taken. **November 2020:** The Abandon Vehicle Working Group meets bi-monthly and discusses best practices, policies and protocols associated with abandon vehicles and abandon vehicle data collection. The group is focusing on remove of abandon vehicles quickly and public education to encourage driver to stay with their vehicle until help arrives to remove the vehicles. There has also been discussion regarding an integrated system to allow owners of abandon vehicles that have been towed to locate their vehicle. Staff has noted the request to develop a regional crash lessons learned repository and checklist or self-audit for smaller agencies, along with the request to hire staff to facilitate these activities. The topics will be revisited as funding becomes available. **Training for Smaller Agencies:** In 2013, staff completed a major update of the First Responder course material. The updated course is equivalent to the SHRP2 National Traffic Incident Management Training Program. The updated material briefly covers Rural Road procedures and practices. Representatives from various smaller agencies throughout the region participated in the IM Train-the-Trainer Workshop held in August 2013. As a result, a condensed version of the First Responder Training Course, utilizing NCTCOG’s TIM material, is being taught in-house at those agencies. 2. Produce a checklist or self-audit for small departments to follow and look into hiring someone to facilitate.
### Traffic Incident Management Executive Level Course

#### Focus Area Table

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<tr>
<td>3. Develop a user manual for TIM procedures for smaller communities.</td>
<td>Staff plans to address “Responders Safety on Rural Roads” (possibly via an online course) when funding becomes available.</td>
<td>Management Level Training: Links to National Incident Management System (NIMS) online courses have been added to the ELC material. The training is self-paced and can be completed based on the participant’s schedule.</td>
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<td>4. Develop multi-agency training on how to communicate across agencies and work together on a management level.</td>
<td>Management Level Training: Links to National Incident Management System (NIMS) online courses have been added to the ELC material. The training is self-paced and can be completed based on the participant’s schedule.</td>
<td>Legislative Items: NCTCOG staff works with the Regional Transportation Council (RTC) on the legislation priority for future Texas Legislative sessions and will continue to look for other ways to foster the use of our existing partnerships. A copy of the current RTC Legislative Program for the 86th Legislature is included with your course material.</td>
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<td>5. Look for ways to foster the use of existing partnerships in order to push or gain support for important issues.</td>
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**Integrated Communications Management**

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<td>1. Implement more special event management and look into hiring someone to facilitate.</td>
<td>Staff continues to work with regional partners to coordinate transportation efforts associated with special events, as needed. Transportation elements are defined and implementation details are discussed based on the needs of the events. Incident management activities often include staging of tow trucks and enhanced mobility assistance patrol operations. To date, the primary focus has been on events in the Arlington area, with plans to expand in the future. Past special events include Super Bowl XLV; the 2014 NCAA Final Four Men’s Championship Game; the 2015 College Football Championship Playoff game; and Wrestlemania 32 in 2016. <strong>November 2018:</strong> Staff continues to coordinate transportation management with partner agencies during regional special events. <strong>November 2019:</strong> Staff continues to coordinate transportation management and irregular hours for reversible managed lane corridors (i.e. IH 30)</td>
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**Mobility Assistance Patrol Program**

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<tr>
<td>1. Revisit Mobility Assistance Patrol Program (MAPP) schedule and routes.</td>
<td>Staff collects quarterly and annual performance measures that aid in quantifying the effectiveness of the program and assists in the schedule and route modification process for the regional program. Performance measures are collected by time of day, type, and location, along with a review of patrol routes. The Texas A&amp;M Transportation Institute completed a study of the Dallas County MAPP in 2016. Information from the study will be used to assist the TxDOT Dallas District in making modifications to routes and schedules where needed. NCTCOG is in the process of accessing the Dallas and Tarrant County Patrols to explore the possibilities of expanding hours of operation and geographic coverage to less urban areas of the metroplex.</td>
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### Traffic Incident Management Executive Level Course

**Focus Area Table**

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<td>Current hours of operation for the regional MAPP operations:</td>
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<td>• Dallas County: M-F 5 a.m. to 9:30 p.m.; S-S 11 a.m. to 7:30 p.m.</td>
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<td>• Tarrant County: 7 days a week 6 a.m. to 10 p.m. (with the exception of Thanksgiving and Christmas Day); Dispatcher 24/7</td>
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<td>• NTTA Operations (Roadway Customer Service): 24/7</td>
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<td>• North Tarrant Express: 24/7 &amp; LBJ Express: 24/7</td>
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### Quick Response / Clearance

1. **Perspective on accident investigation goals.**

   **Crash Investigation Initiatives:**
   
   NCTCOG hosted Basic and Advanced Photogrammetry training workshops for regional police agencies from 2007-2019. A “Training Only” option was made available for agencies that had previously attended the NCTCOG hosted Photogrammetry Training, but no longer had someone within the department to operate the system. Under this option, no additional equipment or licenses were provided to the individual. More information on the Photogrammetry Training workshops can be found at [https://www.nctcog.org/trans/quality/safety/transportation-safety/traffic-incident-management/photogrammetry-training](https://www.nctcog.org/trans/quality/safety/transportation-safety/traffic-incident-management/photogrammetry-training). NCTCOG hosted the final Photogrammetry workshop in April 2019. A survey question was added to the Incident Management Commitment Level Survey, seeking input from partner agencies on new technology offerings.

2. **Use designated wreckers and review barriers in the system, like rotating tow trucks**

3. **Update on Houston’s SafeClear Traffic Incident Management Program**

   **Quick Clearance Initiatives:**
   
   The City of Dallas implemented a towing project called First on Freeways.
   
   - Project was a result of the City of Dallas attending the ELC in 2005
   - 15 minute response target time (light and medium duty wreckers)
   - Daily rotation on zones (24 hours each); City has seven zones
   - At least 36 wrecker companies participate
   - 13 minute average response time so far
   - $121/tow (premium fee)
   - Surface streets regular rotation: 30-minute target response time.
   - Dallas officers are more aggressive in incident management using a "push, pull, drag" philosophy to clear blocked lanes as quickly as possible.

   The Tow and Go Program has recently been made a part of the Houston-Galveston Area Council's regional traffic management plan and operates as follows:
   
   - Stalled vehicles on Houston’s freeways will be towed to a nearby safe location off the freeway at no cost to the motorist
   - If your vehicle has a good spare and a jack, the wrecker driver will change your flat tire at no cost
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<td>• If you wish to be towed to your home or another location, the City of Houston’s non-consent tow fee applies, which is currently $174 for the first 20 miles, and 2% per mile thereafter</td>
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<td>• Your vehicle can be towed to a nearby storage lot, where it will be stored at no cost for up to 48 hours. Storage fees will begin to accrue after 48 hours</td>
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<td>• The tollways and the Katy Freeway HOT lanes are not included</td>
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A list of “Complete” Action Items is available upon request.
§435.29 Federal Highway Administration Traffic Incident Management Program.

(a) In an effort to improve firefighter safety in the State of Texas, all regulated entities will ensure that the Federal Highway Administration Traffic Incident Management program or an equivalent course that is approved by the commission be completed as part of the continuing education required for certified fire protection personnel by December 1, 2020. Individuals will be credited with four hours of continuing education credit for completing this program.

(b) All regulated fire protection personnel must complete the Federal Highway Administration Traffic Incident Management program or an equivalent course that is approved by the commission prior to December 1, 2020.

(c) All fire protection personnel appointed after December 1, 2020 will be required to complete the Federal Highway Administration Traffic Incident Management program training or an equivalent course that is approved by the commission within one year of appointment to a fire department.

(d) Departments will report the completion of training through the commission’s web based reporting system.

(e) Failure to complete the Federal Highway Administration Traffic Incident Management program or an equivalent course that is approved by the commission before the required deadline will be considered a violation of continuing education rules found in Chapter 441 of this title (relating to Continuing Education).

Accepted Class Clarification:
Defined parameters for acceptable courses according to the TCFP for a traffic incident course.

- North Central Texas Council of Governments (NCTCOG)
- Texas A&M Extension Service (TEEX)
- University of Texas at Arlington Division for Enterprise Development

Acceptable classes include:
1. A course taught by an instructor who attended the SHRP2 (Strategic Highway Research Program) National Traffic Incident Management Responder Train the Trainer course, with a certificate of completion issued by the FHWA.
2. A course taught by an instructor who attended the SHRP2 National Traffic Incident Management Responder Train the Trainer course, and has registered the class with TEEX through the instructor package, with certificate of completion issued by TEEX.
3. Safe Practices for Traffic Incident Responders-SHRP2 (XTN047 or XTN074), taught by TEEX instructors, with a certificate of completion issued by TEEX.
4. Freeway Incident Management: First Responder/Manager course taught by North Central Texas Council of Governments (NCTCOG), with a certificate of completion issued by NCTCOG.
5. Web-based National Traffic Incident Management course, National Highway Institute (NHI) Course FHWA-NHI-133126, with a certificate of completion issued by NHI.
6. Traffic Management for First Responders course through the University of Texas Arlington, with a course completion issued by UT Arlington.
Actively Seek and Support Legislation to Meet Transportation and Air Quality Needs

• Allow for the ability to utilize tolling, managed lanes, debt financing and public-private partnerships in large metropolitan regions through a local decision-making process of the MPO, County Commissioners Courts and City Councils; ensure fair-share allocation of funds to metropolitan regions.

• Define toll road in statute to clarify the difference between toll roads and tolled managed lanes and allow Proposition 1 and 7 revenue on non-tolled portions of projects with managed lanes.

• Clarify definition of Comprehensive Development Agreement as a public-private partnership, separate from public sector partnerships through Design-Build contracting.

• Authorize the use of a Comprehensive Development Agreement for specific needed projects.

• Identify additional revenue for transportation. Options could include, but are not limited to:
  o Allow counties in the Dallas-Fort Worth region the ability to adopt the $10 optional registration fee allowed in various other counties across the state.
  o Implement a temporary local transportation revenue source to be voter approved.
  o Study the increase in alternative fuels vehicles and the effects on the gas tax.
  o Implement a vehicle miles traveled fee collection pilot program.
  o Support the Texas Legacy Fund concept as a use for the Economic Stabilization Fund and allow investments in an infrastructure bank.
  o Index the motor fuels tax to fuel efficiency.
  o Examine regional or corridor transportation reinvestment zones.
  o Reinstate making repayments of general obligation bonds issued for transportation from the General Revenue Fund, rather than TxDOT revenues.

• Reinstate the appropriation of dedicated revenues to the Low Income Repair and Replacement Assistance Program (LIRAP) and Local Initiative Projects (LIP) through a restructured and modernized program focused on transportation and air quality improvements.
• Appropriate LIRAP’s residual balance of previously collected funds; modernize and increase flexibility in LIP.

• Reinstate and protect TERP revenue; ensure funds are utilized for projects that meet the intent of the program and provide equity among fuel types.

• Give transportation agencies and local governments the authority to make property available and receive compensation for use in building out next generation communications networks that will support transportation systems and provide broadband coverage as well as the authority to make airspace over transportation corridors available for land development to help generate revenue for the transportation facility.

• Examine the effectiveness of the statewide ban on use of wireless communications devices while driving and, if deemed ineffective, improve roadway safety and reduce distracted driving through measures such as technology to disable use of a driver’s cell phones for purposes other than emergency or navigation uses while a driver is operating a vehicle in motion.

Support Progress Made Toward Improving Transportation and Air Quality During Recent Legislative Sessions

• Support full appropriation of Proposition 1 and Proposition 7 revenues to fund transportation.

• Oppose any attempt to backslide from the ending of diversions. Consider a constitutional amendment to protect revenues for transportation uses.

• Retain eminent domain authority to allow planning and development of new and/or expanded transportation corridors including high speed rail, commuter rail, freight rail, roadways and trails.

• Support efforts to utilize performance-based planning to select high-quality transportation projects and continue to recognize that different areas of the State have different needs and solutions to improving transportation and maintaining critical assets.
Provide Support for Other Transportation Topics to be Addressed in Legislation

- Plan, fund and support the implementation of all modes of transportation, including transit
- Improve air quality
- Increase safety, including but not limited to texting while driving, speed limits, driving under the influence, bicycle and pedestrian safety
- Relieve congestion
- Maintain local and regional decision-making
- Support legislation to create countermeasures to residential displacement due to gentrification through initiatives such as preservation districts, housing trust funds, zoning assistance and property tax strategies
- Utilize innovative technology in transit, high-speed rail, and autonomous vehicles
- Support the collaboration between local governments, the military, the State and FAA to advance regulations for the safe operations of unmanned aircraft vehicles
- Support land use and transportation connections
- Maintain active operations and management of the system; ensure continuing state of good repair for the transportation system; increase resiliency due to extreme weather
- Enable transportation data sharing and accessibility with appropriate privacy protection
- Plan for shared mobility solutions
- Encourage compatible development around military installations and training areas
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<tr>
<td>Gary Fickes</td>
<td>Chair, Commissioner, Tarrant County</td>
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<td>Andy Eads</td>
<td>Vice Chair, County Judge, Denton County</td>
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<tr>
<td>Roger Harmon</td>
<td>Secretary, County Judge, Johnson County</td>
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<tr>
<td>Tennell Atkins</td>
<td>Councilmember, City of Dallas</td>
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<tr>
<td>Richard E. Aubin</td>
<td>Councilmember, City of Garland</td>
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<tr>
<td>Sue S. Bauman</td>
<td>Board Chair, Dallas Area Rapid Transit</td>
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<tr>
<td>Mohamed “Mo” Bur, P.E.</td>
<td>District Engineer, Texas Department of Transportation, Dallas District</td>
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<td>Loyl C. Bussell, P.E.</td>
<td>District Engineer, Texas Department of Transportation, Fort Worth District</td>
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<td>Rickey D. Callahan</td>
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<td>George Conley</td>
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<td>David L. Cook</td>
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<tr>
<td>Theresa Daniel, Ph.D.</td>
<td>Commissioner, Dallas County</td>
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<tr>
<td>Rudy Durham</td>
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<tr>
<td>Charles Emery</td>
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<td>Kevin Falconer</td>
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<td>Jim Griffin</td>
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<td>Mojy Haddad</td>
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<td>Clay Lewis Jenkins</td>
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<td>Jungus Jordan</td>
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<td>B. Adam McGough</td>
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<td>William Meadows</td>
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<td>Stephen Terrell</td>
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<td>T. Oscar Trevino, Jr., P.E.</td>
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<tr>
<td>William Tsao, P.E.</td>
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<tr>
<td>Dennis Webb</td>
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<tr>
<td>Kathryn Wilemon</td>
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<td>W. Jeff Williams</td>
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<tr>
<td>Ann Zadeh</td>
<td>Councilmember, City of Fort Worth</td>
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<tr>
<td>Staff Director</td>
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<tr>
<td>Michael Morris, P.E.</td>
<td>Director of Transportation, NCTCOG</td>
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§ 545.3051. REMOVAL OF PERSONAL PROPERTY FROM ROADWAY OR RIGHT-OF-WAY.

a) In this section:
   (1) "Authority" means:
      (A) a metropolitan rapid transit authority operating under Chapter 451; or
      (B) a regional transportation authority operating under Chapter 452.
   (2) "Law enforcement agency" means:
      (A) the department;
      (B) the police department of a municipality;
      (C) the sheriff's office of a county; or
      (D) a constable's office of a county.
   (3) "Personal property" means:
      (A) a vehicle described by Section 545.305;
      (B) spilled cargo;
      (C) a hazardous material as defined by 49 U.S.C. Section 5102 and its subsequent amendments; or
      (D) a hazardous substance as defined by Section 26.263, Water Code.

Section 5102 and its subsequent amendments; or

(b) An authority or a law enforcement agency may remove Personal property from a roadway or right-of-way if the authority or law enforcement agency determines that the property blocks the roadway or endangers public safety.

(c) Personal property may be removed under this section without the consent of the owner or carrier of the property.

(d) The owner and any carrier of personal property removed under this section shall reimburse the authority or law enforcement agency for any reasonable cost of removal and disposition of the property.

(e) Notwithstanding any other provision of law, an authority or a law enforcement agency is not liable for:

   (1) any damage to personal property removed from a roadway or right-of-way under this section, unless the removal is carried out recklessly or in a grossly negligent manner; or
   (2) any damage resulting from the failure to exercise the authority granted by this section.

Added by Acts 2003, 78th Leg., ch. 803, § 1, eff. June 20, 2003.
AN ACT

relating to the closure of a road or highway by certain firefighters.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Subchapter A, Chapter 546, Transportation Code, is amended by adding Section 546.007 to read as follows:

Sec. 546.007. CLOSURE OF ROAD OR HIGHWAY BY FIREFIGHTER. (a) This section applies only to a firefighter who is employed by or a member of:

(1) a fire department operated by an emergency services district;
(2) a volunteer fire department; or
(3) a fire department of a general-law municipality.

(b) A firefighter, when performing the firefighter's official duties, may close one or more lanes of a road or highway to protect the safety of persons or property.

(c) The closure shall be limited to the affected lane or lanes and one additional lane unless the safety of emergency personnel operating on the road or highway requires more lanes to be closed.

(d) In making a closure under this section, the firefighter shall deploy one or more authorized emergency vehicles with audible and visual signals that meet the requirements of Sections 547.305 and 547.702.
SECTION 2. This Act takes effect September 1, 2011.
H.B. No. 993

President of the Senate

Speaker of the House

I certify that H.B. No. 993 was passed by the House on March 30, 2011, by the following vote: Yea 146, Nays 0, 1 present, not voting.

______________________________
Chief Clerk of the House

I certify that H.B. No. 993 was passed by the Senate on May 17, 2011, by the following vote: Yea 31, Nays 0.

______________________________
Secretary of the Senate

APPROVED: ____________________________

Date

______________________________
Governor
## Traffic Incident Management - First Responders and Manager Course

### Agency Attendance: August 2013 - September 2020

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### Traffic Incident Management - First Responders and Manager Course
Agency Attendance: August 2013 - September 2020

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COUNTIES

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Traffic Incident Management - Executive Level Course
Agency Attendance: February 2005 - November 2019
## Traffic Incident Management - Executive Level Course
### Agency Attendance: February 2005 - November 2019

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RESOLUTION SUPPORTING A COMPREHENSIVE, COORDINATED, INTERAGENCY APPROACH TO FREEWAY INCIDENT MANAGEMENT (R08-10)

WHEREAS, the North Central Texas Council of Governments (NCTCOG) has been designated as the Metropolitan Planning Organization (MPO) for the Dallas-Fort Worth Metropolitan Area by the Governor of Texas in accordance with federal law; and,

WHEREAS, the Regional Transportation Council (RTC), comprised primarily of local elected officials, is the regional transportation policy body associated with the North Central Texas Council of Governments and has been and continues to be the regional forum for cooperative decisions on transportation; and,

WHEREAS, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) assigns the MPO the responsibility for carrying out the metropolitan planning process, in cooperation with the State and public agencies; and,

WHEREAS, regionwide, commuters have experienced a 35 percent increase in travel time due to congestion, resulting in unacceptable levels of vehicle emissions and $4.2 billion in lost productivity due to traffic congestion annually; and,

WHEREAS, reducing traffic congestion and its related impacts on air quality, energy, safety, and the quality of life are primary goals of Mobility 2030: The Metropolitan Transportation Plan for the Dallas Fort Worth Area; and,

WHEREAS, congestion mitigation is an integral element of The Metropolitan Transportation Plan, with a total program cost of approximately $3.1 billion, and congestion mitigation strategies are intended to decrease congestion in the Dallas-Fort Worth Metropolitan Area; and,

WHEREAS, multi-agency coordination and the implementation of “best practices” Freeway Incident Management techniques reduce congestion on affected roadways and improve the safety of incident responders.

NOW, THEREFORE, BE IT RESOLVED THAT:

Section 1. The Regional Transportation Council (RTC) supports the quick detection and clearance of traffic incidents using state-of-the-art traffic surveillance, traveler notification, and crash investigation equipment.

Section 2. The RTC encourages all personnel involved in freeway incident management to be trained in NCTCOG training classes, opportunities, and exercises that promote the objectives within this resolution—a common, comprehensive approach that maintains the safety of incident responders and travelers, while minimizing clearance time.

Section 3. The RTC supports an enhanced geographic information systems (GIS) based incident location system that will aid incident reporters and responders in the timely detection and verification of incidents.
Section 4. The RTC supports a uniform policy whereby law enforcement agency personnel may remove personal property from a roadway or right-of-way, without the consent of the owner or carrier of the property, if the agency determines that the property blocks the roadway or endangers public safety.

Section 5. The RTC encourages local governments to adopt a towing ordinance that mandates the arrival of appropriate equipment within a specified time limit and instructs staff to inventory towing ordinance policies impacting freeway and toll road facilities.

Section 6. The RTC supports consistent, coordinated operational strategies for all major freeway and toll road projects that include quick incident clearance practices, and that these strategies be consistently adopted prior to major freeway and toll road improvement expenditures in order to ensure that the expected mobility benefits are realized.

Section 7. The RTC may consider compliance with this resolution when considering future Regional Transportation Council funding actions.

Section 8. This resolution shall be transmitted to the Texas Transportation Commission, Texas Department of Transportation Dallas and Fort Worth Districts, the North Texas Tollway Authority, Dallas/Fort Worth International Airport, counties within the Metropolitan Planning Organization planning boundary, and cities having freeways and toll roads within their jurisdiction.

Section 9. This resolution shall be in effect immediately upon its adoption.

Linda Koop, Chair
Regional Transportation Council
Councilmember, City of Dallas

I hereby certify that this resolution was adopted by the Regional Transportation Council of the North Central Texas Council of Governments for the Dallas-Fort Worth Metropolitan Area on October 9, 2008.

Ron Natinsky, Secretary
Regional Transportation Council
Councilmember, City of Dallas
COMPREHENSIVE, COORDINATED, INTERAGENCY APPROACH TO FREEWAY INCIDENT MANAGEMENT MODEL RESOLUTION

WHEREAS, the Regional Transportation Council (RTC), comprised primarily of local elected officials, is the regional transportation policy board associated with the North Central Texas Council of Governments (NCTCOG) and the regional forum for cooperative decisions on transportation; and,

WHEREAS, the RTC adopted Resolution R08-10 (an update to RTC Resolution R03-01) that supports a comprehensive, coordinated, interagency approach to Freeway Incident Management; and,

WHEREAS, the goal of the NCTCOG Freeway Incident Management Training Program is to initiate a common, coordinated response to traffic incidents that will build partnerships, enhance safety for emergency personnel, reduce secondary traffic crashes, improve the efficiency of the transportation system, and improve air quality in the Dallas-Fort Worth region; and,

WHEREAS, non-recurring traffic incidents are responsible for about 50 percent of all congestion and the secondary crashes caused by these incidents kill or injure hundreds annually in the Dallas-Fort Worth area; and,

WHEREAS, multi-agency coordination and the implementation of “best practices” Freeway Incident Management techniques reduce congestion on affected roadways and improve the safety of incident responders; and,

WHEREAS, effective policies, training, equipment and technology that aid in quick incident clearance can both assist with keeping motorists and first responders safe on the roadway and assist in improved air quality for the region; and,

WHEREAS, in partnership with regional incident response agencies, NCTCOG has established definitions for regional incident management performance measures: incident clearance time, roadway clearance time, secondary crash, and recovery time.

NOW, THEREFORE, BE IT HEREBY RESOLVED THAT:

Section 1. (The Jurisdiction) supports a comprehensive, coordinated, interagency approach to Freeway Incident Management.

Section 2. (The Jurisdiction) supports the quick detection and clearance of traffic incidents using state-of-the-art traffic surveillance, traveler notification, and crash investigation equipment.

Section 3. (The Jurisdiction) encourages all personnel involved in Freeway Incident Management to participate in available training opportunities and exercises that promote the objectives within this resolution—a common, comprehensive approach that maintains the safety of incident responders and travelers, while minimizing clearance time.
Section 4. (The Jurisdiction) supports an enhanced Geographic Information Systems (GIS) based incident location system that will aid incident reporters and responders in the timely detection and verification of incidents.

Section 5. (The Jurisdiction) supports a uniform policy whereby law enforcement agency personnel may remove personal property from a roadway or right-of-way, without the consent of the owner or carrier of the property, if the agency determines that the property blocks the roadway or endangers public safety.

Section 6. (The Jurisdiction) supports adopting a quick clearance policy or towing ordinance that mandates the arrival of appropriate equipment within a specified time limit.

Section 7. (The Jurisdiction) supports the use and tracking of regional incident management performance measures.

Section 8. (The Jurisdiction) supports the development of interagency agreements for incident management operations that include safe, quick clearance goals stated as time goals for incident clearance.

Section 9. (The Jurisdiction) supports participation in multi-disciplinary post incident reviews after major incidents to share lessons learned.

Section 10. (The Jurisdiction) supports consistent, coordinated operational strategies for major freeway and toll road projects that include quick incident clearance practices, and that these strategies will be consistently adopted prior to major freeway and toll road improvement expenditures in order to ensure that the expected mobility benefits are realized.

Section 11. Please include any additional sections, language, elements, or attachments necessary to fulfill local point of view or local requirements. Should include language about any formal partnerships as well if applicable.

Section 12. (The Governing Body of the Jurisdiction) directs staff to develop and bring forth a set of policies and/or ordinance consistent with the principles contained herein for the (Governing Body's) consideration.

Section 13. That this resolution shall be in effect immediately upon its adoption.

I hereby certify that this resolution was adopted by [Jurisdiction] on [date].

_________________________
[Name], [Title]
[Jurisdiction]
WHAT IS THE NATIONAL UNIFIED GOAL?

The Traffic Incident Management National Unified Goal is:

• Responder safety;
• Safe, quick clearance; and
• Prompt, reliable, interoperable communications.

COMMITMENT STATEMENT

The NTIMC is committed to working together to promote, develop, and sustain multidisciplinary, multijurisdictional Traffic Incident Management (TIM) programs to achieve enhanced responder safety; safe, quick traffic incident clearance; and more prompt, reliable, interoperable communications.

HOW WILL THE GOAL BE ACHIEVED?

NTIMC will achieve the three major objectives of the National Unified Goal through 18 strategies. Key strategies include recommended practices for multidisciplinary TIM operations and communications; multidisciplinary TIM training; goals for performance and progress; promotion of beneficial technologies; and partnerships to promote driver awareness.

CROSS-CUTTING STRATEGIES

- **Strategy 1. TIM Partnerships and Programs.** Traffic Incident Management partners at the national, state, regional and local levels should work together to promote, develop and sustain effective Traffic Incident Management Programs.

- **Strategy 2. Multidisciplinary NIMS and TIM Training.** Traffic Incident Management responders should receive multidisciplinary National Incident Management System (NIMS) and Traffic Incident Management (TIM) training.

- **Strategy 3. Goals for Performance and Progress.** Traffic Incident Management partners should work together to establish and implement performance goals at the state, regional and local levels for increasing the effectiveness of Traffic Incident Management, including methods for measuring and monitoring progress.

- **Strategy 4. TIM Technology.** Traffic Incident Management partners at the national, state, regional and local levels should work together for rapid and coordinated implementation of beneficial new technologies for Traffic Incident Management.

- **Strategy 5. Effective TIM Policies.** Traffic Incident Management partners at the national, state, regional and local levels should join together to raise awareness regarding proposed policies and legislation that affect achievement of the National Unified Goal objectives of Responder Safety; Safe, Quick Clearance; and Prompt, Reliable Traffic Incident Communications.

- **Strategy 6. Awareness and Education Partnerships.** Broad partnerships should be
developed to promote public awareness and education regarding the public’s role in safe, efficient resolution of incidents on the roadways.

**OBJECTIVE 1: RESPONDER SAFETY**

- **Strategy 7. Recommended Practices for Responder Safety.** Recommended practices for responder safety and for traffic control at incident scenes should be developed, and widely published, distributed and adopted.

- **Strategy 8. Move Over/Slow Down Laws.** Drivers should be required to Move Over/Slow Down when approaching traffic incident response vehicles and traffic incident responders on the roadway.

- **Strategy 9. Driver Training and Awareness.** Driver training and awareness programs should teach drivers how to react to emergencies on the roadway in order to prevent secondary incidents, including traffic incident responder injuries and deaths.

**OBJECTIVE 2: SAFE, QUICK CLEARANCE**

- **Strategy 10. Multidisciplinary TIM Procedures.** Traffic Incident Management partners at the state, regional and local levels should develop and adopt multidisciplinary procedures for coordination of Traffic Incident Management operations, based on national recommended practices and procedures.

- **Strategy 11. Response and Clearance Time Goals.** Traffic Incident Management partners at the state, regional and local levels should commit to achievement of goals for traffic incident response and clearance times (as a component of broader goals for more effective Traffic Incident Management—see Strategy 3).

- **Strategy 12. 24/7 Availability.** Traffic Incident Management responders and resources should be available 24/7.

**OBJECTIVE 3: PROMPT, RELIABLE INCIDENT COMMUNICATIONS**

- **Strategy 13. Multidisciplinary Communications Practices and Procedures.** Traffic incident responders should develop and implement standardized multidisciplinary traffic incident communications practices and procedures.

- **Strategy 14. Prompt, Reliable Responder Notification.** All traffic incident responders should receive prompt, reliable notification of incidents to which they are expected to respond.

- **Strategy 15. Interoperable Voice and Data Networks.** State, regional and local Traffic Incident Management stakeholders should work together to develop interoperable voice and data networks.

- **Strategy 16. Broadband Emergency Communications Systems.** National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) should work together to reduce the barriers to integrated broadband emergency communications systems development and integration (both wired and wireless).

- **Strategy 17. Prompt, Reliable Traveler Information Systems.** Traffic Incident Management partners should encourage development of more prompt and reliable traveler information systems that will enable drivers to make travel decisions to reduce the impacts of emergency incidents on traffic flow.

- **Strategy 18. Partnerships with News Media and Information Providers.** Traffic Incident Management partners should actively partner with news media and information service providers to provide prompt, reliable incident information to the public.
Strategy 1. TIM Partnerships and Programs. Traffic Incident Management partners at the national, state, regional and local levels should work together to promote, develop and sustain effective Traffic Incident Management Programs.

Explanation: At the national level, Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition—NTIMC) will develop guidance on successful techniques for development of effective and sustainable Traffic Incident Management programs at the multistate, state, regional, and local levels. National stakeholder organizations (NTIMC member organizations) will encourage their members to participate in Traffic Incident Management program promotion and development at the multistate, state, regional and local levels.


Explanation: Multidisciplinary training, including NIMS training, is a key mechanism for achieving the objectives of the National Unified Goal. National Traffic Incident Management stakeholders (NTIMC) will develop recommendations for multidisciplinary training curricula for traffic incident responders. The curricula will include both classroom and interactive training components. All traffic incident responders should be trained in NIMS. This will ensure that both government and private-sector Traffic Incident Management responders receive training in the Incident Command System (ICS) and in Unified Command (UC) procedures.

Strategy 3. Goals for Performance and Progress. Traffic Incident Management partners should work together to establish and implement performance goals at the state, regional and local levels for increasing the effectiveness of Traffic Incident Management, including methods for measuring and monitoring progress.

Explanation: At the national level, Traffic Incident Management stakeholders (working through NTIMC) will work together to develop recommendations for establishing traffic incident management performance goals. The goals will address the missions of all of the Traffic Incident Management responders.

(a) The goals will recognize the key factors affecting coordination, consistency, and effectiveness of incident management operations (e.g. urban vs. rural; type of roadway; responder agency resources; type of incident).

(b) At the national level, Traffic Incident Management stakeholders also will work together to develop recommendations for performance metrics and monitoring, with the objective of developing common metrics.

(c) At the state, regional and local levels, Traffic Incident Management partners will be encouraged to develop Traffic Incident Management goals, metrics, and monitoring techniques that are appropriate for their situations, and to develop written agreements that commit the partners to
Strategy 4. TIM Technology. Traffic Incident Management partners at the national, state, regional and local levels should work together for rapid and coordinated implementation of beneficial new technologies for Traffic Incident Management.

Explanation: This strategy is intended to promote deployment of affordable and useful technologies. The National Unified Goal particularly encourages rapid implementation of technologies that can improve safety, speed incident investigations or improve incident communications without compromising the quality of the investigation.

Strategy 5. Effective TIM Policies. Traffic Incident Management partners at the national, state, regional and local levels should join together to raise awareness regarding proposed policies and legislation that support responder safety, and Prompt, Reliable Traffic Incident Communications.

Explanation: This strategy is intended to encourage policies and legislation that support responder safety, quick clearance goals, or improved communications quality of the investigation.

Strategy 6. Awareness and Education Partnerships. Broad partnerships should be developed to promote public awareness and education regarding the public’s role in safe, efficient resolution of incidents on the roadways.

Explanation: Traffic Incident Management partners should join together with other responder safety and highway safety advocacy groups to develop awareness and education programs to teach roadway users how to react to incidents on the roadway in order to prevent secondary crashes, reduce responder and roadway user injuries and deaths, and reduce congestion. National, state, regional and local Traffic Incident Management partners should encourage integration of content matter related to appropriate response to roadway incidents into existing driver and public awareness and education programs. Increasing awareness of “move over” and “move it” laws is an important element of this strategy.

Strategy 10. Multidisciplinary TIM Procedures. Traffic Incident Management partners at the state, regional and local levels should develop and adopt multidisciplinary procedures for coordination of Traffic Incident Management operations, based on national recommended practices and procedures.

Explanation: To assist state and local Traffic Incident Management partners in agreeing on multidisciplinary procedures, National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop multidisciplinary recommended practice guidelines for:

a) clearance of vehicles and cargo on the roadways or shoulders, including liability protection for responding agencies and responders;
b) towing and recovery operations at incident scenes;
c) traffic control at incident scenes;
d) traffic incident investigations, including crash reconstructions;
e) clearance of incidents involving spills of environmentally regulated materials that do not require response by a HAZMAT team;
f) emergency medical services operations at traffic incidents;
g) equipment and equipment operations for traffic incident management; and
h) service patrols.

Strategy 11. Response and Clearance Time Goals. Traffic Incident Management partners at the state, regional and local levels should commit to achievement of goals for traffic incident response and clearance times (as a component of broader goals for more effective Traffic Incident Management—see Strategy 3).

Explanation: National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop recommended response and clearance time goals for various traffic incident management scenarios (e.g. urbanized, rural, time of day), which will provide guidance to Traffic Incident Management partners at the state, regional and local levels as they develop multidisciplinary Traffic Incident Management goals, and goal agreements (See Strategy 3.) Traffic Incident Management partners at the state and local levels will be encouraged to work together to develop multidisciplinary goals for response times and clearance times. The partners will jointly develop a plan for achieving their goals, to be jointly monitored, and re-evaluated as appropriate. State, regional, local, and private sector traffic incident responders will be encouraged to formally commit to achievement of their goals and plans through written agreements.

Strategy 12. 24/7 Availability. Traffic incident responders and resources should be available 24/7.

Explanation: This strategy is intended to encourage 24/7 availability of all traffic incident responders and resources to promptly and effectively manage emergency incidents occurring on roadways.


Explanation: National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop guidelines for standardized communications practices and procedures. State, regional and local Traffic Incident Management partners should work together to develop and implement traffic incident communications plans, practices and procedures appropriate for their jurisdictions. Traffic incident responders should learn the practices and procedures as part of their multidisciplinary training programs (See Strategy 2)

Strategy 14. Prompt, Reliable Responder Notification. All traffic incident responders should receive prompt, reliable notification of incidents to which they are expected to respond.
the goals, to performance measurement, and to performance monitoring.

**Strategy 4. TIM Technology.** Traffic Incident Management partners at the national, state, regional, and local levels should work together for rapid and coordinated implementation of beneficial new technologies for Traffic Incident Management.

**Explanation:** This strategy is intended to promote deployment of affordable and useful technologies. The National Unified Goal particularly encourages rapid implementation of technologies that can improve safety, speed incident investigations or improve incident communications without compromising the quality of the investigation.

**Strategy 5. Effective TIM Policies.** Traffic Incident Management partners at the national, state, regional, and local levels should work together to raise awareness regarding proposed policies and legislation that support responder safety, effective Traffic Incident Management strategies, and for traffic control at incident scenes should be developed, and widely published, distributed, and adopted.

**Explanation:** National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop, through a multidisciplinary consensus process, recommended practices to promote responder safety at traffic incident scenes. These practices will be promoted through the multidisciplinary Traffic Incident Management training (Cross-Cutting Strategy 2).

**Strategy 6. Move Over/Slow Down Laws.** Drivers should be required to Move Over/Slow Down when approaching traffic incident response vehicles and traffic incident responders on the roadway.

**Explanation:** States should adopt and enforce “Move Over” laws that require drivers to move over/ slow down for emergency vehicles and emergency responders on the roadway, and educate the public about them. Definitions of “emergency vehicles” and “emergency responders” must include all traffic incident responders, both public and private sector.

**Strategy 7. Driver Training and Awareness.** Driver training and awareness programs should teach drivers how to react to emergencies on the roadway in order to prevent secondary crashes, reduce responder and roadway user injuries and deaths, and reduce congestion. National, state, regional and local Traffic Incident Management partners should encourage the integration of content matter related to appropriate response to roadway incidents into existing driver and public awareness and education programs. Increasing awareness of “move over” and “move it” laws is an important element of this strategy.

**OBJECTIVE 1: RESPONDER SAFETY**


**Explanation:** National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop, through a multidisciplinary consensus process, recommended practices to promote responder safety at traffic incident scenes. These practices will be promoted through the multidisciplinary Traffic Incident Management training (Cross-Cutting Strategy 2).

**Strategy 8. Move Over/Slow Down Laws.** Drivers should be required to Move Over/Slow Down when approaching traffic incident response vehicles and traffic incident responders on the roadway.

**Explanation:** States should adopt and enforce “Move Over” laws that require drivers to move over/ slow down for emergency vehicles and emergency responders on the roadway, and educate the public about them. Definitions of “emergency vehicles” and “emergency responders” must include all traffic incident responders, both public and private sector.

**Strategy 9. Driver Training and Awareness.** Driver training and awareness programs should teach drivers how to react to emergencies on the roadway in order to prevent secondary crashes, reduce responder and roadway user injuries and deaths, and reduce congestion. National, state, regional and local Traffic Incident Management partners should encourage

**OBJECTIVE 2: SAFE, QUICK CLEARANCE**

**Strategy 10. Multidisciplinary TIM Procedures.** Traffic Incident Management partners at the state, regional and local levels should develop and adopt multidisciplinary procedures for coordination of Traffic Incident Management operations, based on national recommended practices and procedures.

**Explanation:** To assist state and local Traffic Incident Management partners in agreeing on multidisciplinary procedures, National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop multidisciplinary recommended practice guidelines for:

- a) clearance of vehicles and cargo on the roadways or shoulders, including liability protection for responding agencies and responders;
- b) towing and recovery operations at incident scenes;
- c) traffic control at incident scenes;
- d) traffic incident investigations, including crash reconstructions;
- e) clearance of incidents involving spills of environmentally regulated materials that do not require response by a HAZMAT team;
- f) emergency medical services operations at traffic incidents;
- g) equipment and equipment operations for traffic incident management; and
- h) service patrols.

**Strategy 11. Response and Clearance Time Goals.** Traffic Incident Management partners at the state, regional and local levels should commit to achievement of goals for traffic incident response and clearance times (as a component of broader goals for more effective Traffic Incident Management—see Strategy 3).

**Explanation:** National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop recommended response and clearance time goals for various traffic incident management scenarios (e.g. urbanized, rural, time of day), which will provide guidance to Traffic Incident Management partners at the state, regional and local levels as they develop multidisciplinary Traffic Incident Management goals, and goal agreements (See Strategy 3.) Traffic Incident Management partners at the state and local levels will be encouraged to work together to develop multidisciplinary goals for response times and clearance times. The partners will jointly develop a plan for achieving their goals, to be jointly monitored, and re-evaluated as appropriate. State, regional, local, and private sector traffic incident responders will be encouraged to formally commit to achievement of their goals and plans through written agreements.

**Strategy 12. 24/7 Availability.** Traffic incident responders and resources should be available 24/7.

**Explanation:** This strategy is intended to encourage 24/7 availability of all traffic incident responders and resources to promptly and effectively manage emergency incidents occurring on roadways.

**OBJECTIVE 3: PROMPT, RELIABLE INCIDENT COMMUNICATIONS**

**Strategy 13. Multidisciplinary Communications Practices and Procedures.** Traffic incident responders should develop and implement standardized multidisciplinary traffic incident communications practices and procedures.

**Explanation:** National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop guidelines for standardized communications practices and procedures. State, regional and local Traffic Incident Management partners should work together to develop and implement traffic incident communications plans, practices and procedures appropriate for their jurisdictions. Traffic incident responders should learn the practices and procedures as part of their multidisciplinary training programs (See Strategy 2).

**Strategy 14. Prompt, Reliable Responder Notification.** All traffic incident responders should receive prompt, reliable notification of incidents to which they are expected to respond.

**Strategy 15. Multidisciplinary Communications Practices and Procedures.** Traffic incident responders should develop and implement standardized multidisciplinary traffic incident communications practices and procedures.

**Explanation:** National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop guidelines for standardized communications practices and procedures. State, regional and local Traffic Incident Management partners should work together to develop and implement traffic incident communications plans, practices and procedures appropriate for their jurisdictions. Traffic incident responders should learn the practices and procedures as part of their multidisciplinary training programs (See Strategy 2).

**Strategy 16. Prompt, Reliable Responder Notification.** All traffic incident responders should receive prompt, reliable notification of incidents to which they are expected to respond.

**Strategy 17. Multidisciplinary Communications Practices and Procedures.** Traffic incident responders should develop and implement standardized multidisciplinary traffic incident communications practices and procedures.

**Explanation:** National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop guidelines for standardized communications practices and procedures. State, regional and local Traffic Incident Management partners should work together to develop and implement traffic incident communications plans, practices and procedures appropriate for their jurisdictions. Traffic incident responders should learn the practices and procedures as part of their multidisciplinary training programs (See Strategy 2).

**Strategy 18. Prompt, Reliable Responder Notification.** All traffic incident responders should receive prompt, reliable notification of incidents to which they are expected to respond.
Explanation: Traffic Incident Management partners at the state, regional and local levels will work together to develop systems and procedures for prompt and reliable notification of traffic incident responders regarding incidents affecting traffic operations. Call-out procedures will be defined, to ensure that all appropriate and relevant on-scene responders and health care facilities are notified, and to filter incidents to avoid unnecessary call-outs. This strategy includes promotion of the development, implementation and integration of new notification and data transmission technologies such as advanced automated crash notification (AACN)—for example, TIM partners should advocate the inclusion of AACN systems in vehicles sold in the United States and in Public Safety Answering Points. (See Strategy 4.)

Strategy 15. Interoperable Voice and Data Networks. State, regional and local Traffic Incident Management stakeholders should work together to develop interoperable voice and data networks.

Explanation: State and local Traffic Incident Management partners should explore ways to link their information and communications systems. Rather than continue to invest in stand-alone systems, agencies should insist that vendors of new communications equipment provide open architectures that make it possible to link to and share information with other jurisdictions and agencies, as appropriate.

Strategy 16. Broadband Emergency Communications Systems. National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) should work together to reduce the barriers to integrated broadband emergency communications systems development and integration (both wired and wireless).

Explanation: Integrated, wireless broadband emergency communications networks are technically possible today. Yet technical and institutional barriers are such that it will be decades before emergency responders benefit from these technologies unless concerted and unified action is taken. National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will work to reduce the barriers to integrated broadband networks to link emergency service providers in all areas. This includes eliminating barriers to integration of Computer-Aided Dispatch (CAD) systems with Intelligent Transportation Systems (ITS); to implementation of wireless 9-1-1 location technologies; and to implementation of Next Generation 9-1-1 systems.

Strategy 17. Prompt, Reliable Traveler Information Systems. Traffic Incident Management partners should encourage development of more prompt and reliable traveler information systems that will enable drivers to make travel decisions to reduce the impacts of emergency incidents on traffic flow.

Explanation: National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will work together with private sector partners to accelerate development and implementation of incident information systems that will deliver real-time information, including re-routing information, without distracting drivers. The goal will be to provide information to drivers when they need it, and when they can use it in time to divert from a traffic incident, or to make other travel decisions that will reduce the impacts of emergency events on traffic flow.

Strategy 18. Partnerships with News Media and Information Providers. Traffic Incident Management partners should actively partner with news media and information service providers to provide prompt, reliable incident information to the public.

Explanation: National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will publish recommended practices for working with news media, information service providers, and telematics service providers. State, regional and local Traffic Incident Management partners will be encouraged to work closely and proactively with news media and information providers, within the context of Traffic Incident Management Programs, with a goal of improving the timeliness and accuracy of incident information provided to the public.
CHAPTER 6I. CONTROL OF TRAFFIC THROUGH TRAFFIC INCIDENT MANAGEMENT AREAS

Section 6I.01 General

Support:
01 The National Incident Management System (NIMS) requires the use of the Incident Command System (ICS) at traffic incident management scenes.
02 A traffic incident is an emergency road user occurrence, a natural disaster, or other unplanned event that affects or impedes the normal flow of traffic.
03 A traffic incident management area is an area of a highway where temporary traffic controls are installed, as authorized by a public authority or the official having jurisdiction of the roadway, in response to a road user incident, natural disaster, hazardous material spill, or other unplanned incident. It is a type of TTC zone and extends from the first warning device (such as a sign, light, or cone) to the last TTC device or to a point where vehicles return to the original lane alignment and are clear of the incident.
04 Traffic incidents can be divided into three general classes of duration, each of which has unique traffic control characteristics and needs. These classes are:
   A. Major—expected duration of more than 2 hours,
   B. Intermediate—expected duration of 30 minutes to 2 hours, and
   C. Minor—expected duration under 30 minutes.
05 The primary functions of TTC at a traffic incident management area are to inform road users of the incident and to provide guidance information on the path to follow through the incident area. Alerting road users and establishing a well defined path to guide road users through the incident area will serve to protect the incident responders and those involved in working at the incident scene and will aid in moving road users expeditiously past or around the traffic incident, will reduce the likelihood of secondary traffic crashes, and will preclude unnecessary use of the surrounding local road system. Examples include a stalled vehicle blocking a lane, a traffic crash blocking the traveled way, a hazardous material spill along a highway, and natural disasters such as floods and severe storm damage.

Guidance:
06 In order to reduce response time for traffic incidents, highway agencies, appropriate public safety agencies (law enforcement, fire and rescue, emergency communications, emergency medical, and other emergency management), and private sector responders (towing and recovery and hazardous materials contractors) should mutually plan for occurrences of traffic incidents along the major and heavily traveled highway and street system.
07 On-scene responder organizations should train their personnel in TTC practices for accomplishing their tasks in and near traffic and in the requirements for traffic incident management contained in this Manual. On-scene responders should take measures to move the incident off the traveled roadway or to provide for appropriate warning. All on-scene responders and news media personnel should constantly be aware of their visibility to oncoming traffic and wear high-visibility apparel as outlined in Section 6D.03.
08 Emergency vehicles should be safe-positioned (see definition in Section 1A.13) such that traffic flow through the incident scene is optimized. All emergency vehicles that subsequently arrive should be positioned in a manner that does not interfere with the established temporary traffic flow.
09 Responders arriving at a traffic incident should estimate the magnitude of the traffic incident, the expected time duration of the traffic incident, and the expected vehicle queue length, and then should set up the appropriate temporary traffic controls for these estimates.

Option:
10 Warning and guide signs used for TTC traffic incident management situations may have a black legend and border on a fluorescent pink background (see Figure 6I-1).

Support:
11 While some traffic incidents might be anticipated and planned for, emergencies and disasters might pose more severe and unpredictable problems. The ability to quickly install proper temporary traffic controls might greatly reduce the effects of an incident, such as secondary crashes or excessive traffic delays. An essential part of fire, rescue, spill clean-up, highway agency, and enforcement activities is the proper control of road users through the traffic incident management area in order to protect responders, victims, and other personnel at the site. These operations might need corroborating legislative authority for the implementation and enforcement of appropriate road user regulations, parking controls, and speed zoning. It is desirable for these statutes to
provide sufficient flexibility in the authority for, and implementation of, TTC to respond to the needs of changing conditions found in traffic incident management areas.

Option:

For traffic incidents, particularly those of an emergency nature, TTC devices on hand may be used for the initial response as long as they do not themselves create unnecessary additional hazards.

Section 6I.02 Major Traffic Incidents

Support:

Major traffic incidents are typically traffic incidents involving hazardous materials, fatal traffic crashes involving numerous vehicles, and other natural or man-made disasters. These traffic incidents typically involve closing all or part of a roadway facility for a period exceeding 2 hours.

Guidance:

If the traffic incident is anticipated to last more than 24 hours, applicable procedures and devices set forth in other Chapters of Part 6 should be used.

Support:

A road closure can be caused by a traffic incident such as a road user crash that blocks the traveled way. Road users are usually diverted through lane shifts or detoured around the traffic incident and back to the original roadway. A combination of traffic engineering and enforcement preparations is needed to determine the detour route, and to install, maintain or operate, and then to remove the necessary traffic control devices when the detour is terminated. Large trucks are a significant concern in such a detour, especially when detouring them from a controlled-access roadway onto local or arterial streets.

During traffic incidents, large trucks might need to follow a route separate from that of automobiles because of bridge, weight, clearance, or geometric restrictions. Also, vehicles carrying hazardous material might need to follow a different route from other vehicles.

Some traffic incidents such as hazardous material spills might require closure of an entire highway. Through road users must have adequate guidance around the traffic incident. Maintaining good public relations is desirable. The cooperation of the news media in publicizing the existence of, and reasons for, traffic incident management areas and their TTC can be of great assistance in keeping road users and the general public well informed.

The establishment, maintenance, and prompt removal of lane diversions can be effectively managed by interagency planning that includes representatives of highway and public safety agencies.

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Figure 6I-1. Examples of Traffic Incident Management Area Signs

- **BE PREPARED TO STOP** (IMW3-4)
- **INCIDENT AHEAD** (IM1-1)
- **LANE BLOCKED AHEAD** (IM2-1)
- **DETOUR** (IMM4-10)
- **EXIT CLOSED** (IME5-2a)
- **END DETOUR** (IMM4-8a)
- **DETOUR** (IMM4-9)
Guidance:

All traffic control devices needed to set up the TTC at a traffic incident should be available so that they can be readily deployed for all major traffic incidents. The TTC should include the proper traffic diversions, tapered lane closures, and upstream warning devices to alert traffic approaching the queue and to encourage early diversion to an appropriate alternative route.

Attention should be paid to the upstream end of the traffic queue such that warning is given to road users approaching the back of the queue.

If manual traffic control is needed, it should be provided by qualified flaggers or uniformed law enforcement officers.

Option:

If flaggers are used to provide traffic control for an incident management situation, the flaggers may use appropriate traffic control devices that are readily available or that can be brought to the traffic incident scene on short notice.

Guidance:

When light sticks or flares are used to establish the initial traffic control at incident scenes, channelizing devices (see Section 6F.63) should be installed as soon thereafter as practical.

Option:

The light sticks or flares may remain in place if they are being used to supplement the channelizing devices.

Guidance:

The light sticks, flares, and channelizing devices should be removed after the incident is terminated.

Section 6I.03 Intermediate Traffic Incidents

Support:

Intermediate traffic incidents typically affect travel lanes for a time period of 30 minutes to 2 hours, and usually require traffic control on the scene to divert road users past the blockage. Full roadway closures might be needed for short periods during traffic incident clearance to allow traffic incident responders to accomplish their tasks.

The establishment, maintenance, and prompt removal of lane diversions can be effectively managed by interagency planning that includes representatives of highway and public safety agencies.

Guidance:

All traffic control devices needed to set up the TTC at a traffic incident should be available so that they can be readily deployed for intermediate traffic incidents. The TTC should include the proper traffic diversions, tapered lane closures, and upstream warning devices to alert traffic approaching the queue and to encourage early diversion to an appropriate alternative route.

Attention should be paid to the upstream end of the traffic queue such that warning is given to road users approaching the back of the queue.

If manual traffic control is needed, it should be provided by qualified flaggers or uniformed law enforcement officers.

Option:

If flaggers are used to provide traffic control for an incident management situation, the flaggers may use appropriate traffic control devices that are readily available or that can be brought to the traffic incident scene on short notice.

Guidance:

When light sticks or flares are used to establish the initial traffic control at incident scenes, channelizing devices (see Section 6F.63) should be installed as soon thereafter as practical.

Option:

The light sticks or flares may remain in place if they are being used to supplement the channelizing devices.

Guidance:

The light sticks, flares, and channelizing devices should be removed after the incident is terminated.
Section 6I.04 Minor Traffic Incidents

Support:
01 Minor traffic incidents are typically disabled vehicles and minor crashes that result in lane closures of less than 30 minutes. On-scene responders are typically law enforcement and towing companies, and occasionally highway agency service patrol vehicles.
02 Diversion of traffic into other lanes is often not needed or is needed only briefly. It is not generally possible or practical to set up a lane closure with traffic control devices for a minor traffic incident. Traffic control is the responsibility of on-scene responders.

Guidance:
03 When a minor traffic incident blocks a travel lane, it should be removed from that lane to the shoulder as quickly as possible.

Section 6I.05 Use of Emergency-Vehicle Lighting

Support:
01 The use of emergency-vehicle lighting (such as high-intensity rotating, flashing, oscillating, or strobe lights) is essential, especially in the initial stages of a traffic incident, for the safety of emergency responders and persons involved in the traffic incident, as well as road users approaching the traffic incident. Emergency-vehicle lighting, however, provides warning only and provides no effective traffic control. The use of too many lights at an incident scene can be distracting and can create confusion for approaching road users, especially at night. Road users approaching the traffic incident from the opposite direction on a divided facility are often distracted by emergency-vehicle lighting and slow their vehicles to look at the traffic incident posing a hazard to themselves and others traveling in their direction.
02 The use of emergency-vehicle lighting can be reduced if good traffic control has been established at a traffic incident scene. This is especially true for major traffic incidents that might involve a number of emergency vehicles. If good traffic control is established through placement of advanced warning signs and traffic control devices to divert or detour traffic, then public safety agencies can perform their tasks on scene with minimal emergency-vehicle lighting.

Guidance:
03 Public safety agencies should examine their policies on the use of emergency-vehicle lighting, especially after a traffic incident scene is secured, with the intent of reducing the use of this lighting as much as possible while not endangering those at the scene. Special consideration should be given to reducing or extinguishing forward facing emergency-vehicle lighting, especially on divided roadways, to reduce distractions to oncoming road users.
04 Because the glare from floodlights or vehicle headlights can impair the nighttime vision of approaching road users, any floodlights or vehicle headlights that are not needed for illumination, or to provide notice to other road users of an incident response vehicle being in an unexpected location, should be turned off at night.
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<tr>
<th>SUPPLEMENT ITEM 11</th>
<th>ACTIONS TO PROGRESS FROM LEVEL 1 TO 2</th>
<th>ACTIONS TO PROGRESS FROM LEVEL 2 TO 3</th>
<th>ACTIONS TO PROGRESS FROM LEVEL 3 TO 4</th>
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<tbody>
<tr>
<td>A. Is there a formal TIM program that is supported by a multidiscipline, multi-agency team or task force, which meets regularly to discuss and plan for TIM activities?</td>
<td>Score: 3</td>
<td>Score 2 if:</td>
<td>Score 3 if:</td>
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<td><strong>Score 1 if:</strong></td>
<td><strong>Score 2 if:</strong></td>
<td><strong>Score 3 if:</strong></td>
<td><strong>Score 4 if:</strong></td>
</tr>
<tr>
<td>TIM activities are occurring on an ad-hoc basis and no formal TIM program exists.</td>
<td>A TIM program has been established by a single agency, typically a DOT, and is limited to one or two key initiatives (i.e., Safety Service Patrol). Meetings and improvement discussions are not regularly conducted and when they do, not all disciplines are represented. Program leadership (agency/individual) is inconsistent and thus unclear to most agencies.</td>
<td>A multidisciplinary TIM program has been established. The program is supported by a committee, task force, team, or other group that meets on a semi-regular basis. TIM Program leadership (agency/individual) is clear. Work on TIM initiatives is typically completed by committee members on a volunteer basis, which does not always produce timely results. Most agencies and disciplines are represented and regularly participate.</td>
<td>A multidisciplinary TIM program has been established and formalized through a documented vision, mission statement, and goals and objectives. The program is supported by dedicated staff, as well as a committee, task force, team, or other group that meets on a regular basis to discuss TIM issues, challenges, and progress. All agencies and disciplines routinely participate in program activities and the formal TIM program may be branded to promote widespread identity.</td>
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<tr>
<td>i. Initiate routine TIM-focused discussions within an individual agency.</td>
<td>ii. Establish a multidisciplinary TIM committee or task force with a clearly defined organizational structure that meets on a regular basis (quarterly minimum).</td>
<td>iii. Develop TIM program vision, mission statement, and goals and objectives. Routinely review and update.</td>
</tr>
<tr>
<td>iv. Dedicate staff to sustain TIM program activities (i.e., incorporate TIM into position descriptions, hire support staff, etc.).</td>
<td></td>
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1a. How frequently does the team or task force meet? Dallas monthly; Ft Worth bi-monthly with large conference style meeting every 6 months

2. Are all disciplines and agencies participating in on-going TIM enhancement activities/efforts? Comments:

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<td>A. Are all disciplines and agencies participating in on-going TIM enhancement activities/efforts?</td>
<td>Score: 3</td>
<td>Score 2 if:</td>
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<tr>
<td><strong>Score 1 if:</strong></td>
<td><strong>Score 2 if:</strong></td>
<td><strong>Score 3 if:</strong></td>
<td><strong>Score 4 if:</strong></td>
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<tr>
<td>TIM agencies and disciplines typically interact while at the scene of an incident only. Agencies and individuals do not participate collectively in separate TIM enhancement activities and discussions. Some relationships exist among individual responders but have largely been established externally to TIM efforts. On-scene problems stemming from lack of collaboration are frequent but not addressed.</td>
<td>Not all responding disciplines are represented during on-going TIM enhancements activities, efforts, or discussions.</td>
<td>There is consistent, routine participation from some key agencies/disciplines (e.g., DOT, metro fire departments, state police/patrol), but some disciplines are still missing.</td>
<td>There is strong, routine involvement from all disciplines and agencies which in turn lead to good working relationships. Collaboration and teamwork at incident scenes is consistently evident. The importance of collaboration and relationships is universally understood and promoted through training, planning, and program activities. All disciplines understand that they are an equal partner in TIM.</td>
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<td>i. Develop a comprehensive list of disciplines involved in TIM planning, coordination and response.</td>
<td>ii. For each TIM discipline, identify agencies, organizations, and individuals that should be involved in TIM planning, coordination, response and enhancement activities.</td>
<td>iii. Utilize executive/leadership level to reach out to agencies and organizations not participating.</td>
</tr>
<tr>
<td>iv. Conduct one-on-one meetings with agencies and organizations that are not currently participating in TIM enhancement activities.</td>
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3. Is the importance of TIM understood by all TIM stakeholders and supported by multidiscipline, multi-agency agreements or memorandums of understanding (MOUs)?

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<td>Little to no understanding of the need for or benefits of TIM.</td>
<td>The importance of TIM is understood by some key agencies, such as the DOT or State Police/Patrol, but local agency buy-in to goals/objectives is limited. Any written agreements only include two or three agencies and are not signed by top officials.</td>
<td>The importance of TIM is understood by the majority of TIM stakeholders. However, the need for TIM may not be fully understood throughout partner agencies (e.g., some progress may be lost as individuals retire or are re-assigned). A TIM agreement/MOU has been developed and signed off by top officials from multiple agencies (law enforcement, fire, and transportation at a minimum).</td>
<td>All TIM program stakeholders recognize the importance of TIM and TIM has been institutionalized and fully integrated into the culture of involved agencies and is an element of their core mission. A TIM agreement/MOU that includes time-based safe, quick clearance goals has been signed off by top officials from all TIM stakeholders and the agreement/MOU is regularly reviewed and updated.</td>
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</table>

ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

i. Document and promote the TIM business case (i.e., need for and benefits of).

ii. Develop TIM program vision, mission statement, and goals and objectives.

ACTIONS TO PROGRESS FROM LEVEL 2 TO 3

iii. Develop a multidiscipline agreement/MOU that includes goals/objectives for TIM.

iv. Obtain formal buy-in from all TIM stakeholders through top official signing of TIM agreement/MOU.

ACTIONS TO PROGRESS FROM LEVEL 3 TO 4

v. Integrate time-based, safe quick clearance goals into the TIM agreement/MOU.

vi. Routinely review and update as necessary the TIM agreement/MOU.

vii. Integrate all TIM needs/enhancement strategies into existing planning processes and documents, such as the state’s Strategic Highway Safety Plan (SHSP) and Transportation Improvement Plans (TIPs).

4. Is agency leadership actively involved in program-level TIM decisions (i.e. policy establishment, training, funding, legislation, etc.)?

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<tr>
<td>There is minimal involvement by agency leadership in program-level TIM decisions.</td>
<td>The leadership of one or two agencies is primarily responsible for making program-level TIM decisions. Although other agencies are part of the program, the individuals participating do not have the authority to make decisions for their agency. Program leadership (agency/individual) is inconsistent and thus unclear to most agencies.</td>
<td>Efforts have been made to engage the leadership of all stakeholders in program-level TIM decisions, but not all have elected to participate.</td>
<td>Active involvement of agency leadership in program-level TIM decisions is formally documented, through MOUs or agreements, and facilitated by a multidisciplinary executive level steering/policy committee that meets on a regular basis.</td>
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</table>

ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

i. Establish the TIM business case and develop talking points that identify why participation in TIM activities is important.

ACTIONS TO PROGRESS FROM LEVEL 2 TO 3

ii. Conduct one-on-one meetings with agency/organization leadership to discuss the need for and benefits of TIM, and obtain buy-in and support for involvement in TIM activities.

ACTIONS TO PROGRESS FROM LEVEL 3 TO 4

iii. Develop multidiscipline agreement(s)/MOU(s) that includes goals/objectives for TIM.

iv. Establish a multidisciplinary executive level steering committee that meets at least twice a year.
5. Is there a full-time position within at least one of the participating agencies with responsibility for coordinating the TIM program as their primary job function?

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<tr>
<td>No agency has assigned responsibility for coordinating the TIM program to a person or position.</td>
<td>Responsibility for coordinating the TIM program has been assigned to a position within a participating agency. However, TIM is just one of their many job responsibilities and they have limited time to dedicate to the program.</td>
<td>Responsibility for coordinating the TIM program has been assigned to a position within a participating agency and 50% or more of their time is dedicated to TIM.</td>
<td>There is a full-time position within one participating agency that is dedicated to coordinating the TIM program.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Identify an agency that is willing to assign responsibility for coordinating the TIM program to one of their employees or contractors.
- ii. Develop a formal job/position description that outlines the responsibilities of a TIM program coordinator. Document the TIM business case to support the need for the position.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- iii. Fill and/or assign a part-time (50%) TIM program coordinator position to either agency or contractor staff.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- iv. Fill and/or assign a full-time TIM program coordinator position to either agency or contractor staff.

6. Are the TIM response roles and responsibilities of public and private sector TIM stakeholders mutually understood?

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<tr>
<td>Multidiscipline roles and responsibilities are understood on a broad functional basis only. Lack of understanding of scene specific roles and responsibilities routinely leads to collaboration problems such as turf battles and differing TIM goals, objectives, and priorities.</td>
<td>Response related roles and responsibilities are somewhat understood but not necessarily by all individual responders. Personalities and egos may still exist and are often a barrier to more consistent on-scene collaboration. Few formal opportunities exist to emphasize the importance of mutually understanding responder roles and responsibilities. No documentation exists to clarify roles and responsibilities.</td>
<td>Generally, mutual understanding of TIM roles and responsibilities is good though some gaps may exist between public and private sector disciplines. Some documentation exists but is not routinely reinforced, promoted, or updated. Multidiscipline training to highlight understanding is inconsistent.</td>
<td>TIM roles and responsibilities are mutually understood by the majority of public and private sector disciplines. Roles and responsibilities are clearly documented with multidiscipline agreements, policies, or manuals. There is strong recognition that each discipline has a job to do and that safe, quick clearance is a priority for all. Routine multidiscipline training and exercises reinforce the importance of working as a team.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Clarify individual agency roles and responsibilities related to TIM response.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- ii. Document and distribute response roles and responsibilities of all entities involved in TIM.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- iii. Integrate clearly defined agency TIM response roles and responsibilities into existing multidiscipline agreements, MOUs, guidelines, and/or procedures.
- iv. Conduct routine multidiscipline exercises and other activities to reinforce understanding of TIM response roles and responsibilities.
7. Is planning to support TIM activities, including regular needs assessments, done across and among participating agencies.

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<td>No planning specific to TIM takes place regionally. TIM needs are only considered on a reactive basis when problems occur. Some local TIM planning may take place but is predominantly specific/unique to individual partner agency(ies) only. Some regional TIM planning is conducted but typically on an ad-hoc basis and in reaction to an urgent need or problem. TIM needs are assessed on an infrequent (e.g., annual) basis with minimal follow-up.</td>
<td>TIM is noted or mentioned in regional transportation plans but only in the context of ongoing operations. Regional plans may integrate ongoing TIM components such as Safety Service Patrols and program support but little regular planning/programming for other enhancement strategies takes place. TIM needs are discussed on a more regular basis with input from most TIM stakeholders, but some needs may go unaddressed.</td>
<td>Regionally planning for TIM is routine and conducted by MPOs, COGs, Transportation Commissions, DOTs and public safety agencies. TIM needs are routinely and proactively discussed in a multidisciplinary setting and are directly linked with the regional planning process. There is a TIM line item in funding allocations to pay for TIM strategies to address identified needs.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Conduct individual agency TIM planning.
- ii. Complete the FHWA TIM Self-Assessment annually in a multidisciplinary group, setting as a means to identify/understand needs and gaps.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- iii. Add a standing item to the TIM committee or task force agenda to discuss and assess TIM-related needs.
- iv. Conduct multidiscipline TIM planning and prioritize TIM enhancements.
- v. Integrate results of TIM after-action reviews (AARs) into needs identification/assessment activities.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- vi. Establish a mechanism for tracking and prioritizing TIM needs, action items or strategies to address, and results. Make the tracking mechanism available to all TIM stakeholders for input and review.
- vii. Integrate all TIM needs/enhancement strategies into existing planning processes and documents, including the state’s Strategic Highway Safety Plan (SHSP) and Transportation Improvement Plans (TIPs).

8. Are funds available for TIM activities?

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<td>No funds are specifically allocated for TIM on a regional basis. TIM is paid for exclusively and independently from the operating budgets of partner agencies. The region is routinely challenged to acquire funds for TIM enhancement initiatives.</td>
<td>The Safety Service Patrol program may have a dedicated funding source, but minimal funding is available for any other TIM enhancement activities. Partner agencies have little or no understanding of funds that are, or may be, available for TIM.</td>
<td>Some TIM elements/activities such as program or training support are funded annually. Little programming and budgeting takes place for other TIM enhancement activities, though a nominal amount of funding is sometimes available. There is a moderate understanding of available funding and the process for accessing it.</td>
<td>Through funding sources such as TIPs, STIPs, SHSP and Federal Programs, regular annual (fiscal year) budget allocations are made for the majority of TIM activities such as: Safety Service Patrols; training; TIM equipment and supplies; program management/support; and outreach/promotion. Funds are often allocated according to need and program priorities. Stakeholders have a good understanding of both available or potential funding sources for TIM activities (e.g., grants, Federal funds, etc.) and the process and requirements for requesting/accessing it.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Identify the associated costs and benefits of needed TIM enhancements.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- ii. Investigate and identify all TIM eligible funding sources and define the process for requesting funds.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- iii. Allocate funding for priority TIM enhancements.
9. Is TIM considered and incorporated into planning efforts for construction and work zones?

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<td>TIM is typically not considered during planning efforts for construction and work zones.</td>
<td>TIM is incorporated into planning efforts for construction and work zones, but only for the purpose of meeting federal requirements. TIM stakeholders are typically not included in planning efforts and are not given an opportunity to provide input.</td>
<td>TIM is considered and incorporated into planning efforts for construction and work zones, and scaled accordingly based on the size and impact of the project. Some key TIM stakeholders are engaged and involved in plan development.</td>
<td>TIM is considered and incorporated into planning efforts for construction and work zones. All impacted TIM stakeholders are included in planning efforts and are given multiple opportunities to provide input. For larger projects, training, exercises, and dry-runs are conducted to validate and test the plan. The plan is readily available to TIM stakeholders and, for long duration projects, the plan is regularly reviewed and updated as necessary.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Incorporate TIM into construction/work zone planning efforts such as the development of Transportation Management Plans (TMPs) required by the Federal Work Zone Safety and Mobility Rule.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

ii. Develop formal guidelines for integrating TIM into planning efforts for construction and work zones that is scalable according to the size and impact of the project.

iii. Invite TIM stakeholders to participate in TIM planning efforts for construction and work zones.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

iv. Conduct training, exercises, and/or dry-runs to validate and test TIM plans with all TIM stakeholders, as appropriate.

v. Distribute the TIM plan to all TIM stakeholders.

vi. Integrate the TIM Plan into the TMP as appropriate.

vii. Review and update the TIM plan as necessary.

10. Is TIM considered and incorporated into planning efforts for special events such as sporting events, concerts, conventions, etc?

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<td>TIM is typically not considered during planning efforts for special events.</td>
<td>Depending on the event, TIM may be considered on a limited basis during planning efforts. TIM stakeholders are typically not included in planning efforts and are not given an opportunity to provide input.</td>
<td>TIM is considered and incorporated into planning efforts for large special events. Some key TIM stakeholders are engaged and involved in plan development.</td>
<td>TIM is considered and incorporated into planning efforts for the majority of special events. All impacted TIM stakeholders are included in planning efforts and are given multiple opportunities to provide input. Depending on the size of the event, training, exercises, and dry-runs are conducted to validate and test the plan. The plan is readily available to TIM stakeholders.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Integrate TIM considerations into planning efforts for planned special events.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

ii. Develop formal guidelines for integrating TIM into planning efforts for planned special events that is scalable according to the size and impact of the event.

iii. Invite TIM stakeholders to participate in TIM planning efforts for planned special events.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

iv. Conduct training, exercises, and/or dry-runs to validate and test TIM plans with all TIM stakeholders, as appropriate.

v. Distribute the TIM plan to all TIM stakeholders.

vi. Review and update the TIM plan as necessary.
11. Is TIM considered and incorporated into planning efforts for weather-related events?

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<td>TIM is typically not considered during planning efforts for weather-related events.</td>
<td>TIM may be considered on a limited basis in planning efforts for weather-related events but there is little input from TIM stakeholders.</td>
<td>TIM is considered and incorporated into planning efforts for weather-related events. Some key TIM stakeholders are engaged and involved in plan development.</td>
<td>TIM is considered and incorporated into planning efforts for weather-related events. All impacted TIM stakeholders are included in planning efforts and are given multiple opportunities to provide input. Training, exercises, and dry-runs are conducted to validate and test the plan. The plan is readily available to TIM stakeholders and is regularly reviewed and updated as necessary.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Integrate TIM considerations into planning efforts for weather-related events.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- ii. Develop formal guidelines for integrating TIM into planning efforts for weather-related events that is scalable according to the size and impact of the event.
- iii. Invite TIM stakeholders to participate in TIM planning efforts for weather-related events.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- iv. Conduct training, exercises, and/or dry-runs to validate and test TIM plans with all TIM stakeholders, as appropriate.
- v. Distribute the TIM plan to all TIM stakeholders.
- vi. Review and update the TIM plan as necessary.

Do you have any additional comments on your scores in the Formal TIM Programs subsection? Regarding Question 3: An inventory of these agreements would be helpful for agencies. Regarding Question 9: There is need for better communication to PD’s when road closures will occur on state highways and have a significant impact on operations.
### TIM Training and After-Action Reviews

#### 12. Have stakeholders in the region participated in a SHRP2 National TIM Responder Training Program, or equivalent, Train-the-Trainer (TTT) session and are they actively training others?

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<td>No TTT session has been conducted in the region.</td>
<td>Yes, and between 20%-40% of the TTT participants have provided TIM training to others. There are a handful of very active trainers, but many trainers have only assisted with 1 or 2 training sessions.</td>
<td>Yes, and over 40% of the TTT participants have provided TIM training to others. The trainers remain active and are assisting with at least one training session quarterly.</td>
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#### Actions to Progress from Level 1 to 2

- Establish a TIM training implementation committee.
- Conduct a TIM TTT session.

#### Actions to Progress from Level 2 to 3

- Establish and document clear expectations for TTT participants (e.g., expected to instruct two TIM training sessions per year.)

#### Actions to Progress from Level 3 to 4

- Identify a mechanism to regularly communicate with and engage TIM trainers (e.g., quarterly teleconferences or webinars, e-mail communications, etc.)
- Assign scheduling and coordination of TIM training sessions to an individual or group of individuals to ensure trainings are conducted on a regular basis.

#### 12a. Is there any other TIM-related supplemental or topic-specific training being provided?  
**Photogrammetry**

#### 13. What percentage (estimated) of TIM responders in the region identified as needing training have received the 4-Hour SHRP2 TIM Responder Training (in-person or via Web-Based Training), or equivalent?

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<tr>
<td>Less than 15%</td>
<td>Between 16-30%</td>
<td>Between 31-45%</td>
<td>Over 45%</td>
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#### Actions to Progress from Level 1 to 2

- Establish, or re-invigorate, a TIM training implementation committee.
- Schedule and conduct TIM training sessions.

#### Actions to Progress from Level 2 to 3

- Establish an online TIM training schedule/calendar that is shared with all TIM stakeholders and regularly updated.
- Utilize local/regional TIM committees or task forces to promote awareness of available TIM training sessions.

#### Actions to Progress from Level 3 to 4

- Assign scheduling and coordination of TIM training sessions to an individual or group of individuals to ensure trainings are conducted on a regular basis.
- Provide educational credit to responders for taking a TIM training course.
- Integrate the SHRP2 TIM training into responder academy and tech college curriculums.

#### 14. Is the SHRP2 TIM Responder Training being conducted in a multidiscipline setting?

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<tr>
<td>Most training is being provided to individual agencies in a single discipline setting.</td>
<td>Some efforts have been made to support multidiscipline training. Many agencies are still focused on training just their own employees.</td>
<td>A multidiscipline setting has been used in over half of the training sessions provided.</td>
<td>The majority of training activities are taking place in a multidiscipline setting. Large agencies that are using in-service to train their employees have invited other disciplines to participate in the training.</td>
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#### Actions to Progress from Level 1 to 2

- Establish, or re-invigorate, a TIM training implementation committee.
- Develop a local/regional distribution list that can be used by TIM trainers to assist with outreach efforts for scheduled TIM training sessions.

#### Actions to Progress from Level 2 to 3

- Establish an online TIM training schedule/calendar that is shared with all TIM stakeholders and regularly updated.
- Utilize local/regional TIM committees or task forces to promote awareness of available TIM training sessions.

#### Actions to Progress from Level 3 to 4

- Assign scheduling and coordination of TIM training sessions to an individual or group of individuals to ensure trainings are conducted on a regular basis in a multidiscipline setting.
15. Has the SHRP2 TIM Responder Training, or equivalent, been incorporated into the state or local academy and/or technical college curriculums?

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<tr>
<td>The SHRP2 TIM Responder Training, or equivalent, has not been incorporated into the state or local academy and/or technical college curriculums.</td>
<td>A limited number of academies and/or technical colleges have incorporated the SHRP2 TIM Responder Training, or equivalent, into their curriculums.</td>
<td>Over half of the state or local academies and/or technical colleges have incorporated the SHRP2 TIM Responder Training, or equivalent, into their curriculums.</td>
<td>The SHRP2 TIM Responder Training, or equivalent has been incorporated into the majority of state or local academy and/or technical college curriculums for all disciplines.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Identify all local academies and technical colleges that offer courses to TIM stakeholders.
- ii. Develop a prioritized outreach plan for approaching the local academies and technical colleges.
- iii. Utilize TIM training champions from the appropriate discipline to reach out to local academies and technical colleges that have been slow to incorporate the TIM training.
- iv. Identify opportunities to make TIM training mandatory.

16. Does the TIM program conduct multidiscipline, multi-agency after-action reviews (AARs)?

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<td>No AARs are conducted.</td>
<td>Some AARs are conducted internally by individual agencies. Multidiscipline AARs may be conducted occasionally, but only for very serious incidents where significant problems were encountered.</td>
<td>Routine AARs are conducted, but not all involved responders participate. AARs may only occur in the context of an established TIM committee or task force meeting, which may lead to delayed or ineffective discussion.</td>
<td>AARs are institutionalized and a formal AAR process exists that includes thresholds for conducting timely AARs and participation requirements. Results are documented, acted upon, and shared with all TIM stakeholders.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Document the value of conducting AARs and obtain TIM partner buy-in.
- ii. Conduct AARs on a routine basis.
- iii. Establish criteria/thresholds for conducting AARs.
- iv. Develop a standard form for documenting results of AARs.
- v. Develop and implement a formal multidiscipline AAR process that has been accepted as a standard operating practice by all TIM stakeholders.
- vi. Develop a mechanism for tracking and sharing AAR action items and results (and/or integrate with needs tracking).

Do you have any additional comments on your scores in the TIM Training and After-Action Reviews subsection?
**TIM PERFORMANCE MEASURES**

17. Is Roadway Clearance Time (RCT) measured and used by your agency? FHWA defines RCT as the “time between first recordable awareness of an incident by a responsible agency and first confirmation that all lanes are available for traffic flow.”

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<td>RCT is not typically measured</td>
<td>RCT is routinely measured.</td>
<td>RCT is routinely measured and reported</td>
<td>RCT is routinely measured, reported, and tied to system or region-wide outcomes such as travel time reliability or congestion/delay.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Recognize and communicate with TIM stakeholders the need for and value of routinely measuring RCT.

ii. Adopt the FHWA standard definition for RCT.

iii. Develop and implement methodologies to routinely collect and track RCT, including establishing a baseline for measurement.

iv. Conduct trends analysis of RCT specific to facilities, incident types, lane closure types, regions with responder training, periods of operation by time and day, and other factors.

v. Develop a mechanism for regularly reporting and sharing the RCT performance measure with TIM partners.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

vi. Routinely scan for new opportunities to improve the quality, accuracy, and geographic/temporal coverage for reporting RCT.

vii. Develop varied levels of aggregation for this performance measure that target diverse needs among TIM stakeholders.

viii. Develop and implement advanced TIM measures that are tied to system or region-wide goals for travel time reliability, congestion/delay and other outcomes.

ix. Standardize and document processes for collecting, cleaning, analyzing, and reporting RCT.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

i. Identify data and collection requirements to support measuring RCT.

ii. Increase accessibility to data already being collected by TIM partners.

iii. Begin to link and integrate data within the measuring agency.

iv. Develop and implement training within the measuring agency to accurately, quantitatively, and consistently report data needed to measure RCT.

v. Collaborate with TIM stakeholders to expand data collection to reduce gaps in data collection documented in 18a and 18b.

vi. Add fields to the state crash report to collect data for measuring RCT.

vii. Confirm ability of transportation infrastructure systems/field devices, TMC/TOC software, and/or law enforcement computer-aided dispatch (CAD) systems to collect needed data.

viii. Develop and implement training for TMC, dispatch, and responder communities to accurately, quantitatively, and consistently report data needed to measure RCT.

ix. Integrate data sources (e.g., TMC/TOC ATMS integrated with law enforcement CAD, Crash Reports, and/or Safety Service Patrol Logs, etc.) to support performance measurement for system/region-wide transportation effectiveness.

x. Where efficiencies can be achieved, automate processes for collecting, cleaning, analyzing, and reporting TIM measures.

xi. Continue to expand data collection to reduce gaps in data collection documented in 18a and 18b.

18. Which of the following data collection and analysis practices best align with your region for RCT?

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<td>Data (crash reports, TMC, CAD) is present but not necessarily accessible or useful because it is not collected with a focus on performance measures.</td>
<td>Data is collected by a single agency (typically MPO or DOT), some data is linked or integrated, but only for a small subset of the broader set of incidents (for example, only for one urban interstate) because data collected by partner agencies are limited.</td>
<td>Data is collected among TIM partner agencies for a significant proportion of incidents in the region. Data collection reflects the intent for use in performance measurement. Efforts may be underway to broaden data collection and explore opportunities for data integration.</td>
<td>Data is purposefully collected and integrated to support performance-based operations and is collected and shared among partner agencies. Strong analysis and reporting capabilities in place, with regular reporting of TIM performance both internally and externally.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Identify data and collection requirements to support measuring RCT.

ii. Increase accessibility to data already being collected by TIM partners.

iii. Begin to link and integrate data within the measuring agency.

iv. Develop and implement training within the measuring agency to accurately, quantitatively, and consistently report data needed to measure RCT.

v. Collaborate with TIM stakeholders to expand data collection to reduce gaps in data collection documented in 18a and 18b.

vi. Add fields to the state crash report to collect data for measuring RCT.

vii. Confirm ability of transportation infrastructure systems/field devices, TMC/TOC software, and/or law enforcement computer-aided dispatch (CAD) systems to collect needed data.

viii. Develop and implement training for TMC, dispatch, and responder communities to accurately, quantitatively, and consistently report data needed to measure RCT.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

ix. Integrate data sources (e.g., TMC/TOC ATMS integrated with law enforcement CAD, Crash Reports, and/or Safety Service Patrol Logs, etc.) to support performance measurement for system/region-wide transportation effectiveness.

x. Where efficiencies can be achieved, automate processes for collecting, cleaning, analyzing, and reporting TIM measures.

xi. Continue to expand data collection to reduce gaps in data collection documented in 18a and 18b.
19. Has the TIM program established performance targets for RCT?

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<td>No RCT performance targets have been established.</td>
<td>Subjective or qualitative targets for RCT are established.</td>
<td>Quantitative, data-driven performance targets for RCT have been established.</td>
<td>Quantitative, data-driven performance targets for RCT have been established and progress is regularly reported and reviewed. Targets are modified as appropriate.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Recognize the need for and benefit from measuring RCT and establishing performance targets.

ii. Obtain executive buy-in for performance targets.

iii. Set and document qualitative, if not quantitative, performance targets.

iv. Identify and obtain data to support quantitative estimation of RCT, and selection of performance targets.

v. Obtain sufficient historic RCT to establish meaningful, quantitative performance targets. Consider utilizing categories (e.g., property damage only, fatality, Hazmat involved, etc.) to enhance usefulness of targets.

vi. Develop a mechanism for regularly reporting and reviewing progress towards RCT performance targets.

vii. Tailor or expand RCT performance targets that meet needs among TIM partners both at the operational and executive levels.

viii. Develop, apply, and document methods for establishing performance targets for RCT, and the basis by which target modifications are to be considered.

ix. Identify TIM program enhancements as well as external factors that may affect RCT performance. Provide context when reporting RCT performance against targets that include TIM program and external factors (e.g., significant demand growth on facilities, change in responder workforce, or responder training).

20. How does your agency use RCT performance data to influence your TIM operations?

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<td>Regional or local operations are inconsistently modified or improved upon based on this TIM performance measure.</td>
<td>Regional or local operations are occasionally modified or improved upon based on this TIM performance measure by a single agency or discipline.</td>
<td>Regional or local operations are regularly modified or improved upon based on this TIM performance measure by TIM program members across disciplines.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Acknowledge the value of using RCT performance to improve operations.

ii. Describe the strategic and tactical actions that may be enhanced through RCT performance data.

iii. Acquire decision maker buy-in to shift toward performance-based operational improvements using RCT performance.

iv. Routinely review the RCT performance measure during agency TIM meetings to identify and implement operational improvements, and guide program priorities.

v. Routinely review the RCT performance measure during multi-agency TIM meetings to identify and implement operational improvements, and guide program priorities.
21. Is Incident Clearance Time (ICT) measured and used by your agency? FHWA defines ICT as the “time between the first recordable awareness of the incident and the time at which the last responder has left the scene.”

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<tbody>
<tr>
<td>ICT is not typically measured.</td>
<td>ICT is routinely measured.</td>
<td>ICT is routinely measured and reported.</td>
<td>ICT is routinely measured, reported, and tied to system or region-wide outcomes such as travel time reliability or congestion/delay.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Recognize and communicate with TIM stakeholders the need for and value of routinely measuring ICT.

ii. Adopt the FHWA standard definition for ICT.

iii. Develop and implement methodologies to routinely collect and track ICT, including establishing a baseline for measurement.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

iv. Conduct trends analysis of ICT specific to facilities, incident types, lane closure types, regions with responder training, periods of operation by time and day, and other factors.

vi. Develop a mechanism for regularly reporting and sharing the ICT performance measure with TIM partners.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

vii. Routinely scan for new opportunities to improve the quality, accuracy, and geographic/temporal coverage for reporting ICT.

viii. Develop varied levels of aggregation for this performance measure that target diverse needs among TIM stakeholders.

ix. Develop and implement advanced TIM measures that are tied to system or region-wide goals for travel time reliability, congestion/delay and other outcomes.

x. Standardize and document processes for collecting, cleaning, analyzing, and reporting ICT.

22. Which of the following data collection and analysis practice best aligns with your region for ICT?

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<tr>
<td>Data (crash reports, TMC, CAD) is present but not necessarily accessible or useful because it is not collected with a focus on performance measures.</td>
<td>Data is collected by a single agency (typically MPO or DOT), some data is linked or integrated, but only for a small subset of the broader set of incidents (for example, only for one urban interstate) because data collected by partner agencies are limited.</td>
<td>Data is collected among TIM partner agencies for a significant proportion of incidents in the region. Data collection reflects the intent for use in performance measurement. Efforts may be underway to broaden data collection and explore opportunities for data integration.</td>
<td>Data is purposefully collected and integrated to support performance-based operations and is collected and shared among partner agencies. Strong analysis and reporting capabilities in place, with regular reporting of TIM performance both internally and externally.</td>
</tr>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Identify data and collection requirements to support measuring ICT.

ii. Increase accessibility to data already being collected by TIM partners.

iii. Begin to link and integrate data within the measuring agency.

iv. Develop and implement training within the measuring agency to accurately, quantitatively, and consistently report data needed to ICT.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

v. Collaborate with TIM stakeholders to expand data collection to reduce gaps in data collection documented in 22a and 22b.

vi. Add fields to the state crash report to collect data for measuring ICT.

vii. Confirm ability of transportation infrastructure systems/field devices, TMC/TOC software, law enforcement crash reports, towing operators, and other responders to collect data on time leaving the incident scene.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

ix. Integrate data sources (e.g., TMC/TOC ATMS integrated with law enforcement CAD, Crash Reports, and/or Safety Service Patrol Logs, etc.) to support performance measurement for system/region-wide transportation effectiveness.

x. Where efficiencies can be achieved, automate processes for collecting, cleaning, analyzing, and reporting TIM measures.

xi. Continue to expand data collection to reduce gaps in data collection documented in 22a and 22b.
23. Has the TIM program established performance targets for ICT?

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<td>No ICT performance targets have been established.</td>
<td>Subjective or qualitative targets for ICT are established.</td>
<td>Quantitative, data-driven performance targets for ICT have been established.</td>
<td>Quantitative, data-driven performance targets for ICT have been established and progress is regularly reported and reviewed. Targets are modified as appropriate.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Recognize the need for and benefit from measuring ICT and establishing performance targets.
- ii. Obtain executive buy-in for performance targets.
- iii. Set and document qualitative, if not quantitative, performance targets.
- iv. Identify and obtain data to support quantitative estimation of ICT, and selection of performance targets.
- v. Obtain sufficient historic ICT to establish meaningful, quantitative performance targets. Consider utilizing categories (e.g., property damage only, fatality, Hazmat involved, etc.) to enhance usefulness of targets.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- vi. Develop a mechanism for regularly reporting and reviewing progress towards ICT performance targets.
- vii. Tailor ICT performance targets that meet needs among TIM partners both at the operational and executive levels.
- viii. Develop, apply, and document methods for establishing performance targets for ICT, and the basis by which target modifications are to be considered.
- ix. Identify TIM program enhancements as well as external factors that may affect ICT performance. Provide context when reporting Incident Clearance Time performance against targets that include TIM program and external factors (e.g., significant demand growth on facilities, change in responder workforce, or responder training).

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- i. Acknowledge the value of using ICT performance to improve operations.
- ii. Describe the strategic and tactical actions that may be enhanced through ICT performance data.
- iv. Routinely review the ICT performance measure during TIM meetings to identify and implement operational improvements, and guide program priorities.
- v. Routinely review the ICT performance measure during multi-agency TIM meetings to identify and implement operational improvements, and guide program priorities.

24. How does your agency use ICT performance data to influence your TIM operations?

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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Acknowledge the value of using ICT performance to improve operations.
- ii. Describe the strategic and tactical actions that may be enhanced through ICT performance data.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- iv. Routinely review the ICT performance measure during TIM meetings to identify and implement operational improvements, and guide program priorities.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- v. Routinely review the ICT performance measure during multi-agency TIM meetings to identify and implement operational improvements, and guide program priorities.
25. Is the number of Secondary Crashes being measured and used? FHWA defines Secondary Crashes as the “number of unplanned crashes beginning with the time of detection of the primary crash where a collision occurs either a) within the incident scene or b) within the queue, including the opposite direction, resulting from the original incident? 

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<tr>
<td>Secondary Crashes are not typically measured.</td>
<td>Secondary Crashes are routinely measured.</td>
<td>Secondary Crashes are routinely measured and reported.</td>
<td>Secondary Crashes are routinely measured, reported, and tied to system or region-wide outcomes such as travel time reliability or congestion/delay.</td>
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</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Recognize and communicate with TIM stakeholders the need for and value of routinely collecting Secondary Crash data.

ii. Adopt the FHWA standard definition for Secondary Crash.

iii. Include Secondary Crash reporting on the Statewide Traffic Crash Reporting Form or collect Secondary Crash data at the agency level where the state forms cannot be modified.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

iv. Adopt the FHWA standard definition for Secondary Crashes.

v. Working with law enforcement, train responders to consistently report Secondary Crashes.

vi. Establishing a baseline for number of Secondary Crashes, and with sufficient historic data, conduct trends analyses specific to facilities, lane closure types, weather, and other factors.

vii. Develop a mechanism for regularly reporting and sharing the Secondary Crash related performance measure.

viii. Routinely scan for new opportunities to improve the quality, accuracy, and geographic/temporal coverage for reporting Secondary Crash.

ix. Develop and implement advanced TIM measures that are tied to system or region-wide goals for safety, travel time reliability, congestion/delay and other outcomes.

x. Standardize and document processes for collecting, cleaning, analyzing, and reporting Secondary Crash.

26. How is data for the number of Secondary Crashes collected? 

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<tr>
<td>Data collection is limited, with TIM data available only as a by-product of existing/separate data collection efforts (i.e., fields taken from crash reports) and manual review is required.</td>
<td>Data collection is occurring by a single agency and data is only being captured for a small percentage of the total number of crashes that occur in the area/region. May require some manual review, tallying or calculations.</td>
<td>Strong data collection systems are in place, but they are typically agency-specific. Data is being captured for a significant percentage of all crashes that occur in the area/region.</td>
<td>Robust, integrated data collection systems (e.g., TMC/TOC ATMS integrated with Law Enforcement CAD, Crash Reports, and/or Safety Service Patrol Logs, etc.) with automated reporting capabilities in place.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Identify data and collection requirements to support measuring Secondary Crashes.

ii. Increase accessibility to data already being collected by TIM partners.

iii. Begin to link and integrate data within the agency.

iv. Develop and implement training within the agency to accurately and consistently report data needed to measure Secondary Crashes.

v. Collaborate with TIM stakeholders to expand data collection to reduce gaps in data collection.

vi. Add fields to the state crash report to collect data for measuring Secondary Crashes.

vii. Confirm ability of transportation infrastructure systems/field devices, TMC/TOC software, and/or law enforcement computer-aided dispatch (CAD) systems to collect needed data.

viii. Develop and implement training for TMC and responder communities to accurately and consistently report data needed to measure Secondary Crashes.

ix. Integrate data sources (e.g., TMC/TOC ATMS integrated with law enforcement CAD, Crash Reports, and/or Safety Service Patrol Logs, etc.) to support performance measurement for system/region-wide transportation effectiveness.

x. Where efficiencies can be achieved, automate processes for collecting, cleaning, analyzing, and reporting TIM measures.

xi. Continue to expand data collection to reduce gaps in data collection.
27. Has the TIM program established performance targets for a reduction in the number of Secondary Crashes?

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<tr>
<td>No Secondary Crash reduction performance targets have been established.</td>
<td>Subjective or qualitative targets for Secondary Crash reduction are established.</td>
<td>Quantitative, data-driven performance targets for Secondary Crash reduction have been established.</td>
<td>Quantitative, data-driven performance targets for Secondary Crash reduction have been established and progress is regularly reported and reviewed. Targets are modified as appropriate.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Recognize the need for and benefit from measuring Secondary Crashes and establishing performance targets.
ii. Obtain executive buy-in for performance targets.
iii. Set and document qualitative, if not quantitative, performance targets.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

iv. Identify and obtain data to support quantitative measurement of secondary crashes.
v. Obtain sufficient historic data to establish meaningful, quantitative performance targets. Consider utilizing categories (e.g., property damage only, fatality, Hazmat involved, etc.) to enhance usefulness of targets.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

vi. Develop a mechanism for regularly reporting and reviewing progress towards Secondary Crash performance targets.
vii. Develop, apply, and document methods for establishing Secondary Crash reduction targets, and the basis by which target modifications are to be considered.
viii. Identify TIM program enhancements as well as external factors that may affect secondary crash rates. Provide context when reporting secondary crash rates against targets that include TIM program and external factors (e.g., significant demand growth on facilities).

28. How does your agency use Secondary Crash performance data to influence your TIM operations?

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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Acknowledge the value of using Secondary Crash data to improve operations.
ii. Describe the strategic and tactical actions that may be enhanced through Secondary Crash data.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

iv. Routinely review Secondary Crash performance data during TIM meetings to identify and implement operational improvements, and guide program priorities.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

v. Routinely review Secondary Crash performance data during multi-agency TIM meetings to identify and implement operational improvements, and guide program priorities.

Do you have any additional comments on your scores in the TIM Performance Measures subsection? Regarding Question 17 to 28: There is the need for updating the state crash report to capture RCT, ICT, and Secondary Crashes. Regarding Question 26: TxDOT is tracking; NTTA is working to establish definitions/procedure to collect this data.
<table>
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<tr>
<td>29. Is an Authority Removal Law in place and understood by TIM stakeholders?</td>
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<tbody>
<tr>
<td>There is no Authority Removal Law in place.</td>
<td>An Authority Removal Law is in place, but it may not be complete or utilize ideal language. Understanding and implementation of the law varies widely from agency to agency.</td>
<td>Have an Authority Removal Law in-place, but understanding and use of the law is not universal (e.g., some agencies are still concerned about causing additional damage by dragging an overturned tractor trailer out of travel lanes).</td>
<td>Have an Authority Removal Law in place. It is well understood by all TIM stakeholders, has been integrated into agency policies/protocols, and is utilized on a daily basis.</td>
</tr>
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</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

| i. Research existing Authority Removal Law legislation from other states. | iv. Review existing Authority Removal Law for applicability and effectiveness and draft revisions as appropriate. | v. Develop and distribute outreach/awareness materials, including sample policies/protocols/procedures, for the Authority Removal Law targeted at TIM stakeholders. | vi. Integrate the Authority Removal Law into agency policies, protocols, and/or procedures. |

| ii. Develop draft legislation for an Authority Removal Law. | iii. Identify sponsor for introducing and ultimately enacting Authority Removal Law legislation in accordance with state processes. | | |

30. Is a Driver Removal Law in place and understood by TIM stakeholders? |  |  | Score: 4 |

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<td>There is no Driver Removal Law in place.</td>
<td>A Driver Removal Law is in place, but it may not be complete or utilize ideal language.</td>
<td>Have a Driver Removal Law in-place, but understanding and use/enforcement of the law is not universal.</td>
<td>Have a Driver Removal Law in place. It is well understood by all TIM stakeholders, has been integrated into agency policies/protocols, and is utilized on a daily basis.</td>
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</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

| i. Research existing Driver Removal Law legislation from other states. | iv. Review existing Driver Removal Law for applicability and effectiveness and draft revisions as appropriate. | v. Develop and distribute outreach/awareness materials, including sample policies/protocols/procedures, for the Driver Removal Law targeted at TIM stakeholders. | vi. Integrate the Driver Removal Law into agency policies, protocols, and/or procedures. |

| ii. Develop draft legislation for a Driver Removal Law. | iii. Identify sponsor for introducing and ultimately enacting Driver Removal Law legislation in accordance with state processes. | | |
31. What activities are in place to outreach to and educate the public and elected officials about TIM?

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<tr>
<td>Minimal public outreach/education occurring.</td>
<td>Public outreach/education is limited to the TIM-related safe, quick clearance laws. Outreach efforts may have been significant when the laws were first passed, but have tapered off.</td>
<td>Public outreach/education for the TIM-related safe, quick clearance laws is an on-going priority. Some efforts have been made to provide education on the overall need for TIM.</td>
<td>A comprehensive, consistent TIM public outreach and education program is in place. The program provides education on specific laws as well as the overall goals and benefits of TIM. Outreach efforts cover all age ranges, starting with driver's education programs and including experienced drivers.</td>
</tr>
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</table>

### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

1. Identify relevant TIM-related information that should be shared and understood by the public and elected officials.

### ACTIONS TO PROGRESS FROM LEVEL 2 TO 3

2. Develop public outreach/education materials for the TIM-related safe, quick clearance laws, and other relevant TIM-related information, leveraging the FHWA TIM Outreach Toolkit.

### ACTIONS TO PROGRESS FROM LEVEL 3 TO 4

3. Develop a TIM outreach/education program plan.

Do you have any additional comments on your scores in the TIM Laws subsection? Regarding Question 31, elected officials and other leadership could learn more about regional TIM programs if a 10-minute presentation could be given at city council levels and similar.
### POLICIES AND PROCEDURES FOR INCIDENT RESPONSE AND CLEARANCE

#### 32. Is there a Safety Service Patrol program in place for incident and emergency response?

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<tr>
<td>There is no Safety Service Patrol program.</td>
<td>A baseline Safety Service Patrol program is in place that focuses on providing motorist assistance only (i.e., provides gasoline, changes flat tires, assists with minor repairs, etc.).</td>
<td>A mid-level Safety Service Patrol program is in place that, in addition to motorist assistance, provides incident response services and clearance resources. The patrol vehicles used typically have the ability to relocate vehicles out of travel lanes through use of push bumpers or tow straps, or through use of wrecker or flatbed vehicles.</td>
<td>There is sustained full-function Safety Service Patrol program in place that provides motorist assistance, performs clearance and recovery services, and assists with emergency traffic control and scene management. There is a comprehensive training program which includes classroom and hands-on training that all Safety Service Patrol operators must complete.</td>
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#### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

- i. Confirm and quantify the need for a Safety Service Patrol program and document the benefits of implementing or enhancing a Safety Service Patrol program, leveraging the FHWA Safety Service Patrol Benefit-Cost Tool.
- ii. Implement a baseline Safety Service Patrol program.

#### ACTIONS TO PROGRESS FROM LEVEL 2 TO 3

- iii. Implement a mid-level Safety Service Patrol program.

#### ACTIONS TO PROGRESS FROM LEVEL 3 TO 4

- iv. Implement a full-function Safety Service Patrol program.

#### 33. What level of coverage does the Safety Service Patrol program provide?

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<tr>
<td>There is no Safety Service Patrol program.</td>
<td>The Safety Service Patrol program operates a small fleet that only covers a portion of major roadways (i.e., Interstates, limited access highways) identified as needing service based on traffic volumes and/or incident frequency. The frequency of coverage is over an hour (meaning a it takes a patrolling vehicle over an hour to make a loop around their coverage area).</td>
<td>The Safety Service Patrol program operates a medium fleet that provides coverage on most major roadways (i.e., Interstates, limited access highways) identified as needing service based on traffic volumes and/or incident frequency. The frequency of coverage is about 30 minutes.</td>
<td>The Safety Service Patrol program operates a large enough fleet to provide ample coverage on all major roadways (i.e., Interstates, limited access highways) identified as needing service based on traffic volumes and/or incident frequency.</td>
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#### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

- i. Establish a needs assessment process for identifying and prioritizing Safety Service Patrol coverage areas.
- ii. Expand fleet to achieve a 30 minute frequency of coverage.

#### ACTIONS TO PROGRESS FROM LEVEL 2 TO 3

- iii. Expand fleet and coverage to include all major roadways.
| Personnel: There are two customer assistance vehicles always on patrol between 6 AM and 8 PM Mon-Fri, with a 3rd roadway technician available on standby. One customer assistance vehicle is on duty for each project at night and on the weekends.       Operation Hours per week: 168 (LBJ and NTE) Number of Assists (2014): 6,176 (LBJ), 5829 (NTE) Hours of Operation: 24/7           Services Provided: The LBJ and NTE projects provide both accident and roadside assistance, which includes but providing lights and safety blocking, assisting PD, providing gas and water, assistance with flat tires, and jump starts. Equipment on Vehicles: The trucks are typical service body trucks, equipped with strobe lights, gas, water, car jack, impact tools, and jumper cables. Training Schedule: Most of the training is OTJ (for customer assist calls). Each new technician spends several weeks with an experienced tech, learning the roadway, safety, how to approach and greet customers, working with first responders, proper radio procedures, etc. In general, all technicians are required to undergo a minimum of 20 hours of OSHA and 4 hours of First Aid training in the classroom, and a minimum of 2 weeks of training on site.  

Dallas County: Miles Covered (Centerlane): 291 Lane Miles: 2,219 Number of Vehicles: 31 Vehicles On Patrol per shift: 9 Number of Shifts: 3 Number of Personnel: 46 Operation Hours per week: 103.5 Number of Assists (2014): 66,048 Hours of Operation: Mon –Fri 5:00 am to 9:30 pm, Sat – Sun 11:00 am to 7:30 pm Services Provided: Provide Air, Change Tire, Provide Directions or Information, Provide Fuel, Jump Start, Provide minor mechanical assistance, Push / pull vehicles, Provide water / antifreeze, Transport, Call wrecker Equipment on Vehicles: Safety Cones – 25, Locks, Air Tank, Fuel Ca, Igloo, Push Broom, Shovel, 4 x 4 Block, Spare Tire, 1 Pry Bar, Tool Box, Jack, Arrow Board, Tow Hitch, Tow Strap, Absorbent, Fire Extinguisher Training Schedule: Two days of observation; Approximately 3 weeks of hands on training: Set up lane closure and perform tire change, call in stops, learn routes, operate lights, etc.; Training for accidents, pulling heavy duty vehicles, push / pull vehicles; Final observation with shift leader Tarrant County: Miles Covered (Centerlane): 177 Lane Miles: 1,333 Number of Vehicles: 9 Vehicles On Patrol per shift: 4 Number of Shifts: 2 Number of Personnel: 23 Operation Hours per week: 112 Number of Assists (2018): 27,129 Hours of Operation: Mon – Sun 6:00 am to 10:00 pm Services Provided: Provide Air, Change Tire, Provide Directions or Information, Provide Fuel, Jump Start, Provide minor mechanical assistance, Push / pull vehicles, Provide water / antifreeze, Transport, Call wrecker Equipment on Vehicles: Light Bar, Arrow Board, Front &amp; Rear LED's, Back-up Alarm / PA system, Two-way radio, Shovel, HazMat Containers, Fuel Cans, Jumper Cables, Hand Sign, Air Compressor, Traffic Cones, Jacks, Street Brooms, Fire Extinguisher, Tow Chain, Tool Box, Jack Stand, Wheel Chocks, Bolt Cutters, 4 Way Tire Tool, Water Jugs, Cooler, Spot Light, Absorbent Training Schedule: Classroom instruction; Assigned to seasoned partner or supervisor for 3 - 6 months of field training North Texas Tollway Authority: Lane Miles: 766 Vehicles On Patrol per shift: 15 Operation Hours per week: 68 Number of Assists (2014): 44,684 Hours of Operation: 24/7 Services Provided: Provide Air, Change Tire, Provide Directions or Information, Provide Fuel, Jump Start, Provide minor mechanical assistance, Push / pull vehicles, Provide water / antifreeze, Transport, Call wrecker Equipment on Vehicles: Safety Cones – 20, Locks – 3, Spare Tire, 5 gallon Fuel Can, 5 gallon Water Jug , Push Broom, Shovel, 1 Pry Bar, Tool Box - wrenches, pliers, breaker bar, impact wrench, etc, Jacks, Arrow Board, Tow Hitch, Tow Strap, Absorbent, Fire Extinguisher, Jumper Cables, Flashlights, First Aid Kit, Digital Camera Training Schedule: The following is a typical training list. The training list may be revised based on the training needs of the specialists. Various Admin and Operation SOPs, Human Factor &amp; Traffic Controls, Traffic Management, Incident Management, Tort Liability and Traffic Control, Push Bumper Training, Incident Protocol ? Hazardous Materials, Radio and Telephone Protocol, Administrative Procedures, RSS Forms, Multi?tasking Ability, Jacking Points, Accident Investigation Photography, Complacency and Fatigue, Flammable?Combustible, Fleet Procedures, Floor Jack Procedures, Public Relations, Key NTTA Locations, Pig Sock Presentation, Emergency Response Tool, Fire Suppression (Grass/Vehicle), Responder Safety TIM Certificate, Florida Incident Management, Communication ? Radios, Motorist Assist ? Flat, Motorist Assist ? Push/Pull, Debris Stop, Truck Inventory, SOC Observation, SOC Radio Class, Cone Placement, Push Bumper Training (with trucks), Hand Tool Training, Turbo Flare Training, Portable Message Sign Training, ICS 100, ICS 700, CPR and First Aid, Flagger Training, Defensive Driving Training ? Beyond the Basics, Freeway Incident Management  

Private Operations: Lane Miles: 94 (LBJ), 140 (NTE) Vehicles On Patrol per shift, Number of Shifts, Number of Operation, services provided, number of vehicles, equipment on vehicles and any operator training.
### 34. Do TIM responders routinely utilize the Incident Command System (ICS), specifically Unified Command (UC), while on scene?

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<tr>
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<tbody>
<tr>
<td>ICS/UC is rarely, if ever, utilized at traffic incident scenes.</td>
<td>Some agencies, largely fire departments, utilize ICS/UC but it is not consistently utilized by all responders.</td>
<td>Most TIM stakeholders utilize ICS/UC while on scene and it is consistently used at major incidents.</td>
<td>ICS and UC are utilized at all incident scenes. Incident action plans, whether verbal or written, are typically established for all incidents. A command post is established for all major incidents and all responders check in.</td>
</tr>
</tbody>
</table>

#### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

- i. Promote completion of existing ICS courses (i.e., ICS-100, 200 and 700.)
- ii. Promote TIM stakeholder participation in the SHRP2 National TIM Responder Training Program.
- iii. Promote uniform and consistent use of ICS through multi-agency exercises.

### 35. Are temporary traffic control (TTC) devices (e.g., cones, advanced warning signs, etc.) pre-staged in the region to facilitate timely response?

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<tr>
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<tr>
<td>There are no pre-staged TTC devices.</td>
<td>The need to pre-stage TTC devices has been identified. Some limited TTC devices have been pre-staged but may not be available to all TIM stakeholders and are not consistently deployed.</td>
<td>Some TTC devices have been pre-staged at high-frequency incident locations. Most TIM stakeholders are aware that the TTC devices are available but may not be able to access them.</td>
<td>A needs assessment has been completed to identify where pre-staged TTC devices are required and TTC devices are available at those locations. All TIM stakeholders are aware of where the TTC devices are staged and have the ability to, or know the process to, access them.</td>
</tr>
</tbody>
</table>

#### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

- i. Identify and prioritize potential locations for pre-staging TTC devices. Identify the type and quantity of TTC devices desired for each potential location.

#### ACTIONS TO PROGRESS FROM LEVEL 2 TO 3

- ii. Pre-stage TTC devices at high priority locations.

#### ACTIONS TO PROGRESS FROM LEVEL 3 TO 4

- iii. Expand deployment of TTC devices to all locations identified during the needs assessment.
- iv. Develop a procedure that identifies the location of all pre-staged equipment and the process for accessing the equipment, and distribute to all TIM stakeholders.
- v. Routinely inventory pre-staged TTC devices and replace missing and inoperable units.

### 36. Do towing and recovery procedures/rotation list policies deploy resources based on type/severity of incident?

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<tr>
<td>The tow procedures/rotation list policies were created with little consideration given to supporting a timely response with proper equipment.</td>
<td>Some consideration has been given to the type/severity of incident and the tow procedures/rotation list is separated into heavy- and light-duty tow providers.</td>
<td>The tow procedures/rotation list deploys resources based on the severity of the incident but does not always take into consideration the proximity of the towing provider.</td>
<td>The tow procedures/rotation list was established to support safe, quick clearance. The rotation policy deploys resources based on the severity of the incident and proximity to facilitate a proper and quick response.</td>
</tr>
</tbody>
</table>

#### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

- i. Gather and review towing and recovery procedures/rotation list policies. Identify needs and/or best practices.
- ii. Create two separate tow rotation lists, one for light-duty and one for heavy-duty.

#### ACTIONS TO PROGRESS FROM LEVEL 2 TO 3

- iii. Provide training to both communication center dispatchers and law enforcement officers to ensure a clear understanding of what information tow professionals need to respond.

#### ACTIONS TO PROGRESS FROM LEVEL 3 TO 4

- iv. Update tow rotation list policies to support deployment of resources based on both the severity and proximity of the incident.
37. Do towing and recovery procedures/rotation list policies include company/operator qualifications, equipment requirements, and/or training requirements?

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<tbody>
<tr>
<td>The capabilities of the towing agency are not documented or considered as part of the tow procedures/rotation list.</td>
<td>There are minimal equipment requirements but there is no follow-up or verification of the information provided. There are no training requirements.</td>
<td>The tow procedures/rotation list has an application process that requires a summary of equipment capabilities. There is an initial check of this information but follow-up activities are not consistently completed. New operators are required to complete training, but veteran towers are often grandfathered in and do not need to complete training.</td>
<td>The tow procedures/rotation list has a comprehensive application process. Detailed, specific equipment requirements are verified and reviewed annually at a minimum. All drivers are required to complete application towing certifications and participate in the National TIM Responder Training Program.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Gather and review towing and recovery procedures/rotation list policies. Identify needs and/or best practices.
- ii. Establish minimum equipment requirements for towing and recovery procedures/rotation list policies.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- iii. Develop and implement a tow rotation list application process with specific equipment, operator capability, and training requirements.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- iv. Conduct regular equipment inspections to ensure tow rotation list requirements are being met.
- v. Establish specific training requirements for tow operators, including completion of the SHRP2 TIM responder training course.

38. Do towing and recovery procedures/rotation list policies include penalties for non-compliance of response criteria?

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<tr>
<td>The tow procedures/rotation list policy does not include any penalties.</td>
<td>Requirements are in place but not routinely enforced. Penalties are identified but not clearly understood by enforcement agencies.</td>
<td>Penalties are clearly identified but are not uniformly enforced.</td>
<td>Penalties are very clearly identified and communicated to towing and recovery companies. Compliance is monitored on a daily basis and penalties are strictly enforced.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Gather and review towing and recovery procedures/rotation list policies. Identify needs and/or best practices.
- ii. Integrate penalties for non-compliance of response criteria into towing and recovery rotation list policies.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- iii. Summarize penalties and educate both towing and recovery providers, as well as those that utilize the rotation lists.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- iv. Routinely and consistently enforce penalties.

39. Is there a policy in place that clearly identifies reportable types and quantities, and appropriate Hazmat response?

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<tr>
<td>There is no policy in place for reportable quantities and Hazmat response.</td>
<td>Individual agencies have policies regarding reportable quantities and Hazmat response but these are not consistent or shared with other agencies.</td>
<td>A standard policy is in place regarding reportable quantities and Hazmat response, but not all TIM stakeholders are aware of it.</td>
<td>A compressive policy is in place for reportable quantities and Hazmat response. The policy is understood by all TIM stakeholders. The policy is regularly reviewed and updated.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Gather and review existing policies related to reportable quantities and Hazmat response. Identify needs and/or best practices.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- ii. Develop and document a standard policy for reportable quantities and Hazmat response.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- iii. Distribute the standard policy to all TIM stakeholders.
- iv. Promote uniform and consistent policy use through multi-agency training and exercises.
- v. Regularly review and update the policy.
### 40. Does at least one responding agency have the authority to override the decision to utilize the responsible party’s Hazmat contractor and call in other resources?

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<tr>
<td>No agency has the authority to override the decision to use the responsible party’s Hazmat contractor.</td>
<td>Legal authority to override decision to utilize the responsible party’s Hazmat contractor exists, but it is rarely utilized due to unclear language and/or a lack of understanding by response agencies.</td>
<td>Legal authority for one or more agencies has been established but awareness of the policy is not consistently understood.</td>
<td>Legal authority to override a responsible party’s decision on which Hazmat contractor to utilize is in place. This authority has been integrated into applicable agency policies and procedures. Training and awareness of the policy has occurred.</td>
</tr>
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</table>

### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

- i. Determine if existing legislation provides the required legal authority to one or more response agencies to override the decision to utilize the responsible party’s Hazmat contractor.
- ii. If necessary, develop draft legislation that gives one or more response agencies the authority to override the decision to utilize the responsible party’s Hazmat contractor.
- iii. Identify sponsor for introducing and ultimately passing the legislation in accordance with state processes.

### ACTIONS TO PROGRESS FROM LEVEL 2 TO 3

- iv. Clearly document who and how the decision to utilize a responsible party’s Hazmat contractor can be overridden and integrate into existing Hazmat response policies.

### ACTIONS TO PROGRESS FROM LEVEL 3 TO 4

- v. Promote uniform and consistent Hazmat policy use through multi-agency training and exercises.

### 41. For incidents involving a fatality, is there a procedure in place for early notification and timely response of the Medical Examiner?

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<tr>
<td>There is not a procedure in place for early notification and timely response of the Medical Examiner.</td>
<td>A procedure is in place for response but it does not take into consideration early notification.</td>
<td>A procedure is in place but not all response agencies or Medical Examiners are aware of it so there are still delays in the response.</td>
<td>A procedure is in place that is understood by both those requesting the Medical Examiner and the Medical Examiner’s office. It is regularly reviewed and updated.</td>
</tr>
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</table>

### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

- i. Gather and review existing procedures and determine if there are any legislative requirements related to Medical Examiner/Coroner notification and response. Identify needs and/or best practices.

### ACTIONS TO PROGRESS FROM LEVEL 2 TO 3

- ii. Develop and document a standard procedure for Medical Examiner/Coroner early notification and response.

### ACTIONS TO PROGRESS FROM LEVEL 3 TO 4

- iii. Reach out to all Medical Examiners/Coroners to review the procedure and reinforce the importance of safe, quick clearance.
- iv. Distribute the procedure to all TIM stakeholders.
- v. Regularly review and update the procedure.

### 42. For incidents involving a fatality, is there a procedure for the removal of the deceased prior to Medical Examiner arrival?

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<tr>
<td>There is not a procedure in place for removal of the deceased prior to the arrival of the Medical Examiner.</td>
<td>Some Medical Examiners have approved a procedure for the removal of the deceased but use is inconsistent and many agencies are not aware this may be an option.</td>
<td>A standard procedure is in place but not all response agencies or Medical Examiners are aware of it.</td>
<td>A procedure is in place for removal of the deceased prior to the arrival of the Medical Examiner. The procedure is understood by response agencies, the Medical Examiner and the Medical Examiner’s office. The procedure is regularly reviewed and updated.</td>
</tr>
</tbody>
</table>

### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

- i. Gather and review existing procedures related to the removal of the deceased prior to Medical Examiner/Coroner arrival. Identify needs and/or best practices.

### ACTIONS TO PROGRESS FROM LEVEL 2 TO 3

- ii. Develop and document a standard procedure for the removal of deceased prior to Medical Examiner/Coroner arrival.

### ACTIONS TO PROGRESS FROM LEVEL 3 TO 4

- iii. Reach out to all Medical Examiners/Coroners to review the procedures and obtain their approval.
- iv. Distribute the procedure to all TIM stakeholders.
- v. Regularly review and update the procedure.
43. Are there procedures in place for expedited crash investigations?

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<tr>
<td>There is no procedure in place to support expedited crash investigations.</td>
<td>Some individual agencies have procedures for expedited crash investigation, but there is no consistency across agencies.</td>
<td>A standard procedure for expedited crash investigations has been created, but not all TIM stakeholders are aware of it.</td>
<td>A procedure is in place for expedited crash investigations. The procedure is understood by the majority of TIM stakeholders. The procedure is regularly reviewed and updated.</td>
</tr>
</tbody>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

<table>
<thead>
<tr>
<th>i. Gather and review existing procedures related to expedited crash investigations. Identify needs and/or best practices.</th>
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**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

<table>
<thead>
<tr>
<th>ii. Develop and document a standard procedure/guideline for expedited crash investigations.</th>
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**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

| iii. Distribute the standard procedure/guideline to all TIM stakeholders. | iv. Promote uniform and consistent procedure/guideline use through multi-agency training and exercises. | v. Regularly review and update the procedure/guideline. |

44. Is there a procedure in place for removal of abandoned vehicles?

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<tr>
<td>There is no procedure in place for removal of abandoned vehicles.</td>
<td>Individual agencies have procedures regarding the removal of abandoned vehicles but there is no consistency and the length of time vehicles are allowed to sit varies.</td>
<td>A standard procedure is in place regarding the removal of abandoned vehicles but not all response agencies are aware of it.</td>
<td>A procedure is in place for the removal of abandoned vehicles. The procedure is understood by all TIM stakeholders. The procedure is regularly reviewed and updated.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

<table>
<thead>
<tr>
<th>i. Gather and review existing laws and procedures related to the removal of abandoned vehicles. Identify needs and/or best practices.</th>
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</table>

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

| ii. Develop and document a standard procedure for the timely removal of abandoned vehicles that includes provisions for the expedited removal of vehicles in defined emergency situations. | iii. Review existing abandoned vehicle laws for applicability and effectiveness and draft revisions as appropriate. |
|---|

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

| iv. Distribute the standard procedure to all TIM stakeholders. | v. Promote uniform and consistent procedure/guideline use through multi-agency training and exercises. | vi. Regularly review and update the procedure. |

45. Do standardized, documented TIM response procedures/guidelines exist?

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<tbody>
<tr>
<td>No standardized TIM response procedures/guidelines exist regionally. Some exist within agencies and jurisdictions but there is little, if any, consistency between them.</td>
<td>No specific TIM response procedures/guidelines exist/are utilized regionally, but some agencies are following the guidance set forth in the National TIM Responder Training Program.</td>
<td>Specific TIM response procedures/guidelines consistent with the National TIM Responder Training Program are well-documented and used by most agencies/responders for most, but not all incidents. Lack of awareness and training prohibits more uniform application of the procedures. TIM response procedures/guidelines are not routinely updated.</td>
<td>Specific TIM response procedures/guidelines consistent with the National TIM Responder Training Program are well-documented and used by all agencies/responders for all incidents. There is strong awareness of the policies made possible through ongoing training. TIM response procedures/guidelines are actively maintained and routinely updated.</td>
</tr>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

<table>
<thead>
<tr>
<th>i. Implement the guidance set forth in the SHRP2 National TIM Responder Training Program.</th>
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</thead>
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**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

|---|

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

| iii. Promote multi-agency TIM operations uniformity and consistency by incorporating response procedures/guidelines into multidiscipline agreements/MOUs and through training and exercises. | iv. Regularly review and update TIM response procedures/guidelines. |
### RESPONDER AND MOTORIST SAFETY

**46. Do TIM responders routinely utilize temporary traffic control devices to provide traffic control for the three incident classifications (minor, intermediate, major) in compliance with the MUTCD?**

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<tbody>
<tr>
<td>Use of temporary traffic control devices is inconsistent and varies greatly from agency to agency.</td>
<td>Temporary traffic control devices are regularly utilized at major incidents where transportation agencies (i.e., DOT, county maintenance) are on-scene. Use of temporary traffic control devices at intermediate level incidents remains inconsistent.</td>
<td>TIM stakeholders carry and regularly deploy temporary traffic control devices at most incident scenes.</td>
<td>All TIM stakeholders carry and regularly deploy temporary traffic control devices for all types of incidents. Temporary traffic control is compliant with the MUTCD.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Document procedure for requesting highway (e.g. DOT, county, contractor, other) maintenance assistance with traffic control at major incident scenes.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- ii. Equip TIM response vehicles with appropriate temporary traffic control devices.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- iii. Promote TIM stakeholder participation in the SHRP2 National TIM Responder Training Program.

**Score: 4**

**47. Do TIM responders routinely utilize traffic control procedures to provide back of traffic queue warning to approaching motorists?**

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<tbody>
<tr>
<td>Back of traffic queue warning is rarely provided.</td>
<td>Back of traffic queue warning may be provided depending on which agencies respond.</td>
<td>Back of traffic queue warning is considered and deployed at major and intermediate incidents as resources allow.</td>
<td>Providing back of traffic queue warning is considered a priority. A policy/procedure for providing back of traffic queue warning has been established and training is regularly conducted.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Gather and review existing procedures/guidelines related to providing back of traffic queue warning to approaching motorists. Identify needs and/or best practices.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- ii. Develop and document a standard procedure/guideline for providing back of traffic queue warning to approaching motorists.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- iii. Distribute the standard procedure/guideline to all TIM stakeholders. iv. Promote uniform and consistent procedure/guideline use through multi-agency training and exercises. v. Regularly review and update the procedure/guideline.

**Score: 2**

**48. Is there a mutually understood procedure/guideline in place for safe vehicle positioning?**

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<tr>
<td>There is no procedure/guideline in place for safe vehicle positioning.</td>
<td>Individual agencies have procedures/guidelines regarding the positioning of vehicles but these are not consistent or shared with other agencies.</td>
<td>A standard procedure/guideline is in place regarding the safe positioning of vehicles. Many, but not all response agencies are aware of the procedure/guideline</td>
<td>A procedure/guideline is in place for the safe positioning of vehicles and it is consistent with National TIM Responder Training Program. The procedure/guideline is understood by all TIM stakeholders. The procedure/guideline is regularly reviewed and updated.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

- i. Gather and review existing procedures/guidelines related to safe vehicle positioning. Identify needs and/or best practices.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

- ii. Develop and document a standard procedure/guideline/visor card for safe vehicle positioning that is consistent with the SHRP2 National TIM Responder Training Program.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

- iii. Distribute the standard procedure/guideline/visor card to all TIM stakeholders. iv. Promote uniform and consistent procedure/guideline/visor card use through multi-agency training and exercises. v. Regularly review and update the procedure/guideline/visor card.

**Score: 4**
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<tbody>
<tr>
<td>49. Are there mutually understood procedures/guidelines in place for use of emergency-vehicle lighting?</td>
<td>There is no procedure/guideline in place for use of emergency-vehicle lighting.</td>
<td>Individual agencies have procedures/guidelines regarding the use of emergency-vehicle lighting but these are not consistent or shared with other agencies.</td>
<td>A standard procedure/guideline is in place regarding the use of emergency-vehicle lighting. Many, but not all response agencies are aware of the procedure/guideline.</td>
<td>A procedure/guideline is in place for the use of emergency-vehicle lighting and it is consistent the National TIM Responder Training Program. The procedure/guideline is understood by all TIM stakeholders. The procedure/guideline is regularly reviewed and updated.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**
- i. Gather and review existing procedures/guidelines related to use of emergency-vehicle lighting. Identify needs and/or best practices.
- ii. Develop and document a standard procedure/guideline for emergency-vehicle lighting that is consistent with the SHRP2 National TIM Responder Training Program.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**
- iii. Distribute the standard procedure/guideline to all TIM stakeholders.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**
- iv. Promote uniform and consistent procedure/guideline use through multi-agency training and exercises.
- v. Regularly review and update the procedure/guideline.

**Score:** 4

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<th>Question</th>
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<tbody>
<tr>
<td>50. Are TIM responders following high-visibility safety apparel requirements as outlined in the MUTCD?</td>
<td>TIM responders are not following high-visibility safety apparel requirements.</td>
<td>Some TIM responders are following high-visibility safety apparel requirements, but use is inconsistent.</td>
<td>Most responders are following high-visibility safety apparel requirements.</td>
<td>High-visibility safety apparel requirements are followed by all TIM responders. While on-scene, responders will remind individuals without high-visibility safety apparel about requirements.</td>
</tr>
</tbody>
</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**
- i. Develop a standard policy for high-visibility safety apparel requirements as outlined in the MUTCD.
- ii. Distribute the policy to all TIM stakeholders.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**
- iii. Promote TIM stakeholder participation in the SHRP2 National TIM Responder Training Program.

**Score:** 4

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Do you have any additional comments on your scores in the Responder and Motorists Safety subsection?
### SECTION 3: SUPPORT SCORE - 14.0%

**DATA COLLECTION/INTEGRATION/SHARING**

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<tr>
<td>There is no TMC/TOC in the area or region to assist with incident detection, notification and response.</td>
<td>The TMC/TOC only coordinates incident notification and response within their own agency. Most TIM stakeholders are not aware of the TMC/TOC resources available to them.</td>
<td>The TMC/TOC is utilized to coordinate incident detection, notification and response for a limited number of response agencies. Some TIM stakeholders are aware of the resources available through the TMC/TOC.</td>
<td>The majority of TIM stakeholders are aware of the resources available through the TMC/TOC. Procedures/guidelines are in place to document the process for requesting these resources.</td>
</tr>
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</table>

#### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

- i. Develop a simple outreach piece that documents the services and capabilities, as well as limitations, of the TMC/TOC.
- ii. Distribute the outreach piece to all TIM stakeholders.
- iii. Provide TIM stakeholders the opportunity to tour the TMC/TOC and consider conducting a TIM committee meeting or TIM training/exercise at the TMC/TOC.
- iv. Formally document and distribute the process for requesting the resources available through the TMC/TOC.

52. What TIM data (i.e., number of involved vehicles, number of lanes blocked, length of queue, etc.) is captured via TMCs and/or public safety CAD systems and is it shared with other disciplines for real-time operational purposes?  

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<tbody>
<tr>
<td>No TIM data is collected and shared.</td>
<td>Some TIM response agencies can access DOT data but only via methods available to the public (e.g. 5-1-1, websites, etc.). No data originating from public safety CAD systems is shared with DOTs or there is strong reluctance to do so.</td>
<td>TIM related data is collected by DOT and public safety agencies and is shared by some, but not all, responding agencies. Some agencies are not aware of data sharing capabilities or don’t routinely utilize data for operations.</td>
<td>TIM related data is routinely and automatically shared among all responding agencies and is fully integrated into public safety CAD and DOT traffic management systems. Data is routinely used to tailor response and for other operational purposes.</td>
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</table>

#### ACTIONS TO PROGRESS FROM LEVEL 1 TO 2

- i. Identify existing TIM-related data sources.
- ii. Develop and maintain regional ITS architectures that identify data sources and sharing requirements.
- iii. Establish functional requirements for data sharing.
- iv. Perform data sharing design and implementation according to functional requirements.
52a. Describe the level of public safety Computer Aided Dispatch (CAD) integration with TMC/TOC software and systems.

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<tr>
<td>Public safety agencies pass information to the TMC/TOC via telephone or email and there is little or no use of public safety agency CAD information, data, or screens by the TMC/TOC.</td>
<td>Public safety agency CAD information is viewed by TMC/TOC personnel on a public-facing web page or similar mechanism; requires retyping to input into TMC/TOC software.</td>
<td>Public safety agency CAD information is viewed by TMC/TOC personnel on a dedicated computer system or monitor; requires retyping or cut-paste operations to input into TMC/TOC software.</td>
<td>Public safety agency CAD electronically transmits event data to the TMC/TOC software and can populate data fields (at a minimum date, time, location, and type event).</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Engage public safety agencies that use CAD and request sharing of information with the TMC.

ii. Obtain access to public-facing, dedicated media, or "view only" screens that describe current/active traffic-related CAD events in near real-time.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

iii. Formally request that public safety agencies provide dedicated hardware, software, or remote access to CAD systems.

iv. Obtain remote access to public safety CAD systems from the TMC operator position.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

v. Work with public safety information system staff to identify the technical requirements of data sharing with the TMC system.

vi. Create a technical document that outlines the structure, schema, and transmission methodology for data moving between public safety CAD and TMC software.

vii. Create a MOU or data sharing agreement between agencies to support CAD integration.

viii. Engage CAD and TMC IT staff to create coding necessary for movement of data between systems.

ix. Successfully demonstrate CAD integration with no more than 5 minutes delay from the time of CAD entry to receipt by the TMC system.

53. Is TIM video captured via TMCs and/or public safety CAD systems and is it shared with other disciplines for real-time operational purposes?

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<tr>
<td>No TIM video is collected and shared.</td>
<td>Some TIM response agencies can access DOT video but only via methods available to the public (e.g. 5-1-1, websites, etc.). No video originating from public safety CAD systems is shared with DOTs or there is strong reluctance to do so.</td>
<td>TIM related video is collected by DOT and public safety agencies and is shared by some, but not all, responding agencies. Some agencies are not aware of video sharing capabilities or don't routinely utilize video for operations.</td>
<td>TIM related [data/video] is routinely and automatically shared among all responding agencies and is fully integrated into public safety CAD and DOT traffic management systems. [Data/Video] is routinely used to tailor response and for other operational purposes.</td>
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</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**

i. Identify existing TIM-related video sources.

**ACTIONS TO PROGRESS FROM LEVEL 2 TO 3**

ii. Develop and maintain regional ITS architectures that identify video sources and sharing requirements.

**ACTIONS TO PROGRESS FROM LEVEL 3 TO 4**

iii. Establish functional requirements for video sharing.

iv. Perform video sharing design and implementation according to functional requirements.
54. Are there policies or procedures in place for signal timing changes to support traffic management during incident response?

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<tr>
<td>There is no policy in place for adjusting signal timings to support traffic management during incident response.</td>
<td>Individual agencies have policies regarding the adjustment of signal timings to support incident management during incident response, but there is no consistency.</td>
<td>A standard policy is in place regarding the adjustment of signal timings during incident response but not all agencies are aware of it.</td>
<td>A policy is in place for the adjustment of signal timings during incident response. The policy is understood by all response partners and responsibilities are widely known. The policy is regularly reviewed and updated.</td>
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</table>

**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**
1. Gather and review existing policies/procedures for signal timing changes to support traffic management during incident conditions. Identify needs and/or best practices.
2. Develop and document a standard policy/procedure for adjusting signal timing to support traffic management during incident conditions.
3. Distribute the standard policy/procedure to appropriate TIM stakeholders.
4. Promote uniform and consistent policy/procedure use through multi-agency training and exercises.
5. Regularly review and update the policy/procedure.

55. Are there pre-planned detour and/or alternate routes identified and shared between TIM stakeholders?

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<tr>
<td>There are no pre-planned detour and/or alternate routes identified. Detour planning typically occurs on-scene and is based on responders’ knowledge of the area.</td>
<td>Some pre-planned detour and/or alternate routes have been identified for major corridors. Agencies have developed guides that they utilize but these are not readily distributed to all impacted TIM stakeholders.</td>
<td>Pre-planned detour and/or alternate routes have been identified for major corridors and this information has been conveyed to some impacted TIM stakeholders. Basic guides have been developed but are not widely distributed or reviewed.</td>
<td>There are pre-planned detour and/or alternate routes identified and this information is conveyed to all impacted TIM stakeholders. Comprehensive, interactive guides have been developed. These guides are accessible via the web and are reviewed and updated regularly.</td>
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**ACTIONS TO PROGRESS FROM LEVEL 1 TO 2**
1. Identify and prioritize corridors that would benefit from having pre-planned alternate routes.
2. Gather and review any existing pre-planned alternate routes.
3. Document pre-planned alternate routes for major corridors.
4. Distribute pre-planned alternate routes to those agencies impacted by the routes.
5. Develop a standard, interactive format for documenting all pre-planned alternate routes.
6. Provide the guides to all TIM stakeholders and consider making them available via the web.
7. Promote uniform and consistent guide use through multi-agency training and exercises.
8. Regularly review and update the guides.

Do you have any additional comments on your scores in the **Support** section? **Regarding Question 52a:** This is currently in place in Frisco, and other agencies are working on agreements to establish integration within the next year. **Regarding Question 54:** Procedures in place for Richardson on US 75, and Grand Prairie and Arlington on SH 360.
Each year, the North Central Texas Council of Governments (NCTCOG) coordinates with FHWA on a regional Traffic Incident Management (TIM) Self-Assessment (SA). The TIM SA is intended to be conducted as a group exercise with the various TIM stakeholders coming to a regional consensus on the scores for each question. We attempted to conduct the group assessment on October 6, 2020, however encountered technical difficulties with the polling software used. We are now providing these questions to you individually, to answer from the perspective of your agency. We will then compile and average the scores for the region.

Thanks for your participation and patience as we work through this, in order to get a complete picture of traffic incident management in the North Central Texas region as a whole, where we are doing great and where we can improve.

Included below are the 22 Questions we are needing responses for.

If you would like to provide any additional applicable information related to your agency, please send to Camille Fountain at cfountain@nctcog.org.

Please complete this survey by COB, Friday, November 6, 2020.

Each question will have a multiple choice answer of either 1, 2, 3 or 4.

1. Is there a formal TIM program that is supported by a multidiscipline, multi-agency team or task force, which meets regularly to discuss and plan for TIM activities?
   - 1. TIM activities are occurring on an ad-hoc basis and no formal TIM program exists
   - 2. A TIM program has been established by a single agency (i.e., Safety Service Patrol) No regular meetings
   - 3. A multidisciplinary program has been established and is supported by a committee, task force, team, or other group that meets on a semi-regular basis
   - 4. A multidisciplinary program has been established and formalized through a documented vision, mission statement, and goals and objectives; and is supported by dedicated staff, as well as a committee, task force, team, or other group that meets at least quarterly

2. How frequently does the team or task force meet?
   - 1. As needed
   - 2. Annually
   - 3. Bi-Annually
   - 4. Monthly/Quarterly
3. Are all disciplines represented and key agencies participating in ongoing TIM enhancement activities/efforts?

- 1. TIM agencies and disciplines typically interact while at the scene of an incident only
- 2. Not all responding disciplines or key agencies are represented during ongoing TIM enhancement activities
- 3. There is consistent, routine participation from some key agencies/disciplines
- 4. There is strong, routine involvement from all disciplines and agencies, which in turn lead to good working relationship
4. Does the TIM program conduct multidiscipline, multi-agency after-action reviews (AARs)?

- 1. No AARs are conducted
- 2. Some AARs are conducted internally by individual agencies
- 3. Routine AARs are conducted, but not all involved responders participate
- 4. AARs are institutionalized and a formal AAR process exists that includes thresholds for conducting timely AARs and participation requirements
5. Has the TIM program established performance targets for Roadway Clearance Time?
   - 1. No Roadway Clearance Time performance targets have been established
   - 2. Subjective or qualitative targets for Roadway Clearance Time are established
   - 3. Quantitative, data-driven performance targets for Roadway Clearance Time have been established
   - 4. Quantitative, data-driven performance targets for Roadway Clearance Time have been established and progress is regularly reported and reviewed

6. How does your agency use Roadway Clearance Time performance data to influence your TIM operations?
   - 1. Regional or local operations are rarely, if ever, modified or improved upon based on prior TIM performance
   - 2. Regional or local operations are inconsistently modified or improved upon based on this TIM performance measure
   - 3. Regional or local operations are occasionally modified or improved upon based on this TIM performance measure
   - 4. Regional or local operations are regularly modified or improved upon based on this TIM performance measure
7. Which of the following data collection and analysis practices best align with your region for Incident Clearance Time?

- [ ] 1. Data (crash reports, TMC, CAD) are present but not necessarily accessible or useful
- [ ] 2. Data are collected by a single agency (typically MPO or DOT), some data are linked or integrated
- [ ] 3. Data are collected among TIM partner agencies for a significant proportion of incidents in the region
- [ ] 4. Data are purposefully collected and integrated to support performance-based operations

8. Has the TIM program established performance targets for Incident Clearance Time?

- [ ] 1. No Incident Clearance Time performance targets have been established
- [ ] 2. Subjective or qualitative targets for Incident Clearance Times are established
- [ ] 3. Quantitative, data-driven performance targets for Incident Clearance Time have been established
- [ ] 4. Quantitative, data-driven performance targets for Incident Clearance Time have been established and progress is regularly reported and reviewed

9. How does your agency use Incident Clearance Time performance data to influence your TIM operations?

- [ ] 1. Regional or local operations are rarely, if ever, modified or improved upon based on prior TIM performance
- [ ] 2. Regional or local operations are inconsistently modified or improved upon based on this TIM performance measure
- [ ] 3. Regional or local operations are occasionally modified or improved upon based on this TIM performance measure by a single agency or discipline
- [ ] 4. Regional or local operations are regularly modified or improved upon based on this TIM performance measure

10. Is the number of Secondary Crashes being measured and used? *FHWA defines Secondary Crashes as the “number of unplanned crashes beginning with the time of detection of the primary crash where a collision occurs either A.) Within the incident scene or B.) Within the queue, including the opposite direction, resulting from the original incident?”*

- [ ] 1. Secondary Crashes are not typically measured
- [ ] 2. Secondary Crashes are routinely measured
- [ ] 3. Secondary Crashes are routinely measured and reported
- [ ] 4. Secondary Crashes are routinely measured, reported, and tied to system
11. How is data for the number of Secondary Crashes collected?
- 1. Data collection is limited, with TIM data available only as a byproduct of existing/separate data collection efforts
- 2. Data collection is occurring by a single agency and data are only being captured for a small percentage of the total number of crashes
- 3. Strong data collection systems are in place, but they are typically agency specific
- 4. Robust, integrated data collection systems with automated reporting capabilities are in place

12. Has the TIM program established performance targets for a reduction in the number of Secondary Crashes?
- 1. No Secondary Crash reduction performance targets have been established
- 2. Subjective or qualitative targets for Secondary Crash reduction are established
- 3. Quantitative, data-driven performance targets for Secondary Crash reduction have been established
- 4. Quantitative, data-driven performance targets for Secondary Crash reduction have been established and progress is regularly reported and reviewed

13. How does your agency use Secondary Crash performance data to influence your TIM operations?
- 1. Regional or local operations are rarely, if ever, modified or improved upon based on prior TIM performance
- 2. Regional or local operations are inconsistently modified or improved upon based on this TIM performance measure
- 3. Regional or local operations are occasionally modified or improved upon based on this TIM performance measure by a single agency or discipline
- 4. Regional or local operations are regularly modified or improved upon based on this TIM performance measure

14. What activities are in place to outreach to and educate responders and the public about the value of TIM laws in place as well as the overall goals and benefits of TIM?
- 1. Minimal outreach/education occurring
- 2. Outreach/education is occurring with the public
- 3. Outreach/education for the TIM-related safe, quick clearance laws is ongoing to ensure that both responders and the public understand and comply with the laws
- 4. A comprehensive, consistent TIM outreach and education program is in place for both responders and the public
15. Are temporary traffic control (TTC) devices (e.g., cones, advanced warning signs, etc.) pre-staged in the region to facilitate timely response?

1. There are no pre-staged TTC devices
2. The need to pre-stage TTC devices has been identified
3. Some TTC devices have been pre-staged at high-frequency incident locations
4. A needs assessment has been completed to identify where pre-staged TTC devices are required and TTC devices are available at those locations
16. **Do towing and recovery procedures/rotation list policies include penalties for non-compliance of response criteria?**

- 1. The tow procedures/rotation list policy does not include any penalties
- 2. Requirements are in place but not routinely enforced
- 3. Penalties are clearly identified but are not uniformly enforced
- 4. Penalties are very clearly identified and communicated to towing and recovery companies

17. **For incidents involving a fatality, is there a procedure for the removal of the deceased prior to Medical Examiner arrival?**

- 1. There is not a procedure in place for removal of the deceased prior to the arrival of the Medical Examiner
- 2. Some Medical Examiners have approved a procedure for the removal of the deceased but remains inconsistent
- 3. A standard procedure is in place but not all response agencies or Medical Examiners are aware of it
- 4. A procedure is in place for removal of the deceased prior to the arrival of the Medical Examiner. The procedure is understood by response agencies

18. **Do TIM responders routinely utilize traffic control procedures to provide back of traffic queue warning to approaching motorists?**

- 1. Back of traffic queue warning is rarely provided
- 2. Back of traffic queue warning may be provided depending on which agencies respond
- 3. Back of traffic queue warning is considered and deployed at major and intermediate incidents as resources allow
- 4. Providing back of traffic queue warning is considered a priority. A policy and procedure has been established and training is regularly conducted
19. Is TIM video captured via TMCs and/or public safety CAD systems and is it shared with other disciplines for real-time operational purposes?

- 1. No TIM video is collected and shared
- 2. Some TIM response agencies can access DOT video but only via methods available to the public
- 3. TIM related video is collected by DOT and public safety agencies and is shared by some, but not all, responding agencies
- 4. TIM related [data/video] is routinely and automatically shared among all responding agencies and is fully integrated into public safety CAD and DOT traffic management systems
20. Describe the level of public safety Computer Aided Dispatch (CAD) integration with TMC/TOC software and systems.

1. Public safety agencies pass information to the TMC/TOC via telephone or email and there is little or no use of public safety agency CAD information, data, or screens by the TMC/TOC.

2. Public safety agency CAD information is viewed by TMC/TOC personnel on a public-facing web page or similar mechanism

3. Public safety agency CAD information is viewed by TMC/TOC personnel on a dedicated computer system or monitor

4. Public safety agency CAD electronically transmits event data to the TMC/TOC software and can populate data fields

21. Are there policies or procedures in place for signal timing changes to support traffic management during incident response?

1. There is no policy in place for adjusting signal timings to support traffic management during incident response

2. Individual agencies have policies regarding the adjustment of signal timings to support incident management during incident response, but there is no consistency

3. A standard policy is in place regarding the adjustment of signal timings during incident response

4. A policy is in place for the adjustment of signal timings during incident response

22. Are there pre-planned detour and/or alternate routes identified and shared between TIM stakeholders?

1. There are no pre-planned detour and/or alternate routes identified

2. Some pre-planned detour and/or alternate routes have been identified for major corridors

3. Pre-planned detour and/or alternate routes have been identified for major corridors and this information has been conveyed to some impacted TIM stakeholders

4. There are pre-planned detour and/or alternate routes identified and this information is conveyed to all impacted TIM stakeholders
I. TxDOT – Dallas District

Contact – Jason Garrett: (214) 320-4488; jason.garrett@txdot.gov

1) The responsible party is initially responsible; however if they are not identified, TxDOT will contact the contractor.
2) District standard operating procedure for emergency spill response (*ROW Spills*) – SOP 1504 spells out the responsibilities (attached).
3) MOU by TCEQ – mandates that TxDOT "CAN NOT" clean up spills greater than 25 gallons and/or involve hazardous materials; if greater than 25 gallons they “must” contact a contractor.
   a) TxDOT can control traffic for the safety of the traveling public and cleanup crews.
   b) TxDOT can provide materials to DPS or FD so spills don't migrate or contaminate any further.
      i. **Contract** – TxDOT Dallas has a contract with the HazMat contractor that requires that they respond within two hours of notice to proceed with the cleanup.
         • TxDOT Dallas is currently looking at breaking up areas that a given contractor is responsible for in order to get better response times.
         • If the responsible party has a contractor under contract, TxDOT encourages them to call them (if local).
         • If the responsible party does not have a crew under contract, TxDOT will assist them with a quick reference contact sheet (that lists eight or so contractors, but clearly states that TxDOT does not endorse or recommend the firms, and are only provided as a starting point). The responsible party is also encouraged to check the yellow pages, utilize internet search engines, and/or ask their insurance company for recommendations.

4) Other Policies and Procedures
   a) Spill Prevention, Control, and Countermeasure Plans (SPCC Plans) - “onsite” contingency plan for hydrocarbon and hydrocarbon-containing products (*highly regarded regulation as it is preventive*) – SPCC Plan must be specified by TxDOT.
   b) “Guidelines for Environmental Compliance at TxDOT Facilities” – TxDOT compliance manual with rules in place which specify laws that must be followed that affect operations (*general documentation detailing notification and responsibilities*).

*In cases where TxDOT does the cleanup but later finds the responsible party, TxDOT will send them the bill.*
II. TxDOT – Fort Worth District

Contact – Ed Bodiford: (817) 370-6709; ed.bodiford@txdot.gov

1) Currently no written documentation.
2) The informal procedure is as follows:
   a) The responsible party is initially responsible (at the direction of TxDOT’s incident manager or a TxDOT Rep.), however if they are not identified, TxDOT will contact the contractor.
   b) TxDOT has a HazMat company under contract, however they are not used unless the responsible party chooses to call them.
   c) If the responsible party has a contractor under contract then TxDOT will let them call the contractor (if they are local).
   d) If the responsible party does not have a crew under contract TxDOT has a list of local contractors for the responsible party to call.
   e) If the responsible party is injured and in the hospital or killed and TxDOT cannot make contact with the responsible party’s company then TxDOT will call the emergency contractor they have under contract.
   i. Contract – TxDOT Fort Worth has a contract with an emergency contractor that requires that they respond within one hour in Tarrant County and two hours to outside counties in the Fort Worth District (Jack, Wise, Palo Pinto, Erath, Hood, Somerville, Johnson and Parker); Pertains to response time (not the time cleanup begins, but the time the rep. arrives). In most cases, cleanup begins shortly after equipment and manpower arrives. On some incidents the response time is shorter than an hour. Again the only time TxDOT’s Emergency Contract is activated is when a responsible party cannot be found at the time of the incident.

In cases where TxDOT does the cleanup but later finds the responsible party, TxDOT will send them the bill, and if the responsible party refuses to pay it is turned over to the Texas A.G. Office for collection.

Both districts also use some of the same contractors.
North Tarrant Express Traffic Incident Management

With the much needed expansion of N.E. Loop 820 and the S.H. 121/183 corridor in Northeast Tarrant County (known as the North Tarrant Express-NTE), it has become necessary to adopt a set of unified policies, procedures, and practices within the affected municipalities regarding any traffic related incidents that occur within this corridor. Most of these traffic incidents are typically caused by disabled or abandoned vehicles and traffic collisions. As we all know, these types of incidents can create safety risks for our motorists and responders, along with major traffic congestion issues. Some of these congestion issues cause secondary collisions which result in traffic backups that could affect any of our cities from the previous traffic incident.

Our goal is to have a coordinated and planned inter-jurisdictional approach to restore traffic flow to normal conditions after an incident occurs, and to minimize the delay caused by the resulting disruption to traffic flow. To accomplish this, our objective should focus on quickly detecting, verifying, and clearing temporary obstructions within this corridor. By promoting a rapid, well organized and coordinated clearance of incidents, we will improve the safety of responders, victims, and the motoring public. We will also then reduce congestion and improve roadway efficiency.

The corridor referred to in this policy includes S.H. 121/183 and N.E. Loop 820, within the jurisdictional boundaries of the municipalities of Haltom City, North Richland Hills, Hurst, Bedford, and Euless in Tarrant County, Texas. It will cover from the farthest outside improved shoulder to outside improved shoulder, including any and all HOV lanes, managed lanes, traffic lanes, and emergency lanes which are within and maintained by North Tarrant Express and/or TXDOT.

In order to accomplish this, we will identify each of these traffic incidents individually and how they shall be handled within the corridor:

1. **DISABLED VEHICLE** – a vehicle in any part of the corridor unable to be moved on its own and the owner/operator is at the scene. (Engine trouble, mechanical issue, out of gas, flat tire, etc.)

   A vehicle in this category will be immediately removed at the owner/operator’s expense. (Refer to Transportation Code 545.305. Removal of Unlawfully Stopped Vehicle and 545.3051. Removal of Personal Property from Roadway or Right-of-Way for guidance)

2. **ABANDONED VEHICLE** – a vehicle left unattended in any part of the corridor and owner/operator cannot be located or contacted.

   A vehicle in this category will be immediately towed at the owner/operator’s expense. (Refer to Transportation Code 545.305. Removal of Unlawfully Stopped Vehicle and 545.3051. Removal of Personal Property from Roadway or Right-of-Way for guidance)
3. **TRAFFIC COLLISION / MINOR** – vehicle(s) involved in a collision in any part of the corridor resulting only in damage to a vehicle and each vehicle involved can be normally and safely driven. A vehicle that can be normally and safely driven is one that does not require towing, and can be operated under its own power and in its usual manner, without additional damage or hazard to the vehicle, other traffic, or the roadway.

A vehicle in this category will shall be moved as soon as possible to a designated incident investigation site if accessible, a location on the frontage road or other suitable location to complete the requirements of Section 550.023 and minimize interference with freeway traffic. This may be done by the first responding agency regardless of the jurisdictional boundaries. The agency receiving the call may also elect to decline a police response if allowed by policy and instruct the vehicles be immediately removed from the roadway. *(Refer to Transportation Code 550.022. Accident Involving Damage to Vehicle for guidance)*

4. **TRAFFIC COLLISION / MAJOR** – vehicle(s) involved in a collision in any part of the corridor resulting in injury to or death of a person. This also includes a vehicle or vehicles that become disabled as a result of the collision and that cannot be moved from the scene under its own power.

Depending on circumstance surrounding the collision, the agency responding to the scene will make clearing the travel portion of the roadway a high priority considering the severity of the collision. When an investigation is required by the affected agency, Photogrammetry will be the preferred method when mapping a collision scene, if at all practical. When forensic mapping equipment is needed to complete the investigation, it will be conducted in as expedient a manner as possible. Non-critical portions of the investigation may be delayed until lighter traffic conditions allow completions of those tasks. The responding agency will close only those lanes absolutely necessary to safely conduct the investigation. The affected agency will coordinate with NTE Mobility and TXDOT representatives to set up appropriate traffic control, establish alternate routes, expedite the safe movement of traffic at the scene, and restore the roadway to normal conditions as soon as possible.

Whenever practical, damaged vehicles will be removed to off ramps, incident investigation sites, or other safe areas for completion of investigations to reduce delays associated with motorists slowing to “gawk”. Tow trucks will be requested as soon as it is evident they are be needed to clear the roadway. *(Refer to Transportation Code 550.021. Accident Involving Personal Injury of Death; 550.023. Duty to Give Information and Render Aid; Texas Code of Criminal Procedure CH 49.25, Sec 8.)*

Public safety is the highest priority and must be maintained especially when injuries or hazardous materials are involved. The quality of life is heavily dependent upon the free movement of people, vehicles, and commerce. We all share the responsibility for achieving and maintaining the degree of order necessary to make this movement possible. Each of us
has the responsibility to do whatever is reasonable to reduce the risk to responders, secondary crashes, and delays associated with the traffic incidents mentioned above.
<table>
<thead>
<tr>
<th>Service</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>DART Bus Dispatch</td>
<td>214-928-6200</td>
</tr>
<tr>
<td>DART Transit Police</td>
<td>214-928-6300</td>
</tr>
<tr>
<td>TxDOT Dallas TMC - DalTrans Main</td>
<td>214-319-6100</td>
</tr>
<tr>
<td>TxDOT Dallas TMC - DalTrans Control Center</td>
<td>214-319-3601*</td>
</tr>
<tr>
<td>*For Counties: Collin, Dallas, Denton, Ellis, Kaufman, Navarro, and Rockwall</td>
<td></td>
</tr>
<tr>
<td>TxDOT Fort Worth TMC - TransVision Main</td>
<td>817-370-3661</td>
</tr>
<tr>
<td>TxDOT Fort Worth TMC - TransVision Control Center</td>
<td>817-370-6656*</td>
</tr>
<tr>
<td>*For Counties: Erath, Hood, Jack, Johnson, Palo Pinto, Parker, Somervell, Tarrant, and Wise</td>
<td></td>
</tr>
<tr>
<td>NTTA Main</td>
<td>972-461-2000</td>
</tr>
<tr>
<td>NTTA Safety Operations Center</td>
<td>214-224-2203</td>
</tr>
<tr>
<td>Managed Lane Facility Operators (CDAs)</td>
<td></td>
</tr>
<tr>
<td>LBJ Infrastructure</td>
<td>972-661-8693</td>
</tr>
<tr>
<td>North Tarrant Express</td>
<td>972-661-8693</td>
</tr>
</tbody>
</table>

New Categorization

The merge of the ANSI/ISEA 107 (roadway) and ANSI/ISEA 207 (public safety) standards, created the need for garment type classification based on the work environment and the level of protection needed.

<table>
<thead>
<tr>
<th>Type</th>
<th>Description</th>
<th>ANSI/ISEA Standards</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>Off-Road Use (Class 1 only)</td>
<td>107-2010</td>
</tr>
<tr>
<td></td>
<td>Provides added visibility to workers who are not</td>
<td></td>
</tr>
<tr>
<td></td>
<td>exposed to traffic.</td>
<td></td>
</tr>
<tr>
<td>R</td>
<td>Roadway Use (Class 2 &amp; Class 3)</td>
<td>107-2015</td>
</tr>
<tr>
<td></td>
<td>Enhanced visibility for workers who are exposed</td>
<td></td>
</tr>
<tr>
<td></td>
<td>to traffic and working against complex backgrounds.</td>
<td></td>
</tr>
<tr>
<td>P</td>
<td>Public Safety (Class 2 &amp; Class 3)</td>
<td>207-2011</td>
</tr>
<tr>
<td></td>
<td>Enhanced visibility for emergency and incident</td>
<td></td>
</tr>
<tr>
<td></td>
<td>responders and law enforcement personnel in both</td>
<td></td>
</tr>
<tr>
<td></td>
<td>roadway and off-road environments.</td>
<td></td>
</tr>
</tbody>
</table>

New Garment Tag Requirements

With the new "TYPE" categorization introduced with the ANSI/ISEA 107-2015 standard, new tags will be required. Each tag will now need to show the Type and Class, as well as be specific on whether or not it’s Flame Resistant (FR), including tested capability. All garments that are not tested to or do not pass approved FR test methods must state this clearly on the tag.

Smaller Sizing Will Be Available

The smallest size allowable under the ANSI/ISEA 107 – 2010 standard was generally considered too big for workers requesting a size smaller than medium. This requirement changed significantly, and the new ANSI/a 107-2015 standard now allows for a truer size small to be achieved.
What Changes Can We Expect?

The products themselves and the protection they provide will not be changing under the new standard. Only the tags, descriptions, and spec sheets will be changing to reflect the new categorizations.

In order to reflect these changes appropriately, PIP will be updating all of our spec sheets and webpages for our entire Hi-Vis product offering to reflect the new categorization. This includes vests, shirts, sweatshirts, jackets, coats, and rainwear. To help with the transition, we will also be displaying the old ANSI classification on both our website and the spec sheets simultaneously.

As it pertains to updating our product tags, we will be executing a rolling change with both our website and the spec sheets simultaneously. To help with the transition, we will also be displaying the old ANSI classification on the spec sheets and webpages for our entire Hi-Vis product offering to reflect the new categorization. This includes vests, shirts, sweatshirts, jackets, coats, and rainwear.

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How does the new standard affect the performance of the garments?
The performance of the garments does not change under the new standard. Only the tags, descriptions, and spec sheets will be changing to reflect the new categorizations.

Can garments with labeling from with the old ANSI/ISEA 107 tags continue to be sold?
Yes, garments that comply with the old standard can continue to be sold. Historically, there has been a time period of at least two years for manufacturers to make the necessary changes to comply to the new standard. Due to lead times and current inventory in the pipeline, it will take several months before all products are in compliance to the new standard. It’s also likely that, for a short while, there will be a mix of inventory that complies to either standard during this transitional period. For that reason, it’s important to refer to the manufacturer spec sheet for this information.

What is ANSI Supplemental Class E and how does it apply to the new standard?
ANSI Supplemental Class E applies to Hi-Vis pants, bib overalls, shorts, and gaiters. Alone, these garments are not ANSI compliant. When combined with a Class 2 or Class 3 garment, the combination satisfies Class 3 requirements. This classification remains the same under the ANSI/ISEA 107-2015 standard.

More questions?
Please contact your PIP representative, or call (800)262-5755.
XYZ Company
ANSI/ISEA 107-2015
100% Polyester
3M™ Scotchlite™ Reflective Material
Model #: Hi Vis Vest
Size: Large

Type R
Class 2
FR: F1506-08

Washing Instructions

40°C
Do not bleach
Tumble dry low
Do not iron
Do not dry-clean
## ANSI 107-2015 Types & Classes

<table>
<thead>
<tr>
<th>Garment Type Designation</th>
<th>Type &quot;0&quot; Off-road</th>
<th>Type &quot;R&quot; Roadway</th>
<th>Type &quot;P&quot; Fire, Police, EMS Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Performance Class</td>
<td>Class 1</td>
<td>Class 2</td>
<td>Class 2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Class 3</td>
<td>Class 3</td>
</tr>
<tr>
<td>Background Material</td>
<td>217 in²</td>
<td>775 in²</td>
<td>450 in²</td>
</tr>
<tr>
<td>Amounts</td>
<td></td>
<td>1240 in²</td>
<td>775 in²</td>
</tr>
<tr>
<td>Reflective Material</td>
<td>155 in²</td>
<td>201 in²</td>
<td>201 in²</td>
</tr>
<tr>
<td>Amounts</td>
<td></td>
<td>310 in²</td>
<td>310 in²</td>
</tr>
<tr>
<td>Width Minimums of</td>
<td>1&quot;</td>
<td>1.38&quot;</td>
<td>2&quot;</td>
</tr>
<tr>
<td>Reflective Material</td>
<td></td>
<td>2&quot;</td>
<td>2&quot;</td>
</tr>
<tr>
<td>Previous Standard and</td>
<td>ANSI 107</td>
<td>ANSI 107</td>
<td>ANSI 207</td>
</tr>
<tr>
<td>Class</td>
<td>Class 1</td>
<td>Class 2</td>
<td>PSV</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Class 3</td>
<td>NEW!</td>
</tr>
</tbody>
</table>