

# Oregon TIM Performance Measures Report



Performance Measures for January 1, 2018 to June 30, 2018

Performance measures are a way for us to see what we are doing well and what we need to work on. For the Traffic Incident Management team, we study these numbers because their impact is significant to responders as well as the traveling public.

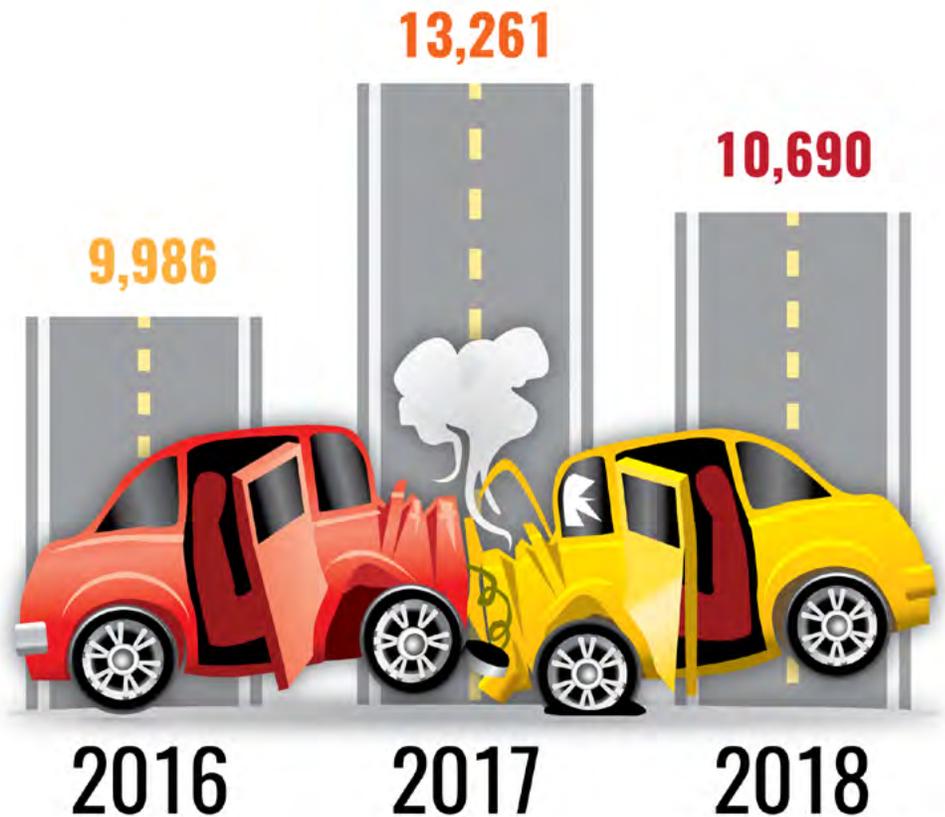
We looked at January to June of 2016, 2017 and 2018 to see where we landed. Our numbers show that, in general, we are improving even with more motorists on our roadways.

Another significant factor to remember as you look at the numbers - most local TIM teams have not been given additional resources to meet rising demand. That means responders are practicing their skills, learning new ones and becoming more efficient.

So take a look at how we're doing out there on the roads. And as always, stay safe.

*\*Incident Clearance Duration is calculated from the time that the ODOT TOC is first aware of the incident to the time they receive notification that the scene is cleared and all responders have departed.*

## State Highway Crashes



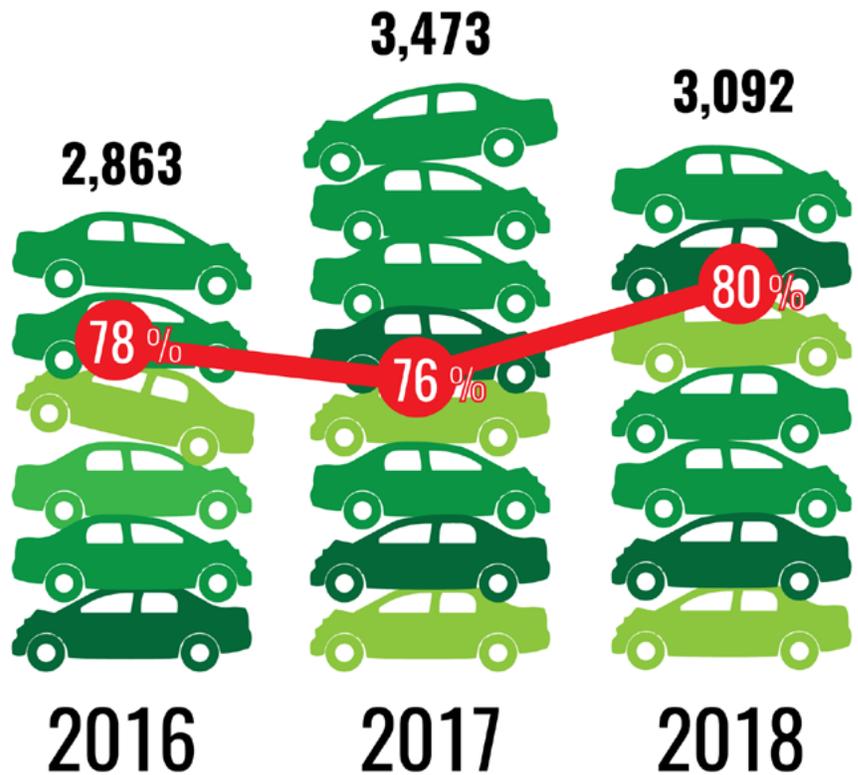
## State Highway Crashes Median Incident Clearance Duration



Roadway Clearance\* is one of our TIM program's key performance measures. We measure our ability to clear crashes that impede at least one lane of a state highway. ODOT and OSP report collaboratively on this to the legislature each year.

# Total Lane Blocking Crashes

**% Cleared in Under 90 Minutes**



## Median Incident Clearance Duration



2016

2017

2018

## Median Roadway Clearance Duration



2016

2017

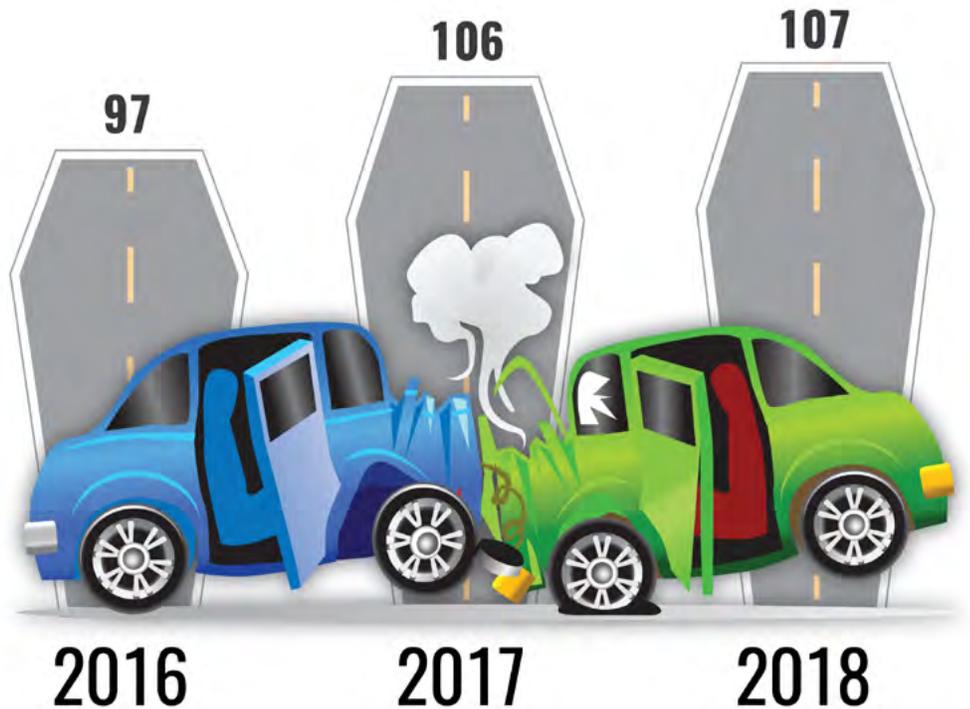
2018

\*Roadway Clearance Duration refers to crashes which impede at least one travel lane, and is measured from the time that the ODOT TOC is notified of such an event to the time that all lanes are confirmed opened.

Fatal Crashes are often the most complex and challenging incidents our TIM teams manage. Due in part to the event complexity, geographic distribution, staff and equipment availability, our incident clearance duration for fatal crashes has not shown improvement in recent years.

We continue to partner with all disciplines to explore opportunities to improve our collective performance on these types of events, and expect to see these numbers go down in the years to come.

## State Highway Fatal Crashes



## State Highway Fatal Crashes Median Incident Clearance Duration

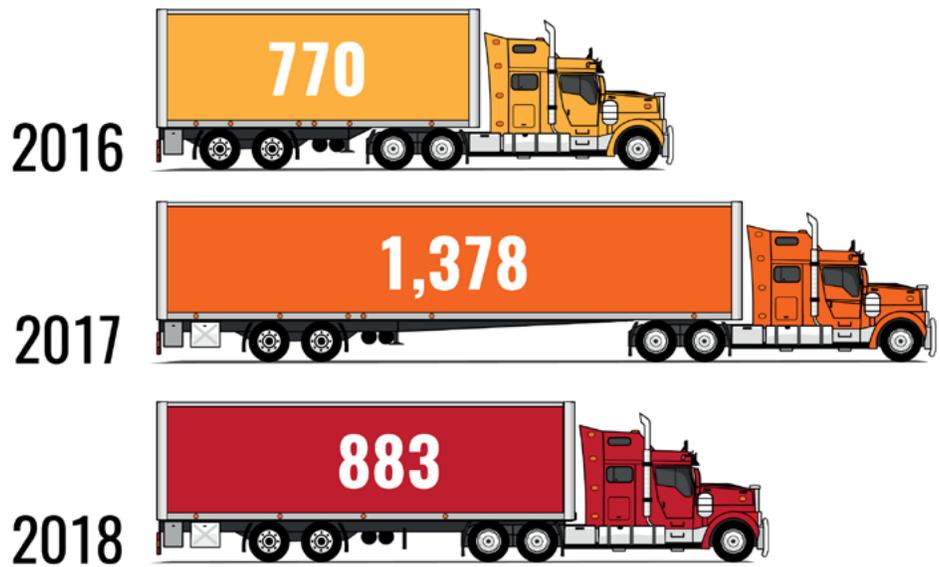


Crashes involving commercial vehicles often stretch the limits of our local TIM team resources. Responders may be faced with hazardous cargo, leaking operational fluids and the need for extended clean-up and recovery by specialized equipment.

The statewide TIM training program has proven invaluable at ensuring that TIM Teams are prepared with this knowledge and thus ready to meet these challenges head on.

Although counts continue to be high, we are off to a great start in 2018 reducing both roadway and incident duration.

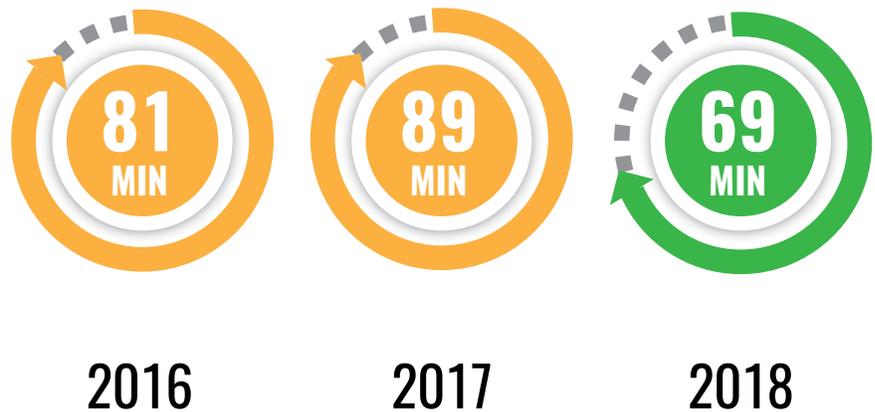
# State Highway Commercial Vehicle Crashes



## Median Incident Clearance Duration Commercial Vehicles

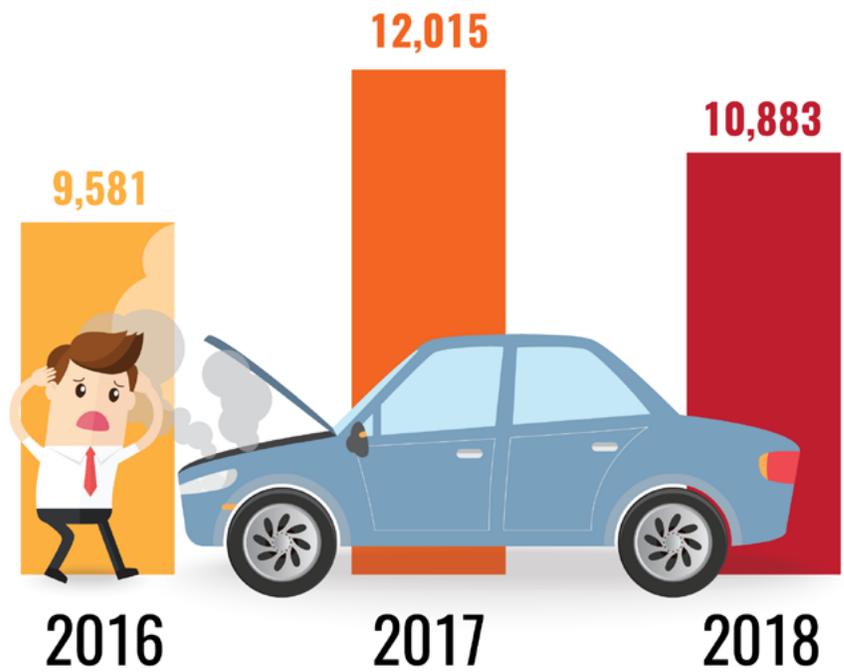


## Median Roadway Clearance Duration Commercial Vehicles



As we have often said, performance measures don't track our performance as individuals, but illustrate where we can improve as a team and a program.

## State Highway Disabled/Abandoned Vehicles



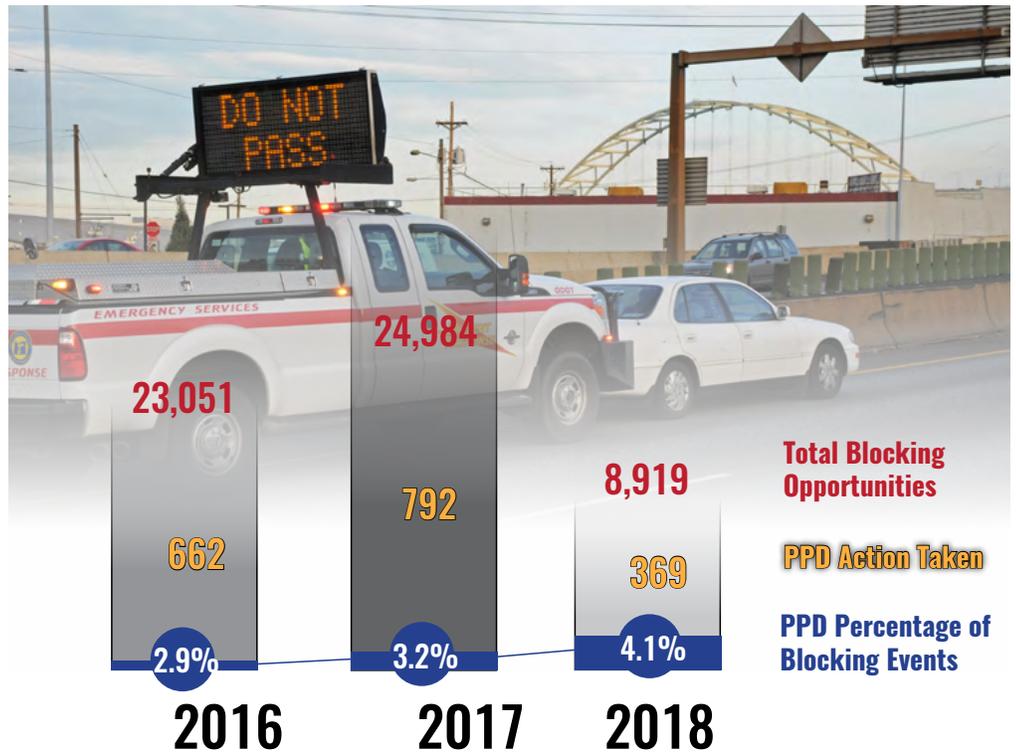
Our newest performance measure is for Push, Pull and Drag. It compares the incident clearance duration on events where PP&D was NOT used to the clearance duration on events where PP&D WAS utilized. The numbers speak clearly, when we are able to utilize PP&D our events are cleared faster.

What action can we take away from this measure? We recognize that it is not always possible to utilize PP&D tactics, but when it is a viable option PP&D has been proven to be a very effective means of expediting scene clearance. Our action – utilize PP&D whenever possible.

2018 is looking promising. Half-way through the year we have been able to increase our percentage of use to 4.1% of qualifying event types, up from 2.9% in 2016. Where will we finish this year?

You as a TIM Champion drive the numbers – encourage open dialog with your local TIM partners, look for opportunities to employ PP&D, when you use it report it through your dispatch. Let's all do our part to reduce responder exposure, reduce the likelihood of secondary crashes – advance safe, quick clearance!

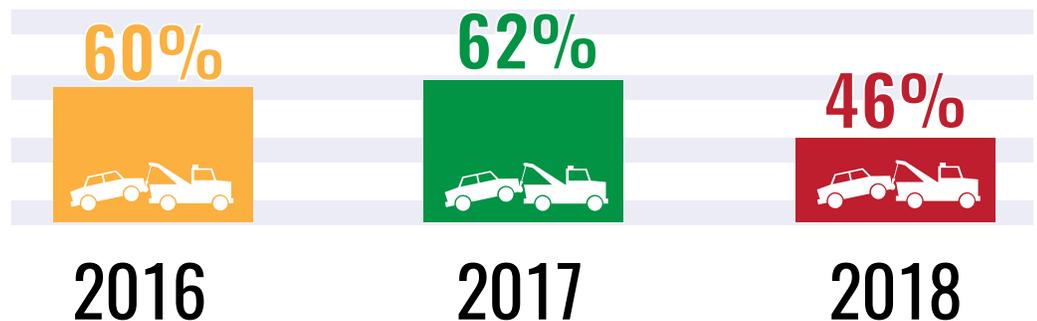
## Statewide Pushed, Pulled & Dragged Vehicles



\*Includes only the following event subtypes: Abandoned Vehicle – Hazard, Crash, Disabled Vehicle – Hazard, Fatal Crash, Hazard Tow & Vehicle Fire

## Median Incident Clearance Duration

% of reduction when push, pull & drag is used

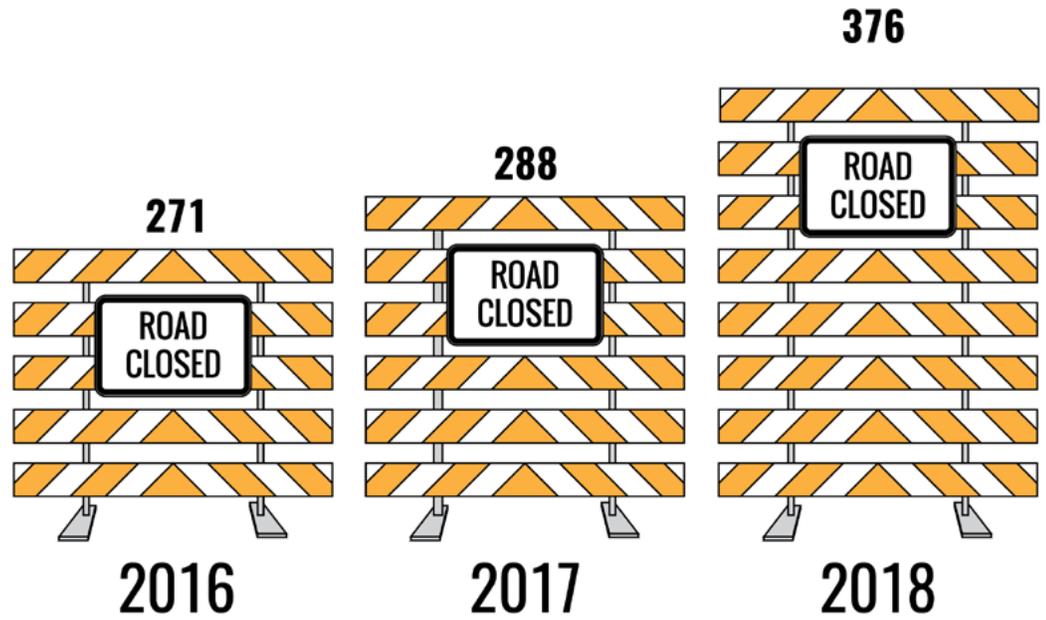


Some crashes completely close the highway or one entire direction of travel on a divided, restricted access highway. We have built a performance measure to demonstrate our ability to manage these types of incidents.

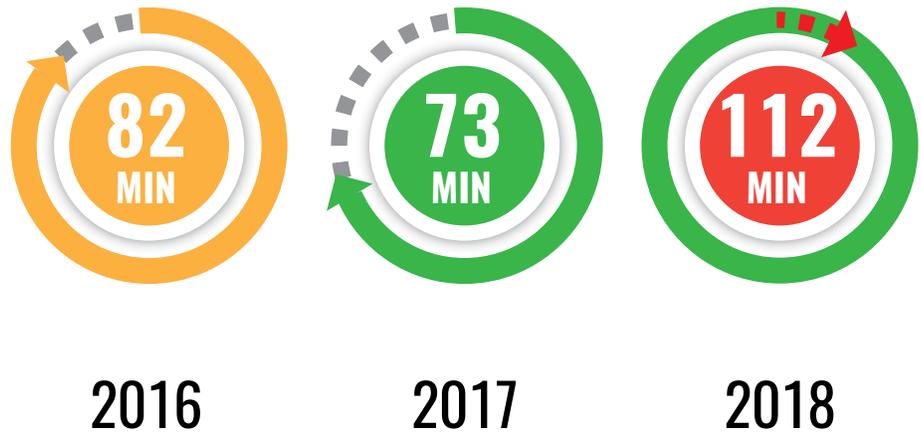
Our Roadway Closure Duration is calculated from the time that our TOC's become aware of a crash with closure incident to the time that we are able to move some traffic, whether we open a lane, use a shoulder or initiate a detour.

This measure places emphasis on collectively "doing what we can" to mitigate the likelihood of secondary crashes.

# State Highway Crashes Causing Closure



## Median Roadway Closure Duration



## Median Incident Clearance Duration



# 2018

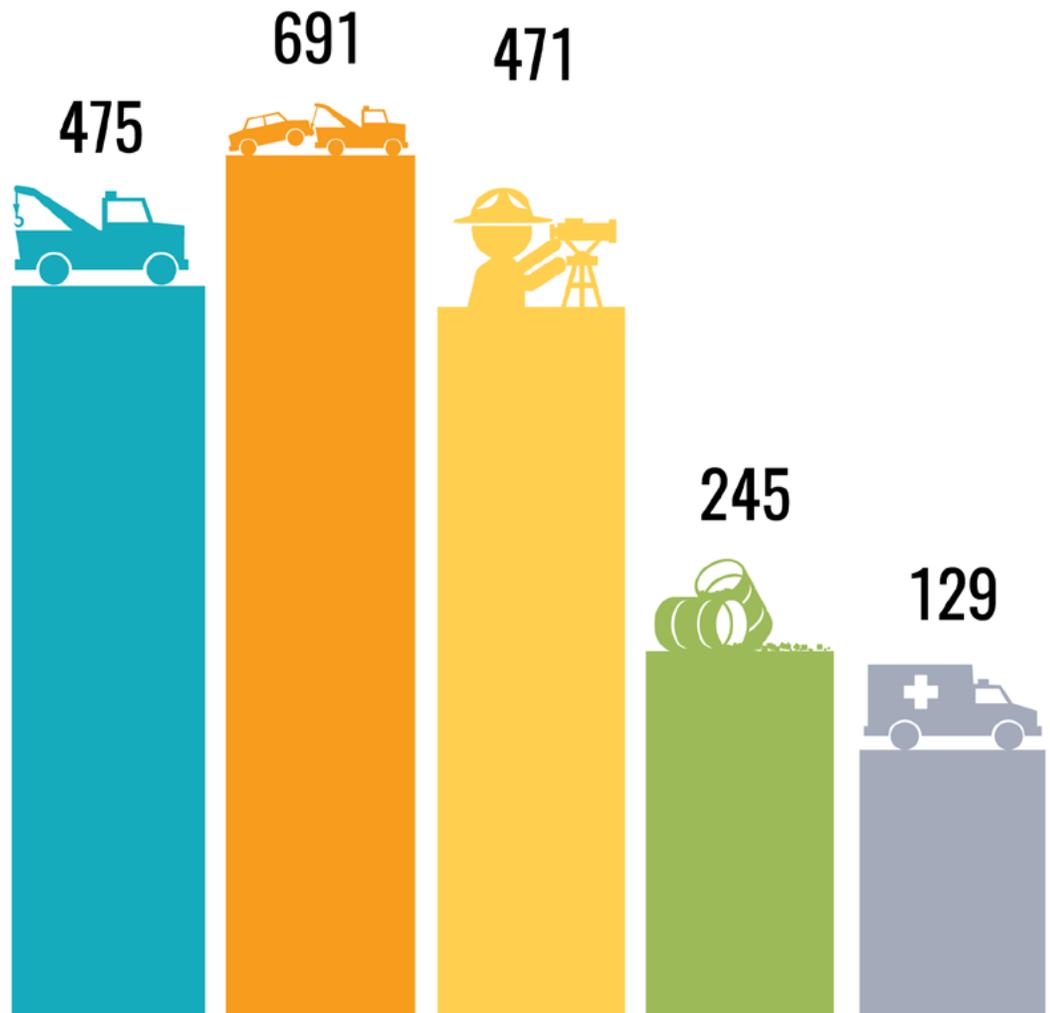
Taking action is the next step.

After identifying the number of lane blocking crashes that extend beyond our 90 minute goal, it is important to know why.

Our > 90 minute causal analysis is initiated by our TOC software which flags each of the events meeting the criteria. The details of these events are then reviewed by ODOT dispatchers to assign a causal factor as to why the event exceeded our 90 minute clearance goal.

Our TIM champions across the state are using the > 90 minute causal report to stir discussion which, in turn, drive actions that are helping form TIM responders in Oregon.

## > 90 Minute Causal Analysis



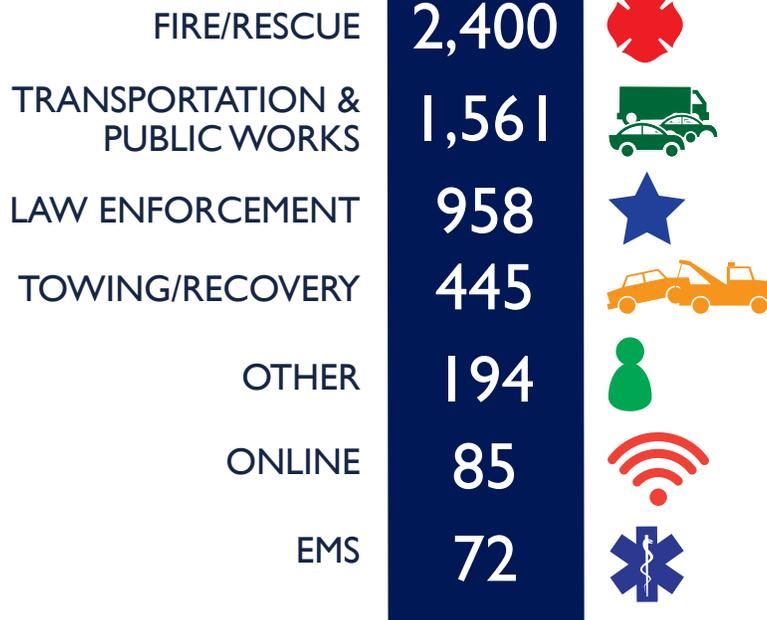
- Tow - Response Time
- Tow - Extended Recovery
- Investigation
- Clean Up - Debris
- Emergency Vehicle Obstruction

# Oregon TIM Responder Training Program

\*As of July 3, 2018

**258**  
SESSIONS  
DELIVERED

**5,715**  
Total Trained



**TIM Training in 2018;** The Oregon TIM Responder Training Program is growing every year. As you can see, we have increased our total trained from 5,422 in 2017 (year end) to 5,715 through July 3rd in 2018. That's an increase of 293 trained in six months!

Additionally, we held 11 training sessions across the state. But we can't stop here. We need your help to drive up this number. Please email [timtraining@odot.state.or.us](mailto:timtraining@odot.state.or.us) to schedule your own TIM training session!



*In May of 2018 we added to our TIM family with our Train the Trainer event. This was a chance to train new and eager individuals around the state on the benefits of TIM. But we didn't stop at Oregon. We had visitors from the great white north, the Royal Canadian Mounted Police!*



*Also in May of 2018, we had the opportunity to bring a handful of our previously trained TIM Champions together and supply them with updated training. This was the first time we have had the pleasure of getting Oregon's TIM Champions together to share information and review the updated materials.*