



Practical Traffic Incident Management – Making the Connection and Building TIM Teams

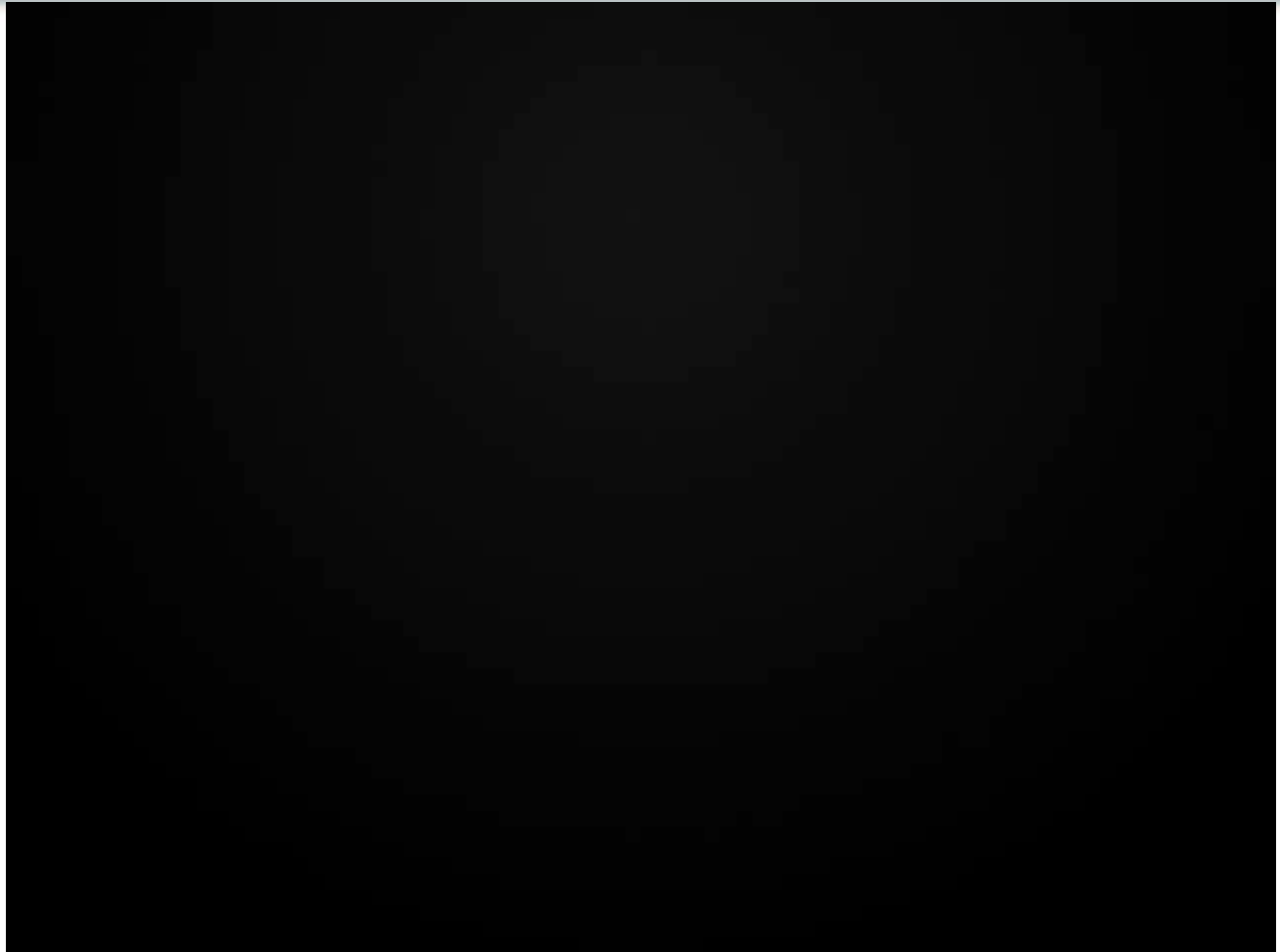
Parsons Emergency Transportation Operations (ETO)
Major Pat Gallagher (retired)

For more information, please contact:

Pat Gallagher, TIM Specialist, Parsons Corporation
Parsons, 6795 South Edmond St., Las Vegas Nevada, Tel: 702.789.2028



NASCAR Pit Stop





What Is a Traffic Incident?

Traffic Incident - MUTCD 6i

An emergency road user occurrence, a natural disaster, or other unplanned event that affects or impedes the normal flow of traffic.

- They create unsafe situations and put lives at risk, can cause delays.
- They compromise our safety, and cost us time and money everyday.

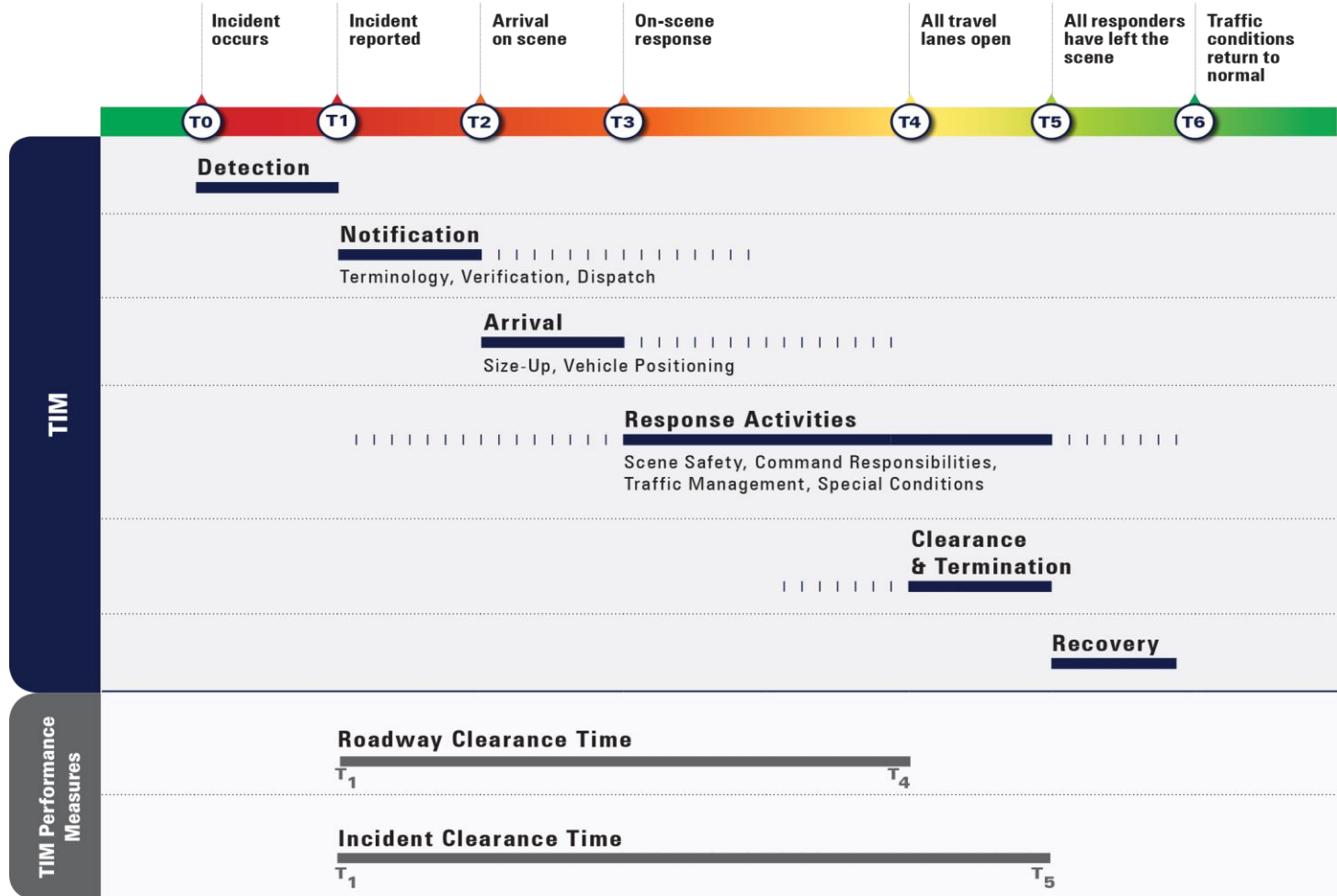
“Every minute a lane is blocked causes 4 minutes of delay. A 30 minute incident could cause as much as 120 minutes in extra delay.”



What is Traffic Incident Management?

- TIM consists of **planned** and **coordinated multidisciplinary processes** to detect, respond to, and clear traffic incidents so that traffic flow may be restored as safely and quickly as possible.
- Effective TIM reduces the duration and the impact of traffic incidents and improves the safety of motorists, crash victims, and emergency responders.

Traffic Incident Management Timeline





Practical Traffic Incident Management

Urban and Rural timing requirements are different but the TIM principles are the same.

- **Concerns / Issues**

- Responder Safety
- Victim / Motorist Safety
- Reliability / Congestion (*more urban related*)

- **TIM Principles**

- Detection
- Verification
- Response
- Clearance
- Return to Normal



Crash Duration Impacts Safety for Everyone!



So who is EVERYONE?

Effective TIM Helps Everyone..

■ Traffic Incident Management

Responders work together as a team to respond safely and quickly.

- Firefighters
- Law enforcement officers
- EMS responders
- Transportation / Safety Service Patrols
- Maintenance crews
- Towing and recovery
- 911/Dispatch
- Trucking industry
- Private mining companies
- Others?





“Hurry-Hurry-Hurry” get the road open!

Agency Agenda – competing interests?

- **DOT:** Congestion – maintenance and road safety – “When can we get the road open?”
- **Fire/EMS:** “Safety of the responders and victims”
- **Law Enforcement:** “Performing an adequate investigation without people trampling on evidence –crime scene.”
- **Towing Companies:** Ensure there are no unnecessary damages to motorist’s vehicles and cargo
- **Others?**

- What’s wrong here?

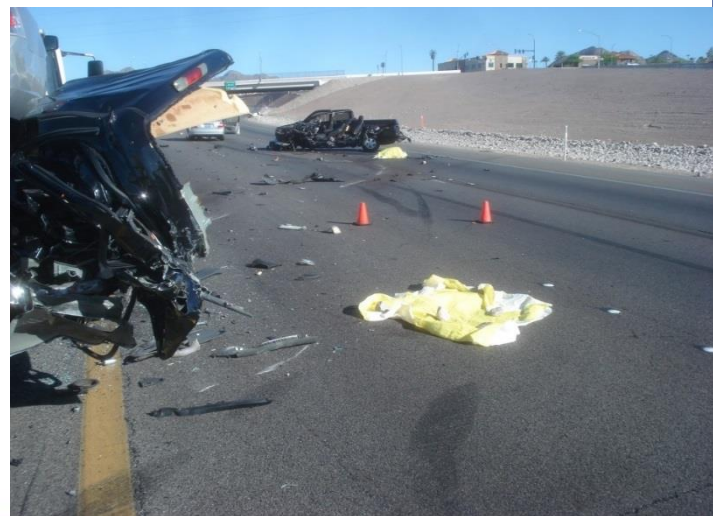




Towing and Recovery Struck-By

Loading a Vehicle

- On 6/3/2013 while tow truck operators were loading a broken down vehicle on the left shoulder a D driver struck the rear of the tow truck
- Prior to the accident, the **in training** tow truck driver advised his trainer that based on what they had learned during his TIM training on the prior week, it was unsafe to continue to secure the vehicle at this location and they should move to a safer location to complete the securing the towed vehicle.





Stakeholder Buy-In is Critical to Success!

- Training and education of core stakeholders plays a large part of gaining buy-in.
- In order to establish TIM Teams you first need buy in from the regional area decision makers involved in TIM (i.e., fire, law enforcement, transportation department, maintenance, etc.).
 - ✓ Identify TIM challenges impeding safe, quick clearance that core stakeholders resonate to.
 - ✓ Solutions to the challenges became the consensus building pivot point, asking “WIIFMs... for stakeholders” create the focus.



Urban TIM vs. Rural TIM

Urban TIM

- Lots of access to communications and phones that work.
- Multiagency asset resources nearby.
- Traffic can be redirected until the crash is cleared.
- Agency response times are much faster.

Rural TIM

- Remote: no or very limited cell services- limited communications
- Lack of resources:
 - Hazmat teams
 - Heavy duty towing
 - Gas, food and lodging
- Traffic has no place to go except to wait for the road to be cleared.



Rural TIM Strengths

- Utilizing resources from uncommon sources (access to resources is easily shared)
- Multiagency coordination is common
 - Fire has advanced ICS/UCS skills
 - Mining companies have heavy equipment
 - Forest services
 - City/County government are easily motivated to help.
- Teamwork is a way of survival, as is sharing



Practical TIM Strategies

- Fatality Investigation Initiatives (photo)
- Removal of Decedents
- First Responder Communications
- Wrecker Operator Training and Truck Requirements TRIP
- Towing Incentives or Instant Tow
- Training- Unified Command for TIM
- Multi-agency TIM Plans & IAPs for Construction (MUTCD guidelines)
- Open Road Policy
- Performance Measures setting QC times (i.e., 30/60/120 minutes)
- Roles and Responsibilities
- IR Vehicles / FSP
- Lighting Policy
- Apparatus Placement & Scene Safety
- HazMat Removal Policy
- **Multi-disciplinary TIM Training and Participation**



Multi-disciplinary TIM Training

- Practical TIM training requires multi-agency, multi-disciplines working together, hand in hand.
- The key to effective training is a consistent message that all core stakeholders:
 - 1) believe in,
 - 2) realize a need for and
 - 3) can all agree upon.
- Training must be relevant, practical and performance based.
- Training must be offered frequently enough to deal with high first responder attrition.



Reasons for Effective TIM's in Nevada

- Nevada Governor added safe, quick clearance to his state strategic plan as a core initiative.
- Southern Nevada NEON project – 1 Billion, largest highway construction in NV History HUGE congestion challenges.
- Rural area TIMs were initiated to coordinate consistent incident response throughout the state because of the success in the urban areas.
- To establish long term policies and practices that build on relations between NDOT and NHP and improve operations statewide (JOPS).

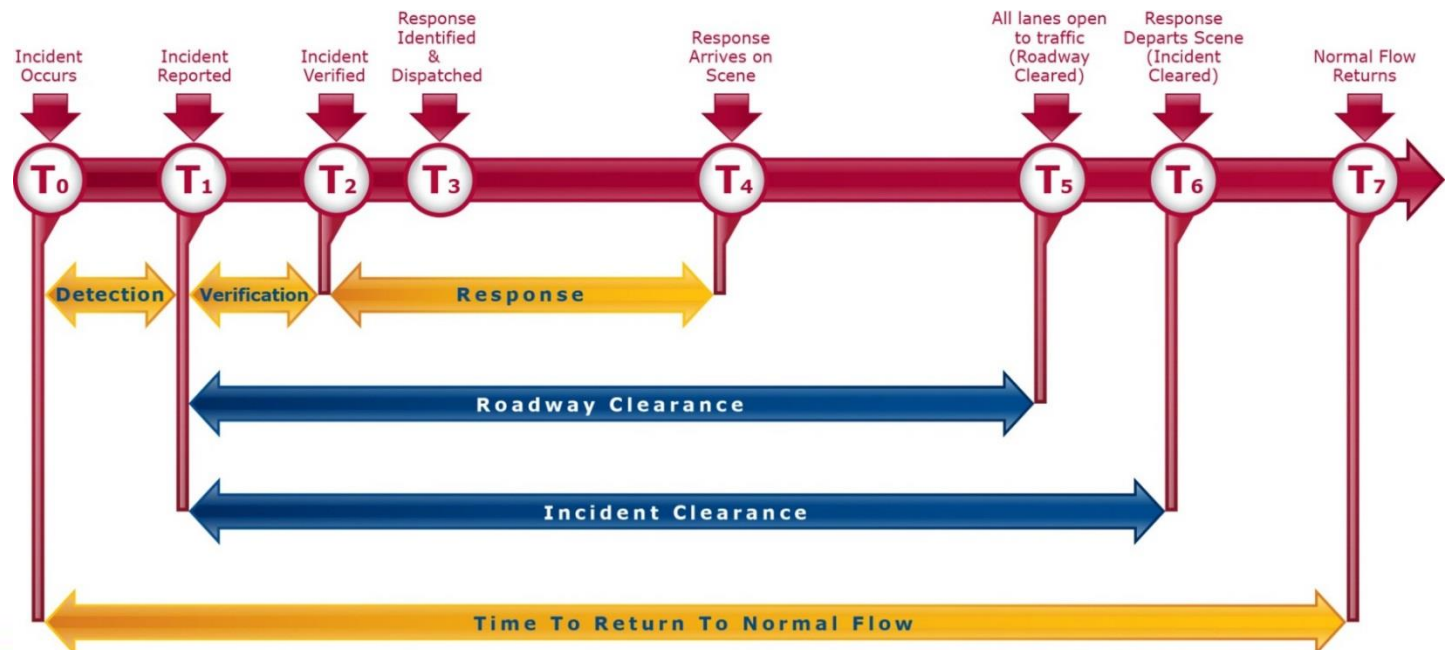


Legislative Considerations

- **Move-It Law** requiring vehicles be moved from traffic lanes in the event there are no injuries
- **Move-Over laws** require drivers approaching a scene where emergency responders are present to either change lanes when possible and/or reduce speed
- **Authority Removal Law** clarifying the authority and responsibility of pre-designated public agencies to clear damaged or disabled vehicles and spilled cargo from the roadway to prevent the occurrence of secondary accidents and allow normal traffic flow
- **Others?**

What Does Good TIM Look Like?

- Applying strategies to the principles, to shorten timeline which improves safety for all while at the same time improving reliability and mobility.
- Realizing that there will always be room for improvement through enhanced communications and multiagency training.





Contact Information

Major Pat Gallagher (*retired*),
Parsons

Pat.Gallagher@Parsons.com

