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“For every minute that a freeway travel lane is blocked during a peak period, four minutes of travel delay results after the incident is cleared.”

“Traffic incidents account for about one-quarter of all congestion on U.S. roadways.”

– National Traffic Incident Management Coalition (NTIMC) Benefits Summary
Introduction

Traffic incident management (TIM) strategies are essential for a safe and reliable transportation system.

Traffic Incident Management (TIM) consists of a planned and coordinated, multi-disciplinary process to detect, respond to, and clear traffic incidents so that traffic flow may be restored as safety and quickly as possible. TIM partners include transportation departments, fire and rescue, law enforcement, emergency medical services, towing, hazardous material clean up crews, and media. Each of these partners has a key role to play in detecting, responding to, and clearing incident scenes. Good TIM practices help to improve safety for on scene responders, incident victims, and the traveling public. They also alleviate congestion impacts from incident scenes, and reduce the chance of secondary incidents.

Oregon’s original TIM Strategic Plan was adopted in 2011. Since 2011, Oregon Department of Transportation (ODOT), Oregon State Police (OSP), and local agency partners made significant strides in advancing TIM practices across the state.

TIM strategies require ongoing commitment of resources and funding, and therefore demand more frequent strategic planning than capital projects. With support from FHWA, ODOT’s 2014 Transportation System Management and Operations (TSMO) Capability Maturity Implementation Plan paved the way to update Oregon’s TIM Strategic Plan.

The 2011 TIM Strategic Plan was organized around the National Unified Goal (NUG), introduced in 2007 by the National Traffic Incident Management Coalition (NTIMC). This updated plan continues to support the key elements of the NUG, but is reorganized to better meet the needs and goals of the state of Oregon.

Through a collaborative process with TIM partners, the updated TIM Strategic Plan presents a new vision, a new set of goals, new objectives, and both new and revised actions.
Traffic incidents can significantly impact the mobility of a region as well as causing fatalities, injuries, and destruction of goods. TIM strategies offer widespread benefits.

The longer incidents remain on the roadway, the risks for secondary crashes and injured responders increase. It is in everyone’s best interest to invest in a robust TIM program.

Typical benefits from TIM strategies include:

- Improved safety for responders and the traveling public
- Reduced secondary crashes
- Improved efficiency and mobility of the roadway system
- Reduced economic impact due to the delay of commercial goods
- Reduced environmental impacts and energy use (less air pollution and wasted fuel)
- Minimized delay of commercial goods

For more specific benefit information the following two resources are recommended:


US DOT’s ITS Knowledge Resource website: [www.itskrs.its.dot.gov](http://www.itskrs.its.dot.gov) (regularly updated with the latest studies documenting TIM benefits)
Key TIM Successes in Oregon

Since implementing the original TIM Strategic Plan in 2011, Oregon’s TIM partners have made significant advances, completing roughly half of the 57 actions identified in the original plan.

Key accomplishments include:

- Implementing regular quarterly meetings for the three Regional TIM Teams currently active in the state (Central Oregon, Rogue Valley, Greater Portland) and sharing that information with other TIM partners.
- Analyzing crashes that exceed the 90 minute clearance goal.
- Developing guidance to address when incident responders should move vehicles, debris, and/or cargo (part of the Push, Pull and Drag Program).
- Tracking roadway clearance duration, roadway closure duration, and incident clearance duration performance measures.
- Integrating a new State Radio System for all maintenance and operations radio operators to communicate with OSP and local TIM partners.
- Granting OSP viewing access to ODOT incident clearance reports.
- Training over 2,800 responders in National TIM Responder Training

Note – for a full list of TIM accomplishments since the original 2011 plan, see the “Reference Document” memorandum dated June 25, 2015, prepared by DKS Associates.
Existing TIM Practices in Oregon

The SafeClear instant towing program in Houston, TX cleared almost 90 percent of incidents in under 6 minutes in 2008. This program is attributed with a reduction of approximately 1,400 incidents per year, saving $49 million annually.

– Best Practices in Traffic Incident Management, FHWA
Current Oregon Laws and Policies

- The Portland metro area implemented instant towing on specific roadways and also uses staged towing during winter storm events when necessary.

- Statewide, both ODOT and OSP use the same list of contractors, however each agency has its own rotation order.

- Oregon Move Over Law requires drivers to move to a lane not adjacent to the responder vehicle or reduce speed to 5 mph under the speed limit if lane changing is not feasible.

- Oregon’s Authority Removal Law allows for law enforcement to remove vehicles or debris or direct a driver to do so if the incident is blocking traffic.

- Oregon’s Move It Law requires drivers involved in an incident to remove their vehicle from the travel lanes if there are no serious injuries.

- ODOT and OSP prepared and agreed to a Mutual Assistance Agreement in 2008.

- Current ODOT TIM Strategic Plan was adopted in 2011.

- Oregon Transportation Plan (OTP) was adopted in 2006.
Dedicated Incident Responder Map

This map shows Oregon regions and districts with dedicated incident responder coverage and the details of the existing coverage as of 2015.
Current Performance Metrics

Oregon tracks roadway clearance times (the amount of time between the first recordable awareness of the incident by a responsible agency to the time that all lanes are available for traffic flow) for all lane-blocking crashes on state facilities. Oregon Legislature set the current goal to clear 100 percent of all lane-blocking crashes within 90 minutes.

In 2013 and 2014 there were approximately 5,000 to 6,000 lane-blocking crashes each year. During the warmer weather months a slightly higher percent of incidents are cleared in less than 90 minutes compared to during the winter months.
TIM Stakeholders

“About 20 percent of all firefighter deaths are not related to firefighting at all, but occur due to vehicle-related incidents.

On average, at least two emergency responders are struck each day in the US.”

– National Traffic Incident Management Coalition (NTIMC) Benefits Summary
TIM Stakeholders

Core Partners

- OSP – Oregon State Police
- ODOT – Oregon Department of Transportation
- FHWA – Federal Highway Administration

Other Lead Agencies and Stakeholders

- 911 Dispatch
- DOJ – Department of Justice
- DPSST – Department of Public Safety Standards and Training
- EMTs – Emergency Medical Technicians
- Fire Agencies
- HazMat Response – Hazardous Material
- LE – Law Enforcement Agencies
- Local Transportation/Public Works Agencies
- Media
- OACP - Oregon Association Chiefs of Police
- ODOT DMV – Department of Motor Vehicles
- OERS – Oregon Emergency Response System
- OFCA – Oregon Fire Chiefs Association
- OSFM - Oregon State Fire Marshall
- OSSA – Oregon State Sheriff's Association
- OTTA/Tow industry – Oregon Tow Truck Association
- OVFA – Oregon Volunteer Fire Association
- TMCs - Local Agency Traffic Management Centers
- Transportation Safety
- Volunteer Responders
In a study that linked police enforcement to a reduction in crashes, the authors found that if Oregon State Police had maintained their levels from 1979, that by 2005 there would have been 2,302 fewer fatalities due to stricter speed enforcement and increased citations.

Vision

Enhancing the safety and efficiency of Oregon’s transportation system for incident responders and travelers

The TIM vision statement was developed through a collaborative process with TIM partners and expresses the intended outcome of the Strategic Plan.
Goals and Objectives

The plan’s goals establish overarching principles that guide decision making, while the objectives are specific steps to achieve each goal.

There are five goals in the plan and each goal has three to five specific objectives. Most of the objectives use the SMART framework:

- **Specific**
- **Measurable**
- **Achievable**
- **Realistic**
- **Time-bound**

Using SMART objectives allows progress to be tracked by clearly identifying what will be measured. Measurement can have different forms. In some cases it is quantitative, whereas in other cases measurement may be qualitative.

While the objectives in this plan are specific and measurable, most of them have not been assigned a specific timeframe for achievement. Without having baseline data, it is difficult to determine a reasonable target date. The overall timeframe for the plan is five years, at which point the objectives should be reassessed. With more baseline data the objectives can be even more specific in the future.

Tying the objectives to performance metrics provides several benefits:

**Demonstrates accountability and program effectiveness:** Provides documentation about how TIM programs improve safety and incident clearance times.

**Demonstrates process efficiency:** Monitors and compares performance outcomes of different TIM strategies to determine which results in greater efficiency.

**Demonstrates improvements over time:** Uses TIM performance metrics to monitor improvement from one year to the next.

**Supports future planning:** By monitoring and analyzing TIM performance, resources can be allocated strategically to target areas with higher safety problems and longer incident clearance times.
Tracking Performance

To actively monitor the progress of the Plan's objectives and progress, specific performance metrics should be collected. The table to the right show three categories of performance metrics: those that Oregon is currently tracking, performance metrics the state plans to begin tracking as identified in this TIM Strategic Plan (see Actions Section), and additional performance metrics Oregon may want to consider collecting in the future.

With these performance metrics, Oregon will be able to demonstrate accountability and program effectiveness of TIM actions, and be able to better support future TIM planning.
Goals

**Safety**

**Goal 1:** Enhance the safety of first responders

**Goal 2:** Enhance the safety of the traveling public

**Reliability**

**Goal 3:** Improve the reliability and efficiency of the transportation system

**Three Cs**

**Goal 4:** Strengthen the communication, coordination, and collaboration between response partners

**Foundation**

**Goal 5:** Establish TIM as a core public safety discipline
Goal 1: Enhance the safety of first responders

Objectives:

a) Achieve zero responder fatalities

b) Reduce responder “struck-bys” on incident scenes

c) Increase the number of responders trained to properly use personal protective equipment (PPE) across disciplines

d) Increase the number of responders across all disciplines train in the national best practices and standards of incident scene management
Safety
Objectives

Goal 2: Enhance the safety of the traveling public

Objectives:

a) Reduce secondary incidents

b) Update traveler information regarding incidents within 10 minutes of a condition change (consistent with ODOT/OSP agreement)

c) Enhance the timeliness and accuracy of traveler information

d) Increase the frequency incident responders communicate on-scene incident information to a TOC
Goal 3: Improve the reliability and efficiency of the transportation system

Objectives:

a) Reduce roadway clearance time to under 90 minutes for all incidents (legislative measure)

b) Reduce the duration of lane closures, roadway clearance, and incident clearance

c) Reduce the time between incident detection and tow truck arrival at incidents

d) Improve the percent of time tow companies arrive with the correct tow equipment.
Three C’s
Objectives

**Goal 4: Strengthen the communication, coordination, and collaboration between response partners**

**Objectives:**

a) Improve communication between incident responders before, during, and following incidents

b) Train 10,000 TIM responders and partners in the National TIM Responder Training by 2021 and instate on-going training requirements

c) Include tow policies, tow best practices, and tow regulations in all TIM training

d) Form and sustain TIM teams in all targeted areas

e) Share TIM data and data-sharing policies with all response partners
Establishment Objectives

Goal 5: Establish TIM as a core public safety discipline

Objectives:

a) Increase the frequency of TIM outreach and education to agency leadership

b) Improve public awareness about the benefits of maintaining an active TIM program and current TIM policies

c) Integrate TIM strategies into agencies’ planning and programming processes
“The likelihood of a secondary crash increases by 2.8% for each minute the primary incident continues to be a hazard.”

– Karlaftis et al Study

The St Louis Motorist Assist program (equivalent to ODOT’s dedicated incident response program) produced an annual benefit-cost ratio of over 38:1 (based on 2009 dollars), decreased annual secondary crashes by 1,082, and lowered annual congestion costs by over $1.1 million.

- US DOT ITS Benefits database, Feb 2010
Organization of Action Plan

The actions in this TIM Strategic Plan are grouped into one of six categories, and then prioritized within those categories.

The timeframe in which an action is placed represents when the action is initiated (not completed), and the project number with a priority level is arbitrary. It does not reflect priority in relation to other actions in the same timeframe.

This section of the document provides a description of all the actions included in the plan. The first page in each category provides a summary table.

Six Categories of Actions

- Agency/Stakeholder Collaboration (SC)
- Public Outreach & Traveler Information (PO)
- Policy & Regulatory (PR)
- Technology Integration (T)
- System Evaluation & Performance Measures (SE)
- Responder Training & Education (RT)

Three Timeframes/Priority Levels

- Near Term 2016-2017
- Mid Term 2018-2021
- Longer Term Beyond 2021
Abbreviations

There are several abbreviations used throughout this document. The list to the right includes abbreviations used to identify the responsible party and key partners for the actions, as well as a few abbreviations specific to the action items.

**Responsible Party and Key Partner Abbreviations:**

DOJ – Department of Justice  
DPSST – Department of Public Safety Standards and Training  
EMTs – Emergency Medical Technicians  
FHWA – Federal Highway Administration  
LE – Law Enforcement Agencies  
OACP – Oregon Association Chiefs of Police  
ODOT – Oregon Department of Transportation  
OERS – Oregon Emergency Response System  
OFCA – Oregon Fire Chiefs Association  
OSFM – Oregon State Fire Marshall  
OSP – Oregon State Police  
OSSA – Oregon State Sheriff’s Association  
OTTA – Oregon Tow Truck Association  
OVFA – Oregon Volunteer Fire Association  
TMCs – Traffic Management Centers

**Other Action Related Abbreviations:**

VMS – Variable Message Sign  
DMV – Department of Motor Vehicles  
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<th>Action</th>
<th>Responsible Party</th>
<th>Other Key Partners</th>
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</table>
Agency/Stakeholder Collaboration

Near Term (2016-2017)

SC 01 – TIM Meetings
Description: Continue to support existing TIM team meetings and sharing information from meetings via newsletters and websites.
Lead Agency: ODOT
Key Partners: OSP, OACP, OTTA, OSSA, LE, DPSST, Fire Agencies

SC 02 – After Action Reviews
Description: Develop a procedure for after action reviews by regional TIM teams and create a template for statewide use. Include sharing information from reviews with partner agencies, and allow an agency to request an after action review even if an incident does not meet the specific criteria.
Lead Agency: ODOT
Key Partners: OSP, OACP, OTTA, OSSA, LE, DPSST, Fire Agencies

SC 03 – TIM Design Check List
Description: Prepare a check list to be used during the planning and design process of roadway related projects to ensure that critical TIM features are not overlooked (such as breaks in cable barriers for emergency vehicles to turn around, or providing wide enough shoulders for emergency vehicles, etc.).
Lead Agency: ODOT
Key Partners: none

Mid Term (2018-2021)

SC 04 – Interoperable Communication Procedures
Description: Develop standardized protocols for using radios between all incident responder partners during an incident.
Lead Agency: ODOT/OSP
Key Partners: OACP, OTTA, OSSA, LE, DPSST, 911 dispatch

SC 05 – TIM Team Development
Description: Form additional TIM teams along the I-5 Corridor - Salem, Eugene, and Roseburg, and the I-84 Corridor - Pendleton / La Grande. Determine if additional TIM teams are beneficial. Convene routine TIM team meetings in identified areas.
Lead Agency: ODOT
Key Partners: OSP, OACP, OTTA, OSSA, LE, DPSST, Fire Agencies
Mid Term (2018-2021) cont.

SC 06 – Variable Message Sign (VMS) Message Policies (Review Component)
**Description:** Review VMS message policies and update if necessary.
**Lead Agency:** ODOT
**Key Partners:** LE

SC 07 – VMS Message Policies (Education Component)
**Description:** Share VMS message policies with response partners as an awareness effort.
**Lead Agency:** ODOT
**Key Partners:** LE

SC 08 – Information Exchange
**Description:** Develop guidelines to improve information exchange between responders, dispatchers, and tow companies.
**Lead Agency:** ODOT/OSP
**Key Partners:** OTTA, OSSA, LE, Fire Agencies

SC 09 – ODOT/OSP Mutual Assistance Agreement
**Description:** Update ODOT/OSP Mutual Assistance Agreement
**Lead Agency:** ODOT/OSP
**Key Partners:** none

Mid Term (2018-2021) cont.

SC 10 – Statewide Price Agreement
**Description:** Develop statewide price agreements that could be used by all response agencies to purchase TIM related traffic control items. This contract could leverage the purchase power of the state, and enable response agencies to use interchangeable equipment.
**Lead Agency:** ODOT
**Key Partners:** all

Longer Term (Beyond 2021)

SC 11 – Joint Policy Statement
**Description:** Develop a joint policy statement between responder agencies to support safe quick clearance policies and laws.
**Lead Agency:** ODOT
**Key Partners:** OSP, LE, OTTA, OSSA, OACP, Fire Agencies, OSFM
# Public Outreach & Traveler Information

## Summary Table

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</table>
**Near Term (2016-2017)**

**PO 01 – Move It Law and Move Over Law Education**

**Description:** Develop a plan to improve public education regarding the Move It and Move Over Laws. Explore the option of additional signing along roadways.

**Lead Agency:** ODOT

**Key Partners:** OSP, LE, OSSA, OACP

**PO 02 – Frequent Traveler Information Updates**

**Description:** Develop a procedure to improve how existing resources are used by TOCs to regularly update traveler information during an incident. This action includes developing ways to improve the accuracy of incident information.

**Lead Agency:** ODOT

**Key Partners:** local TMCs

**PO 03 – Media Partnerships**

**Description:** Leverage media partnerships to push forward public outreach of TIM initiatives including:

- communicating benefits of TIM to the general public
- providing guidance to travelers on safe travel through incident scenes

**Lead Agency:** ODOT

**Key Partners:** Media, OSP, OTTA, Transportation Safety

**PO 04 – Damage Tag Program**

**Description:** Continue to implement a “Damage Tag” program similar to the program demonstrated by Indiana State Police and DOT.

(Began as a pilot program in Oregon in July 2012, and went statewide in 2013. Continued promotion and education is needed).

**Lead Agency:** ODOT

**Key Partners:** OSP, OACP, OTTA, OSSA, LE
Public Outreach & Traveler Information

**Mid Term (2018-2021)**

**PO 05 – DMV Test Questions**

**Description:** Work with the DMV to include licensing test questions regarding TIM related policies (driver removal law, slow down/move over law, authority removal law, etc.)

**Lead Agency:** OSP

**Key Partners:** ODOT-DMV

**PO 06 – End of Queue Warning - Traveler Information**

**Description:** Develop protocol (policies, what types of incidents, how to warn travelers, etc.) based on national best practices for warning travelers approaching a vehicle queue due to an incident.

**Lead Agency:** ODOT

**Key Partners:** none

**Longer Term (Beyond 2021)**

No longer term actions identified
<table>
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**NEAR TERM**

- PR-01: Tow Reform
- PR-02: Push Pull Drag Program
- PR-03: Enhance HazMat Response
- PR-04: Abandon Vehicle Tag Reform

**MID TERM**

- PR-05: Incentivized Tow Policy and Pilot Project
- PR-06: Tow Contract Plans
- PR-07: Quick Clearance Capabilities
- PR-08: Quick Clearance Enhancement
- PR-09: Dedicated Responder Evaluation
- PR-10: HazMat Permitting Issues
- PR-11: Incident Detour Plans for Rural Areas

**LONG TERM**

- PR-12: Instant Tow
- PR-13: Stricter Move Over/Slow Down Laws
**Policy & Regulatory**

**Near Term (2016-2017)**

**PR 01 – Tow Reform**
**Description:** Begin the process of tow reform discussion and coordination with stakeholders. Review the Oregon Administrative Rules (OARs) for possible revisions based on input from key partners.
**Lead Agency:** OSP
**Key Partners:** ODOT, OTTA, LE, OACP, Fire Agencies, OSSA

**PR 02 – Push Pull Drag Program**
**Description:** Develop standard clearance guidelines that address when to relocate vehicles, cargo, and debris. Also develop guidelines for when to upright overturned vehicles.
**Lead Agency:** ODOT
**Key Partners:** OSP, OSSA, OTTA, OACP, LE

**PR 03 – Enhance HazMat Response**
**Description:** Continue to work with OERS to identify ways to enhance HAZMAT response and efficient use of Oregon’s HAZMAT resources.
**Lead Agency:** OSFM Regional HAZMAT
**Key Partners:** ODOT, OSP, OERS, Fire Agencies

**PR 04 – Abandon Vehicle Tag Reform**
**Description:** Update policy to allow ODOT to alert OSP when previously tagged vehicle has expired tow tags. OSP can then call for a tow instead of sending an officer to verify the expired tag. The update should also allow for reciprocity, allowing OSP to contact ODOT to notify of expired tow tags.
**Lead Agency:** OSP
**Key Partners:** ODOT
Policy and Regulatory

Mid Term (2018-2021)

PR 05 – Incentivized Tow Policy and Pilot Project
Description: Identify areas where incentivized towing for commercial vehicle involved incidents could be beneficial. Implement a pilot project for incentivized towing in one of the identified areas, and use the pilot project to evaluate the benefit cost ratio of the strategy.
Lead Agency: ODOT
Key Partners: OSP, OTTA, LE, OACP, OSSA

PR 06 – Tow Contract Plans
Description: Determine regions that may benefit from tow contract plans and develop contract tow plans for those areas.
Lead Agency: ODOT
Key Partners: OSP, OTTA, LE

PR 07 – Quick Clearance Capabilities
Description: Improve liability and “hold harmless” protections for ODOT personnel to maximize responders’ abilities.
Lead Agency: ODOT
Key Partners: DOJ, OSP

PR 08 – Quick Clearance Enhancement
Description: Enhance Oregon’s Safe Quick Clearance Laws based on national best practices.
Lead Agency: ODOT
Key Partners: OACP, OTTA, LE, OSSA

PR 09 – Dedicated Responder Evaluation
Description: Develop a program to determine if a dedicated incident responder(s) is warranted in a certain area.
(There is a District 8 pilot program and evaluation in the works).
Lead Agency: ODOT
Key Partners: OSSA, OTTA, OACP, OSP, LE, Fire Agencies

PR 10 – HazMat Permitting Issues
Description: Address HazMat permitting issues - prearranged or other alternatives. Evaluate the option of flexible service contracts for each District.
Lead Agency: ODOT
Key Partners: HazMat
Mid Term (2018-2021) cont.

PR 11 – Incident Detour Plans for Rural Areas

Description: Create ready to implement detour plans for sections of rural roadways where roadway closures leave travelers with few alternatives.

Lead Agency: ODOT

Key Partners: Local Public Works, County Road Departments, LE

Longer Term (Beyond 2021)

PR 12 – Instant Tow

Description: Evaluate OSP’s tow rotation for viability of instant tow applications.

Lead Agency: ODOT

Key Partners: OSP, OTTA, LE, OACP, Fire Agencies, OSSA

PR 13 – Stricter Move Over/Slow Down Laws

Description: Review incident data from states that have stricter Move Over/Slow Down laws. Determine if the Oregon law should be stricter, and if so, begin legislative process to update the law.

Lead Agency: ODOT/OSP

Key Partners: OSSA, OACP
# Technology Integration

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</table>
Near Term (2016-2017)

T 01 – Photo Sharing TOCS and INVIEW
Description: Identify and implement a system for responders to attach pictures to an incident in TOCS and INVIEW.
Lead Agency: ODOT
Key Partners: OSP, LE, Fire Agencies, OTTA

T 02 – Photo Sharing Tow Industry and Other Responders
Description: Establish a system for sharing on-scene photos (and/or video) with the tow industry and other incident responder partners.
Lead Agency: ODOT
Key Partners: OTTA, Fire Agencies, 911 Dispatch, LE

T 03 – CAD 911 Interconnect
Description: Continue development of CAD 911 Interconnect. Some counties are equipped with this function, and additional counties need to be added as priorities and funding allows.
Lead Agency: ODOT/OSP
Key Partners: 911 Dispatch

T 04 – Robotic Total Station
Description: Advance and broaden the use of Robotic Total Stations for crash investigation.
Lead Agency: OSP
Key Partners: ODOT

T 05 – TIM Cross-Discipline Social Media Site
Description: Create a more robust TIM cross-discipline social media framework to share information with the public and other incident responders including performance measures.
Lead Agency: ODOT
Key Partners: OSP, Local Public Works, County Roads Departments, FHWA

T 06 - Automated Response Plan
Description: Develop software for automated dispatch and traveler information response plans during incidents for traffic management across the state.
Lead Agency: ODOT
Key Partners: none

Picture of a Robotic Total Station used to quickly map a crash scene for crash investigation.
Mid Term (2018-2021)

T 07 – Crowd Source Data

**Description:** Explore methods to use crowd sourced data, or apps that already use crowd sourced data (like WAZE), to detect incidents faster.

**Lead Agency:** ODOT

**Key Partners:** OSP, 911 Dispatch

T 08 – Automatic On-Scene Time Notification

**Description:** Create an automated system to notify incident responders at a scene when certain time milestones are approaching (30 minutes, 60 minutes, 90 minutes, etc.).

**Lead Agency:** ODOT/OSP

**Key Partners:** 911 Dispatch, LE, Fire Agencies

T 09 – Evaluate Historic Incident Duration

**Description:** Compile and evaluate historic incident duration data that can be used to estimate incident duration of current incidents based on incident type, location, severity, and other factors. Data could also benefit corridor analysis.

Consider using the compiled data to provide traveler information about current incident duration estimates.

**Lead Agency:** ODOT

**Key Partners:** OSP

T 10 – R.E.S.C.U.M.E. Program

**Description:** Track the progress of FHWA’s R.E.S.C.U.M.E prototype for the INC-ZONE and RESP-STG applications. Inquire about becoming a pilot project for the applications.

- Incident Scene Work Zone Alerts for Drivers and Workers (INC-ZONE) alerts both drivers and workers when a vehicle is approaching a work zone at an unsafe speed or trajectory.

- Incident Scene Pre-Arrival Staging Guidance for Emergency Responders (RESP-STG) provides incident responders with information while en-route and at the scene to help responders make more informed decisions in regard to incident work zones, routing, and staging.

**Lead Agency:** ODOT

**Key Partners:** FHWA

T 11 – Crash Investigation Technology Pilot Project

**Description:** Implement a pilot project to test new crash investigation technology. Complete a benefit cost analysis based on the pilot project to determine if other regions should invest in the technology.

**Lead Agency:** OSP

**Key Partners:** none
Technology Integration

Longer Term (Beyond 2021)

T 12 – End of Queue Technology

**Description:** Investigate and implement a technology that estimates end of queues based on incident information and roadway conditions. Use this technology in conjunction with warning travelers approaching a vehicle queue (see "End of Queue Warning - Traveler Information").

**Lead Agency:** ODOT

**Key Partners:** OSP, LE, Fire Agencies

T 13 – Early Ice Detection Technology

**Description:** Develop early detection for ice in high incident locations.

**Lead Agency:** ODOT

**Key Partners:** none

T 14 – Electronic Crash Reporting System

**Description:** Create an electronic crash reporting system for ODOT and explore the possibility of combining cross-discipline incident databases.

**Lead Agency:** ODOT

**Key Partners:** LE, 911 Dispatch

T 15 – TIM Focused Situational Awareness Technology

**Description:** Implement a situational awareness strategy that uses existing vehicle locator technology, shares it with interested agencies, and allows each agency to show the location of different responders on their own maps in real-time. The purpose of this technology is to keep dispatcher and incident responders informed about the location of all incident responders working or approaching an incident scene.

**Lead Agency:** ODOT

**Key Partners:** OSP, Fire Agencies, LE

T 16 – Improve Emergency Vehicle Preemption and Routing

**Description:** Coordinate with the ODOT traffic section to investigate technology to improve emergency vehicle preemption and system routing capabilities.

**Lead Agency:** ODOT/Local Public Works, County Roads Departments

**Key Partners:** LE, Fire Agencies
# System Evaluation & Performance Measures

## Summary Table

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<td>SE-02</td>
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Near Term (2016-2017)

SE 01 – Track Secondary Incidents
Description: Develop a method and protocol to consistently report and track secondary incidents
Lead Agency: ODOT
Key Partners: LE, 911 Dispatch, Fire Agencies

SE 02 – Evaluation of Incidents Exceeding 90 Minutes
Description: Continue to evaluate incidents that exceed 90 minutes and improve reporting methods. Develop a procedure to ensure that all incidents that exceed 90 minutes are evaluated. Ensure that the evaluation documents the primary reason the incident exceeded 90 minutes.
Take steps to turn the primary reasons for exceeding 90 minutes into action items.
Lead Agency: ODOT
Key Partners: LE, OTTA, Fire Agencies

SE 03 – Performance Measure Review
Description: Continue to integrate performance measure reviews at all regional TIM stakeholder meetings. Develop a consistent format for the performance measure review.
Lead Agency: ODOT
Key Partners: none

SE 04 – Performance Targets
Description: Develop performance targets specific to geographic context (urban vs rural, peak vs non-peak, etc.) as well as by incident type.
Lead Agency: ODOT
Key Partners: OSP, LE, Fire Agencies
## System Evaluation & Performance Measures

### Mid Term (2018-2021)

**SE 05 – Track Responder Fatalities and Struck-Bys in Oregon**

**Description:** Develop a method to consistently report and track incident responder fatalities and struck-bys.

**Lead Agency:** ODOT

**Key Partners:** OSP, Fire Agencies, LE, OTTA

**SE 06 – Performance Measure Report**

**Description:** Create an annual report to document performance measures. Incorporate regional performance targets and performance measures as they become available. Share all performance measure data with other incident responder agencies. Once the “TIM Cross-Discipline Social Media Site” strategy in the technology section is implemented, the performance measure report can be shared via the website.

**Lead Agency:** ODOT

**Key Partners:** none

### Longer Term (Beyond 2021)

**SE 07 – Establish Standard Incident Data Protocol**

**Description:** Develop standard protocol for what data to collect during an incident, using the FHWA TIM timeline as a guide. Examples include: time dispatch is first notified of an incident, time responders arrive at the scene (ODOT, police, tow, etc.), time signs or cones are placed, time that injured people are transferred, time vehicles are cleared, time flow returns to normal, etc.

**Lead Agency:** ODOT

**Key Partners:** OSP
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Near Term (2016-2017)

RT 01 – Education of TIM Leadership
**Description:** Develop material (handout and/or presentation) to educate agency leadership about TIM benefits, roles and responsibilities, and the TIM Strategic Plan. Establish regular TIM briefings with leaders of involved incident response agencies. Present at current gatherings of TIM professionals, such as the OSSA and OACP conferences, as well as at other insurance forums.

**Lead Agency:** ODOT/OSP

**Key Partners:** OSP, OSSA, OTTA, OACP, Fire Agencies, volunteer responders

RT 02 - Unified TIM Training at Academies
**Description:** Develop and implement a unified training among response disciplines (ODOT/OSP) addressing incident responder safety and scene management as well as the benefits gained when different TIM disciplines work together. Integrate TIM responder training into various disciplines’ academy basic training courses.

**Lead Agency:** ODOT/OSP

**Key Partners:** OSSA, OTTA, OACP, OSFM, DPSST, fire agencies

RT 03 – Continue Multidisciplinary TIM Training
**Description:** Continue current regional multidisciplinary TIM training.

**Lead Agency:** ODOT

**Key Partners:** OSP, OSSA, OTTA, OACP, OSFM, DPSST, Fire Agencies

RT 04 – Policy Education – Tow, Warrants, and Quick Clearance
**Description:** Create educational materials and/or classes to help incident responders understand how tow policies, quick clearance legislation, and search and seizure laws work together.

**Lead Agency:** OSP

**Key Partners:** LE, OACP, DOJ, ODOT, OSSA

RT 05 – Push, Pull and Drag Education
**Description:** Educate ODOT incident responders about how the push pull drag policies work.

**Lead Agency:** ODOT

**Key Partners:** OSP, OSSA, OTTA, OACP, Fire Agencies
Responder Training & Education


RT 06 – HazMat Education
Description: Develop an educational program and/or materials to enhance incident responders’ understanding of HazMat’s role at an incident scene. Include the OSFM Regional HazMat teams outreach and education as a component of Oregon’s TIM Training events.
Lead Agency: OSFM
Key Partners: ODOT, HazMat Responders, LE, Fire Agencies, OSP

Mid Term (2018-2021)

RT 08 – TIM Planning
Description: Develop an outreach program to inform the planning groups at ODOT about incorporating TIM strategies into future planning and programming processes.
Lead Agency: ODOT
Key Partners: none

RT 07 - Driver Removal Law - Dispatcher Education
Description: Develop a plan to educate dispatchers on Oregon’s Driver Removal Law
Lead Agency: ODOT
Key Partners: OSP, 911 Dispatch

RT 09 – ODOT Responder Safety Classes
Description: Review the current ODOT TIM responder training courses and explore ways to enhance them and ensure compliance with national best practices.
Lead Agency: ODOT
Key Partners: LE, OACP, DOJ, ODOT, OSSA, OSP
Responder Training & Education

Mid Term (2018-2021) cont.

RT 10 – Incident Milestone Reporting

Description: Review procedures for updating and communicating TIM milestones at an incident scene (such as tow arrival, lane cleared, tow departure, etc.). Educate incident responders about these procedures at TIM trainings and/or TIM Meetings.

Lead Agency: ODOT

Key Partners: OSP, LE, Fire Agencies, OTTA

RT 11 – Volunteer Responder Training

Description: Develop a strategy to reach out to volunteer incident responders and provide TIM training.

Lead Agency: ODOT

Key Partners: DPSST, OFCA, OVFA, OSP, LE

Longer Term (Beyond 2021)

RT 12 – TIM Program-Level Goals

Description: Continue to identify TIM program-level goals surrounding the following topics: conducting cross training and participation in multi-agency table top exercises; 100% training compliance with dedicated incident responders (IR) and maintenance staff in National Incident Management System (NIMS) and IR training.

Lead Agency: ODOT

Key Partners: OSP
Next Steps

In Washington State, collisions were reduced by 65 to 75 percent along a 7.5 mile corridor where an active traffic management system (which included TIM strategies) was deployed.

- Washington’s Gray Notebook, 2010
The Oregon TIM Strategic Plan is a living document that needs to be reassessed every few years, especially considering the dynamic nature of technology and practices. This TIM Strategic Plan is intended for a five year planning horizon. By 2021, if not sooner, the TIM actions and priorities should be reevaluated and realigned to match the strides taken since adopting this plan.

Following plan adoption, work will begin immediately on near term strategies, advancing current TIM efforts across the state being led by ODOT, OSP, and FHWA. A leadership team should convene regularly to direct the appropriate next actions for implementation.

Once a strategy is implemented, its performance needs to be tracked and evaluated. As the Oregon TIM program evolves, the needs and priorities should be reevaluated and updated as necessary.

The core technical advisory committee with ODOT and OSP members should convene on an annual or semi-annual basis to continue ensuring progress is being made toward the TIM goals. Progress updates can be presented at the annual statewide TIM Workshop.

As far as providing opportunities to reevaluate and assess TIM needs, the TIM Team meetings provide an ideal forum on a regional level. During those meetings the progress of TIM strategies should be addressed and actions can be assigned to participants to continue implementing TIM strategies.

On a statewide level the annual TIM Workshop provides an environment that can connect TIM teams across the state. It can serve as a means to advance the TIM program by uniting all responders and providing guidance for implementing the next set of high priority TIM actions.