

PROPOSED

National Unified Goal for Traffic Incident Management

Working Together for Improved Safety, Clearance and Communications



WHAT IS THE NATIONAL UNIFIED GOAL?

The Traffic Incident Management National Unified Goal is:

- Responder safety;
- Safe, quick clearance; and
- Prompt, reliable, interoperable communications.

COMMITMENT STATEMENT

The NTIMC is committed to working together to promote, develop, and sustain multidisciplinary, multijurisdictional Traffic Incident Management (TIM) programs to achieve enhanced responder safety; safe, quick traffic incident clearance; and more prompt, reliable, interoperable communications.

HOW WILL THE GOAL BE ACHIEVED?

NTIMC will achieve the three major objectives of the National Unified Goal through 18 strategies. Key strategies include recommended practices for multidisciplinary TIM operations and communications; multidisciplinary TIM training; goals for performance and progress; promotion of beneficial technologies; and partnerships to promote driver awareness.

CROSS-CUTTING STRATEGIES

■ **Strategy 1. TIM Partnerships and Programs.** Traffic Incident Management partners at the national, state, regional and local levels should work together

to promote, develop and sustain effective Traffic Incident Management Programs.

- **Strategy 2. Multidisciplinary NIMS and TIM Training.** Traffic Incident Management responders should receive multidisciplinary National Incident Management System (NIMS) and Traffic Incident Management (TIM) training.
- **Strategy 3. Goals for Performance and Progress.** Traffic Incident Management partners should work together to establish and implement performance goals at the state, regional and local levels for increasing the effectiveness of Traffic Incident Management, including methods for measuring and monitoring progress.
- **Strategy 4. TIM Technology.** Traffic Incident Management partners at the national, state, regional and local levels should work together for rapid and coordinated implementation of beneficial new technologies for Traffic Incident Management.
- **Strategy 5. Effective TIM Policies.** Traffic Incident Management partners at the national, state, regional and local levels should join together to raise awareness regarding proposed policies and legislation that affect achievement of the National Unified Goal objectives of Responder Safety; Safe, Quick Clearance; and Prompt, Reliable Traffic Incident Communications.
- **Strategy 6. Awareness and Education Partnerships.** Broad partnerships should be

developed to promote public awareness and education regarding the public's role in safe, efficient resolution of incidents on the roadways.

OBJECTIVE 1: RESPONDER SAFETY

- **Strategy 7. Recommended Practices for Responder Safety.** Recommended practices for responder safety and for traffic control at incident scenes should be developed, and widely published, distributed and adopted.
- **Strategy 8. Move Over/Slow Down Laws.** Drivers should be required to Move Over/Slow Down when approaching traffic incident response vehicles and traffic incident responders on the roadway.
- **Strategy 9. Driver Training and Awareness.** Driver training and awareness programs should teach drivers how to react to emergencies on the roadway in order to prevent secondary incidents, including traffic incident responder injuries and deaths.

OBJECTIVE 2: SAFE, QUICK CLEARANCE

- **Strategy 10. Multidisciplinary TIM Procedures.** Traffic Incident Management partners at the state, regional and local levels should develop and adopt multidisciplinary procedures for coordination of Traffic Incident Management operations, based on national recommended practices and procedures.
- **Strategy 11. Response and Clearance Time Goals.** Traffic Incident Management partners at the state, regional and local levels should commit to achievement of goals for traffic incident response and clearance times (as a component of broader goals for more effective Traffic Incident Management--see Strategy 3).
- **Strategy 12. 24/7 Availability.** Traffic Incident Management responders and resources should be available 24/7.

OBJECTIVE 3: PROMPT, RELIABLE INCIDENT COMMUNICATIONS

- **Strategy 13. Multidisciplinary Communications Practices and Procedures.** Traffic incident responders should develop and implement standardized multidisciplinary traffic incident communications practices and procedures.
- **Strategy 14. Prompt, Reliable Responder Notification.** All traffic incident responders should receive prompt, reliable notification of incidents to which they are expected to respond.
- **Strategy 15. Interoperable Voice and Data Networks.** State, regional and local Traffic Incident Management stakeholders should work together to develop interoperable voice and data networks.
- **Strategy 16. Broadband Emergency Communications Systems.** National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) should work together to reduce the barriers to integrated broadband emergency communications systems development and integration (both wired and wireless).
- **Strategy 17. Prompt, Reliable Traveler Information Systems.** Traffic Incident Management partners should encourage development of more prompt and reliable traveler information systems that will enable drivers to make travel decisions to reduce the impacts of emergency incidents on traffic flow.
- **Strategy 18. Partnerships with News Media and Information Providers.** Traffic Incident Management partners should actively partner with news media and information service providers to provide prompt, reliable incident information to the public.

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CROSS-CUTTING STRATEGIES

Strategy 1. TIM Partnerships and Programs. Traffic Incident Management partners at the national, state, regional and local levels should work together to promote, develop and sustain effective Traffic Incident Management Programs.

Explanation: At the national level, Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition--NTIMC) will develop guidance on successful techniques for development of effective and sustainable Traffic Incident Management programs at the multistate, state, regional, and local levels. National stakeholder organizations (NTIMC member organizations) will encourage their members to participate in Traffic Incident Management program promotion and development at the multistate, state, regional and local levels.

Strategy 2. Multidisciplinary NIMS and TIM Training. Traffic Incident Management responders should receive multidisciplinary National Incident Management System (NIMS) and Traffic Incident Management training.

Explanation: Multidisciplinary training, including NIMS training, is a key mechanism for achieving the objectives of the National Unified Goal. National Traffic Incident Management stakeholders (NTIMC) will develop recommendations for multidisciplinary training curricula for traffic incident responders. The curricula will include both classroom and interactive training components. All traffic incident responders should be trained in NIMS. This will ensure that both government and private-sector Traffic Incident Management responders receiving training in the Incident Command System (ICS) and in Unified Command (UC) procedures.

Strategy 3. Goals for Performance and Progress. Traffic Incident Management partners should work together to establish and implement performance goals at the state, regional and local levels for increasing the effectiveness of Traffic Incident Management, including methods for measuring and monitoring progress.

Explanation: At the national level, Traffic Incident Management stakeholders (working through NTIMC) will work together to develop recommendations for establishing traffic incident management performance goals. The goals will address the missions of all of the Traffic Incident Management responders.

(a) The goals will recognize the key factors affecting coordination, consistency, and effectiveness of incident management operations (e.g. urban vs. rural, type of roadway, responder agency resources, type of incident).

(b) At the national level, Traffic Incident Management stakeholders also will work together to develop recommendations for performance metrics and monitoring, with the objective of developing common metrics.

(c) At the state, regional and local levels, Traffic Incident Management partners will be encouraged to develop Traffic Incident Management goals, metrics, and monitoring techniques that are appropriate for their situations, and to develop written agreements that commit the partners to the goals, to performance measurement, and to performance monitoring.

Strategy 4. TIM Technology. Traffic Incident Management partners at the national, state, regional and local levels should work together for rapid and coordinated implementation of beneficial new technologies for Traffic Incident Management.

Explanation: This strategy is intended to promote deployment of affordable and useful technologies. The National Unified Goal particularly encourages rapid implementation of technologies that can improve safety, speed incident investigations or improve incident communications without compromising the quality of the investigation.

Strategy 5. Effective TIM Policies. Traffic Incident Management partners at the national, state, regional and local levels should join together to raise awareness regarding proposed policies and legislation that affect achievement of the National Unified Goal objectives of Responder Safety; Safe, Quick Clearance; and Prompt, Reliable Traffic Incident Communications.

Explanation: This strategy is intended to encourage policies and legislation that support responder safety, quick clearance goals, or improved communications goals — for example, driver removal laws that require drivers that are involved in non-injury collisions to move vehicles out of the roadway, if they can do so safely.

Strategy 6. Awareness and Education Partnerships. Broad partnerships should be developed to promote public awareness and education regarding the public's role in safe, efficient resolution of incidents on the roadways.

Explanation: Traffic Incident Management partners should join together with other responder safety and highway safety advocacy groups to develop awareness and education programs to teach roadway users how to react to incidents on the roadway in order to prevent secondary crashes, reduce responder and roadway user injuries and deaths, and reduce congestion. National, state, regional and local Traffic Incident Management partners should encourage integration of content matter related to appropriate response to roadway incidents into existing driver and public awareness and education programs. Increasing awareness of "move over" and "move it" laws is an important element of this strategy.

OBJECTIVE 1: RESPONDER SAFETY

Strategy 7. Recommended Practices for Responder Safety. Recommended Practices for Traffic Incident Management Responder Safety and for traffic control at incident scenes should be developed, and widely published, distributed and adopted.

Explanation: National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop, through a multidisciplinary consensus process, recommended practices to promote responder safety at traffic incident scenes. These practices will be promoted through the multidisciplinary Traffic Incident Management training (Cross-Cutting Strategy 2).

Strategy 8. Move Over/Slow Down Laws. Drivers should be required to Move Over/Slow Down when approaching traffic incident response vehicles and traffic incident responders on the roadway.

Explanation: States should adopt and enforce "Move Over" laws that require drivers to move over/slow down for emergency vehicles and emergency responders on the roadway, and educate the public about them. Definitions of "emergency vehicles" and "emergency responders" must include all traffic incident responders, both public and private sector.

Strategy 9. Driver Training and Awareness. Driver training and awareness programs should teach drivers how to react to emergencies on the roadway in order to prevent secondary incidents, including traffic incident responder injuries and deaths.

Explanation: Broad partnerships are needed to support public awareness and education. The integration of traffic incident responder safety themes into existing awareness and education programs should be encouraged (See Strategy 6.)

OBJECTIVE 2: SAFE, QUICK CLEARANCE

Strategy 10. Multidisciplinary TIM Procedures. Traffic Incident Management partners at the state, regional and local levels should develop and adopt multidisciplinary procedures for coordination of Traffic Incident Management operations, based on national recommended practices and procedures.

Explanation: To assist state and local Traffic Incident Management partners in agreeing on multidisciplinary procedures, National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop multidisciplinary recommended practice guidelines for:

- a) clearance of vehicles and cargo on the roadways or shoulders, including liability protection for responding agencies and responders;

- b) towing and recovery operations at incident scenes;
- c) traffic control at incident scenes;
- d) traffic incident investigations, including crash reconstructions;
- e) clearance of incidents involving spills of environmentally regulated materials that do not require response by a HAZMAT team;
- f) emergency medical services operations at traffic incidents;
- g) equipment and equipment operations for traffic incident management; and
- h) service patrols.

Strategy 11. Response and Clearance Time Goals. Traffic Incident Management partners at the state, regional and local levels should commit to achievement of goals for traffic incident response and clearance times (as a component of broader goals for more effective Traffic Incident Management--see Strategy 3).

Explanation: National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop recommended response and clearance time goals for various traffic incident management scenarios (e.g. urbanized, rural, time of day), which will provide guidance to Traffic Incident Management partners at the state, regional and local levels as they develop multidisciplinary Traffic Incident Management goals, and goal agreements (See Strategy 3.) Traffic Incident Management partners at the state and local levels will be encouraged to work together to develop multidisciplinary goals for response times and clearance times. The partners will jointly develop a plan for achieving their goals, to be jointly monitored, and re-evaluated as appropriate. State, regional, local, and private sector traffic incident responders will be encouraged to formally commit to achievement of their goals and plans through written agreements.

Strategy 12. 24/7 Availability. Traffic incident responders and resources should be available 24/7.

Explanation: This strategy is intended to encourage 24/7 availability of all traffic incident responders and resources to promptly and effectively manage emergency incidents occurring on roadways.

OBJECTIVE 3: PROMPT, RELIABLE INCIDENT COMMUNICATIONS

Strategy 13. Multidisciplinary Communications Practices and Procedures. Traffic incident responders should develop and implement standardized multidisciplinary traffic incident communications practices and procedures.

Explanation: National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will develop guidelines for standardized communications practices and procedures. State, regional and local Traffic Incident Management partners should work together to develop and implement traffic incident communications plans, practices and procedures appropriate for their jurisdictions. Traffic incident responders should learn the practices and procedures as part of their multidisciplinary training programs (See Strategy 2.)

Strategy 14. Prompt, Reliable Responder Notification. All traffic incident responders should receive prompt, reliable notification of incidents to which they are expected to respond.

Explanation: Traffic Incident Management partners at the state, regional and local levels will work together to develop systems and procedures for prompt and reliable notification of traffic incident responders regarding incidents affecting traffic operations. Call-out procedures will be defined, to ensure that all appropriate and relevant on-scene responders and health care facilities are notified, and to filter incidents to avoid unnecessary call-outs. This strategy includes promotion of the development, implementation and integration of new notification and data transmission technologies such as advanced automated crash notification (AACN)—for example, TIM partners

should advocate the inclusion of AACN systems in vehicles sold in the United States and in Public Safety Answering Points. (See Strategy 4.)

Strategy 15. Interoperable Voice and Data Networks. State, regional and local Traffic Incident Management stakeholders should work together to develop interoperable voice and data networks.

Explanation: State and local Traffic Incident Management partners should explore ways to link their information and communications systems. Rather than continue to invest in stand-alone systems, agencies should insist that vendors of new communications equipment provide open architectures that make it possible to link to and share information with other jurisdictions and agencies, as appropriate.

Strategy 16. Broadband Emergency Communications Systems. National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) should work together to reduce the barriers to integrated broadband emergency communications systems development and integration (both wired and wireless).

Explanation: Integrated, wireless broadband emergency communications networks are technically possible today. Yet technical and institutional barriers are such that it will be decades before emergency responders benefit from these technologies unless concerted and unified action is taken. National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will work to reduce the barriers to integrated broadband networks to link emergency service providers in all areas. This includes eliminating barriers to integration of Computer-Aided Dispatch (CAD) systems with Intelligent Transportation System (ITS) systems, barriers to implementation of wireless 9-1-1 location technologies and Next Generation 9-1-1 systems.

Strategy 17. Prompt, Reliable Traveler Information Systems. Traffic Incident Management partners should encourage development of more prompt and reliable traveler information systems that will enable drivers to make travel decisions to reduce the impacts of emergency incidents on traffic flow.

Explanation: National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will work together with private sector partners to accelerate development and implementation of incident information systems that will deliver real-time information, including re-routing information, without distracting drivers. The goal will be to provide information to drivers when they need it, and when they can use it in time to divert from a traffic incident, or to make other travel decisions that will reduce the impacts of emergency events on traffic flow.

Strategy 18. Partnerships with News Media and Information Providers. Traffic Incident Management partners should actively partner with news media and information service providers to provide prompt, reliable incident information to the public.

Explanation: National Traffic Incident Management stakeholders (working through the National Traffic Incident Management Coalition) will publish recommended practices for working with news media, information service providers, and telematics service providers. State, regional and local Traffic Incident Management partners will be encouraged to work closely and proactively with news media and information providers, within the context of Traffic Incident Management Programs, with a goal of improving the timeliness and accuracy of incident information provided to the public.