

Document Summary

TRAFFIC INCIDENT MANAGEMENT HANDBOOK

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Summary of the Work

The 2010 version of the TIM Handbook includes the latest advances in Traffic Incident Management (TIM) programs and practices across the country and offers insight into the latest innovations in TIM tools and technologies. The 2010 TIM Handbook also features a parallel, web-based version that can be conveniently bookmarked, browsed, or keyword-searched for quick reference. This version supersedes the Freeway Incident Management Handbook (published by the Federal Highway Administration in 1991) and the TIM Handbook (published by FHWA in 2000). Topic areas in this Handbook include:

- Introduction: This chapter provides an overview of Traffic Incident Management and sets the context for the 2010 TIM Handbook update
- TIM Strategic Program Elements: This chapter details the programmatic structure and institutional coordination necessary for a successful TIM program
- TIM Tactical Program Elements: This chapter describes the full range of on-scene operations
- TIM Support Program Elements: This chapter describes the communications and technical aspects of successful TIM programs

A major focus of this document is to provide guidance for regions establishing or advancing TIM programs. Numerous examples and resource are provided to guide agencies on how to establish and advance individual programs. Details on program development, policies, laws, and process are presented to guide in the advancement of TIM programs. This handbook presents the evolution of the National Incident Management System (NIMS) articulating the need for formalized structures for incident management. Throughout the handbook examples of state of the practice are provided for the Institutional issues on how agencies use Collaboration and Business Processes for Programming various programs. Most notably, in Business Processes and Performance Measures, the handbook details the Focus States Initiative and how Program Level TIM Objectives and Performance Measures can be accomplished to define objectives in TIM programs.

Applied to Practice

In 2005, FHWA identified 11 States to participate in an initiative to develop and test TIM program level performance measures called the TIM Performance Measures Focus States Initiative (TIM PM FSI). Participants, representing transportation and law enforcement agencies, worked together through a series of workshops to reach consensus on three TIM performance measures for collection and analysis:

- Reduce “roadway clearance” time
- Reduce “incident clearance” time
- Reduce the number of secondary crashes

Through participation in the TIM PM FSI, all 11 States made progress towards improving TIM performance measurement. Reducing “roadway clearance” time and reducing “incident clearance” time were field tested for a period of 18 months, and five States (Florida, Georgia, Maryland, Washington, and West Virginia) successfully identified, collected, and analyzed data to support performance measurement activities.



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In the area of national policy, this handbook provides a section (Chapter 4 Section 4.5) on supporting policy and guidance for agencies developing TIM programs across a broad spectrum of stakeholder categories. The section provides various program definitions and details and a summary of national level resources as well as state and local policies. The handbook also addresses tactical program elements (Chapter 3) which describes safety service patrols, incident command systems, clearance facts and figures, and provides detailed information on supporting laws and policy that support these tactical programs. In a discussion of Freeway Service Patrols (Section 3.2.6), typical services provided by FSP included a listing of “Reduce traffic congestion, improve travel time reliability, and improve safety on freeway and arterial systems.” Section 4.3.2 provides a discussion of the Intelligent Transportation System (ITS) technical support provided to TIM programs.

Related Work

The document provides quick resource sections called “Want to Know More” and “Additional Resources” following each chapter which direct the reader to supplemental information associated with the specific chapter content.

Project Website

http://ops.fhwa.dot.gov/eto_tim_pse/publications/timhandbook/index.htm