

**Traffic Incident Management  
Capability Maturity Self-Assessment  
Training Webinar  
May 22, 2019**

**Paul Jodoin**



U.S. Department  
of Transportation

**Federal Highway  
Administration**

# What to Expect in the 2019 TIM CM SA

- **Streamlined/easier to complete**
- **Eliminated all but four of the non-scored supplemental questions**
- **Changes to comments – not requested for each question**
  - ◆ **Opportunity to provide additional comments/content at the end of each TIM CM SA subsection**



# Remaining Non-Scored Supplemental Questions

Question	Information Requested
<b>1a</b>	<b>How frequently does your TIM task force or team meet?</b>
<b>12a</b>	<b>Is there any other TIM-related supplemental or topic-specific training being provided?</b>
<b>33a</b>	<b>If there is a Safety Service Patrol program, please provide details on lane miles covered, hours of operation, days of operation, services provided, number of vehicles, equipment on vehicles and any operator training.</b>
<b>52a</b>	<b>Describe the level of public safety Computer Aided Dispatch (CAD) integration with TMC/TOC software and systems.</b>

# 2019 TIM CM SA

- **How to Score Your TIM Program**
  - ◆ **All questions scored 1-4, with 1 being lowest and 4 the highest**
  - ◆ **Specific scoring guidance provided for all 55 questions to lessen subjectivity in scoring**
  - ◆ **Use score that most closely aligns with where your program currently is**

## Sample TIM CM SA Question and Scoring Guidance

Question	Score 1 if:	Score 2 if:	Score 3 if:	Score 4 if:
<p>1. Is there a formal TIM program that is supported by a multidiscipline, multi-agency team or task force, which meets regularly to discuss and plan for TIM activities?</p>	<p>TIM activities are occurring on an ad-hoc basis and no formal TIM program exists.</p>	<p>A TIM program has been established by a single agency, typically a DOT, and is limited to one or two key initiatives (i.e. Safety Service Patrol). Meetings and improvement discussions are not regularly conducted and when they are, not all disciplines are represented. Program leadership (agency/individual) is inconsistent and thus unclear to most agencies.</p>	<p>A multidisciplinary TIM program has been established. The program is supported by a committee, task force, team or other group that meets on a semi-regular basis. TIM Program leadership (agency/individual) is clear. Work on TIM initiatives is typically completed by committee members on a volunteer basis, which does not always produce timely results. Most agencies and disciplines are represented and regularly participate.</p>	<p>A multidisciplinary TIM program has been established and formalized through a documented vision, mission statement, and goals and objectives. The program is supported by dedicated staff, as well as a committee, task force, team or other group that meets on a regular basis to discuss TIM issues, challenges, and progress. All agencies and disciplines routinely participate in program activities and the formal TIM program may be branded to promote widespread identity.</p>

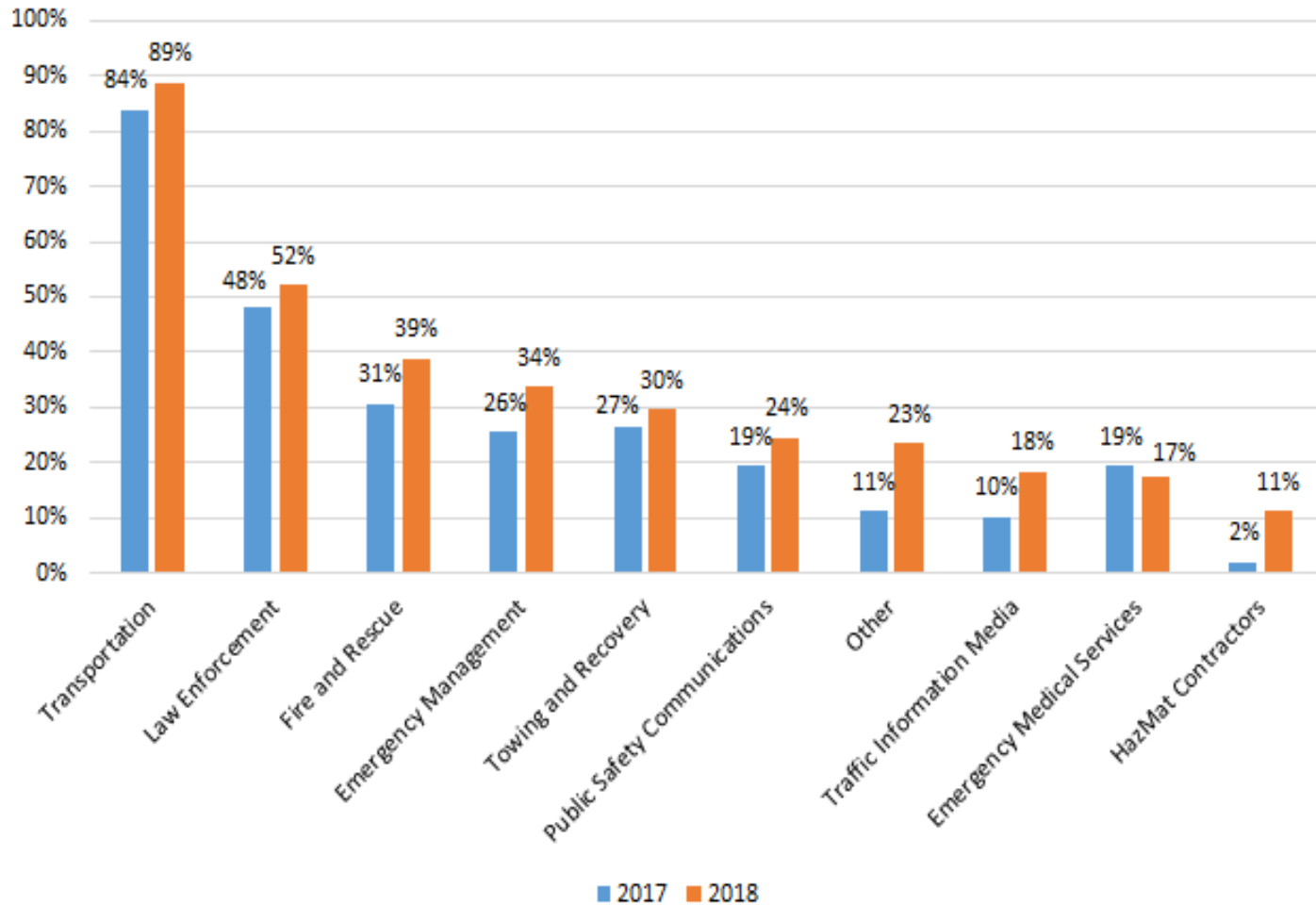


# Who is Completing the TIM SA?

- **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 2019 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



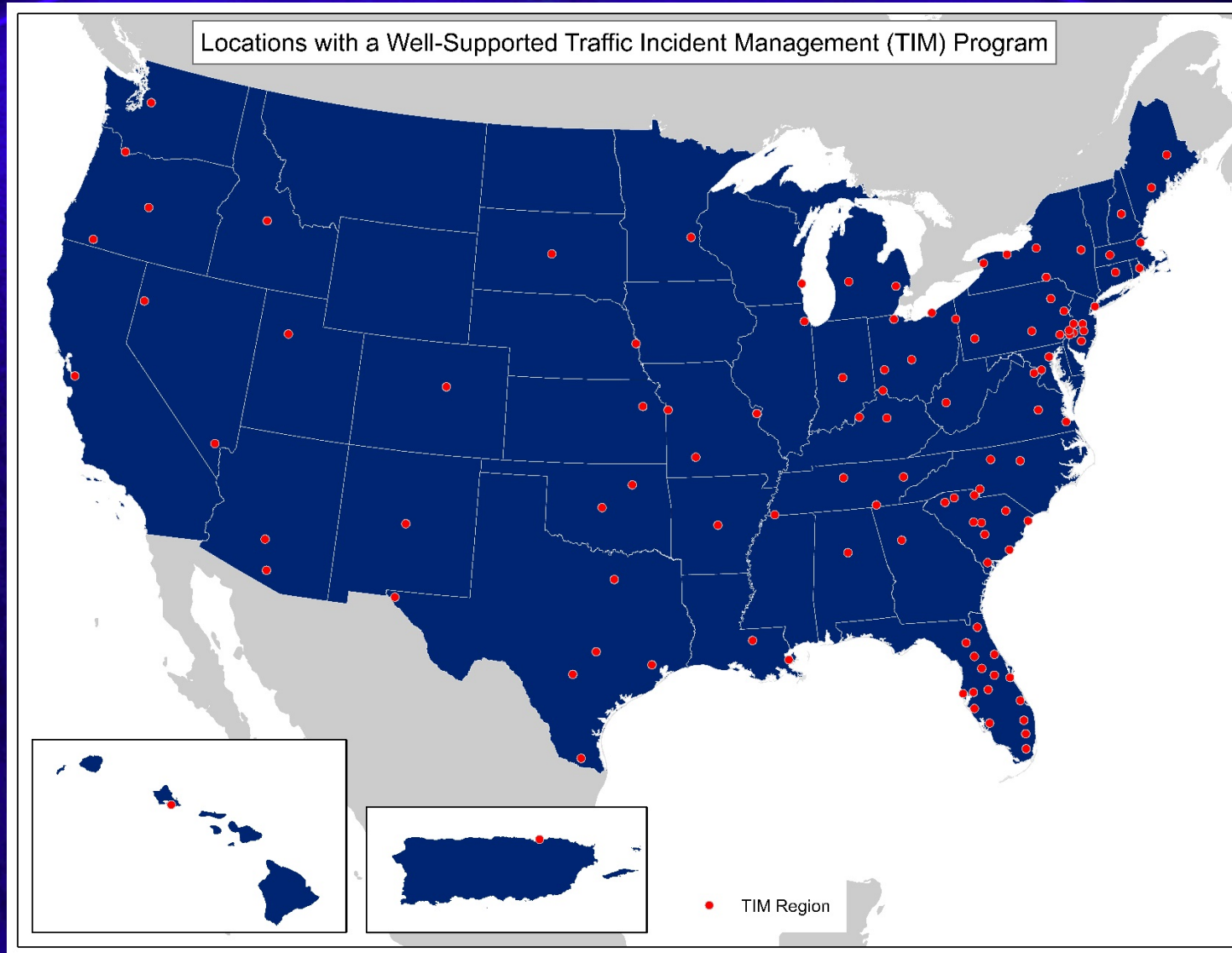


# Who Should be Completing the TIM CM SA?

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



# TIM Programs



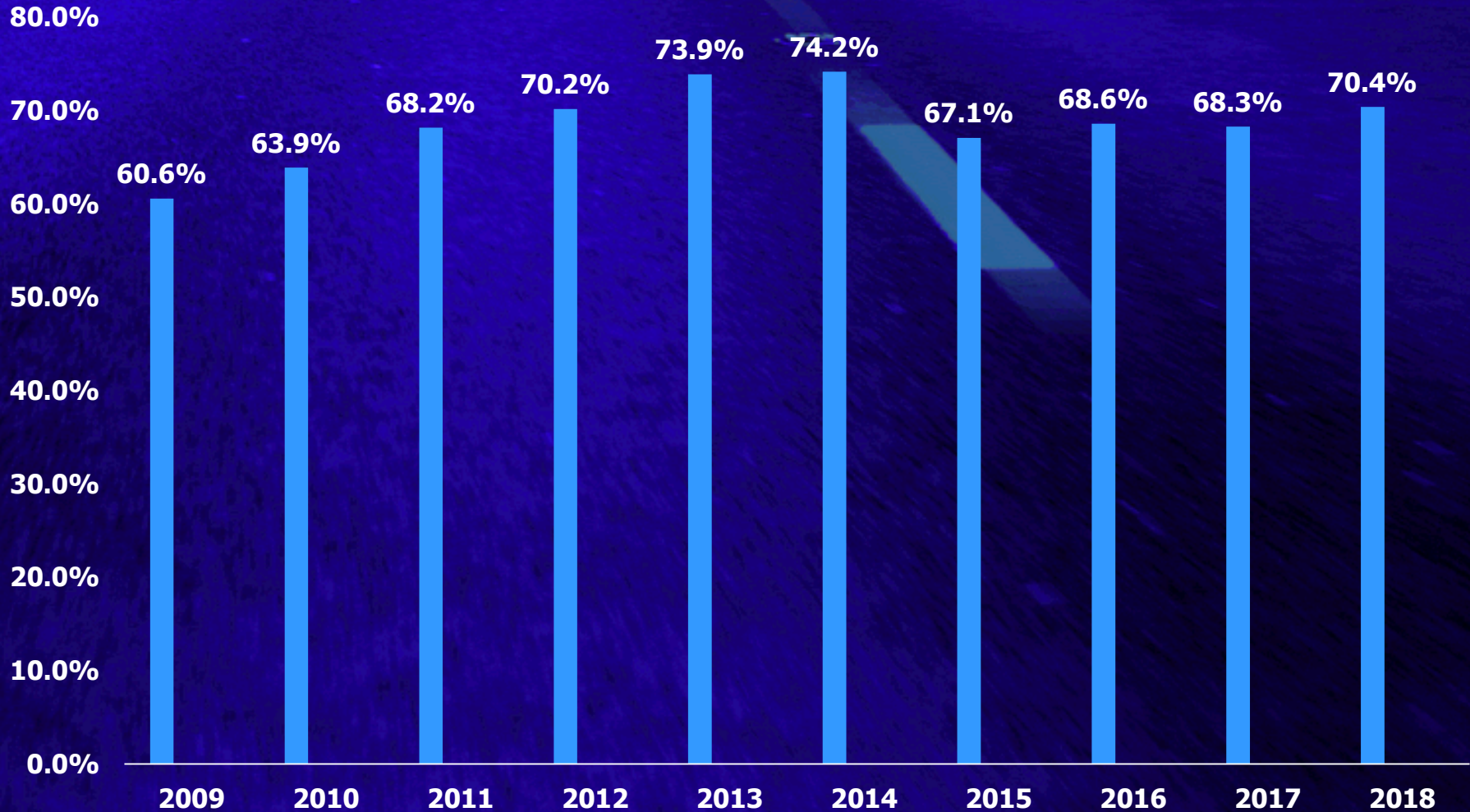
# Key Findings – 2018 TIM CM SA

- **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%



# A Decade of TIM CM SA Scores

**TIM CM SA National Scores  
2009 - 2018**



# Scores Up in 2018

- **Reverses slight downward trend experienced in 2017**
- **2018 score now highest since major revision in 2015**



# Key Findings – 2018 TIM CM SA

## 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 (continued)**

## **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	<b>-0.5</b>
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

# New Support Question

## New Non-Scored Supplemental Question for 2018

Question	Score 1 if:	Score 2 if:	Score 3 if:	Score 4 if:
52a. Describe the level of public safety Computer Aided Dispatch (CAD) integration with TMC/TOC software and systems.	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.	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.	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.	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).

**Question 52a was introduced in 2018 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		
<b>49. Are there mutually understood procedures/guidelines in place for use of emergency-vehicle lighting?</b>		
<b>Actions to Progress from Level 1 to 2</b>	<b>Actions to Progress from Level 2 to 3</b>	<b>Actions to Progress from Level 3 to 4</b>
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.

# High-Scoring TIM Programs

Highest Scoring Strategic*	Highest Scoring Tactical*	Highest Scoring Support*
Buffalo, NY	Atlanta, GA	Alachua-Bradford, FL
Columbus, OH	Milwaukee, WI	Atlanta, GA
Louisville, KY	San Diego, CA	Boston, MA
Miami-Dade, FL	Seattle, WA	Cincinnati, OH
Phoenix, AZ	Virginia-Northern VA/ Suburban D.C.	Cleveland, OH
		Louisville, KY
		Philadelphia, PA
		Phoenix, AZ
		San Bernardino, CA
		San Diego, CA
		Springfield, MA

\*Locations are listed alphabetically.



# 2019 TIM SA

- **2018 TIM CM SA summary report will be sent to each TIM SA POC as reference**
  - ◆ **Sent as a Word version to cut and paste any content from 2018 assessment into 2019 assessment**
- **Additionally, the Word version of TIM CM SA questions will be provided**
- **Email confirmation of TIM CM SA receipt will be sent within 1 business day following submittal**
- **Summary report with scores and list of recommended actions will be provided within 3 weeks of submittal**

# 2019 TIM SA Timeline

- **TIM CM SA User Guide and Questions distributed May 23<sup>rd</sup>**
- **Online TIM SA available June 3<sup>rd</sup>**
- **2018 Summary Reports to be emailed week of June 3<sup>rd</sup>**
- **Last day to submit 2019 TIM SA – Friday, August 30<sup>th</sup>**



**2019 TIM SA**

**Questions?**

# **TIM CM SA TEAM**

**Paul Jodoin**

**([paul.jodoin@dot.gov](mailto:paul.jodoin@dot.gov))**

**202-366-5465**

**Rebecca Brewster**

**([rbrewster@trucking.org](mailto:rbrewster@trucking.org))**

**Carla Rose**

**([crose@trucking.org](mailto:crose@trucking.org))**

**770-432-0628**