Traffic Incident Management Self-Assessment Tool

User Guide

U.S. Department
of Transportation

**Federal Highway
Administration**

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INTRODUCTION

The National Annual Traffic Incident Management (TIM) Capability Maturity Self-Assessment (CM SA) is a benchmarking tool, provided by the FHWA, for evaluating local TIM program components and overall National TIM program success. It is intended to provide local TIM program managers with a way to assess progress. In addition, the analysis of the aggregated TIM Self-Assessment results allows FHWA to identify program gaps and better target TIM program resources.

The 2022 online process to collect TIM SA data takes place between September 8, 2022, and November 30, 2022. A newly developed online data collection tool is available for entering self-assessment data, based on the 2021 TIM CM SA worksheet. With this new online tool that mirrors the worksheet, the respondents will be able to transition from a worksheet/paper-based response process to a web-based form. Responses will be directly entered into a user-friendly online worksheet and data entered will be immediately available for review and analysis.

Only one SA response may exist for an organization per year. The online tool will allow the user to enter the scores, save data, close the application, and continue entering data later. Once the submitter completes the questionnaire, the online tool will provide confirmation that the questionnaire answers were received. The submitted answers and calculated SA score will be provided within 24 hours in an email.

A training webinar on the 2022 TIM CM SA was held on Wednesday, September 7, 2022. If you were unable to participate in the training webinar and would like to review the PowerPoint presentation, use https://self-assessment.fhwa.trafficincidentmanagement.net and click on Documents and Files. No need to log in; you can access training and other information at this link.

If you have any questions relating to any aspect of this self-assessment process, please send them to fhwa-tim-sa@battelle.org

The TIM CM SA is intended to be conducted as a group exercise with the various TIM stakeholders coming to a consensus on the scores for each question. Often, this is done at a TIM team meeting or other event.

HOW TO USE THE ONLINE TOOL

STEP 1. REGISTRATION

To register:

1. Go to: https://self-assessment.fhwa.trafficincidentmanagement.net
2. Click the 'Register' button at the top right of the page.
3. Fill in all the required fields and click 'Submit.'
   Note that as a convention, you should use your email address as your username. If this is not done, it will be modified on your behalf.
4. Confirmation. After submitting your registration info, and once it's approved by the administrators, you will receive an email confirming your registration. All account requests will be immediately, automatically confirmed by an email.
   Note, the TIM CM SA Contractor team will contact you if unable to confirm your registration.

If you are a first-time submitter for FHWA's TIM Self-Assessment (i.e., you have not completed a TIM Self-Assessment before) or if you are completing a TIM Self-Assessment for more than one TIM Program, you need to register.

If you have completed the TIM Self-Assessment in 2021 and received an email asking you to change your password, then you may be pre-registered.

Your username is your email address where you received the registration confirmation earlier. If you are pre-registered, then no registration action is necessary, and you can skip to Step 2.

STEP 2. SIGN IN

After receiving your registration confirmation, you can sign in. Figure 1 shows the Overview/landing page where registered users can sign in for the online tool.
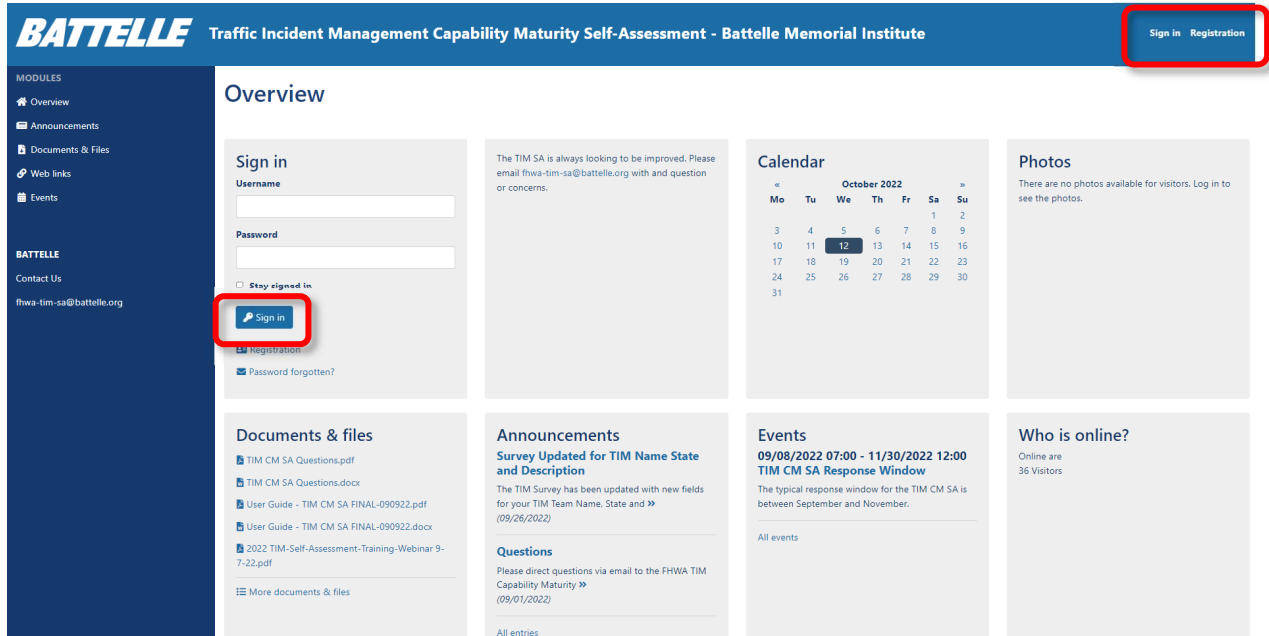
Figure 1. Photo. Overview Page of the Online Tool
Source: FHWA

Step 2.1 Account Approval

After your account is approved, return to:
https://self-assessment.fhwa.trafficincidentmanagement.net

Step 2.2 How to Login

Either click the 'Sign in' button in the upper right corner of the page (where you will be directed to the Sign-in page) or enter your Sign in Username and Password on the 'Sign in" panel on the Overview/landing page, then click 'Sign in".

Step 2.3 How to Change Password

Once signed into the 2022 TIM CM SA site, you can reset your password by clicking on 'My Profile' at the top right of the page, then select 'Change Password.'

STEP 3. SITE NAVIGATION

Figure 2 shows the Overview Page of the online tool once signed into the tool.
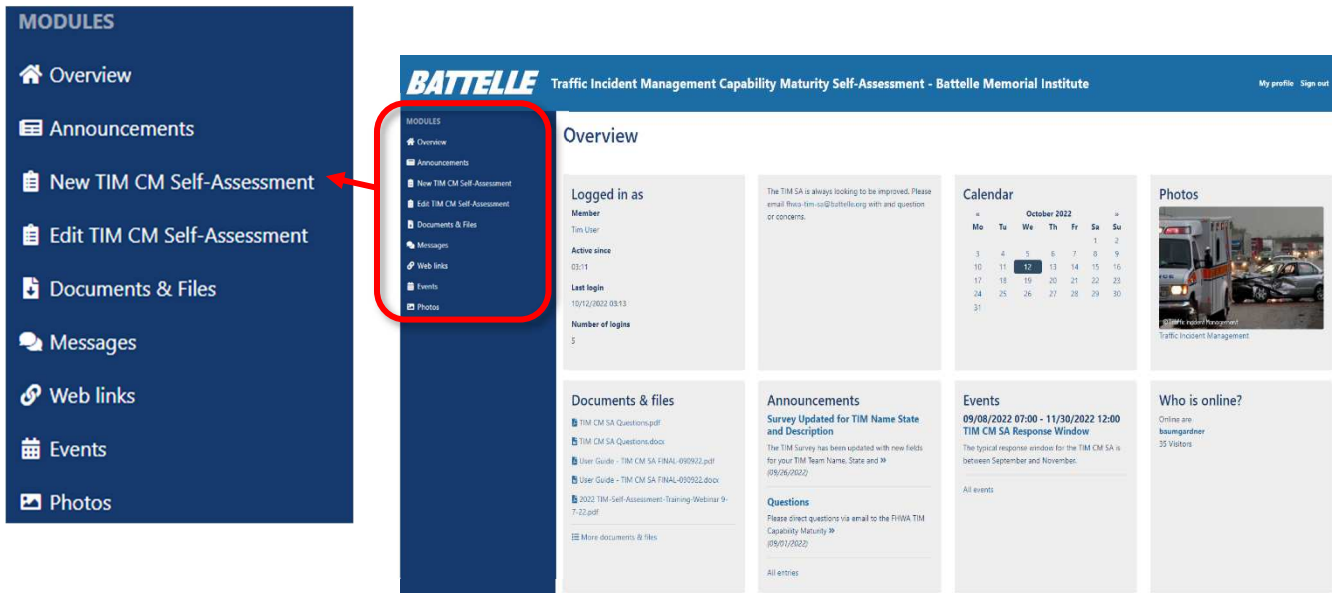
Figure 2. Photo. Overview Page
Source: FHWA

The following is a description of the main components, or modules, of the TIM CM SA site which can be accessed using the menu bar on the left side of the Home Page as shown in Figure 2.

Overview

This is the Home Page for the self-assessment tool, which lists a set of panels as an overview of the other modules. Panels include Announcements, Events, Photos, and Documents as shown in Figure 2.

Announcements

Users of the site can find both general and important announcements relating to the TIM CM SA when clicking on this module. Announcements also appear as a panel on the Overview/landing page as shown in Figure 2.

New TIM CM Self-Assessment

Clicking on the New TIM CM Self-Assessment module takes the user to a survey not yet started. Figure 3 shows a survey which was recently started by a user. Page 1 was completed and marked green. The online tool took the user to Page 2, which is the next section to answer. The numbers for Pages 3-9 are marked gray since they have not been completed. After clicking on the answer(s), the user then clicks 'Next' and the next question will show. The online tool will automatically save the answers for the current Page after 'Next' is selected.

Figure 3. Photo. Survey Step 1
Source: FHWA

Edit TIM CM Self-Assessment

As shown in Figure 4 users can complete a TIM CM SA at a later time and if the survey has not yet been submitted the user can revise previously marked answers. After changing an answer, the user must select 'Update' to save the modification. There is no limit to the number of times an answer may be updated.
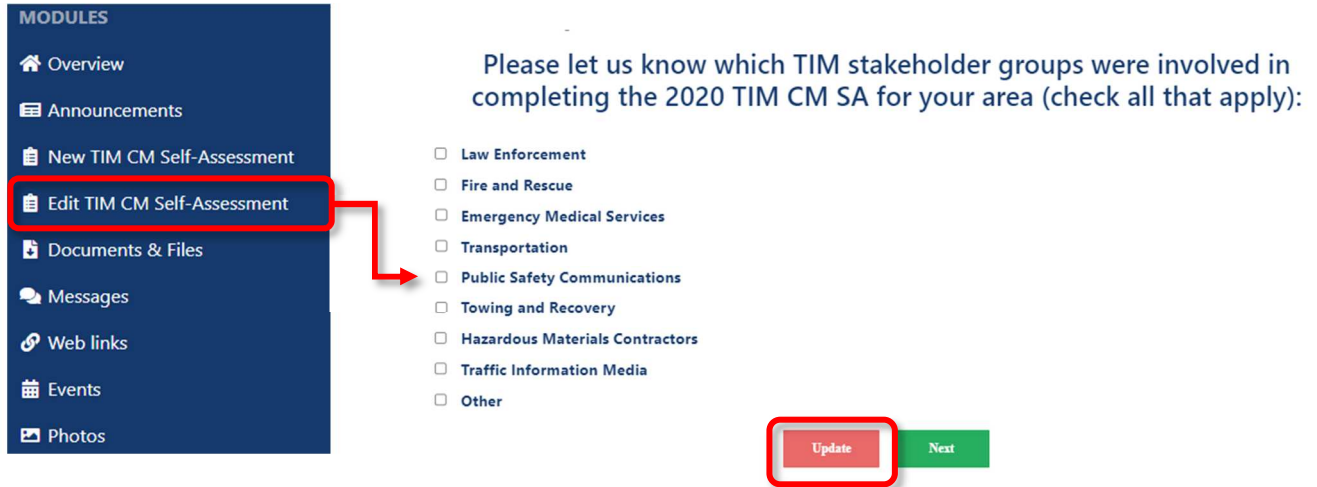
Figure 4. Photo. Editing a Survey
Source: FHWA

Documents & Files

This link contains this User Guide, the training slides, plus other related documents, including a printable version of the questionnaire worksheet. Although the worksheet maybe downloaded and used outside of the online tool, submitting answers to the online tool is requested to support efficient processing of survey answers.

Messages

Users of the site can message each other or the administrator.

Web Links

Associated websites and interesting links will be posted here.

Events

All events related to the TIM CM SA will be posted on the site under Events.

Photos

Participants in the annual TIM Capability Maturity Self-Assessment can add extra value to the national TIM program by sharing TIM-related photos for FHWA to use in future publications. The photos can be emailed to the site administrator or uploaded directly under the Photos module.

STEP 4. ENTERING SELF-ASSESSMENT DATA

The self-assessment includes 41 scored questions, grouped into three sections: Strategic, Tactical, and Support. The Strategic section addresses formal TIM programs; TIM training and after-action reports; and TIM performance measures. The Tactical section is focused on TIM laws; policies and procedures for incident response and clearance; and responder and motorist safety. The Support section addresses the use of TIM videos; signal timing changes to support traffic management; and pre-planned or alternate routes for moving traffic away from an incident.

After each of the 41 questions as well as at the end of each section, the user is given an opportunity to provide additionally details. In this comment field, please provide any further clarification, justification, or general feedback for the question or section. See Figure 5.

Figure 5. Photo. Additional Comments
Source: FHWA

Nine of the forty-one questions may apply to non-metro or emerging TIM areas and are explicitly flagged in the survey through the use of question bar color (i.e., questions with a yellow question bar shown in the online tool indicate that they are these nine questions). Non-metro and emerging users may leave them unanswered, and it will not impact your region's overall score. See Figure 6.

Figure 6. Photo. Non-metro or Emerging TIM Questions
Source: FHWA

Six of the nine optional for non-metro and emerging questions relate to TIM performance measures:

- Question 12: Has the TIM program established performance targets for RCT?
- Question 13: How does your agency use RCT performance data to influence your TIM operations?
- Question 16: Has the TIM program established performance targets for ICT?
- Question 17: How does your agency use ICT performance data to influence your TIM operations?
- Question 20: Has the TIM program established performance targets for a reduction in the number of Secondary Crashes?
- Question 21: How does your agency use Secondary Crash performance data to influence your TIM operations?

Three of the nine optional for non-metro and emerging questions relate to policies & procedures for incident response & clearance:

- Question 25: Is there a Safety Service Patrol Program in place for incident and emergency response?
- Question 26: What level of coverage does the Safety Service Patrol Program provide?
- Question 30: Do towing and recovery procedures/rotation list policies include penalties for non-compliance with response criteria?

Lastly, there are several non-scored, supplemental questions throughout the TIM CM SA that ask for additional information about each TIM program. For example, asking respondents to provide details on their Safety Service Patrol program's features. These non-scored supplemental questions are numbered as a subset of the scored question (e.g., 1a, 3a). While answers to these questions are not included in the overall score, the responses are extremely helpful in quantifying the current state of TIM practice. Please make every effort to respond to the supplemental questions as thoroughly as possible.

Step 4.1. New TIM Self-Assessment

This menu option to create a new TIM capability maturity self-assessment survey response.

To open a question, please click on the question bar.

Please click on the one answer choice that best describes your program.
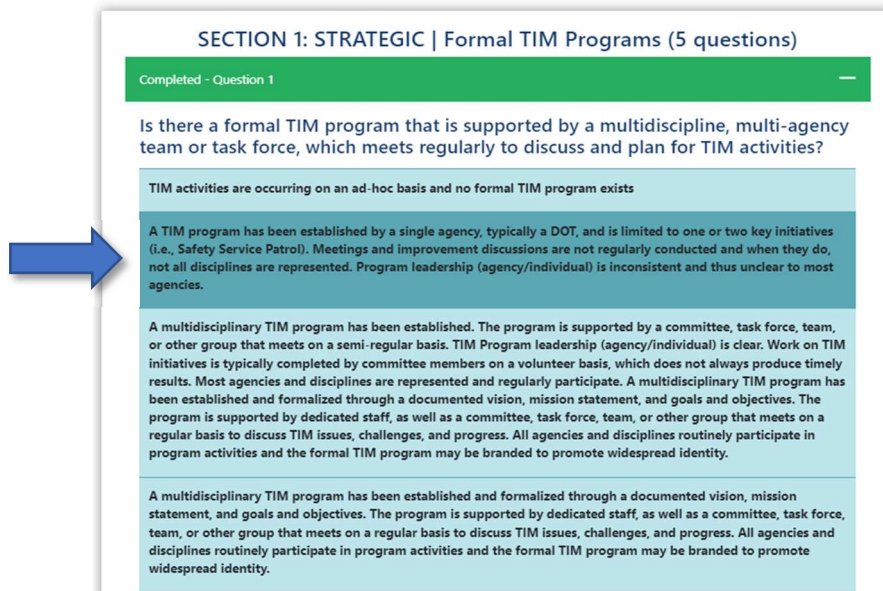
Please click 'Next' when all questions are complete, and you are ready to move on to the next page.
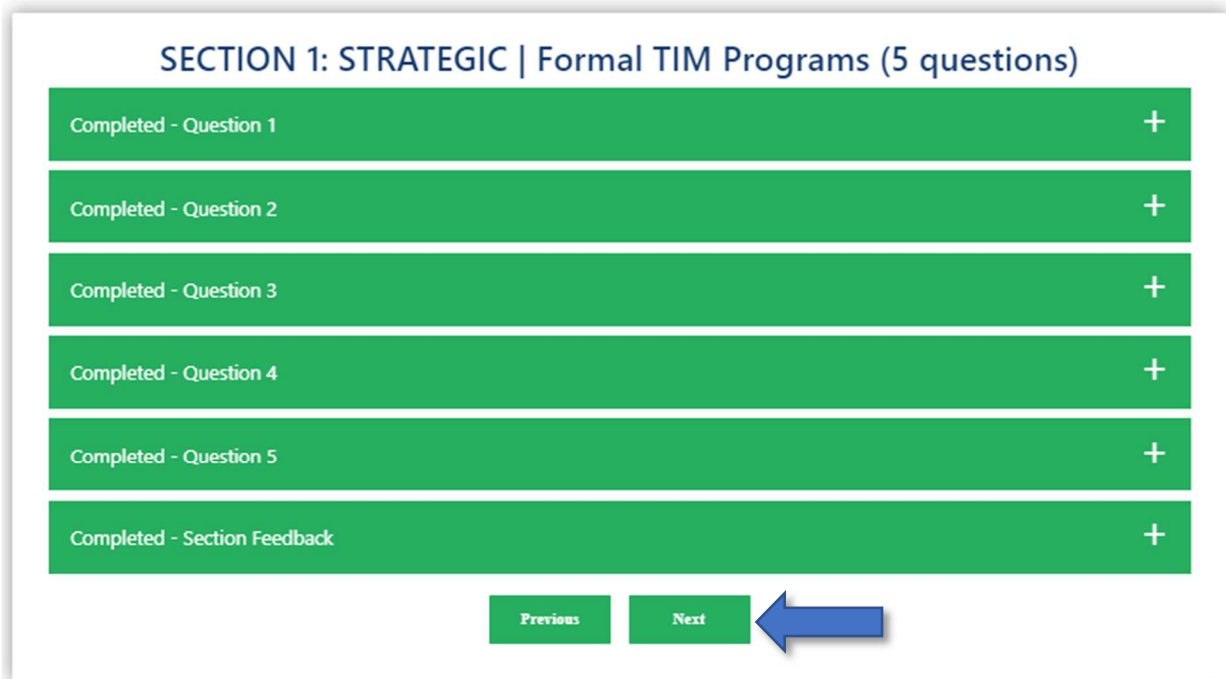
Step 4.2. Edit TIM CM Self-Assessment

Use this menu option if you already started the TIM capability maturity self-assessment and wish to revise or continue. See Figure 4.

WHERE TO GET TECHNICAL ASSISTANCE

Please email us at fhwa-tim-sa@battelle.org with any questions related to the TIM Self-Assessment Program in general, or specific to the site. Also, if you need further assistance, please let us know.

Additionally, as this is a new site, any feedback on user-friendliness or functionality is welcome.

For previous TIM Self-Assessment Reports and more information on FHWA's TIM Self-Assessment Program, please use this link: https://ops.fhwa.dot.gov/tim/preparedness/tim/self.htm

for additional information on FHWA's TIM Program, please use this link: https://ops.fhwa.dot.gov/tim/

APPENDIX A. TRAFFIC INCIDENT MANAGEMENT CAPABILITY MATURITY SELF-ASSESSMENT QUESTIONS

The TIM CM SA has 41 questions that are organized into the following sections and subsections:

- Strategic
  - o Formal TIM Programs (5 questions)
  - o TIM Training and After-Action Reports (4 questions)
  - o TIM Performance Measures (12 questions)
- Tactical
  - o TIM Laws (3 questions)
  - o Policies and Procedures for Incident Response and Clearance (9 questions)
  - o Responder and Motorist Safety (5 questions)
- Support
  - o Data Collection/Integration/Sharing (3 questions)

Each question provides specific scoring guidance ranging from 1-4. While the scoring guidance may not exactly describe your TIM program, please score the question using the guidance that most closely mirrors your program.

There are four non-scored supplemental questions. These supplemental questions are numbered as a subset of the scored question (e.g., 1a, 3a). While answers to these questions are not included in the overall score, the responses are extremely helpful in quantifying the current state of TIM practice. Please make every effort to respond to the supplemental questions as thoroughly as possible.

Nine of the forty-one questions may apply to non-metro or emerging TIM areas and are explicitly flagged in the survey below through the use of square brackets around the question (i.e., [question]). Non-metro users may leave these questions unanswered, and it will not impact your region's overall score.

SECTION 1: STRATEGIC

Formal TIM Programs

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?			

Select the response below that best describes your TIM Program			
TIM activities are occurring on an ad-hoc basis and no formal TIM program exists.	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 do, not all disciplines are represented. Program leadership (agency/individual) is inconsistent, and thus unclear, to most agencies.	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.	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 at least quarterly 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.

1a. How frequently does the team or task force meet?

Please provide any additional information:

2. Are all disciplines represented and key agencies participating in ongoing TIM enhancement activities/efforts?			

Select the response below that best describes your TIM Program			
TIM agencies and disciplines typically interact while at the scene of an incident only. Agencies and individuals do not participate collectively in separate TIM enhancement activities and discussions. Some relationships exist among individual responders but have largely been established externally to TIM efforts. On-scene problems stemming from lack of collaboration are frequent but not addressed.	Not all responding disciplines or key agencies are represented during ongoing TIM enhancements activities, efforts, or discussions.	There is consistent, routine participation from some key agencies/disciplines (e.g., DOT, metro fire departments, state police/patrol), but some disciplines are still missing.	There is strong, routine involvement from all disciplines and agencies, which in turn lead to good working relationships. Collaboration and teamwork at incident scenes is consistently evident. The importance of collaboration and relationships is widely understood and promoted through training, planning, and program activities. All disciplines understand that they are an equal partner in TIM.

Please provide any additional information:

3. Is there a full-time position within at least one of the participating agencies with responsibility for coordinating the TIM program as their primary job function?			
Select the response below that best describes your TIM Program			
No agency has assigned responsibility for coordinating the TIM program to a person or position.	Responsibility for coordinating the TIM program has been assigned to a position within a participating agency. However, TIM is just one of their many job responsibilities and they have limited time to dedicate to the program.	Responsibility for coordinating the TIM program has been assigned to a position within a participating agency and 50% or more of their time is dedicated to TIM.	There is a full-time position within one participating agency that is dedicated to coordinating the TIM program.
Please provide any additional information:			
4. Is planning to support TIM activities, including regular needs assessments, done across and among participating agencies?			
Select the response below that best describes your TIM Program			
No planning specific to TIM takes place regionally. TIM needs are only considered on a reactive basis when problems occur.	Some local TIM planning may take place but is predominantly specific/unique to individual partner agency(ies) only. Some regional TIM planning is conducted, but typically on an ad-hoc basis and in reaction to an urgent need or problem. TIM needs are assessed on an infrequent (e.g., annual) basis with minimal follow-up.	TIM is noted or mentioned in regional transportation plans but only in the context of ongoing operations. Regional plans may integrate ongoing TIM components such as Safety Service Patrols and program support but little regular planning/programming for other enhancement strategies takes place. TIM needs are discussed on a more regular basis with input from most TIM stakeholders, but some needs may go unaddressed.	Regionally planning for TIM is routine and conducted by MPOs, COGs, Transportation Commissions, DOTs and public safety agencies. TIM needs are routinely and proactively discussed in a multidisciplinary setting and are directly linked with the regional planning process. There is a TIM line item in funding allocations to pay for TIM strategies to address identified needs.
Please provide any additional information:			

5.	Are funds available for TIM activities?		
Select the response below that best describes your TIM Program			
No funds are specifically allocated for TIM on a regional basis. TIM is supported exclusively and independently from the operating budgets of partner agencies. The region is routinely challenged to acquire funds for TIM enhancement initiatives.	The Safety Service Patrol Program may have a dedicated funding source, but minimal funding is available for any other TIM enhancement activities. Partner agencies have little or no understanding of funds that are, or may be, available for TIM.	Some TIM elements/activities such as program or training support are funded annually. Little programming and budgeting take place for other TIM enhancement activities, though a nominal amount of funding is sometimes available. There is a moderate understanding of available funding and the process for accessing it.	Through funding sources such as TIPs, STIPs, SHSPs and Federal Programs, regular annual (fiscal year) budget allocations are made for the majority of TIM activities such as: Safety Service Patrols; training; TIM equipment and supplies; program management/support; and outreach/promotion. Funds are often allocated according to need and program priorities. Stakeholders have a good understanding of both available or potential funding sources for TIM activities (e.g., grants, Federal funds, etc.) and the process and requirements for requesting/accessing it.

Please provide any additional information:

Do you have any additional comments on your scores in the **Formal TIM Programs** subsection?

TIM Training and After-Action Reviews

6.	Have stakeholders in the region participated in a SHRP2 National TIM Responder Training Program, or equivalent, Train-the-Trainer (TtT) session and are they actively training others?		
Select the response below that best describes your TIM Program			
No TtT session has been conducted in the region.	Yes, but less than 20% of the TtT participants have conducted any subsequent training sessions.	Yes, and between 20%-40% of the TtT participants have provided TIM training to others. There are a handful of very active trainers, but many trainers have only assisted with 1 or 2 training sessions.	Yes, and over 40% of the TtT participants have provided TIM training to others. The trainers remain active and are assisting with at least one training session quarterly.

6a. Is there any other TIM-related supplemental or topic-specific training being provided?

Please provide any additional information:

7. Is the SHRP2 TIM Responder Training being conducted in a multidiscipline setting?			
Select the response below that best describes your TIM Program			
Most training is being provided to individual agencies in a single discipline setting.	Some efforts have been made to support multidiscipline training. Many agencies are still focused on training just their own employees.	A multidiscipline setting has been used in over half of the training sessions provided.	The majority of training activities are taking place in a multidiscipline setting. Large agencies that are using in-service to train their employees have invited other disciplines to participate in the training.
Please provide any additional information:			

8. Has the SHRP2 TIM Responder Training, or equivalent, been incorporated into the state or local academy and/or technical college curriculums?			
Select the response below that best describes your TIM Program			
The SHRP2 TIM Responder Training, or equivalent, has not been incorporated into the state or local academy and/or technical college curriculums.	A limited number of academies and/or technical colleges have incorporated the SHRP2 TIM Responder Training, or equivalent, into their curriculums.	Over half of the state or local academies and/or technical colleges have incorporated the SHRP2 TIM Responder Training, or equivalent, into their curriculums.	The SHRP2 TIM Responder Training, or equivalent has been incorporated into the majority of state or local academy and/or technical college curriculums for all disciplines.
Please provide any additional information:			

9. Does the TIM program conduct multidiscipline, multi-agency after-action reviews (AARs)?			
Select the response below that best describes your TIM Program			
No AARs are conducted.	Some AARs are conducted internally by individual agencies. Multidiscipline AARs may be conducted occasionally, but only for very serious incidents where significant problems were encountered.	Routine AARs are conducted, but not all involved responders participate. AARs may only occur in the context of an established TIM committee or task force meeting, which may lead to delayed or ineffective discussion.	AARs are institutionalized and a formal AAR process exists that includes thresholds for conducting timely AARs and participation requirements. Results are documented, acted upon, and shared with all TIM stakeholders.
Please provide any additional information:			
Do you have any additional comments on your scores in the **TIM Training and After-Action Reviews** subsection?			

TIM Performance Measures			
10. Is Roadway Clearance Time (RCT) measured and used by your agency? FHWA defines RCT as the "time between first recordable awareness of an incident by a responsible agency and first confirmation that all lanes are available for traffic flow."			
Select the response below that best describes your TIM Program			
RCT is not typically measured.	RCT is routinely measured.	RCT is routinely measured and reported.	RCT is routinely measured, reported, reviewed, used routinely to improve on the measure, and tied to system or region-wide outcomes such as travel time reliability or congestion/delay.
Please provide any additional information:			
11. Which of the following data collection and analysis practices best align with your region for RCT?			
Select the response below that best describes your TIM Program			
Data (crash reports, TMC, CAD) are present but not necessarily accessible or useful because they are not collected with a focus on performance measures.	Data are collected by a single agency (typically MPO or DOT), some data are linked or integrated, but only for a small subset of the broader set of incidents (for example, only for one urban interstate) because data collected by partner agencies are limited.	Data are collected among TIM partner agencies for a significant proportion of incidents in the region. Data collection reflects the intent for use in performance measurement. Efforts may be underway to broaden data collection and explore opportunities for data integration.	Data are purposefully collected and integrated to support performance-based operations and are collected and shared among partner agencies. Strong analysis and reporting capabilities are in place, with regular reporting of TIM performance, both internally and externally.
Please provide any additional information:			
12. [Has the TIM program established performance targets for RCT?]			
Select the response below that best describes your TIM Program			
No RCT performance targets have been established.	Subjective or qualitative targets for RCT are established.	Quantitative, data-driven performance targets for RCT have been established.	Quantitative, data-driven performance targets for RCT have been established and progress is regularly reported and reviewed. Targets are modified as appropriate.
Please provide any additional information:			

13. [How does your agency use RCT performance data to influence your TIM operations?]			
Select the response below that best describes your TIM Program			
Regional or local operations are rarely, if ever, modified or improved upon based on prior TIM performance. Status quo is generally acceptable to all agencies and disciplines.	Regional or local operations are inconsistently modified or improved upon based on this TIM performance measure.	Regional or local operations are occasionally modified or improved upon based on this TIM performance measure by a single agency or discipline.	Regional or local operations are regularly modified or improved upon based on this TIM performance measure by TIM program members across disciplines.
Please provide any additional information:			

14. Is Incident Clearance Time (ICT) measured and used by your agency? FHWA defines ICT as the "time between the first recordable awareness of the incident and the time at which the last responder has left the scene."			
Select the response below that best describes your TIM Program			
ICT is not typically measured.	ICT is routinely measured.	ICT is routinely measured and reported.	ICT is routinely measured, reported, and tied to system or region-wide outcomes such as travel time reliability or congestion/delay.
Please provide any additional information:			

15. Which of the following data collection and analysis practices best align with your region for ICT?			
Select the response below that best describes your TIM Program			
Data (crash reports, TMC, CAD) are present but not necessarily accessible or useful because they are not collected with a focus on performance measures.	Data are collected by a single agency (typically MPO or DOT), some data are linked or integrated, but only for a small subset of the broader set of incidents (for example, only for one urban interstate) because data collected by partner agencies are limited.	Data are collected among TIM partner agencies for a significant proportion of incidents in the region. Data collection reflects the intent for use in performance measurement. Efforts may be underway to broaden data collection and explore opportunities for data integration.	Data are purposefully collected and integrated to support performance-based operations and are collected and shared among partner agencies. Strong analysis and reporting capabilities are in place, with regular reporting of TIM performance, both internally and externally.
Please provide any additional information:			

16. [Has the TIM program established performance targets for ICT?]			
Select the response below that best describes your TIM Program			
No ICT performance targets have been established.	Subjective or qualitative targets for ICT are established.	Quantitative, data-driven performance targets for ICT have been established.	Quantitative, data-driven performance targets for ICT have been established and progress is regularly reported and reviewed. Targets are modified as appropriate.
Please provide any additional information:			

17. [How does your agency use ICT performance data to influence your TIM operations?]			
Select the response below that best describes your TIM Program			
Regional or local operations are rarely, if ever, modified or improved upon based on prior TIM performance. Status quo is generally acceptable to all agencies and disciplines.	Regional or local operations are inconsistently modified or improved upon based on this TIM performance measure.	Regional or local operations are occasionally modified or improved upon based on this TIM performance measure by a single agency or discipline.	Regional or local operations are regularly modified or improved upon based on this TIM performance measure by TIM program members across disciplines.
Please provide any additional information:			

18. Is the number of Secondary Crashes being measured and used? FHWA defines Secondary Crashes as the "number of unplanned crashes beginning with the time of detection of the primary crash where a collision occurs either a) within the incident scene or b) within the queue, including the opposite direction, resulting from the original incident?			
Select the response below that best describes your TIM Program			
Secondary Crashes are not typically measured.	Secondary Crashes are routinely measured.	Secondary Crashes are routinely measured and reported.	Secondary Crashes are routinely measured, reported, and tied to system or region-wide outcomes such as travel time reliability or congestion/delay.
Please provide any additional information:			

19. How is data for the number of Secondary Crashes collected?			
Select the response below that best describes your TIM Program			
Data collection is limited, with TIM data available only as a biproduct of existing/separate data collection efforts (i.e., fields taken from crash reports) and manual review is required.	Data collection is occurring by a single agency and data are only being captured for a small percentage of the total number of crashes that occur in the area/region. May require some manual review, tallying or calculations.	Strong data collection systems are in place, but they are typically agency specific. Data are being captured for a significant percentage of all crashes that occur in the area/region.	Robust, integrated data collection systems (e.g., TMC/TOC ATMS integrated with Law Enforcement CAD, Crash Reports, and/or Safety Service Patrol Logs, etc.) with automated reporting capabilities are in place.
Please provide any additional information:			

20. [Has the TIM program established performance targets for a reduction in the number of Secondary Crashes?]			
Select the response below that best describes your TIM Program			
No Secondary Crash reduction performance targets have been established.	Subjective or qualitative targets for Secondary Crash reduction are established.	Quantitative, data-driven performance targets for Secondary Crash reduction have been established.	Quantitative, data-driven performance targets for Secondary Crash reduction have been established and progress is regularly reported and reviewed. Targets are modified as appropriate.
Please provide any additional information:			

21. [How does your agency use Secondary Crash performance data to influence your TIM operations?]			
Select the response below that best describes your TIM Program			
Regional or local operations are rarely, if ever, modified or improved upon based on prior TIM performance. Status quo is generally acceptable to all agencies and disciplines.	Regional or local operations are inconsistently modified or improved upon based on this TIM performance measure.	Regional or local operations are occasionally modified or improved upon based on this TIM performance measure by a single agency or discipline.	Regional or local operations are regularly modified or improved upon based on this TIM performance measure by TIM program members across disciplines.
Please provide any additional information:			
Do you have any additional comments on your scores in the **TIM Performance Measures** subsection?			

SECTION 2: TACTICAL

TIM Laws

22. Is an Authority Removal Law in place?

Select the response below that best describes your TIM Program			
There is no Authority Removal Law in place.	An Authority Removal Law is in place, but it may not be complete or utilize ideal language.	There is an Authority Removal Law in-place, but understanding and use of the law is not universal (e.g., some agencies are still concerned about causing additional damage by dragging an overturned tractor trailer out of travel lanes).	There is an Authority Removal Law in place that has been integrated into agency policies/protocols and is utilized on a regular basis.

Please provide any additional information:

23. Is a Driver Removal Law in place?

Select the response below that best describes your TIM Program			
There is no Driver Removal Law in place.	A Driver Removal Law is in place, but it may not be complete or utilize ideal language.	There is a Driver Removal Law in-place, but use and enforcement of the law is not universal.	There is a Driver Removal Law in place that has been integrated into agency policies/protocols and is utilized on a regular basis.

Please provide any additional information:

24. What activities are in place to outreach to and educate responders and the public about the value of TIM laws in place as well as the overall goals and benefits of TIM?

Select the response below that best describes your TIM Program			
Minimal outreach/education occurring.	Outreach/education is occurring with the public, but less attention is paid to ensuring that responders understand the TIM laws in place.	Outreach/education for the TIM-related safe, quick clearance laws is ongoing to ensure that both responders and the public understand and comply with the laws.	A comprehensive, consistent TIM outreach and education program is in place for both responders and the public. The program provides education on specific laws as well as the overall goals and benefits of TIM. Outreach efforts cover all age ranges, starting with driver's education programs and including experienced drivers.

Please provide any additional information:

Do you have any additional comments on your scores in the **TIM Laws** subsection?

Policies and Procedures for Incident Response and Clearance

25. [Is there a Safety Service Patrol Program in place for incident and emergency response?]

Select the response below that best describes your TIM Program			
There is no Safety Service Patrol Program.	A baseline Safety Service Patrol Program is in place that focuses on providing motorist assistance only (i.e., provides gasoline, changes flat tires, assists with minor repairs, etc.).	A mid-level Safety Service Patrol Program is in place that, in addition to motorist assistance, provides incident response services and clearance resources. The patrol vehicles used typically have the ability to relocate vehicles out of travel lanes through use of push bumpers or tow straps, or through use of wrecker or flatbed vehicles.	There is sustained full-function Safety Service Patrol Program in place that provides motorist assistance, performs clearance and recovery services, and assists with emergency traffic control and scene management. There is a comprehensive training program which includes classroom and hands-on training that all Safety Service Patrol operators must complete.

Please provide any additional information:

26. [What level of coverage does the Safety Service Patrol Program provide?]

Select the response below that best describes your TIM Program			
There is no Safety Service Patrol Program.	The Safety Service Patrol Program operates a small fleet that only covers a portion of major roadways (i.e., interstates, limited access highways) identified as needing service based on traffic volumes and/or incident frequency. The frequency of coverage is over an hour (meaning it takes a patrolling vehicle over an hour to make a loop around their coverage area).	The Safety Service Patrol Program operates a medium fleet that provides coverage on most major roadways (i.e., interstates, limited access highways) identified as needing service based on traffic volumes and/or incident frequency. The frequency of coverage is about 30 minutes.	The Safety Service Patrol Program operates a large enough fleet to provide ample coverage on all major roadways (i.e., interstates, limited access highways) identified as needing service based on traffic volumes and/or incident frequency.

26a. If there is a Safety Service Patrol Program, please provide details on miles covered, hours of operation, days of operation, services provided, number of vehicles, equipment on vehicles, and any operator training.

Please provide any additional information:

27. Are temporary traffic control (TTC) devices (e.g., cones, advanced warning signs, etc.) pre-staged in the region to facilitate timely response?			
Select the response below that best describes your TIM Program			
There are no pre-staged TTC devices.	The need to pre-stage TTC devices has been identified. Some limited TTC devices have been pre-staged but may not be available to all TIM stakeholders and are not consistently deployed.	Some TTC devices have been pre-staged at high-frequency incident locations. Most TIM stakeholders are aware that the TTC devices are available but may not be able or aware of how to access them.	A needs assessment has been completed to identify where pre-staged TTC devices are required and TTC devices are available at those locations. All TIM stakeholders are aware of where the TTC devices are staged and have the ability to, or know the process to, access them.
Please provide any additional information:			

28. Do towing and recovery procedures/rotation list policies deploy resources based on type/severity of incident?			
Select the response below that best describes your TIM Program			
The tow procedures/rotation list policies were created with little consideration given to supporting a timely response with proper equipment.	Some consideration has been given to the type/severity of incident and the tow procedures/rotation list is separated into heavy- and light-duty tow providers.	The tow procedures/rotation list deploys resources based on the severity of the incident but does not always take into consideration the proximity of the towing provider.	The tow procedures/rotation list was established to support safe, quick clearance. The rotation policy deploys resources based on the severity of the incident and proximity to facilitate a proper and quick response.
Please provide any additional information:			

29. Do towing and recovery procedures/rotation list policies include company/operator qualifications, equipment requirements, and/or training requirements?			
Select the response below that best describes your TIM Program			
The capabilities of the towing agency are not documented or considered as part of the tow procedures/rotation list.	There are minimal equipment requirements but there is no follow-up or verification of the information provided. There are no training requirements.	The tow procedures/rotation list has an application process that requires a summary of equipment capabilities. There is an initial check of this information, but follow-up activities are not consistently completed. New operators are required to complete training, but veteran towers are often grandfathered in and do not need to complete training.	The tow procedures/rotation list has a comprehensive application process. Detailed, specific equipment requirements are verified and reviewed annually at a minimum. All drivers are required to complete application towing certifications and participate in the National TIM Responder Training Program.
Please provide any additional information:			

30. [Do towing and recovery procedures/rotation list policies include penalties for non-compliance of response criteria?]			
Select the response below that best describes your TIM Program			
The tow procedures/rotation list policy does not include any penalties.	Requirements are in place but not routinely enforced. Penalties are identified but not clearly understood by enforcement agencies.	Penalties are clearly identified but are not uniformly enforced.	Penalties are very clearly identified and communicated to towing and recovery companies. Compliance is monitored on a daily basis and penalties are strictly enforced.
Please provide any additional information:			

31. For incidents involving a fatality, is there a procedure in place for early notification and timely response of the Medical Examiner?			
Select the response below that best describes your TIM Program			
There is not a procedure in place for early notification and timely response of the Medical Examiner.	A procedure is in place for response, but it does not take into consideration early notification.	A procedure is in place but not all response agencies or Medical Examiners are aware of it so there are still delays in the response.	A procedure is in place that is understood by both those requesting the Medical Examiner and the Medical Examiner's office. It is regularly reviewed and updated.
Please provide any additional information:			

32. For incidents involving a fatality, is there a procedure for the removal of the deceased prior to Medical Examiner arrival?			
Select the response below that best describes your TIM Program			
There is not a procedure in place for removal of the deceased prior to the arrival of the Medical Examiner.	Some Medical Examiners have approved a procedure for the removal of the deceased, but use is inconsistent and many agencies are not aware this may be an option.	A standard procedure is in place but not all response agencies or Medical Examiners are aware of it.	A procedure is in place for removal of the deceased prior to the arrival of the Medical Examiner. The procedure is understood by response agencies, the Medical Examiner and the Medical Examiner's office. The procedure is regularly reviewed and updated.
Please provide any additional information:			

33. Are there procedures in place for expedited crash investigations?			
Select the response below that best describes your TIM Program			
There is no procedure in place to support expedited crash investigations.	Some individual agencies have procedures for expedited crash investigation, but there is no consistency across agencies	A standard procedure for expedited crash investigations has been created, but not all TIM stakeholders are aware of it.	A procedure is in place for expedited crash investigations. The procedure is understood by the majority of TIM stakeholders. The procedure is regularly reviewed and updated.
Please provide any additional information:			
Do you have any additional comments on your scores in the **Policies and Procedures for Incident Response and Clearance** subsection?			
Responder and Motorist Safety			
Please provide any additional information:			
34. Do TIM responders routinely utilize TTC devices to provide traffic control for the three incident classifications (minor, intermediate, major) in compliance with the MUTCD?			
Select the response below that best describes your TIM Program			
Use of TTC devices is inconsistent and varies greatly from agency to agency.	TTC devices are regularly utilized at major incidents where transportation agencies (i.e., DOT, county maintenance) are on-scene. Use of TTC devices at intermediate level incidents remains inconsistent.	TIM stakeholders carry and regularly deploy TTC devices at most incident scenes.	All TIM stakeholders carry and regularly deploy TTC devices for all types of incidents. TTC is compliant with the MUTCD.
Please provide any additional information:			
35. Do TIM responders routinely utilize traffic control procedures to provide back of traffic queue warning to approaching motorists?			
Select the response below that best describes your TIM Program			
Back of traffic queue warning is rarely provided.	Back of traffic queue warning may be provided depending on which agencies respond.	Back of traffic queue warning is considered and deployed at major and intermediate incidents as resources allow.	Providing back of traffic queue warning is considered a priority. A policy/procedure for providing back of traffic queue warning has been established and training is regularly conducted.
Please provide any additional information:			

36. Is there a mutually understood procedure/guideline in place for safe vehicle positioning?			
Select the response below that best describes your TIM Program			
There is no procedure/guideline in place for safe vehicle positioning.	Individual agencies have procedures/guidelines regarding the positioning of vehicles, but these are not consistent or shared with other agencies.	A standard procedure/guideline is in place regarding the safe positioning of vehicles. Many, but not all response agencies are aware of the procedure/guideline.	A procedure/guideline is in place for the safe positioning of vehicles, and it is consistent with the National TIM Responder Training Program. The procedure/ guideline is understood by all TIM stakeholders. The procedure/guideline is regularly reviewed and updated.
Please provide any additional information:			
37. Are there mutually understood procedures/guidelines in place for use of emergency-vehicle lighting?			
Select the response below that best describes your TIM Program			
There is no procedure/guideline in place for use of emergency-vehicle lighting.	Individual agencies have procedures/guidelines regarding the use of emergency-vehicle lighting, but these are not consistent or shared with other agencies.	A standard procedure/guideline is in place regarding the use of emergency-vehicle lighting. Many, but not all response agencies are aware of the procedure/guideline.	A procedure/guideline is in place for the use of emergency-vehicle lighting, and it is consistent with the National TIM Responder Training Program. The procedure/guideline is understood by all TIM stakeholders. The procedure/guideline is regularly reviewed and updated.
Please provide any additional information:			
38. Are TIM responders following high-visibility safety apparel requirements as outlined in the MUTCD?			
Select the response below that best describes your TIM Program			
TIM responders are not following high-visibility safety apparel requirements.	Some TIM responders are following high-visibility safety apparel requirements, but use is inconsistent.	Most responders are following high-visibility safety apparel requirements.	High-visibility safety apparel requirements are followed by all TIM responders. While on-scene, responders will remind individuals without high-visibility safety apparel about requirements.
Please provide any additional information:			
Do you have any additional comments on your scores in the **Responder and Motorists Safety** subsection?			

SECTION 3: SUPPORT

Data Collection/Integration/Sharing

39. Is TIM video captured via TMCs and/or public safety CAD systems and is it shared with other disciplines for real-time operational purposes?

Select the response below that best describes your TIM Program

No TIM video is collected and shared.	Some TIM response agencies can access DOT video but only via methods available to the public (e.g., 5-1-1, websites). No video originating from public safety CAD systems is shared with DOTs or there is strong reluctance to do so.	TIM related video is collected by DOT and public safety agencies and is shared by some, but not all, responding agencies. Some agencies are not aware of video sharing capabilities or don't routinely utilize video for operations.	TIM related [data/video] is routinely and automatically shared among all responding agencies and is fully integrated into public safety CAD and DOT traffic management systems. [Data/Video] is routinely used to tailor response and for other operational purposes.

Please provide any additional information:

39a. Describe the level of public safety Computer Aided Dispatch (CAD) integration with TMC/TOC software and systems.

Select the response below that best describes your TIM Program

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 the 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 event data to the TMC/TOC software and can populate data fields (at a minimum date, time, location, and type event)

Please provide any additional information:

40. Are there policies or procedures in place for signal timing changes to support traffic management during incident response?

Select the response below that best describes your TIM Program

There is no policy in place for adjusting signal timings to support traffic management during incident response.	Individual agencies have policies regarding the adjustment of signal timings to support incident management during incident response, but there is no consistency.	A standard policy is in place regarding the adjustment of signal timings during incident response but not all agencies are aware of it.	A policy is in place for the adjustment of signal timings during incident response. The policy is understood by all response partners and responsibilities are widely known. The policy is regularly reviewed and updated.

Please provide any additional information:

41. Are there pre-planned detour and/or alternate routes identified and shared between TIM stakeholders?			
Select the response below that best describes your TIM Program			
There are no pre-planned detour and/or alternate routes identified. Detour planning typically occurs on-scene and is based on responders' knowledge of the area.	Some pre-planned detour and/or alternate routes have been identified for major corridors. Agencies have developed guides that they utilize but these are not readily distributed to all impacted TIM stakeholders.	Pre-planned detour and/or alternate routes have been identified for major corridors and this information has been conveyed to some impacted TIM stakeholders. Basic guides have been developed but are not widely distributed or reviewed.	There are pre-planned detour and/or alternate routes identified, and this information is conveyed to all impacted TIM stakeholders. Comprehensive, interactive guides have been developed. These guides are accessible via the web and are reviewed and updated regularly.
Please provide any additional information:			
Do you have any additional comments on your scores in the **Support** section?			