TIM Strategic Plan Update

Plotting A Course for Enhanced Safety and Efficiency

In the latter part of 2011, Oregon adopted their first TIM Strategic Plan and immediately began work on the more than 50 specific actions contained within it. Since the adoption, the Oregon Department of Transportation (ODOT), Oregon State Police (OSP) and various local agency partners have made significant strides in the advancement of TIM practices across the state. TIM strategies require an ongoing commitment of resources and funding, but to be truly successful, they require high levels of collaboration across multiple disciplines. Although the 2011 TIM Strategic Plan was guiding the program, still serving to anchor TIM as a public safety discipline - it became apparent that there was an opportunity to broaden our support and collaborative efforts with our TIM partners beyond just OSP and FHWA.

With support from FHWA, ODOT’s 2014 Transportation System Management and Operations (TSMO) Capability Maturity Implementation Plan paved the way to

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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 2015 TIM Strategic Plan presents a new vision, a new set of goals, new objectives, and both new and revised actions.

The collective input from our TIM partners makes this plan much more than a transportation document, the multi discipline influence that went into the plan will enable it to guide our TIM program effectively for several years. But only with continued support from our TIM community. We invite you all, lend your expertise and your energy—support the actions that advance safe, quick clearance strategies across our great state.

Welcome to the TIM Team!

9-1-1 CAD Interconnect Streamlines Central Oregon Inter-Agency Communications

Kittelson & Associates, Inc. (KAI) evaluated the effectiveness of the 9-1-1 Dispatch Interconnect system between the Deschutes County 9-1-1 call center, OSP call center, and the Oregon Department of Transportation’s (ODOT’s) TOC. The evaluation, both numerically and through a series of user interviews, compared the previous reporting system, to the new “connected” system. Findings include;

On average a reduction of approximately 1 minute in notification time (20%) from Deschutes County 911 to ODOT TOC.

The “after” data revealed immediate notification time (1 second or less median) for ODOT TOC data to go to Deschutes County 911.

A reduction of 25% (54 seconds) in dispatch response.

A reduction of 30% (8.5 minutes) in response time.

A reduction of 38% (25 minutes) in total incident duration.

A reduction of nearly 60% of outbound call volume from Deschutes County 911 call center to ODOT and OSP dispatch.

These findings indicate that the interconnected CAD system has allowed for faster response times and quicker arrivals on scene due to better information sharing and enhanced accuracy of data, such as specific crash location and which first responders are nearby or already en-route (confirmed through stakeholder interviews). User interviews also revealed an impression that much more data with more accuracy is being transmitted. All users interviewed from partnering agencies found the system beneficial and would recommend its expansion to other parts of the state.
The Oregon Department of Transportation, Oregon State Police and the Federal Highway Administration, in association with Oregon's Fire, EMS, Law Enforcement and Tow professionals present the National Traffic Incident Management (TIM) Responder Train the Trainer.

The Train-the-Trainer (TtT) course will provide participants the knowledge and materials necessary to conduct TIM training for other TIM responders in their area. The TtT is May 25th 8am - 4pm and May 26th 8am - Noon. The sessions include classroom training as well as hands-on and outdoor activities.

Trainers can be from various disciplines, including: Law enforcement, fire/rescue, emergency medical service, towing and recovery, emergency management, communications, and highway/transportation. For more information, visit the Train the trainer website at:

Visit our training site by scanning the QR code or following this link: Oregon TIM Training
Performance Measures—Roadway Clearance

Statewide Roadway

Roadway clearance is defined as the first recorded awareness of the incident by ODOT and the first confirmation that all travel lanes are available for traffic.

This measure shows the percentage of incidents that are cleared within the 90 minute goal.

This measure applies to crashes and fatal crashes which block one or more travel lanes.

District Spotlight

Shout out to District 9 for making huge strides in clearing lane blocking crashes. From 2014 to 2015, they improved their performance by 28%!

Way to go crews 4101, 4102, 4103, 4105, 4108, and 4109. Extra kudos to crew 4101 who cleared 22 out of 24 lane blocking crashes in under 90 minutes. Keep up the great work.

This type of quick clearance is important to our responders’ safety as well as reducing the chances of a secondary incident, typically around 2.8%.

Legislative Key Performance Measure
Statewide Roadway Clearance

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\hline
\text{Year} & \text{Crash Count} & \text{Crashes <90 Min} & \% <90 \text{ Min} \\
\hline
2012 & 4708 & 3591 & 76\% \\
\hline
2013 & 5154 & 4120 & 80\% \\
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2014 & 5815 & 4727 & 81\% \\
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2015 & 5552 & 4429 & 80\% \\
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\end{array}
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\begin{array}{|c|c|c|c|}
\hline
\text{Year} & \text{Crash Count} & \text{Crashes <90 Min} & \% <90 \text{ Min} \\
\hline
\text{2014} & 111 & 61 & 55\% \\
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2015 & 58 & 48 & 83\% \\
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\text{Year} & \text{Crash Count} & \text{Crashes <90 Min} & \% <90 \text{ Min} \\
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Performance Measures—Highway Closure Duration

Highway closure duration is measured from the time field responders notify dispatch that all lanes on a highway are closed to the time the responders update dispatch that traffic is moving again in any capacity (i.e. single lane, shoulder).

Did You Know?
The likelihood of a secondary crash increases by 2.8% for every minute the primary incident continues to be a hazard.
When we collaboratively identify ways to shrink the TIM Timeline our roads become more safe for everyone!

Highway Closure Duration Due to Crashes & Fatal Crashes (Measured as the time to get traffic moving via opening a single lane, establishing a detour, etc.)

From calendar years 2012 through 2014 we saw a statewide increase in number of crashes that resulted in a total highway closure.

Through collaborative efforts, we were able to reduce the average closure duration from 97 minutes to 72 minutes over those three years. That means when the cross-disciplined, interagency TIM teams across the state responded to a full closure crash, we were able to get some traffic moving on average 25 minutes faster!
“D” Drivers on Oregon’s Roads: Recent Incidents Underscore the Need to Advance TIM Strategies

The National TIM Responder Training defines “D” – Drivers as Drunk, Drugged, Drowsy or Distracted drivers. The “D” could just as well stand for Dangerous, especially for responders who take to our roads every day in an effort to safely and quickly clear incident scenes.

In a recent case, an OSP trooper was assisting a disabled commercial vehicle on Highway 101 near Brookings. The truck and trailer had become disabled on an uphill grade, blocking the slow lane, in a passing lane section of roadway.

The trooper arrived on scene and positioned his patrol vehicle behind the truck with his emergency lights activated to divert traffic around the hazard. Not long after, a vehicle approached at a high rate of speed. The vehicle failed to slow down or move into the fast lane resulting in the patrol car being rear-ended.

The driver was taken into custody on charges of DUII, reckless driving, reckless endangerment of another person, and assault III. Alcohol and speed are being considered the primary contributors to the crash.

This was the second distracted driving crash in little more than 24 hours involving marked OSP patrol vehicles. The other crash occurred on Interstate 5 in Salem.

Every time our Oregon responders take to the roads, they are exposed to the hazards associated with Traffic Incident Management. We are very aware of how quickly a “routine” incident can turn tragic. Collective implementation of TIM strategies can help to mitigate, but unfortunately not eliminate some of these hazards. To All of our TIM partners across the state, until our next edition—stay alert and stay safe!
District Wide Emphasis on TIM Program Enhances Roadway Operations in ODOT District 8

ODOT District 8 maintains and operates key highway corridors within Douglas, Jackson, Josephine, and Klamath counties. It may be surprising to many that the district has historically had the second highest roadway incident density, behind only the Portland metro area (ODOT District 2B). In July 2013, after months of consideration and planning, District 8 made a calculated investment into their district TIM program. The investment included a multi-pronged approach to advancing TIM as an inter-agency public safety discipline with the goal of enhancing the safety and efficiency of their TIM program. The efforts included;

- Establishing a Rogue Valley multi-disciplined, inter-agency TIM team
- A district wide commitment to host inter-agency TIM training sessions
- Initiating a two-year pilot program for a dedicated incident response (IR) service patrol
- Key to accurately measuring the impact of the operational program enhancements was early establishment of baseline performance measures and program goals, these included;
  - Increase responder safety by reducing on-scene exposure
  - Enhance inter-agency cooperation and relationships
  - Decrease response time to incidents
  - Reduce incident duration
  - Reduce cost and risk exposure to the traveling public
  - Reduce associated congestion
  - Reduce the risk of secondary crashes
  - Enhance District maintenance and operations efficiency

At the two-year mark, District 8 conducted an evaluation of their reinvigorated district TIM program to assess the level of benefit achieved. Today, a single dedicated IR service patrol responds to incidents using a specially equipped response vehicle. Prior to 2013, District 8 relied solely on their maintenance crews to carry out response activities. These activities often interfered with planned maintenance activities. According to Jeremiah Griffin, the Assistant District 8 Manager, “it is important to note that rather than wholly replacing maintenance staff roles in incident response, the dedicated IR patrol works in partnership with maintenance staff.” “It was never really intended to be one or the other,” comments Darin Weaver, ODOT statewide Incident Management Coordinator, “When the programs (dedicated IR and maintenance) collaborate and complement each other as intended it enables the maintenance crews to primarily focus on their planned maintenance activities and IR to primarily focus on incidents. Generally, this approach enables everyone to maximize their efficiency.”

To add depth to the findings of the analysis, a survey of the Rogue Valley Traffic Incident Management Team and four targeted, multi-disciplinary interviews provide insight into how stakeholders interact with and experience the operational program enhancements. The stakeholder input highlighted several themes including the benefit of strong working relationships, the role of collaboration to advance common goals, and the value of multi-disciplinary TIM training. The general consensus was that the program provided tremendous value to both the traveling public and incident responders in terms of safety and efficiency. The stakeholders providing input all felt the pilot program should not only be continued but expanded to include better temporal and geographic coverage. Aaron Nixon with Star-24 Hour Towing believes that “scene management is better with the Dedicated Incident Response Program because of the improved working relationship, mutual understanding, and improved communication between the ODOT and the local tow companies.”

The evaluation report paints compelling picture of the evolution of TIM and operational enhancements as a whole in District 8. It introduces key traffic trends to provide a baseline understanding of the traffic environment the maintenance crews and dedicated IR service patrol operate in. This includes traffic volume trends, types of hazardous incidents, and crashes. The entire report, available from District 8, would no doubt prove valuable to other ODOT districts looking to enhance their TIM programs.
Planning Begins for Oregon’s 2016 Statewide Traffic Incident Management Workshop

The Oregon Department of Transportation (ODOT), Oregon State Police (OSP) and Federal Highway Administration (FHWA) invite you to our 2016 Traffic Incident Management and Incident Response Annual Workshop. Our annual statewide workshop is an opportunity to gather with representatives from fire and rescue, law enforcement, towing, EMS and transportation to discuss updates on current TIM strategies, activities and technology. We will learn from other states, share successes and concerns, network with response professionals, and explore implementation strategies that will advance safe, quick clearance of roadway incidents across Oregon.

Mark your calendars, for an informative, interactive day devoted to the advancement of TIM as a public safety discipline!

Oregon’s 2016 Traffic Incident Management Workshop

Tuesday, September 13th, 2016, 8:30am to 4:00pm

DPSST Hall of Heroes, 4190 Aumsville Highway SE, Salem, OR 97317

Oregon’s 2016 Annual TIM Workshop

Move It or Work It? Push, Pull & Drag Training NOW Available

In partnership with OSP and the Oregon Tow Truck Association (OTTA), ODOT Maintenance & Operations has developed an internal vehicle relocation training. Advance safe and quick clearance strategies in your area by helping your crews understand the; Why, When, Where and How of safely removing abandoned, wrecked or stalled vehicles from our roadways.

To request a class, email Darin Weaver at: Darin.A.Weaver@odot.state.or.us

This issue is dedicated to our dear friend and colleague, Kelle Sossaman, who lost her battle with cancer on April 12th, 2016. Kelle was with ODOT for almost 15 years, providing user support and leading the development of most of our Transportation Operations Center and ITS software. Her goal was always to make things easier for our dispatchers, improve support to our maintenance crews and managers, and ensure quality traveler information for the public. Her memory will live on with the use of these systems.

Kelle’s positive personality will be truly missed. Our thoughts and prayers go to her family and friends.

Galen McGill
System Operations & ITS Section Manager
Email: Galen.E.McGill@odot.state.or.us

Darin Weaver
Incident Management Coordinator
Email: Darin.A.Weaver@odot.state.or.us

This newsletter is brought to you by a collaborate effort between the Oregon Department of Transportation and The Oregon State Police