




## TRAFFIC INCIDENT MANAGEMENT


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# HISTORY & BACKGROUND

# Council Bluffs Interstate Construction

 Council Bluffs Interstate System Improvement Program is with Pottawattamie County Sheriff's Office and 3 others.  
January 21 · 🌐

Did you know? Named ramp signs on the Council Bluffs interstate aid drivers who have crashed or are stranded on the ramp. 911 dispatchers ask drivers to relay the ramp number so help can get there quickly! Thank you to all the first responders that serve our interstate system.



 GETTING YOU THERE  
COUNCIL BLUFFS INTERSTATE

👍❤️👍 141      18 Comments 20 Shares

👍 Like      💬 Comment      ➦ Share



# Traffic Incident Management Meetings



Best Practices



Opportunities for Improvement



Action Items



# This is *YOUR* Meeting

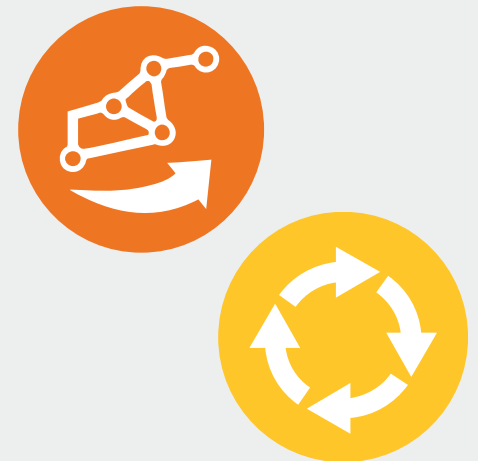
## Collaborative Effort



## Best Practices



## Opportunities for Improvement



# From Good to Great



# What is TIM?

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A planned and coordinated process to detect, respond to, and clear traffic incidents safely and efficiently.



# Who is TIM?

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Law Enforcement



Communications



Tow Operators



Fire and EMS



Transportation Departments



EMA



# What are the Goals of TIM?

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**Responder  
Safety**



**Communication**



**Public  
Safety**



**Coordination**



**Reduce the  
Impact to  
Traffic**



**Collaboration**



# Why We're Here



Responder  
Safety



Public  
Safety



Reduce the  
Impact to Traffic

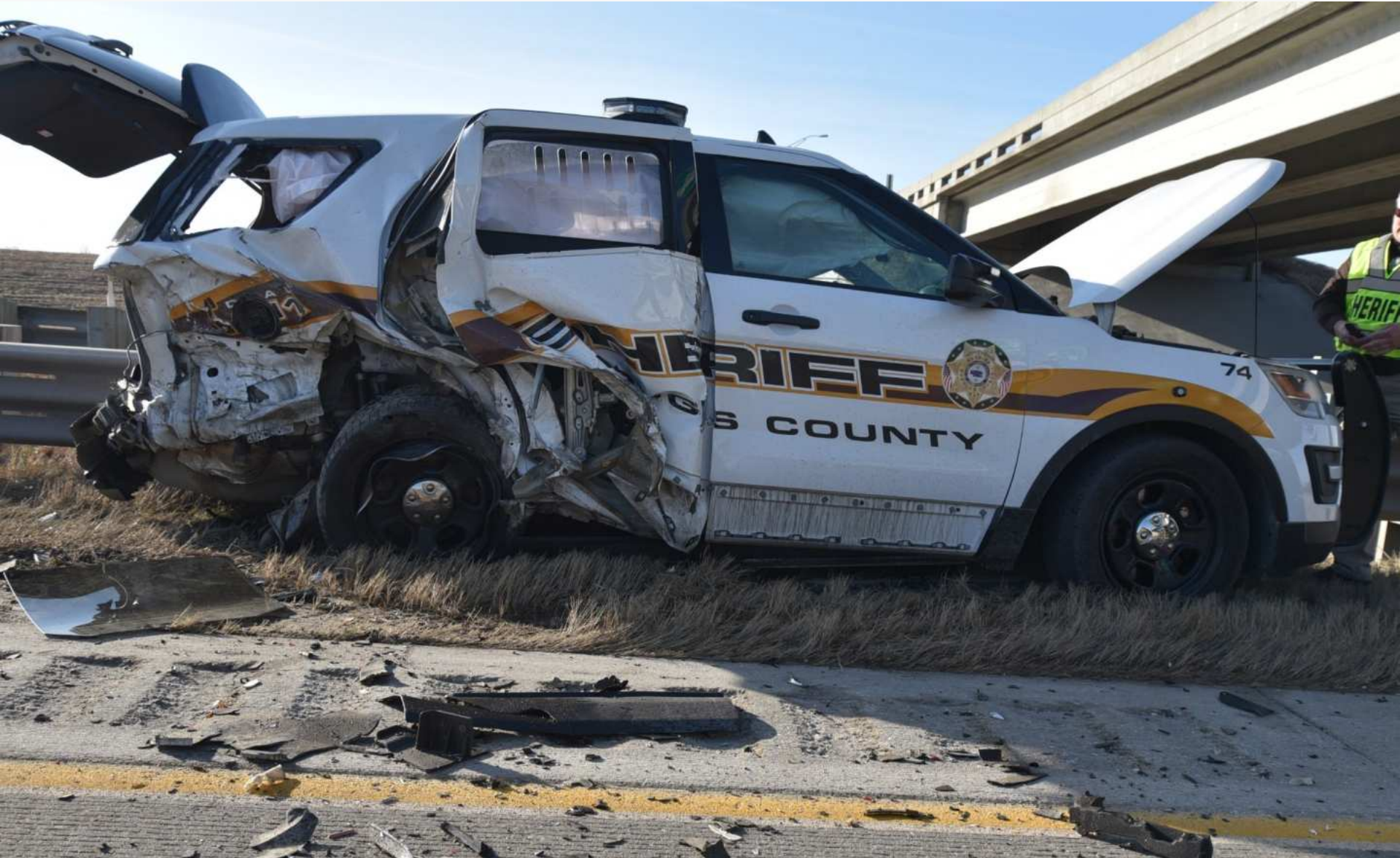


TRAFFIC INCIDENT MANAGEMENT



# Why We're Here

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# Memorandum of Understanding

## August 18, 2016

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TRAFFIC INCIDENT MANAGEMENT





TRAFFIC INCIDENT MANAGEMENT

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# NEBRASKA TIM PROGRAM

# Stakeholder Groups

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## West Central Nebraska

- Dawson
- Lincoln
- Keith



## Southeast Nebraska

- Lancaster
- Saunders
- Gage
- Cass
- Otoe





# Traffic Incident Management Exercise (TIMEX)

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# Quick Reference Guide

## DISTRICT 6 NDOT CONTACTS & SEASONAL COVERAGE MAP

Ogallala • 308-239-1699  
 North Platte • 308-510-5191  
 Lodgepole • 308-435-7230  
 Broken Bow • 308-870-0826  
 Muller • 308-546-2241



**LEGEND**

- Green: Ogallala & other areas
- Yellow: North Platte & other areas
- Orange: Lodgepole & other areas
- Red: Broken Bow & other areas
- Dark Red: Muller & other areas

## WEST CENTRAL NEBRASKA TIM



### WEST CENTRAL NEBRASKA TIM

#### RESPONDER REMINDERS

##### Vehicle Placement

- Park all emergency response vehicles in the same direction of travel as the incident.
- Keep as many lanes open as possible to minimize secondary crashes due to traffic backup.
- Look for ways to open more lanes as the incident progresses: replace responding vehicles, have operators move drivable vehicles, or push disabled vehicles.
- Place vehicles with other responders in mind (towing, medical, etc.).
- Consider a safe staging area away from incident scope.

##### Traffic Control

- Move crash vehicles ASAP in order to reopen traffic lanes.
- Call for additional traffic control support on all Intermediate or Major incidents, and most Minor incidents (see severity classifications guide).
- Use Traffic Control devices - drivers don't always know where to go based on the position of a response vehicle.
- Use standard taper lengths and buffer zones to maximize the safety of responders and passing vehicles.
- Consider a rolling roadblock for removing debris and moving abandoned / disabled vehicles.
- Remove abandoned / disabled vehicles from highway ASAP.

##### Unified Command

- Incident Commanders from law enforcement or fire should coordinate incident with other responders (i.e. NDOT, Statewide Operations Center (SOC), towing, media).
- Provide early notification to tow operator prior to official dispatch if scene cannot be immediately cleared due to extended investigation or HazMat.
- Identify staging area for media.

##### Information for Towing

- Tell what you have at the scene (cargo, debris, vehicle fluids, etc.), not what equipment is being used.
- Notify towing early. Let them stage on scene, convey how to access scene.
- Reason for tow:
  - Arrest
  - Crash
  - Impound

##### Retroreflective Clothing

- Wear it for your own safety.
- Federal Requirement (ANSI / ISEA 107 Class 2 or 3)

##### Overhead Lighting

- Turn off front-facing light when not needed.
- Turn off rear-facing lights if traffic control and/or other vehicles are in place.

##### HazMat

- Know the difference between HazMat and non-HazMat incidents.

### VEHICLE IDENTIFICATION GUIDE

<b>Passenger Cars / Light Trucks / SUV</b> Considerations: Electric, hybrid or alternative fuel	
<b>Trailers</b> Considerations: Number of axles, cargo type, hitch type Trailer types: • Tanker, Utility, RV, Horsebox, Equipment	
<b>Passenger Bus / School Bus / Motor Home</b> Considerations: Number of axles, motor location	
<b>6-Wheel Pickup / Work Truck</b> Considerations: Gas or diesel	
<b>Straight Truck / Single Unit Truck</b> Considerations: Number of axles, cargo type Truck types: • Concrete mixer, Dump Truck, Tanker, Flatbed, Delivery	
<b>Tractor-Trailer Units</b> Considerations: Number of axles, cargo type, number of trailers Trailer types: • Refrigerated, Tanker, Van, Livestock, Flatbed	

### QUICK REFERENCE GUIDE

#### SEVERITY CLASSIFICATIONS



#### TIM CONTACTS

##### STATE OF NEBRASKA

Ndot.OperationsSOC@nebraska.gov\*  
 Nebraska State Patrol Emergency Communications 308-535-8047

##### KEITH COUNTY

Keith County Emergency Communications 308-284-2011

##### LINCOLN COUNTY

Lincoln County Emergency Communications 308-535-9789

##### DAWSON COUNTY

Dawson County Emergency Communications 308-324-3011

\*Accounts not regularly monitored. Call appropriate NDOT contact.

#### SCENE CONSIDERATIONS TO REPORT TO DISPATCH:

- Access for responders
- Cargo spilled
- Injuries
- Vehicle tracks
- Fuel/gas - structures
- Work zone
- Spilled or unsecured, description of cargo
- Vehicle damage





TRAFFIC INCIDENT MANAGEMENT

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# NEBRASKA STATEWIDE TIM PROGRAM MANAGEMENT

# Statewide TIM Safety Coalition Meeting (June 2019)

## STEER IT AND CLEAR IT

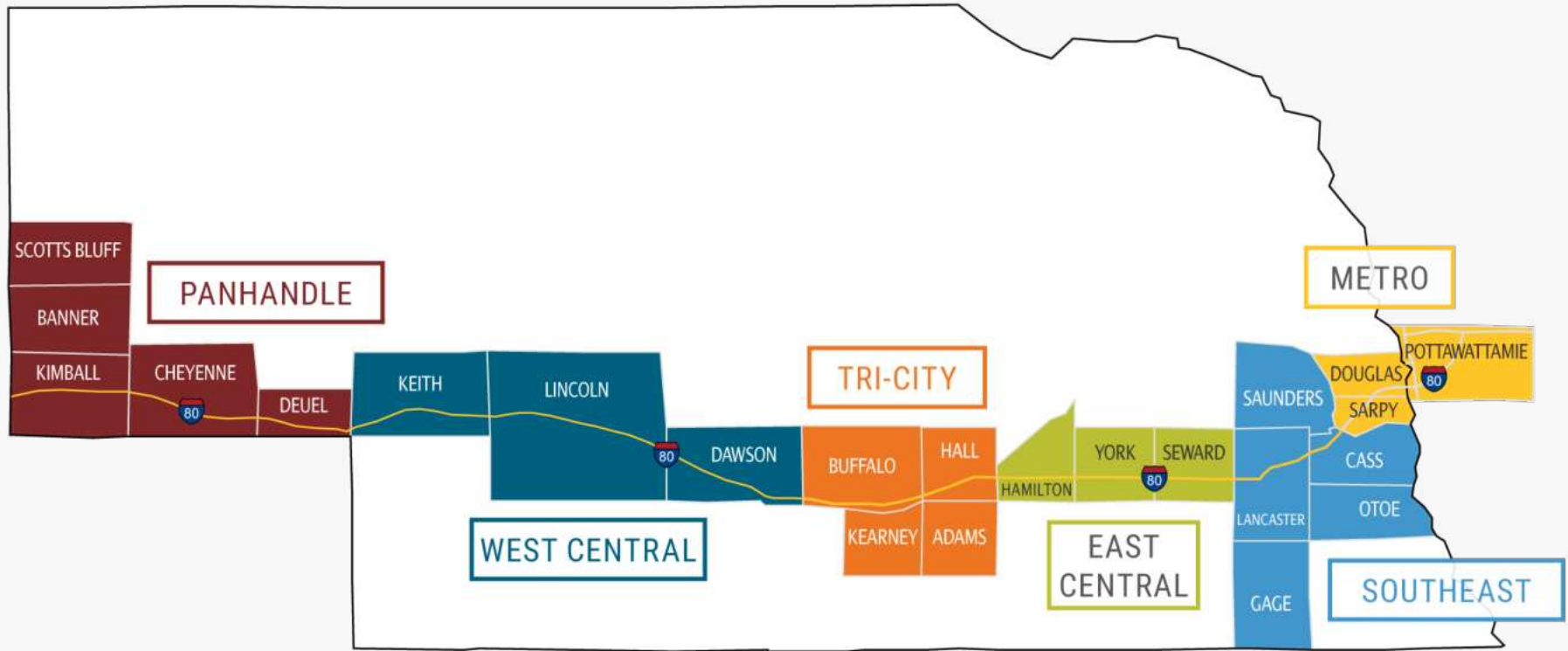


**IT'S THE LAW**






# Statewide Nebraska TIM Groups



# Responder Engagement Metrics

TIM Group	Attendees	Agencies
 <b>Panhandle</b>	26	17
 <b>West Central</b>	29	13
 <b>Tri-City</b>	38	22
 <b>East Central</b>	35	21
 <b>Southeast</b>	35	22
 <b>Metro</b>	56	31

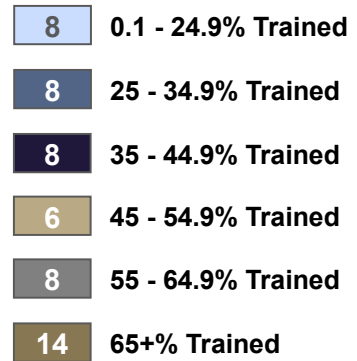
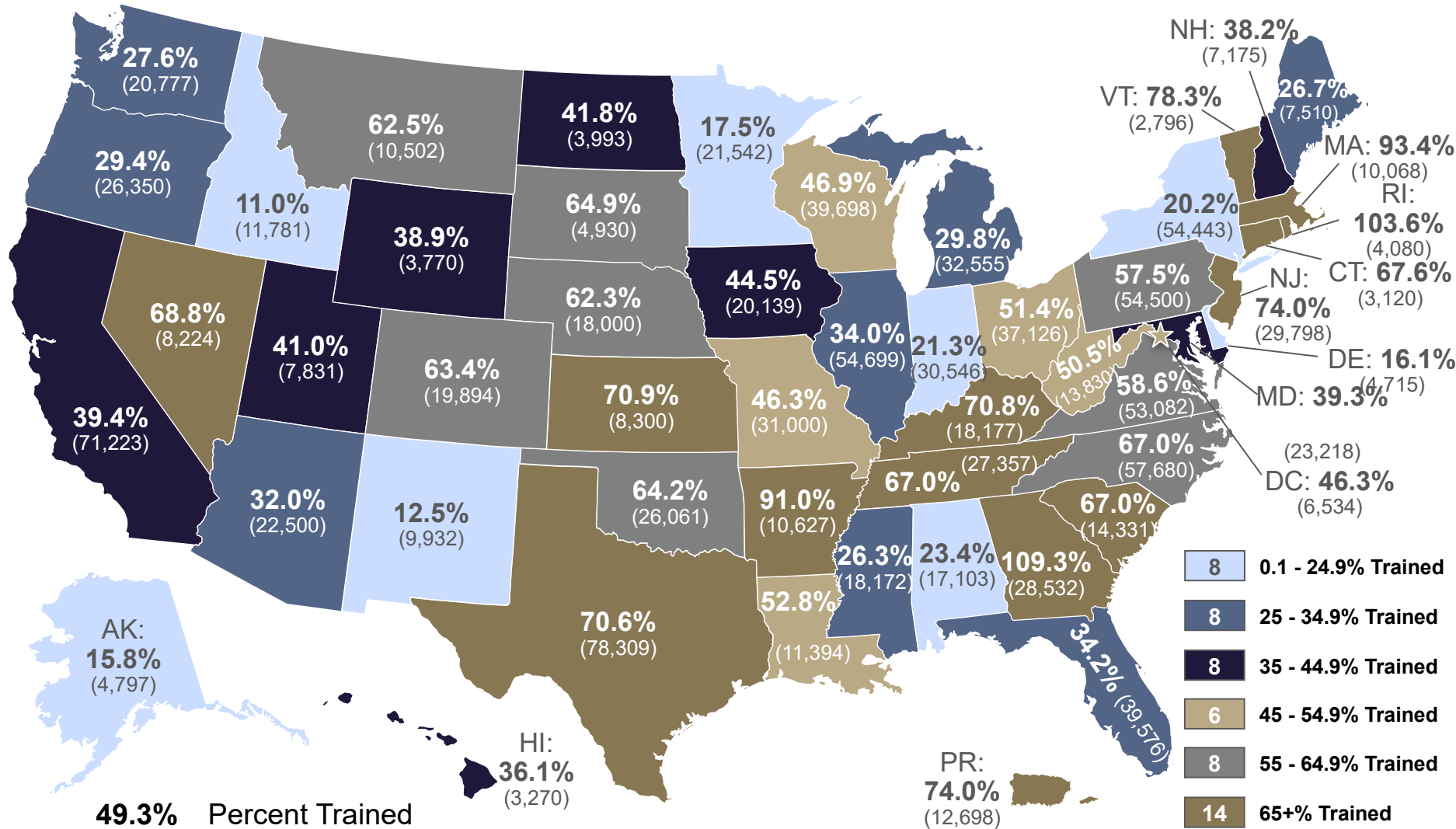
*\*Average attendance and agencies for stakeholder meetings only, June 2020 – March 2022*



# TIM Training Program Implementation Progress

## Percent Trained – Goal of 55%

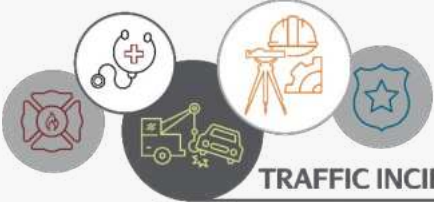
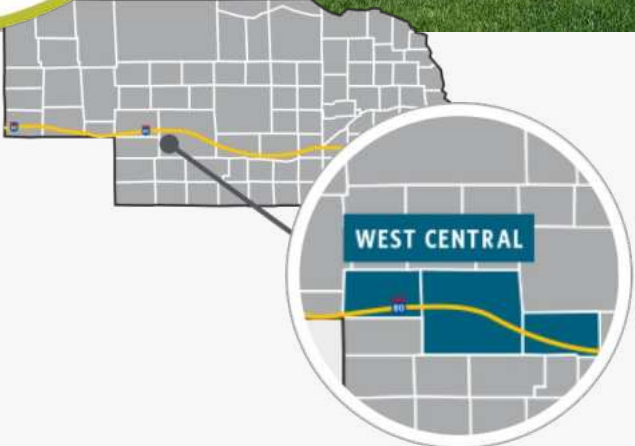
- As of March 14, 2022



# Towing Temporary Traffic Control Program



Program created in response to a West Central Nebraska TIM group request!





# News Director Partnership

## Why We're Here

- Introduction to TIM
  - Safety
  - Education & Messaging
- ## Partnering Discussion
- ## Open Discussion



### MEDIA QUICK REFERENCE GUIDE

#### SAFETY

- Wear high visibility personal protective equipment (PPE) when reporting near traffic.
- Never park on the interstate or shoulders.
- Always be aware of traffic.
- Never drive on shoulders.
- Use staging areas when provided.
- Never drive around barricades or closure points.

#### TIPS

- Check the background of live shots for potential identifiers in the debris field.
- Respect the privacy of those involved in the incident. Never film license plates, airplane tail numbers, window decals, company names, etc.
- Know local agency contacts/PHOs. They are your quickest source of information during crash investigations.
- Report progress and changes during an incident to inform the public of roadway conditions.
- Encourage quick clearance — steer it, clear it. The likelihood of a secondary crash increases 2.8% every minute following a primary crash.
- Traffic-related fatalities are a leading cause of death. Seatbelts save lives.

#### MESSAGING

- Never say "accident" — use "crash" or "incident". 94% of all crashes are caused by human error (NHTSA).
- Slow down and pay attention when driving in a work zone. Work zone changes impact traffic.
- Move over or slow down when passing an any vehicle with flashing lights on the side of the road.
- Roadway shoulders are for emergency use only. Keep shoulders clear for first responder vehicles.
- During inclement weather, don't say "Roads are dangerous". Instead, use "Conditions are dangerous."
- Driver distractions are the leading cause of most vehicle collisions and near collisions. 80% of crashes and 65% of near crashes involve some form of driver distraction (dmv.ca.gov).
- Inclement weather preparedness: plan ahead, avoid distractions, slow down, increase distance between vehicles, turn on headlights, don't use cruise control and clear your vehicle of snow and ice.
- Water over the road is a serious hazard. Never go around barricades or attempt to drive through flooded roadways.

### CONTACTS

**Nebraska Department of Transportation  
District 6 Office**  
308-535-8031

**Jeni Campana**  
*Communications, Nebraska Department of Transportation*  
402-560-9764

**Nebraska State Patrol Troop D Office**  
308-535-8047

**Cody Thomas**  
*Communications, Nebraska State Patrol*  
402-430-6196

### RESOURCES

**Nebraska 511**  
511.nebraska.gov  
@Nebraska511

**Nebraska Department of Transportation**  
dot.nebraska.gov  
Nebraska Department of Transportation  
@NebraskaDOT

**Nebraska State Patrol**  
statepatrol.nebraska.gov  
Nebraska State Patrol  
@NHSLatePatrol

NEBRASKA  
State's True History  
Department of Transportation

STATE PATROL  
NEBRASKA  
306712000

# Process Improvement: NDOT Incident Notification Process



Cheyenne/Deuel County

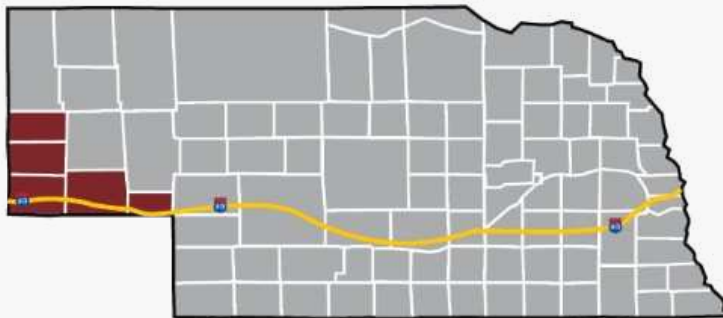


Quick NDOT incident notification

– Text message



Incorporated into existing process/CAD



# AAR PowerPoint Voiceover Training Video

## East Central Nebraska Group Traffic Incident Management Crash After-Action Review Summary



Performance Measures



Best Practices



Opportunities for Improvement



Action Items



Driving Eastbound





# Signed Memorandum of Understanding



*November 2021*



*September 2020*



# Crash Responder Safety Week



NEBRASKA

Good Life. Great Journey.

DEPARTMENT OF TRANSPORTATION

State Headquarters  
1500 Highway 2  
PO Box 94759  
Lincoln, NE 68509-4759  
Communication Office: 402-479-4512  
dot.nebraska.gov

FOR IMMEDIATE RELEASE



## Governor Ricketts Recognizes Nebraska's First Responders During National Crash Responder Safety Week

November 12, 2021 (York, Neb.) – This week, Governor Ricketts proclaimed November 8-14 as Nebraska Crash Responder Safety Week. This afternoon, the Governor will be joined with NDOT Director Selmer, Lieutenant Michael Korte and Waco Volunteer Fire Department representative, Matt Mau, to recognize Nebraska's Crash Responders.

"Nebraskans throughout the state are members of local police and fire departments, and volunteer in our communities to respond to emergencies," said Governor Ricketts. "Our first responders are our neighbors, family, and friends. They risk their lives each time they respond to help those in need following a crash. We can help too by slowing down and moving over when encountering emergency responders on the roadway."

From January to October of this year, over 50 responders nationwide have been killed when struck by a vehicle while responding to an incident on the roadway. Each of those responders was working to help those in need, while also working to help move traffic through the crash scene.

"Safety is always the number one priority for NDOT, whether it's constructing our roadways, creating awareness of safe driving, or working collectively to improve safety for our crash responders," said Director John Selmer. "We at NDOT are proud of the work we do with our partners to continue to improve clearance times, establish best practices, and find better ways to work together in the name of safety."



TRAFFIC INCIDENT MANAGEMENT

# The Future of Nebraska TIM: Safety/TSMO Culture

## THE ROAD AHEAD

### TIM Program Recommendations

Program recommendations were developed following guidance from the **FHWA TIM Self-Assessment** and **TIM National Unified Goal**.

#### Support TIM Related Public Education Efforts.

- Develop and share content related to crash prevention, incident response, what to do in a crash, TIM policies/laws and winter weather.
- Achieve a goal of 12-14 media mentions per year related to TIM/TSMO/Operations/Safety.
- Invite media and/or provide activities with local agency partners to highlight local TIM efforts.

#### Formalize Local Agency Commitments through Memorandums of Understanding.

- Facilitate executive meetings in each TIM Group area to introduce MOU language.
- Conduct 1:1 meetings with signatories to discuss TIM efforts and collect signatures.
- Deliver signed MOUs for all groups by May 2025.
- Support opportunities for official agreements beyond group area MOUs.

#### Apply TIM Performance Measure Data.

- Develop and publish a live performance measures dashboard to view data statewide.
- Review performance measure data and discuss opportunities for improvement at TIM Group meetings.
- Establish performance measure small group with statewide experts to identify goals.

#### Promote Nebraska's TIM Training Efforts.

- Work with statewide experts to refine Nebraska's TIM training and incorporate into public safety training academy curriculum.
- Develop and publish a SHRP2 training dashboard for training and performance measures data.
- Establish a Training Committee to help track, schedule and train locally and incorporate future training content.
- Continue partnering with emergency management for local TIM training and other training exercises.

#### Support Nebraska DOT's Statewide Operations Center (SOC) with the Goal of Operational Uniformity.

- Provide regular district coordination to identify communication best practices, opportunities for improvement and action items.
- Develop educational content for responders reg SOC coordinati

#### Amplify TIM Mess

- **Public:** Develop resources that j and awareness
- **Agency Trainin** space for resou
- **TIM Champion:** knowledge, loci for TIM to drive
- **All agency first** outreach and si best practices.
- **Establish state specific small representative:** associations fo

#### Establish a Posith

- Highlight TIM e DOT and Nebra example for oth
- Prioritize Nebra involvement fro leaders in local
- Demonstrate a training with a Nebraska DOT local training th State Patrol par

- Standardize TIM/TSMO reviews on all Nebraska DOT construction and design projects.
- Identify funding opportunities to support agencies' TIM needs.



#### Improve Nebraska's Self-Assessment Scores.

- Establish small groups to coordinate with statewide experts on improving topic specific opportunities for improvement.
- Invite national experts to facilitate discussions about successful TIM efforts in other states across responder disciplines.

- Raise awareness of FHWA recommendations and Nebraska's current scores by summarizing opportunities for improvement and sharing information with responders.
- Engage TIM program coordinators in Nebraska TIM Steering Committee meetings to provide stakeholder input related to self-assessments prior to FHWA submittal, training and safety funding opportunities.

## COMMUNICATION PLAN

	TIER 1	TIER 2	TIER 3
	Stakeholders	Strategic Partners	Related Interests
ORGANIZATIONS	Local Agency Management (Chiefs, Sheriffs, Captains, Directors), News Directors/ Media, Agency Trainers, Public Information Officers, Emergency Communications, Emergency Managers, Tow Owners/Operators, Statewide Operations Center	Governor, NDOT Director & Division and District Leadership, NSP Colonel & Troop Area Leadership, FHWA National & Local, TIM Steering Committee	Associations, Elected Officials, Attorneys, Private Interests, County Attorneys, Dept. of Motor Vehicles, City Administrators
TIM INVOLVEMENT	Group Area Planning, TIM Training Exercises, Stakeholder Meetings, Small Group Meetings	Program Direction, Statewide Safety Coalition Meetings, FHWA Self-Assessments	Initiative Focused Outreach, Statewide Meetings
COMMUNICATION TOOLS	TIM Responder Website/Online Resources, Meetings, Workshops, Targeted Email, Social Media, Surveys, Press Releases, Statewide TIM Proclamations, Fact Sheets, Videos, Quick Reference Guides, Trainings, Phone Calls, In-person Outreach		

**Matt Baker, NE TSMO Engineer**

[matthew.baker@nebraska.gov](mailto:matthew.baker@nebraska.gov)

**Austin Yates, IA D4 TSMO Engineer**

[austin.yates@iowadot.us](mailto:austin.yates@iowadot.us)



**TRAFFIC INCIDENT MANAGEMENT**