Traffic Incident Management Capability Maturity Self-Assessment
What's New for 2020?

Talking TIM Webinar

Wednesday, August 26, 2020

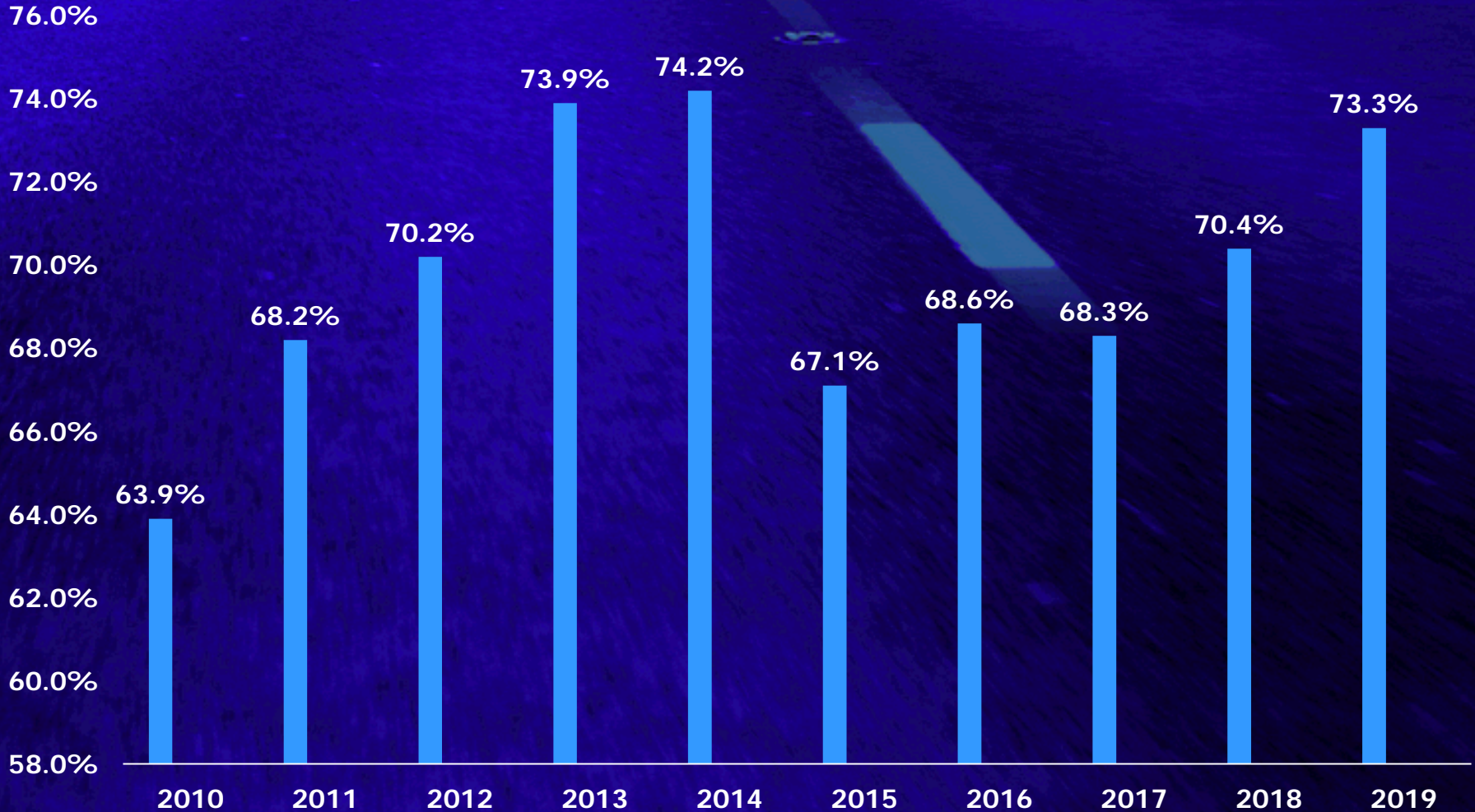**Rebecca M. Brewster**

President & COO

American Transportation Research Institute

History of the TIM CM SA

- **Originally developed by FHWA in 2002 to provide local/regional/state TIM programs a tool for benchmarking performance**

- **Scores from original assessments in 2003-2004 used as Baseline**

- **Major revisions to the TIM CM SA were completed in 2007, 2011, and 2015**
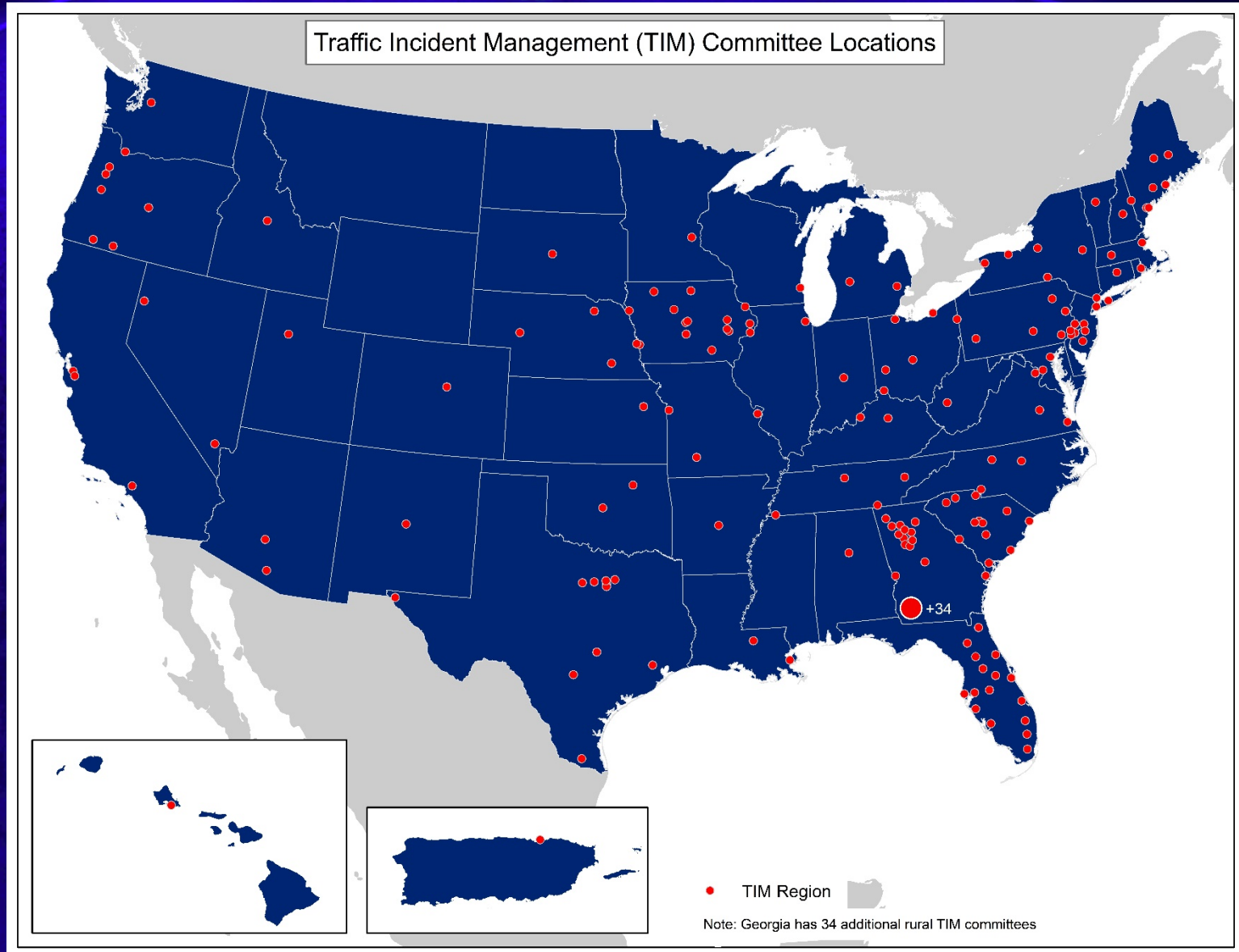
A Decade of TIM CM SA Scores

TIM CM SA National Scores
2010 - 2019

Year	Score
2010	63.9%
2011	68.2%
2012	70.2%
2013	73.9%
2014	74.2%
2015	67.1%
2016	68.6%
2017	68.3%
2018	70.4%
2019	73.3%

Who Should be Completing the TIM CM SA?

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

Map of TIM Program Locations

Traffic Incident Management (TIM) Committee Locations

+34

• TIM Region

Note: Georgia has 34 additional rural TIM committees

Who is Completing the TIM CM SA?

- The 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 done at a TIM team meeting or other event

- The TIM CM SA asks participants to indicate which TIM stakeholder groups were involved in completing the TIM CM SA
  - 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 2019 TIM CM SA

Stakeholder	Percentage
Transportation	97.8%
Law Enforcement	62.9%
Fire and Rescue	41.6%
Towing and Recovery	37.1%
Public Safety Communications	36.0%
Emergency Management	33.7%
Emergency Medical Services	27.0%
Other	22.5%
Traffic Information Media	16.9%
HazMat Contractors	7.9%
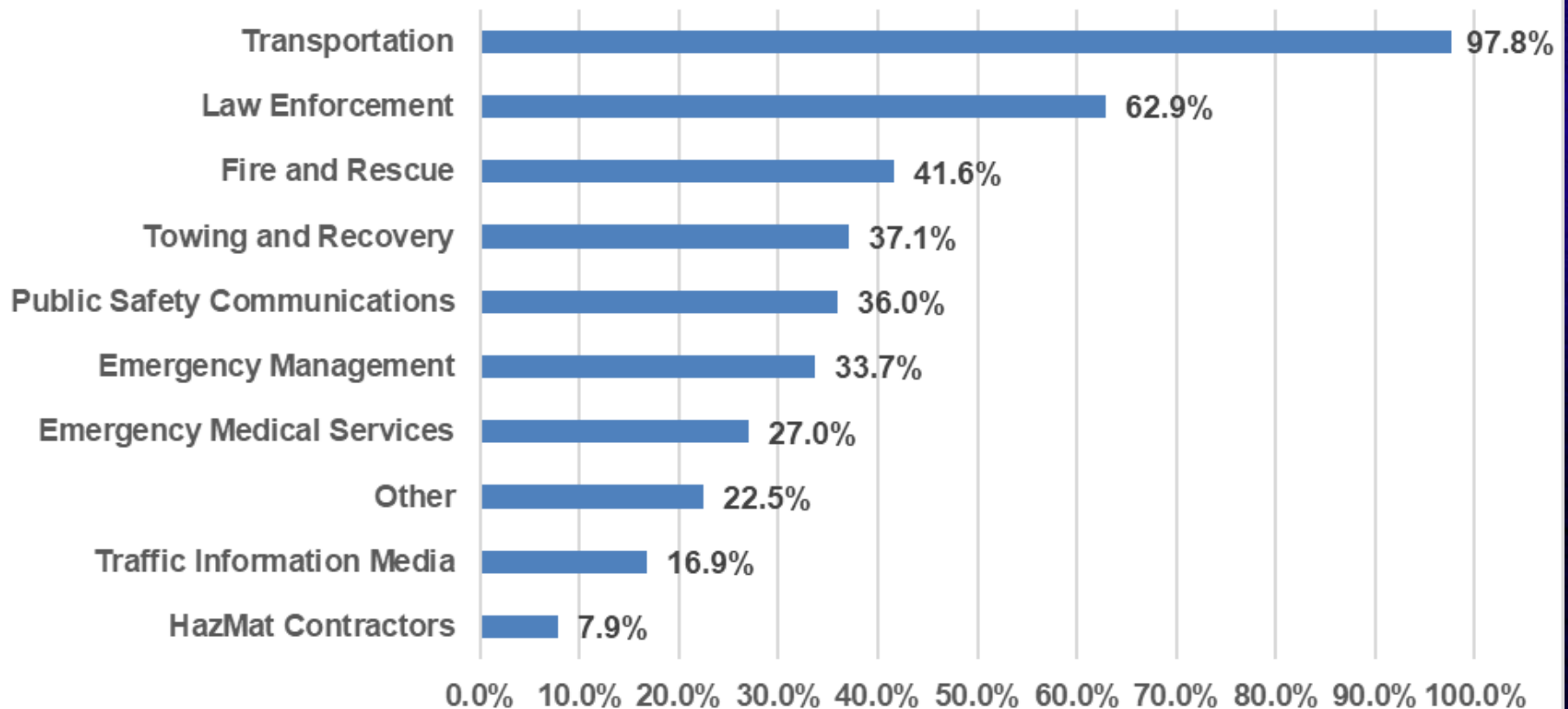
Key Findings – 2019 TIM CM SA

- **Total of 94 locations submitted during 2019 TIM CM SA cycle**

- **Overall average score 73.3 out of a possible 100, 44.6% increase over baseline**
  - Top 40 Metro areas – 77.5%
  - Top 75 Metro areas – 75.5%
  - Non-Top 75 Metro areas – 68.5%

2019 High-Scoring Programs

Highest Scoring Strategic*	Highest Scoring Tactical*	Highest Scoring Support*
Atlanta, GA	Atlanta, GA	Alachua-Bradford, FL
Cincinnati, OH	Cincinnati, OH	Louisville, KY
Columbus, OH	Miami-Dade, FL	Philadelphia, PA
Louisville, KY	Milwaukee, WI	San Bernardino, CA
Miami-Dade, FL	San Francisco, CA	San Diego, CA
	Seattle, WA	
	Tucson, AZ	

*Locations are listed alphabetically

What to Expect in 2020?

- **TIM CM SA has been revised to reduce the number of questions and streamline participation**
  - ◆ **Total questions reduced from 55 to 41**
- **2015 national scores will now become the Baseline against which progress is measured**
  - ◆ **Will provide more realistic measure of progress given multiple TIM CM SA revisions over the years**

What to Expect in 2020?

- **Questions were removed from all three of the TIM CM SA sections**
    - **Strategic from 28 questions to 21**
    - **Tactical from 22 questions to 17**
    - **Support from 5 questions to 3**
- **Majority of the non-scored supplemental questions were removed in 2019, further streamlining the assessment**

What to Expect in 2020?

- **TIM CM SA user feedback was incorporated into the decision to remove questions**

- **This included questions that users believed were redundant, allowed for too much subjectivity in response, or were no longer reflective of current TIM practice**

What to Expect in 2020?

- **Six questions were removed that were consistently high-scoring**

- **Over 90 percent of TIM CM SA respondents scored these questions 3 or higher, indicating that the practice had been institutionalized**

High-Scoring Questions

High-Scoring Questions	2019 Average Score	Percent of TIM CM SA Scoring 3 or Higher
51. Are TIM stakeholders aware of and actively utilizing (TMC/TOC) resources to coordinate incident detection, notification and response?	3.53	94.7
40. Does at least one responding agency have the authority to override the decision to utilize the responsible party's Hazmat contractor and call in other resources?	3.40	91.5
39. Is there a policy in place that clearly identifies reportable types and quantities, and appropriate Hazmat response?	3.30	91.5
34. Do TIM responders routinely utilize the Incident Command System, specifically Unified Command, while on scene?	3.24	90.4
6. Are the TIM response roles and responsibilities of public and private sector TIM stakeholders mutually understood?	3.23	90.4
52. What TIM data is captured via TMCs and/or public safety CAD systems and is it shared with other disciplines for real-time operational purposes?	3.14	90.4

2020 TIM CM SA Timeline

- **September 1, 2020 – User Guide and Questions will be distributed to all TIM CM SA points of contact (POC)**
  - ◆ **Online portal opens September 1**
  - ◆ **Training Webinar September 1 at 3:30 p.m. ET**

- **September 11, 2020 – 2019 Summary Reports will be sent to all TIM CM SA POC for use in evaluating progress in 2020**

- **Within one business day of receipt of online TIM CM SA, confirmation will be sent to POC**

- **Within 3 weeks of receipt of online TIM CM SA, Summary Report with scores and recommended actions will be sent to POC**

TIM CM SA TEAM

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