Assessing and Evaluating Incident Management Programs

NHI Course 133048
Managing Traffic Incidents and Roadway Emergencies
Module 2
Learning Objectives

- Describe the steps in assessing and evaluating an agency’s Traffic Incident Management (TIM) capabilities
- Identify areas of needed improvement within your agency
Assessing And Evaluating Traffic Incident Management Programs
Our roadways are overcrowded - and traffic incidents impact us all!
Assess the Effectiveness of Traffic Incident Management Services
The Advantages of TIM Assessment

- Identify needs for resources
- Determine liability exposure
- Improve level of service
- Reduce or eliminate bad media coverage
Information is Needed for a Proper Assessment

Accuracy of information

- Non-Coordinated Information
- Too many sources
- Agencies use different “Ten Codes”
- Non-Compatible Radio Frequencies
Information Needs

Incident Occurrence

1. Location
2. Time of Day, Day of week
3. Weather
4. Season
Information Needs (cont’d)

Incident Initial Reporting

1. Detection of traffic incident
2. Number and severity of injuries
3. Number and types of vehicles involved
4. Number of lanes blocked
Information Needs (cont’d)

Management Actions

1. Time to dispatch primary responders
2. Time they arrive
3. Time to dispatch secondary responders
Information Needs (cont’d)

Traffic Impacts

1. Length of delays
2. Number of secondary crashes
3. Impact on other routes
4. Time to clear scene and time to return traffic to normal
Information Needs (cont’d)

Use of ITS Applications

1. How are they used?
2. When are they used?
3. How fast are they implemented?
4. Are they used during nights and on weekends?
Information Needs (cont’d)

Motorist Information

1. Who is responsible?
2. How do motorists get the info?
3. How quickly do they get it?
4. What is the accuracy of information?
5. What is the availability in non-peak traffic times?
Evaluating Data

Examples of Good TIM Benchmarks

1. Average detection, response, and clearance times
2. Average times for ITS implementation by time of day and day of week
3. Number and severity of secondary crashes
4. Congestion levels and costs attributed to incidents
Additional Steps in the Assessment Process

(This slide does not display during the presentation – it is a place holder for the instructor to create a flip chart from the Participants’ responses to this question.)

Example: San Antonio, Texas – Use pre-existing IM Teams to put together elements of IM Program rather that setting up new teams. The prior team may already have ideas from prior meetings.
Data Center
Traffic Incident Management
Self-Assessment

- A guide for determining current local status of IM programs
- Focused on transportation but all can provide input
- Self-grading but will be used for discussion
- Ask questions of your group
Team Results
Assessment Steps

- Review Goals and Objectives
- Compare benchmarks to other programs
- Determine if standards have been established
- Review training programs
Summary of Assessment Benefits

- Know where you stand
- Verify and justify program needs
- Document performance good or bad
- Update or set **goals** and **objectives**
Review Learning Objectives

- Describe the steps in assessing and evaluating an agency’s Traffic Incident Management (TIM) capabilities
- Identify areas of needed improvement within your agency