

Traffic Incident Management Capability Maturity Self-Assessment 2018 Results



U.S. Department
of Transportation

**Federal Highway
Administration**

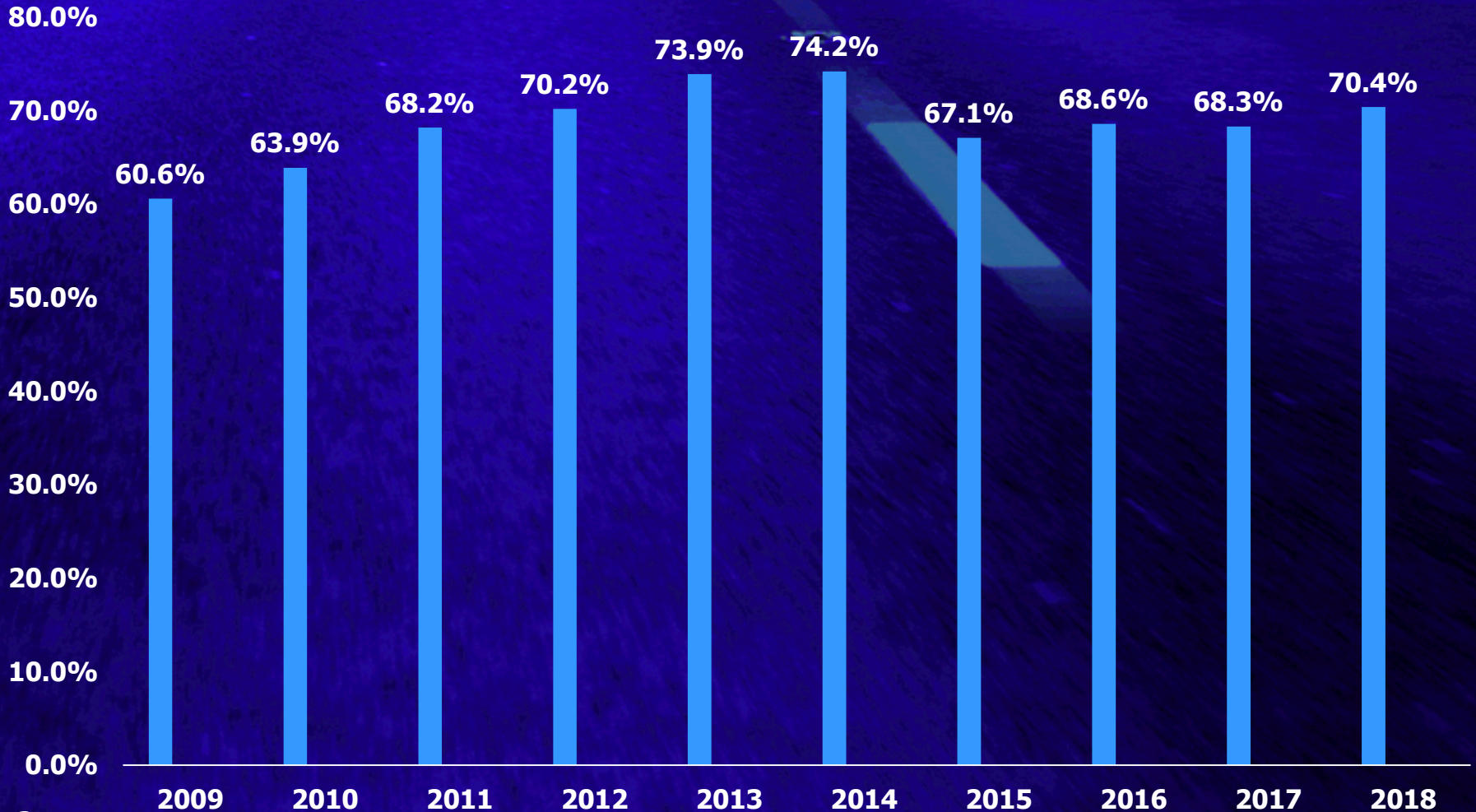
TIM Capability Maturity Self-Assessment

- Originally developed by FHWA in 2002 as a way to assess current state-of-practice in TIM and for local/regional/state TIM programs to benchmark performance
- Scores from original assessments in 2003-2004 used as Baseline
- Major revisions completed in 2007, 2011 and 2015



A Decade of TIM CM SA Scores

TIM CM SA National Scores 2009 - 2018

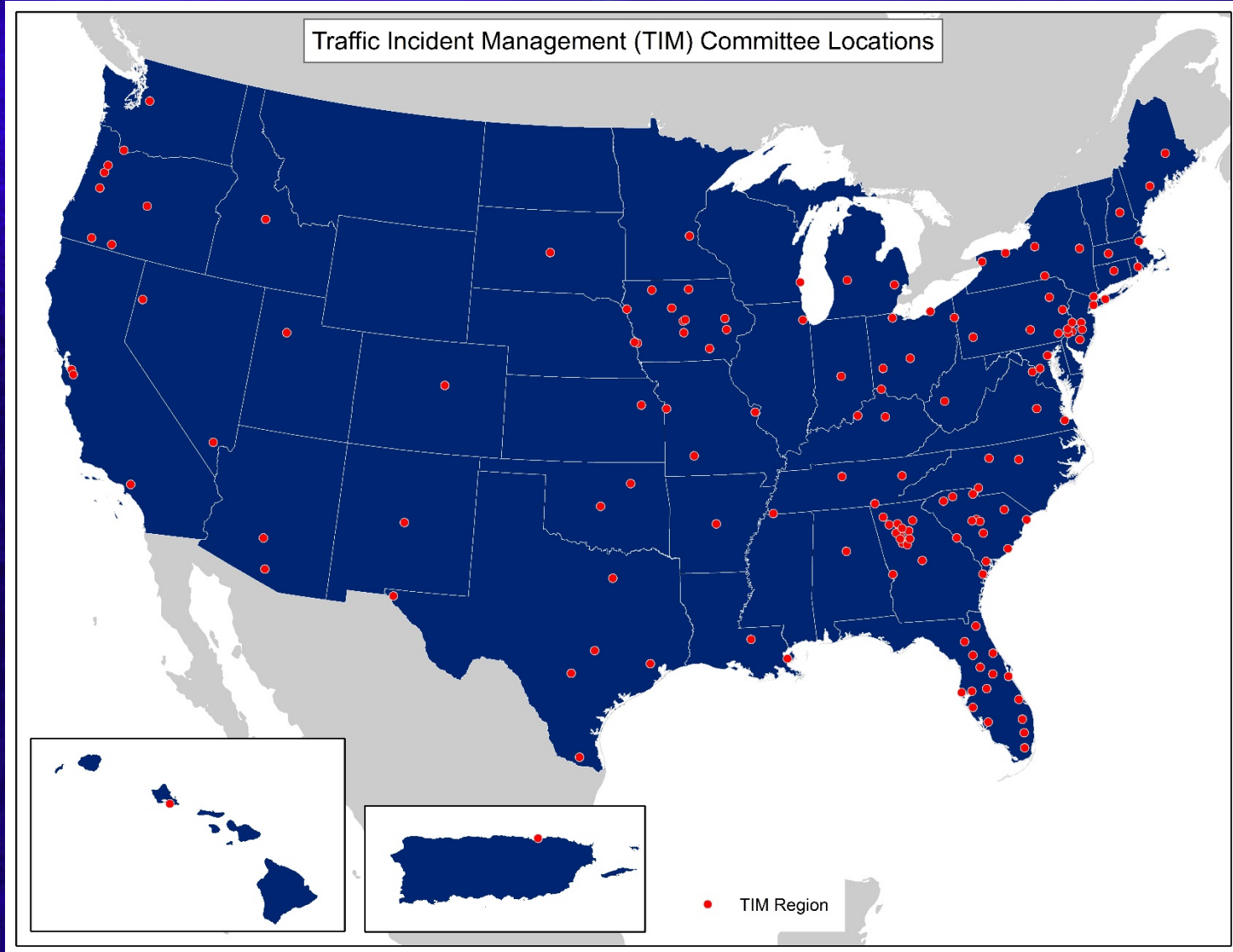


Who Should be Completing the TIM CM SA?

- **Top 75 metro areas**
- **States without a top 75 metro**
- **All TIM Committees**



TIM Programs



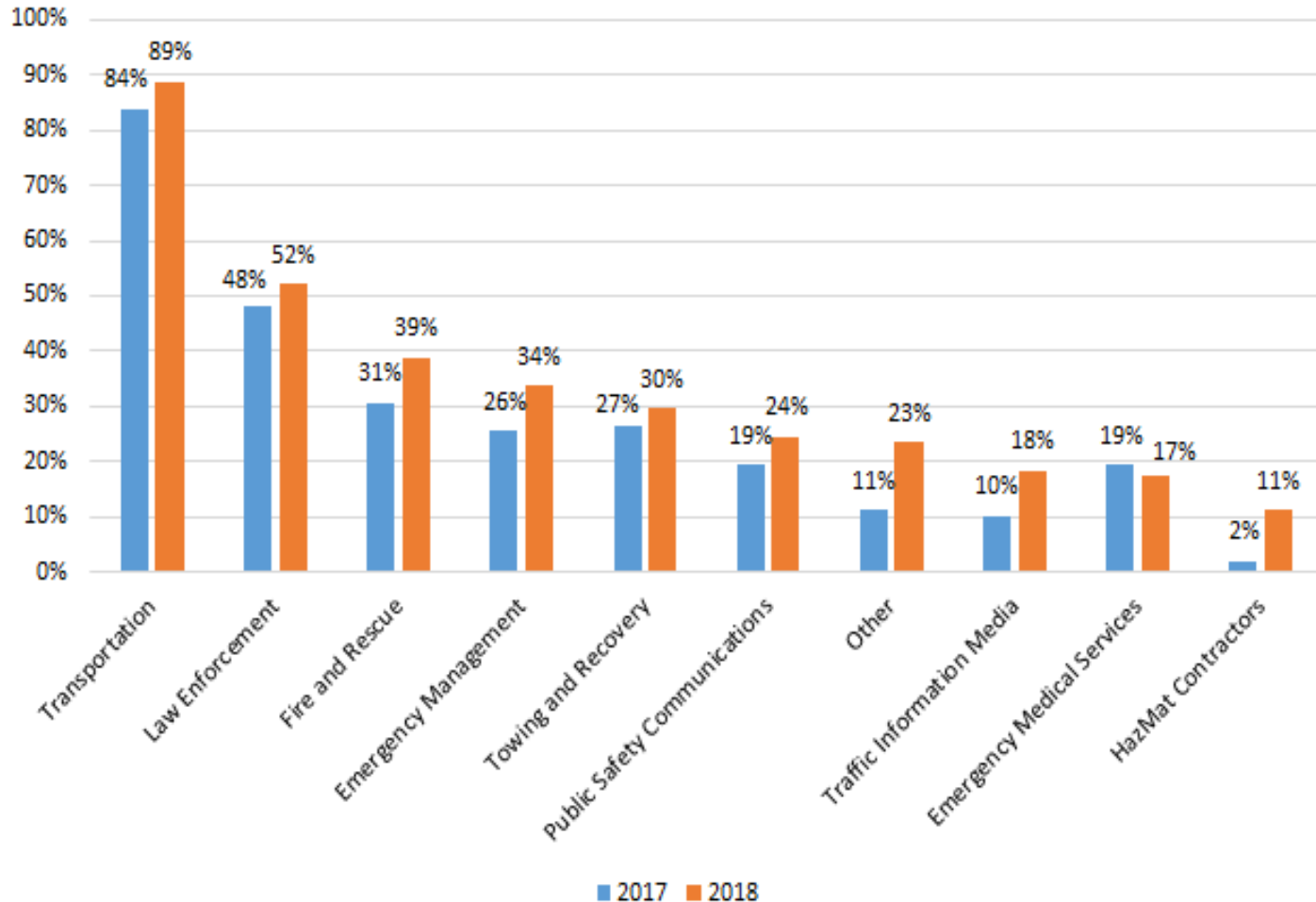
Who is Completing the TIM CM SA?

- **The TIM Capability Maturity Self-Assessment (TIM CM SA) is intended to be conducted as a group exercise with the various TIM stakeholders coming to consensus on the scores for each question. Often this is done at a TIM team meeting or other event.**
- **Please let us know which TIM stakeholder groups were involved in completing the 2018 TIM CM SA for your area (check all that apply):**
 - ◆ **Law Enforcement**
 - ◆ **Fire and Rescue**
 - ◆ **Emergency Medical Services**
 - ◆ **Transportation**
 - ◆ **Public Safety Communications**
 - ◆ **Emergency Management**
 - ◆ **Towing and Recovery**
 - ◆ **Hazardous Materials Contractors**
 - ◆ **Traffic Information Media**
 - ◆ **Other (please specify)**



TIM CM SA Participants

TIM Stakeholder Participation in Completing the TIM CM SA
2017-2018



Key Findings – 2018 TIM CM SA

- **Total of 98 locations submitted during 2018 TIM CM SA cycle**
 - ◆ Same number of submittals as 2017
- **Overall average score 70.4 out of a possible 100, 38.9% increase over baseline**
 - ◆ Top 40 Metro areas – 75.2%
 - ◆ Top 75 Metro areas – 73.3%
 - ◆ Non-Top 75 Metro areas – 64.3%



Key Findings – 2018 TIM CM SA (cont.)

Highest Scoring Questions – 2018

- 1. Policy for Removal of Abandoned Vehicles**
- 2. Authority to override decision to utilize responsible party's hazmat contractor and call in other resources**
- 3. Use of Transportation Management Center/Transportation Operations Center resources to coordinate detection, notification and response**
- 4. Policy that clearly identifies reportable types and quantities of Hazmat**
- 5. TIM considered/incorporated into planning for construction, work zones, special events and weather**



Key Findings – 2018 TIM CM SA (cont.)

Lowest Scoring Questions – 2018

- 1. Established performance targets for reducing secondary incidents**
- 2. Use of secondary crash data to influence TIM operations**
- 3. Established performance targets for Incident Clearance Time (ICT)**
- 4. How is crash data for number of secondary crashes collected?**
- 5. Use of ICT performance data to influence operations**



Lowest Scoring Questions Showing Improvement

Question	2018 Average Score	Percent Change from 2017 Average Score
27. Has the TIM program established performance targets for a reduction in the number of Secondary Crashes?	1.41	7.6
28. How does your agency use Secondary Crash performance data to influence your TIM operations/	1.85	10.8
23. Has the TIM program established performance targets for ICT?	1.86	-0.5
26. How is data for the number of Secondary Crashes collected?	2.12	7.6
24. How does your agency use ICT performance data to influence your TIM operations?	2.14	7.5



2018 Scoring Guidance Change

- **Question 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?**

	Score 1 if:	Score 2 if:	Score 3 if:	Score 4 if:
2016	Less than 10%	Between 11-15%	Between 16-19%	20% or more
2017	Less than 15%	Between 16-30%	Between 31-45%	Over 45%
2018	Less than 25%	Between 26-35%	Between 36-45%	Over 45%



Percentage of TIM Responders Trained

- Since Question 13 was first scored in 2015, there has been an increasingly higher threshold for percentage of responders trained
- Increases to align with numbers of responders receiving training
- Nearly 363,000 responders trained nationally
 - ◆ Represents 31.5% of responders (as of 10/2018 FHWA data)



Percentage of Responders Trained

Scoring Guidance	2015	2016	2017	2018
Score 1 if:	Less than 5%	Less than 10%	Less than 15%	Less than 25%
Score 2 if:	Between 6-7%	Between 11-15%	Between 16-30%	Between 26-35%
Score 3 if:	Between 8-9%	Between 16-19%	Between 31-45%	Between 36-45%
Score 4 if:	Over 10%	Over 20%	Over 45%	Over 45%
AVERAGE SCORE	2.82	2.90	2.35	2.61

TIM Performance Measures

- **Every Day Counts initiative focus on TIM Performance Measures**
- **Modifications to questions on TIM PM (Q17-Q28) in 2017**
- **Each of three TIM PM are now queried separately**
 - ◆ **Roadway Clearance Time (RCT)**
 - ◆ **Incident Clearance Time (ICT)**
 - ◆ **Secondary Crashes**



Using TIM PM Data to Influence Operations

Question	2017 Average Score	2018 Average Score	2018 Change from Baseline
20. How does your agency use RCT performance data to influence your operations?	2.13	2.31	4.5%
24. How does your agency use ICT performance data to influence your operations?	1.99	2.14	-3.0%
28. How does your agency use Secondary Crash performance data to influence your operations?	1.67	1.85	-16.4%

Scores improved from 2017 and in 2018, Use of Roadway Clearance Time performance data to influence operations is up above Baseline

Better Resourced Programs = Increased Capability for Collecting/Analyzing/Using TIM PM Data

Question	Top 40	Top 75	Non-Top 75
20. How does your agency use RCT performance data to influence your operations?	2.7	2.5	1.9
24. How does your agency use ICT performance data to influence your operations?	2.5	2.4	1.7
28. How does your agency use Secondary Crash performance data to influence your operations?	2.0	2.0	1.6
8. Are funds available for TIM activities?	3.2	3.0	2.4



New Support Question

New Non-Scored Supplemental Question for 2018

Question	Score 1 if:	Score 2 if:	Score 3 if:	Score 4 if:
<p>52a. Describe the level of public safety Computer Aided Dispatch (CAD) integration with TMC/TOC software and systems.</p>	<p>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 TMC/TOC.</p>	<p>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.</p>	<p>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.</p>	<p>Public safety agency CAD electronically transmits even data to the TMC/TOC software and can populate data fields (at a minimum date, time, location and type event).</p>

Question 52a was introduced this year as a non-scored supplemental question. While a score was not required in the 2018 TIM CM SA, 94 of the 98 respondents scored their program and the average score was 2.29.



How to Use TIM CM SA Scores

- **TIM CM SA participants are provided with guidance on how to move from one level of maturity to the next**

Sample Guidance

49. Are there mutually understood procedures/guidelines in place for use of emergency-vehicle lighting?

	Actions to Progress from Level 1 to 2	Actions to Progress from Level 2 to 3	Actions to Progress from Level 3 to 4
	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 National TIM Responder Training Program.	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.

TIM CM SA TEAM

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