



NATIONAL TRAFFIC INCIDENT MANAGEMENT (TIM) RESPONDER TRAINING PROGRAM

LAW ENFORCEMENT | FIRE | EMS | TRANSPORTATION
TOWING & RECOVERY | COMMUNICATIONS





Lesson 3: Notification and Scene Size-Up

3-1

At the conclusion of this lesson, participants will be able to:

1. Recognize the important role public safety communications centers play in incident response
2. Describe the notification and verification process
3. Recall the typical responsibilities of a Transportation Management Center (TMC)
4. List the key information that should be included in a scene size-up report

- Telecommunicators are often the first to receive notification of an incident and are responsible for:
 - Providing a basic assessment of the situation
 - Dispatching an appropriate response based on their knowledge of available resources



3-3

Lesson Objectives: 3.1 and 3.2

| 4-Hour Version Slide: 4H-47

- The first step of the TIM process is detection, a term used to refer to the discovery of an incident
- Incident detection can be a call from the parties involved in the incident or a call from a passing motorist
- Incidents may also be detected by responders who happen upon them
- Telecommunicators working at public safety communications centers are typically the first to receive notification of an incident
- TIM training is very beneficial to telecommunicators, given their important role
- Understanding TIM concepts and terminology ensures telecommunicators are able to aid responders
- Knowing available TIM resources and assets is part of a telecommunicator's basic duties

Lesson 3

Public Safety Communications Centers

- Telecommunicators receive information from multiple sources including:
 - Telephone
 - Mobile data computer
 - Two-way radio
 - Real-time video observation



3-4

Lesson Objective: 3.1

- Prompt and reliable interoperable communications has been recognized as a foundation of TIM since the beginning (Recall the NUG)
 1. Responder Safety
 2. Safe, Quick Clearance
 3. Prompt, Reliable, Interoperable Communications
- The nature of their job requires telecommunicators to be proficient at multi-tasking
- Dispatch personnel use the telephone to receive calls from the public as well as other agencies
- Telecommunicators communicate with field units via radio and mobile data computers
- They are the conduit or connection between individuals, agencies, and other resources
- Effective communications is essential for responder safety
- The accuracy, timeliness, and overall quality of information received by dispatch has a significant impact on effective TIM

- Verification involves collecting sufficient information on the nature of the incident including identifying:
 - Type and level of incident
 - Exact physical location
 - Number of vehicles involved
 - Color and type if possible
 - Lanes affected
 - Injuries, entrapment

- Verification involves collecting as much information as possible from the individual(s) reporting the incident
- Emphasize that the make, model, and color of the involved vehicles can assist responders in locating the incident
 - Vehicle descriptions can also clarify potential duplicate calls

Lesson 3

Transportation Management Centers (TMCs)



3-6

Lesson Objective: 3.3

| 4-Hour Version Slide: 4H-49

- Transportation Management Centers, or TMCs, are also called Traffic Operations Centers, or TOCs
- TMCs may be operated at the local, regional, or state level
- TMCs serve as the hub for the collection and dissemination of incident information and they play a critical role with incident detection and verification
- In general, TMCs monitor roadway conditions, provide support to motorists and field personnel responding to roadway incidents, and actively manage traffic flow

- Monitor traffic conditions using:
 - Closed-circuit television (CCTV) cameras
 - Roadway detectors and congestion maps
 - Public safety contacts via phone and/or computer-aided dispatch (CAD) links
- Provide real-time traveler information using:
 - 511 – phone systems, websites, and Twitter
 - Dynamic message signs (DMS)
 - Portable changeable message signs (PCMS)
 - Highway advisory radio (HAR)

Lesson Objective: 3.3

- Briefly review the typical responsibilities of a TMC
- TMCs also use systems and software similar to public safety computer-aided dispatch (CAD) systems to create and track incidents
- Emphasize traffic monitoring systems such as traffic cameras and traveler information services such as 511 systems if used within the local region

- Provide traffic and incident information notification to other traffic management/communications centers, public safety partners, and the news media
- Monitor traffic management devices to ensure they are functioning properly
- Control traffic management devices, including ramp meters, traffic signal systems, etc.

Lesson Objective: 3.3

- TMCs are an important part of ensuring that transportation assets are available in incident response
 - Safety Service Patrols
 - Temporary traffic control
 - Traffic diversion
 - Roadway damage inspection



Video Courtesy of the Florida Department of Transportation District Six

3-9

Lesson Objective: 3.3

- **Video:** L3_V1 - FDOT D6 TMC [Cut].wmv
- This excerpt from a promotional video for the Florida Department of Transportation District Six SunGuide TMC provides a nice overview of a TMC

- Passing motorists frequently report a location that is downstream of the actual incident, especially on limited access highways
- When an incident is reported by a citizen caller, knowing the color and type of the vehicles involved is valuable

Lesson Objectives: 3.1 and 3.2

- With the proliferation of cellphones, it is often a passing motorist who first notifies a communications center, via 911, that an incident has occurred
- Motorists may have traveled past the incident by the time they talk to the communications center, so it is not uncommon for them to give a location that is downstream of the actual incident
- Knowing the color of the vehicles involved can help responders verify whether they have located the reported incident or a different incident
- Multiple reports in the same area should be assessed for any additional information that can help improve response
- When involved parties call from the scene, getting exact location information can also be challenging
 - Parking lot locations if vehicles have been moved from the roadway
 - Freeway locations if they are between interchanges can be improved with milepost markers or overpass identification signs
 - Callers may be queried about any roadside landmarks they can see that might better help the local communications center confirm the incident location
 - Distances from crossroads or main highways in rural settings where there are few landmarks
 - Motorist unfamiliarity with the area can hamper determining the exact incident location

- Telecommunicators should:
 - Ask the calling party to identify the specific geographic location of the incident, referencing highway mile markers, nearest exit/entrance ramp signs, etc.
 - If applicable, advise motorists of the Driver Removal Law and instruct them to move vehicles off the roadway if there are no injuries
- Once verified, responders are dispatched to respond



3-11

- Streets and nearest intersections are the staple for identifying traffic incident locations
- Highway markers and nearest interchange locations are most often used for freeway locations
- Some places use ½ mile while other systems use mile markers every one-tenth of a mile
- Interchange locations present unique challenges – some places have implemented lettering for ramps and flyovers with mile marker type signs indicating the ramp letter
- Landmarks often aid in locating incidents and public safety dispatch systems generally have alias systems to facilitate their use
- A simple TIM strategy at the onset of a call is to direct motorists to remove vehicles from travel lanes if the vehicles are drivable
- Once verification is complete, the communications center will dispatch the appropriate response
- At a typical communications center, the time between when a call is first received and responders are dispatched is approximately 60 seconds and is commonly referred to as reflex time

Lesson 3

First Responder Arrives On-Scene... How is the Location Reported?



3-12

Lesson Objectives: 3.1 and 3.2

- **Animation:** Click forward to make red circle appear
- A caller reported a crash at Sandy Lake Road on a limited access, high-volume highway
- Windshield view is from a responder vehicle on the on-ramp, which can see a blue and a white vehicle on the shoulder of the road **[Click]**
 - Sandy Lake Road is actually a half mile past the green sign seen in the picture
- **Ask/Discuss:** What may have happened?
 - Caller had traveled downstream by the time they reported the incident
 - This may be a different incident
- **Ask/Discuss:** How would you determine if this is the incident you are assigned to?
 - This incident may be a different or new incident that has not yet been reported
 - Having vehicle information, such as make/model and color, can assist with verifying that this is the correct incident
- **Ask/Discuss:** If you determine it is the incident you were assigned to, how would you report this incident location to your communications center?
- Don't allow the discussion to get bogged down in vehicle positioning, that is coming in the next lesson

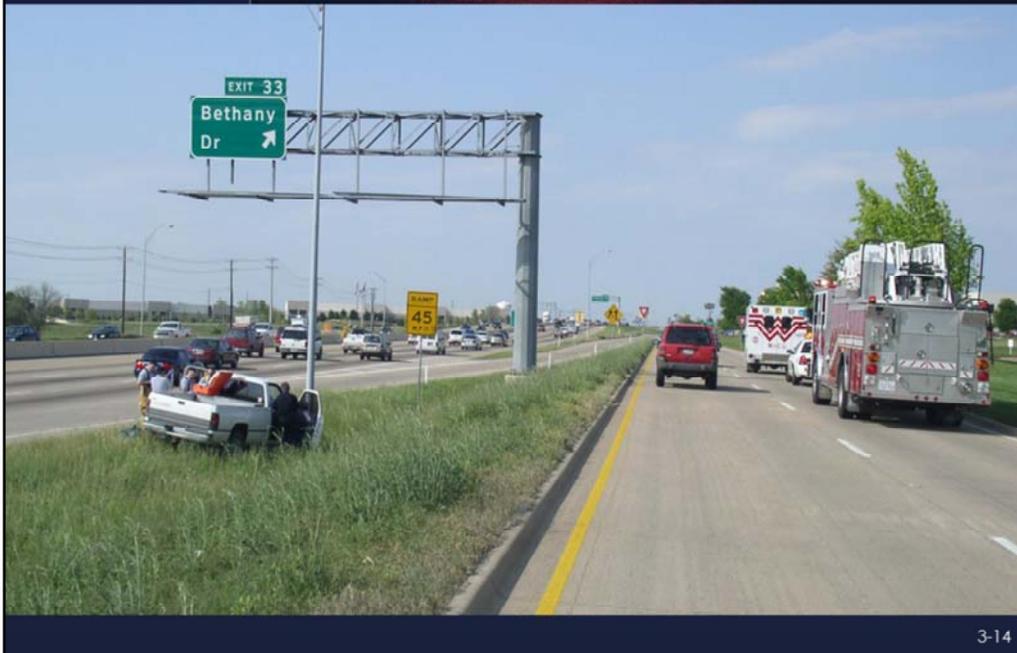
Lesson 3

First Responder Arrives On-Scene... How is the Location Reported?



Lesson Objectives: 3.1 and 3.2

- **Animation:** Click forward to make red circle appear
- Responders are dispatched to a man slumped over the wheel in a white pickup truck at the Bethany Drive off-ramp at the service road
- The green highway exit sign states Bethany Drive
- Responders are approaching from the service road
- The image reveals that the actual vehicle location is on the limited access facility **[Click]**
- **Ask/Discuss:** What may have happened?
 - Caller information was incorrect
- **Ask/Discuss:** How would you handle this situation?
 - Determine if any agency policy or protocols exist that would apply to this situation



3-14

Lesson Objectives: --

- As a secondary teaching point, highlight the FD, EMS, and PD vehicle and personnel response to this incident
- **Ask/Discuss:** Were the actions taken by responders safe?
 - Vehicle positioning creates a spilt scene forcing them to cross lanes of traffic
 - The current vehicle positioning provides no protection for the responders who are working at the scene
- **Ask/Discuss:** What corrective actions could have been taken to improve responder safety in this specific situation?
- Vehicle positioning will be covered in detail in Lesson 4, so don't get too bogged down in discussion

- If the originally reported location of an incident is incorrect, responders must inform their communications center of the exact location
- This information is especially important for later arriving units or if a responder were to be struck and injured at the scene

Lesson Objectives: 3.1 and 3.2

- Reiterate that the more accurate and detailed the information obtained and relayed to additional responders, the faster the response and the quicker the clearance
- Emphasize that if the incident location is different than what was originally reported, it **MUST** be reported to the communications center
 - Additional responding units can report to the correct location
 - If an emergency were to occur (i.e., struck-by, shooting, officer down, etc.), additional responders would know where to go

- Upon first arriving on-scene, an initial or windshield size-up report should be provided
 - Confirmation of geographical location
 - Preliminary analysis of current situation
 - Actions required to mitigate the situation
 - Resources required to support those actions
- Should take into consideration any unique safety situations apparent to responders as they arrive on-scene

- Upon first arriving on-scene, an immediate arrival report should be given to the communications center:
 - Confirm the geographical location and approach specifics for later-arriving units
 - Other pertinent information that can be determined at first glance
- This report, typically given while still in the vehicle and viewing the scene through the windshield, is called a windshield size-up
- A more detailed and accurate size-up should be provided after the responder has more fully assessed the scene

Typical Windshield Size-Up Report

- Unit identification
- Exact location of incident
- Number and type of vehicles involved
- Degree of damage
- Number of lanes closed
- Hazards or problems
- Establishment of command

- Review the information that is typically included in an initial arrival/windshield size-up report

Lesson 3

What Is Your Windshield Size-Up Report?



Typical F/R Windshield Size-Up Report:

“Unit one on-scene... Main Street... Minivan fully engulfed in flames in the right lane... The vehicle is leaking fuel... Assuming Main Street command ”

3-18

Lesson Objective: 3.4

| 4-Hour Version Slide: 4H-53

- This example is an initial arrival report for a fire department when arriving on a scene

Lesson 3

What Is Your Windshield Size-Up Report?



Lesson Objective: 3.4

| 4-Hour Version Slide: 4H-54

- Elements of this arrival size-up report should include the following:
 - Unit identification
 - Exact location of incident
 - Number and type of vehicles involved
 - Degree of damage
 - Number of lanes closed
 - Hazards or problems
 - Establishment of command
- **Sample Answer:** Unit one on-scene... Francis Street northbound shoulder prior to Woodside Drive... Two vehicles with minor damage... No apparent injuries... Assuming Francis Street command

Lesson 3

What Is Your Windshield Size-Up Report?



Lesson Objective: 3.4

- Elements of this arrival size-up report should include the following:
 - Unit identification
 - Exact location of incident
 - Number and type of vehicles involved
 - Degree of damage
 - Number of lanes closed
 - Hazards or problems
 - Establishment of command
- **Sample Answer:** Unit one on-scene... State Route 60 at mile marker 44... Overturned sedan severely damaged... Both lanes blocked... Assuming 60 command

Lesson 3

What Is Your Windshield Size-Up Report?



3-21

Lesson Objective: 3.4

- Elements of this arrival size-up report should include the following:
 - Unit identification
 - Exact location of incident
 - Number and type of vehicles involved
 - Degree of damage
 - Number of lanes closed
 - Hazards or problems
 - Establishment of command
- **Sample Answer:** Unit one on-scene... Highway 20 Eastbound... One vehicle with severe damage... Blocking the right lane and the shoulder... Guardrail damage... Assuming 20 command

Lesson 3

What Is Your Windshield Size-Up Report?



3-22

Lesson Objective: 3.4

- Elements of this arrival size-up report should include the following:
 - Unit identification
 - Exact location of incident
 - Number and type of vehicles involved
 - Degree of damage
 - Number of lanes closed
 - Hazards or problems
 - Establishment of command
- **Sample Answer:** Unit one on-scene... Northbound Highway 6 on the right shoulder downstream of Exit 41... Disabled box truck... Assuming 6 command

Lesson 3

What Is Your Windshield Size-Up Report?



Lesson Objective: 3.4

- Elements of this arrival size-up report should include the following:
 - Unit identification
 - Exact location of incident
 - Number and type of vehicles involved
 - Degree of damage
 - Number of lanes closed
 - Hazards or problems
 - Establishment of command
- **Sample Answer:** Unit one on-scene... Intersection of Main and State streets... Jackknifed tractor-trailer... Right lane blocked... Fuel leaking from saddle tank... Assuming Main/State command

Lesson 3

What Is Your Windshield Size-Up Report?



3-24

Lesson Objective: 3.4

- Elements of this arrival size-up report should include the following:
 - Unit identification
 - Exact location of incident
 - Number and type of vehicles involved
 - Degree of damage
 - Number of lanes closed
 - Hazards or problems
 - Establishment of command
- **Sample Answer:** Unit one on-scene... State Route 21 at mile marker 73... Overturned track-trailer... Southbound lane blocked... Assuming 21 command

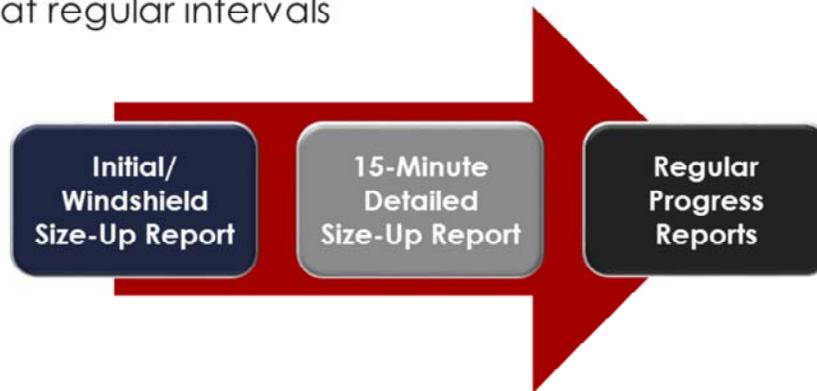


3-25

Lesson Objective: 3.4

- Elements of this arrival size-up report should include the following:
 - Unit identification
 - Exact location of incident
 - Number and type of vehicles involved
 - Degree of damage
 - Number of lanes closed
 - Hazards or problems
 - Establishment of command
- **Sample Answer:** Unit one on-scene... Highway 35 northbound, north of Exit 7... Snowplow fully engulfed in flames with melted tires... Shoulder and left lane blocked... Appears to be leaking fuel... Assuming 35 command

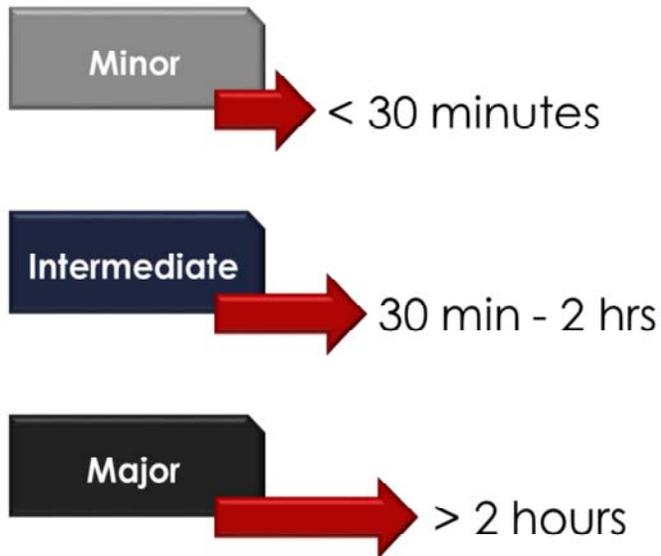
- A detailed scene size-up should be provided within 15 minutes
- Additional progress reports should be provided at regular intervals



- The initial arrival/windshield size-up report provides a quick assessment of the scene for dispatch and other responders monitoring the channel
- A more detailed size-up report should be conducted within 15 minutes of arrival at the scene
- For the duration of the incident, progress reports should be communicated at regular intervals to provide an update on how response, traffic management, and clearance activities are progressing

Lesson 3

Incident Duration Classifications



3-27

Lesson Objective: 3.4

| 4-Hour Version Slide: 4H-56

- MUTCD Chapter 6I divides traffic incidents into three general classes based on duration
- Each of these classifications have unique traffic control characteristics and needs
- The longer you are on the scene, the more that is expected and the more that is required of you and your TIM team
- MUTCD Chapter 6I states that responders arriving at a traffic incident should:
 - Estimate the magnitude of the traffic incident
 - Estimate the expected time duration of the traffic incident
 - Estimate the expected vehicle queue length
 - Set up the appropriate temporary traffic controls based on these duration estimates; shorter requires less resources; long duration incidents will require more resources
 - Lesson 7 provides a detailed overview of traffic management and temporary traffic control
- If the expected duration is bordering between two classifications, it is recommended that the higher (longer) classification be used to ensure that adequate resources are requested and mobilized

- **Location** – Exact incident location
- **Vehicles** – Number and type of vehicles involved
- **Injured Persons** – Number and extent of injuries, and need for extrication
- **Incident Duration Classification** – Minor, Intermediate, or Major
- **On-Scene Conditions** – Any conditions present that may affect the safety of responders (e.g., limited visibility, downed wires, etc.)
- **Hazardous Materials** – Presence or potential presence at the scene

Lesson Objective: 3.4

- The next two slides summarize information that should be considered during the detailed progress report and subsequent progress reports

- **Traffic Conditions**
 - Length of traffic queue
 - Traffic control needs
 - Detour/alternate route needs
- **Towing and Recovery** – Provide accurate, detailed vehicle info
- **Additional Resources**
 - Helicopter EMS services
 - Crash investigation/reconstruction
 - Medical examiner/coroner

Lesson Objective: 3.4

- It should be highlighted that even if additional resources are not needed immediately, the resource request should be made as soon as possible to ensure timely response
 - For example, even if a crash investigation team is required at the scene, the towing and recovery provider should be contacted early so that they can plan their response, arrive on the scene, and be prepared to work as soon as directed to do so

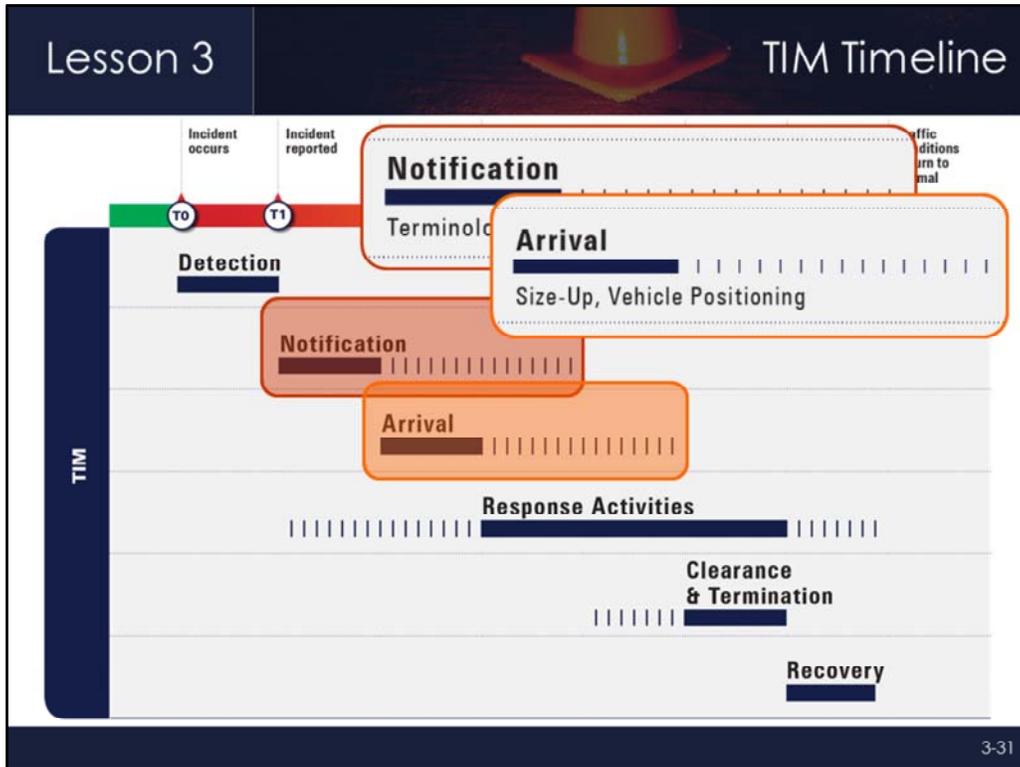
Lesson 3

Communicate Unique Location/Roadway Characteristics



Lesson Objective: 3.4

- It is important that preplanning occur for incidents involving unique locations and special roadway characteristics since these incidents may impede or complicate incident response
- Examples include:
 - Bridges
 - Tunnels
 - Elevated roadways
 - Tollbooths
- Unique locations such as these can present challenges for later-arriving responders still enroute to the scene
- Directions for response or approaches to the scene must be communicated to other responders
- Providing recommended approach strategies can minimize response times and improve safety for all personnel



- **Animation:** Click forward to make dark orange box appear, second click brings up detailed view of Notification, third click makes orange box appear, and fourth click brings up detailed view of Arrival
- **Ask/Discuss:** How can notification and verification impact the TIM Timeline? **[First and second click]**
 - It is very important to obtain and provide accurate and concise incident details
 - Locations reported by citizen callers are not always accurate and can delay response
- This lesson also covered portions of Arrival **[Third click]**
- **Ask/Discuss:** How can the scene size-up impact the TIM Timeline? **[Fourth click]**
 - An accurate windshield size-up report can help to ensure later arriving units have the correct location and are aware of any safety concerns

- ✓1. Recognize the important role public safety communications centers play in incident response
- ✓2. Describe the notification and verification process
- ✓3. Recall the typical responsibilities of a Transportation Management Center (TMC)
- ✓4. List the key information that should be included in a scene size-up report

Lesson Objectives Review

- **Animation:** Clicking forward reveals the four checkmarks one at a time
- Review each lesson objective, checking them off as you go