Summary of the Work

Traffic incident management (TIM) is a planned and coordinated program to detect and remove incidents and restore traffic capacity as safely and quickly as possible. Over time, various tools and strategies have been developed and implemented in an effort to improve overall TIM efforts. This report describes task specific and cross-cutting issues or challenges commonly encountered by TIM responders in the performance of their duties, and novel and/or effective strategies for overcoming these issues and challenges (i.e., best practices). The reported tools and strategies for improving TIM range from sophisticated, high-technology strategies to simple, procedural strategies. Information to support this investigation was obtained through (1) a review of published and electronic information sources and (2) input from TIM personnel in Arizona, California, Florida, Maryland, Michigan, Nevada, New Jersey, New York, Ohio, Pennsylvania, Tennessee, Texas, Utah, and Washington representing law enforcement, fire and rescue, emergency medical services, transportation, and towing and recovery agencies.

Related Work

The document provides an excellent reference section documenting 127 references cited in this work. Throughout the document, web-links are provided for further information. Appendices provide specific contact information for TIM representatives in the States referenced in the document.

Applied to Practice

This document is structured such that agencies seeking information on how to advance traffic incident management programs can learn from the work of others. The document is laid out to highlight the areas of traffic incident management agency relations, training, communications, technology, performance measurement, and program resources and funding. The document provides high-level summary of industry programs and status, and provides examples of agencies implementing each program area. The document presents various areas of TIM programs and provides program locations and examples of application. This document would be useful to the practitioner looking for success stories and lessons learned from other agencies.