



U.S. Department
of Transportation
Federal Highway
Administration



TRAFFIC INCIDENT MANAGEMENT

Module 1

Level of Audience: Engineers, Project Managers, Municipal Authorities, Field Workers,
Material Analysts and General Public

Instructor:

Duration:



Acronyms

ABC	Accelerated Bridge Construction
ASCT	Adaptive Signal Control Technology
DOT	Department of Transportation
DTOP	Departamento de Transportación y Obras Públicas
DTPW	Department of Transportation and Public Works
EDC	Every Day Counts
EM	Emergency Medical
EMS	Emergency Medical Services
FHWA	Federal Highway Administration
GRS	Geosynthetic Reinforced Soil
HFST	High Friction Surfaces Treatment
HOT	High Occupancy Toll
HOV	High Occupancy Vehicle



Acronyms

IQED	Implementing Quality Environmental Documents
LTAP	Local Training Assistant Program
PA	Programmatic Agreements
PBES	Prefabricated Bridge Elements Systems
ROW	Right of Way
TIC	Traffic Incident Communications
TIM	Traffic Incident Management
USVI	United States Virgin Island
WMA	Warm Mix Asphalt



Learning Outcomes

1. Define the Puerto Rico Transportation Technology Transfer Center.
2. Define the Every Day Counts Initiative.
3. Discuss the Every Day Counts 2 Initiatives.
4. Define the term Traffic Incident Management
5. Establish the need of a Traffic Incident Management



Puerto Rico Transportation Technology Transfer Center

Excellence in Training Professionals in Transportation



Benjamín Colucci, PhD, PE, JD
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Director and Prolocutor

Decade of Action for Road Safety: 2011-2020





Our Center

- Established in 1986
- Civil Engineering Department, University of Puerto Rico at Mayagüez
- Sponsors:
 - Local Technical Assistance Program (LTAP)
 - Department of Transportation and Public Works (DTOP)
 - Virgin Islands Department of Public Works





Objectives

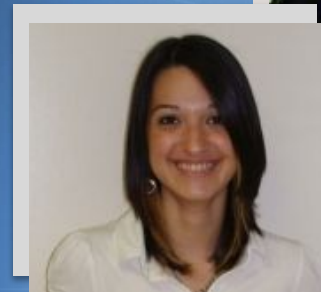
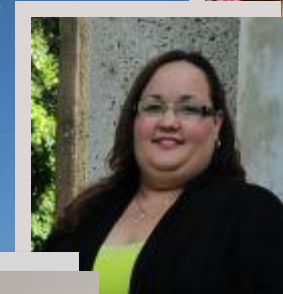
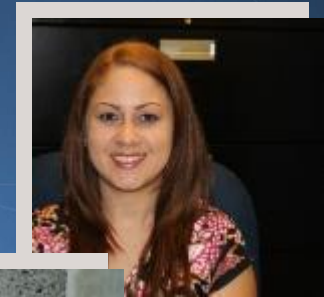
- Provide technical assistance to municipalities and local transportation agencies.
- Provide information in the planning, design, construction, maintenance and operation of transportation facilities.





Resources

- Office Space - 1,200 feet²
- Personnel
 - Director, Benjamín Colucci
 - Training Manager, Gisela González
 - Administrative Coordinators
 - Mrs. Grisel Villarrubia
 - Mrs. Irmalí Franco
 - Ms. Adlin Santos
 - Students





Resources

- Technical Support
 - University professors specialized in different areas
 - Private sector instructors
 - Instructors from other centers in United States
- Specialized Equipment
- Audiovisual Equipment
- Computer Software's





Activities

- Bilingual Newsletter - “*El Puente*”
- Technical Information Services
 - Technical Library/Audiovisual
- Computer Software’s
- Postal Address/Electronic List
- Web site:
<http://www.uprm.edu/prt2>
- Special Projects





Technical Seminars

- Surveying
- Environmental
- Highway Capacity
- Urban Congestion
- Quality Control
- Drains
- Parking
- Gabions
- Pavements



Technical Seminars

- Pavement (Design and Maintenance)
- Safety in Construction Zone
- Highway Safety
- Traffic Engineering
- Geographic Information Systems
- Soil



Seminars in Other Areas

- Legal and Ethical Issues
- Basics Management Concepts
- Basic Statistics Concepts
- Introduction to Computer Use
- Practical Guidelines for the Development of Technical Writings in English and Spanish
- Using Computer Programs (Auto CAD, Electronic Computation Sheets, Database, Word Processors)



Additional Information...

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<http://www.uprm.edu/prt2>

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EDC INITIATIVES

Instructor:



Introduction

- The Every Day Counts (EDC) Initiative is an FHWA national program designed to identify and deploy innovation in strategic areas aimed at
 - ✓ shortening project delivery,
 - ✓ enhancing the safety of our roadways, and
 - ✓ protecting the environment.



EDC and the 4 i's

1. Innovation
2. Ingenuity
3. Invention
4. Imagination

- The coverage of the EDC national program includes the 50 states, D.C., Puerto Rico and the USVI.



The Role of Puerto Rico Transportation Technology Transfer Center in the EDC Initiatives

1. Assisting in the EDC Implementation Plan of the Department of Transportation and Public Works (DTPW) of the Government of Puerto Rico.
2. Serving as a technical oversight of each EDC
3. Assisting in the development of training modules.
4. New training resources
5. Participated in the Safety Edge Shoe training entitled “Hands on training” held in Ocala, FL, June 2011.
6. Incorporated FHWA Dwight David Eisenhower Summer Interns from UPRM and Purdue University in research projects at different stages of the EDC initiatives.



(9) EDC Initiatives Currently being Implemented in Puerto Rico and the USVI

1. Warm Mix Asphalt (WMA)
2. Safety Edge*
3. Geosynthetic Reinforced Soil (GRS)
4. Prefabricated Bridge Elements Systems (PBES)
5. Adaptive Signal Control Technology (ASCT)
6. Enhanced Technical Assistance on Stalled EISs
7. Flexibilities in ROW *
8. Flexibilities in Utility Relocation
9. Design Build (D-B)



* EDC initiatives also applicable to USVI.



Fourteen (14) Every Day Counts 2 Initiatives (2013)

1. Intelligent Compaction and Construction*
2. Programmatic Agreements (PA's)*
3. Accelerated Bridge Construction (ABC) /Prefabricated Bridge Elements and Systems (PBES)*
4. Implementing Quality Environmental Documents (IQED)
5. National Traffic Incident Management Training (TIM)*
6. High Friction Surfaces Treatment (HFST)*
7. 3D Engineered Models for Construction*
8. Intersection and Interchange Geometrics*
9. Alternative Technical Concepts
10. Construction Manager/General Contractor
11. Design Build
12. First Responder Training
13. Geospatial Data Collaboration
14. Locally-Administered Federal Aid Projects

* EDC initiatives also applicable to USVI.



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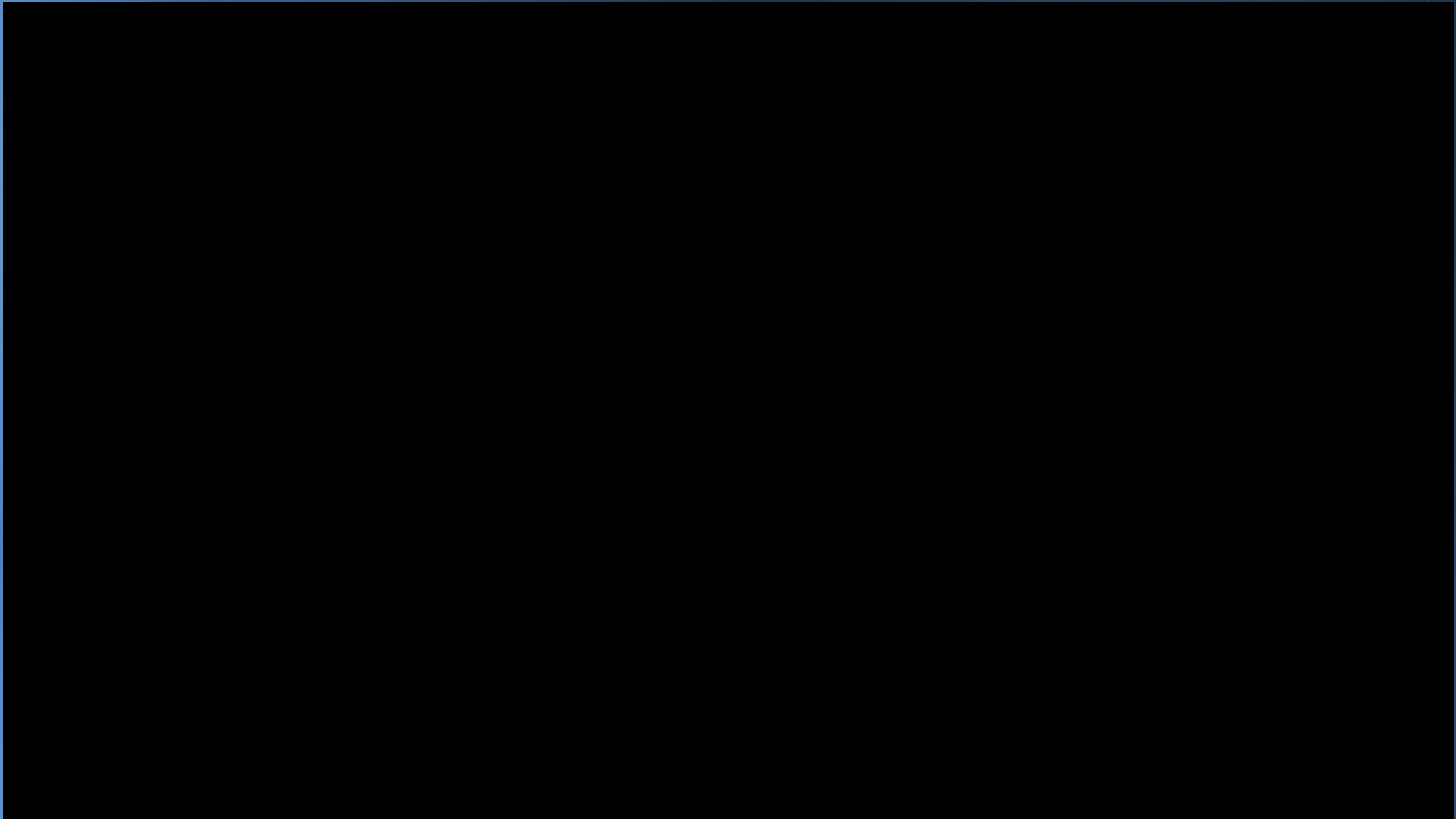


Traffic Incident Management (TIM)

Instructor:



Manage to Survive: Traffic Incident Management for First Responders





Introduction

- Engineers have been working along with the private sector, in order to establish programs that safely and efficiently reduce traffic incidents in our highways.
- In response to that cause, it was created what is known today as Traffic Incident Management (TIM) with the purpose of creating a joint effort between program managers and field-level practitioners to:
 - Collect data
 - Document findings
 - Distribute good practices
 - Present lessons learned,
 - Establish steps for implementing, improving, and expanding TIM



Background

- According to statistics, the roads have become more safer for every one. On 2010 the road became safest since 1949.
- Almost 25 % fewer motor vehicle fatalities occurred in 2010 compared to 2005 statistics.
- About 40 % fewer fatalities occurred in 2010 compared to the all-time high of the 1970s.





Background (cont.)

- Today's vehicles include more advanced safety features while roads are designed and improved with countermeasures intended to mitigate the effects of crashes.
- Seat belt use has climbed, and laws addressing impaired driving have been strengthened considerably
- Educational campaigns have increased the awareness among drivers about the behaviors that contribute to crashes.





Background (cont.)

- Each year, due to the absence of an established incident management, dozens of emergency responders, highway workers, and tow operators are killed while responding to traffic incidents.
- Countless are injured or experience near-miss situations, because of the unexpected slowing, stopping, or distraction caused by the primary crash scene.





What are Traffic Incidents?

“Traffic incidents include just about anything that happens on or near a roadway that affects traffic. No matter the type of traffic incident – it is likely to cause delay or create an unsafe situation for other people on the road.”





Anatomy of a Traffic Incident

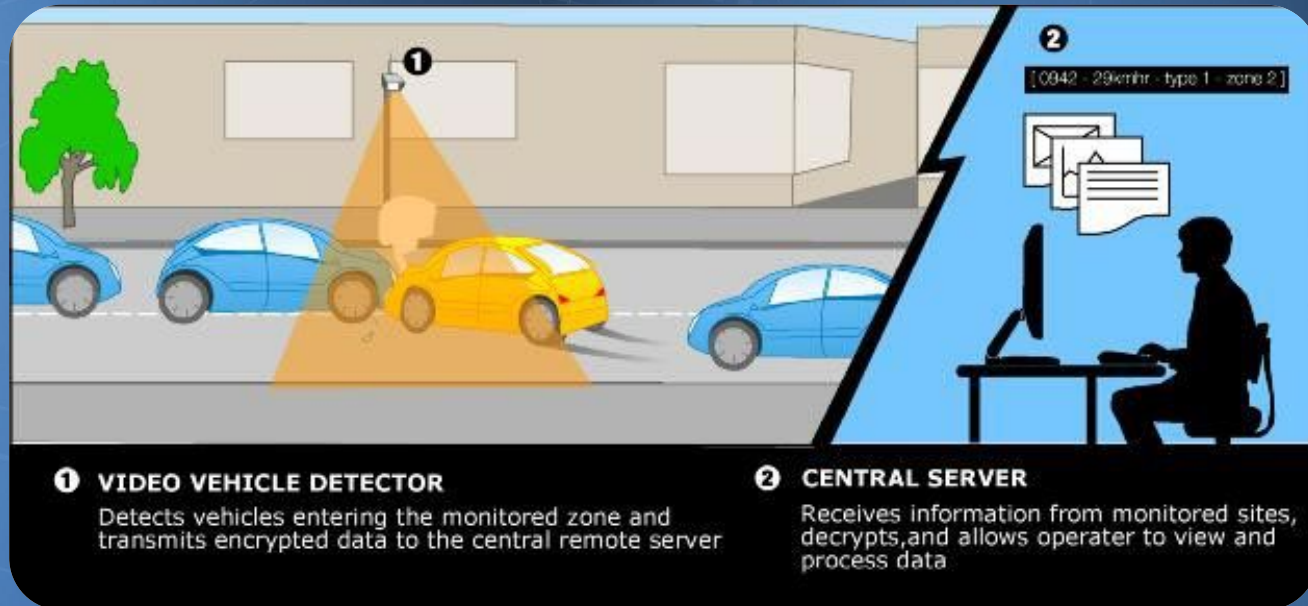
- Traffic incident must be responded sequentially to prevent loss of information, delays, lack of resources and the lack of coordination during any phase during the incident duration.
- Typically, the sequential response is:
 - Detection of incident that occurred
 - Notification of incident location and sufficient information
 - Responder dispatch
 - Roadway clearance
 - Recovery





Anatomy of a Traffic Incident (cont.)

- Prompt incident detection, notification, verification, and responder dispatch reduce incident duration.
- Improved communication and coordination among traffic incident responders also reduces incident duration.





Incident Estimates by Year

Year	Crashes	Disabled Vehicles	Total Incidents
2005	6,159,000	6,208,836	12,367,836
2006	5,973,000	6,521,364	12,494,364
2007	6,024,000	5,981,166	12,005,166
2008	5,811,000	9,318,167	15,129,167
2009	5,505,000	7,464,019	12,969,019
2010	5,419,000	8,334,915	13,753,915



Traffic Incident Management

- It consists of a process for detecting incidents in a coordinated and effective way to respond and address the traffic incident so that traffic flow may be restored as safely and quickly as possible.
- An Effective and well coordinated TIM:
 - Reduces the duration
 - Lowers impacts of traffic incidents
 - Improves the safety of motorists, crash victims and emergency responders



iTIM Quick Response!







Benefits of TIM

- Congestion Relief
- Economic Savings
- Energy Conservation and Environmental
- Public Health and Safety
- Reduced Mortality





Benefits of TIM (cont.)

- Reduced Patient Morbidity
- Reduced Public Safety Personnel Requirements
- Increased Responder Safety
- Increased Customer Satisfaction





Objectives

- Improve Responder & Motorist Safety
- Safe and Quick Clearance
- Prompt & Reliable Incident Communications
- Recover traffic mobility
- Create awareness and education
- Establish a cooperative partnership between responders



Responder Safety Strategies

- Recommend practices for responder safety and traffic control at incident scenes.
- Move over/slow down lanes
- Driver training and awareness





Safe, Quick Clearance Strategies

- TIM partners should develop and adopt multidisciplinary TIM procedures
- TIM partners should commit to achievement of goals for traffic response and clearance times
- 24/7 availability of TIM responders and resources





Prompt, Reliable Incident Communications Strategies

- Multidisciplinary Communications Practices and Procedures
- Prompt, Reliable Responder Notification.
- Interoperable Voice and Data Networks.
- Broadband Emergency Communications Systems
- Prompt, Reliable Traveler Information Systems.
- Partnerships with News Media and Information Providers.



TIM Resource Management

TIM resource management relies on the utilization of appropriate:

- Personnel who are best qualified for the various tasks
- Equipment by function
- Technology capable of supporting various on-site resource tasks
- Technology capable of reducing the overall resources required through reduced redundancy across disciplines.



TIM Training

1. To teach responders to work together efficiently so that the scene can be cleared more quickly.
2. To teach all responders how to be safer when working on or near roadways.
3. To emphasize that reducing exposure increases safety.





Information Sharing for TIM

- Critical for safe, quick, and appropriate efforts
- It has a direct correlations to safety and mobility
- Successful information sharing between TIM responders facilitates resource identification, response coordination, and information dissemination.





Information Exchange by Public and Private Responders

- Incident response activities are interdependent and responders must agree to basic task definitions, lines of authority, organizational issues, and assignments of responsibility.
- Four broad categories of information exchange are:
 - Face-to-Face
 - Remote Voice
 - Electronic Text
 - Other Media and Advanced Systems



Information Collection and Distribution Practices that Maximize Safety and Facilitate Quick Clearance

- Vital for effective incident response, better information collection practices improve response efforts by ensuring that proper equipment and resources are available. Better information dissemination allows motorists to make better travel decisions.
- Overall incident impacts are reduced through use of:
 - Integrated response
 - Automation or technology
 - Strong relationships
 - Shared command
 - Definition of roles and responsibilities
 - Debrief sessions



Information Collection

- Incident details are needed for effective, efficient response and traffic management.
- It can be collected by on-scene personnel, ITS field devices, computer aided dispatch, or a combination of these elements.
- It must then be shared between agencies that handle various response components to realize improvements in overall safety and operations.



Information Dissemination

- Responders must share and disseminate incident information between themselves and with the motoring public.
- With greater automation and integration, they can provide the most accurate, reliable, and timely information available as incident congestion conditions change.
- Is most effective when a centralized location is used as an information clearinghouse for response efforts. This reduces redundant notifications, improves accuracy, and keeps on-scene responders from being distracted



TIM Training and Debriefings

- It allows responders to share knowledge on practices and techniques.
- It can be an effective forum for discussions to gauge current TIM performance and establish strategies for:
 - Training to meet and exceed performance expectations.
 - On-scene operations
 - Response protocols
 - Communications





Performance Measurement and Continuous Improvement Best Practices

- To monitor and measure TIM strategy effectiveness is essential to continue evaluating the progress and identify any room for improvement.
- There are two specific objectives that place emphasis on communications measurement and improvement, and require well-rounded relationship between response agencies and a strong commitment to the TIM program:
 1. Improve communications between responders and managers
 2. Provide timely, accurate, and useful traveler information



Prompt Reliable Incident Communications

- Traffic incident responders should develop and implement standardized multidisciplinary Traffic Incident Communication (TIC) practices and procedures.
- All traffic incident responders should received prompt, reliable notification of incidents.
- TIM stakeholders should work together to develop interoperable voice and data networks and to reduce barriers to integrated broadband emergency communications systems.
- TIM partners should encourage more prompt and reliable traveler information systems that will enable drivers to make arrangements to reduce traffic flow.
- TIM partners should actively join/partner with news media and service providers to provide reliable information to the public.



TIM Challenges & Opportunities

1. Coordination

- Challenge – Responder groups do not have a history of coordination
- Opportunity – Regular coordination can improve incident response, save time and lives

2. Institutionalization and Sustainability

- Challenge – Institutionalization encourages cooperation
- Opportunity – Leadership can empower responders



TIM Challenges & Opportunities (cont.)

3. Consistency

- Challenge – Move over or slow down
- Opportunity – Promote but don't mandate consistency

4. Public Awareness

- Challenge – TIM and responder safety laws cannot be effective without public awareness
- Opportunity – Changing driver behavior takes time, but can be achieved through effective marketing and education



TIM Challenges & Opportunities (cont.)

5. Quick Clearance Education

- Challenge – Ingrained practice conflict with new quick clearance procedures
- Opportunity – Educate relevant communities about the benefits of quick clearance.

6. Conflicting Priorities

- Challenge – Different priorities, common goals
- Opportunity – Competition to collaboration



State's Laws & Policies for Incident Clearance

1. Move Over Laws:

- Require drivers approaching a scene where emergency responders are present to either change lanes when possible and/or reduce speed.
- It supports incident scene by :
 - Providing additional protection for incident responders and motorists at the incident scene,
 - Allowing safe traffic movement around or past the incident scene to aid in overall congestion recovery,
 - Reducing secondary crashes,
- States with authority removal laws include:
 - Tennessee
 - Florida
 - North Carolina
 - Wisconsin
 - Minnesota
 - South Carolina



State's Laws & Policies for Incident Clearance

2. Driver Removal Laws,

- Require that vehicles involved in typically minor traffic incidents – with no apparent physical injury and/or minor property damage – be moved out of the travel lanes to a safe location where drivers can exchange information and/or wait for law enforcement assistance.
- States with driver removal laws include:
 - Florida
 - Connecticut
 - Arizona



State's Laws & Policies for Incident Clearance

3. Authority Removal Laws,

- Clarify the authority and responsibility of pre-designated public agencies to clear damaged or disabled vehicles and spilled cargo from the roadway to prevent the occurrence of secondary incidents and to allow normal traffic flow to resume.
- States with authority removal laws include:
 - Tennessee
 - Rhode Island
 - Utah
 - Oregon
 - Virginia



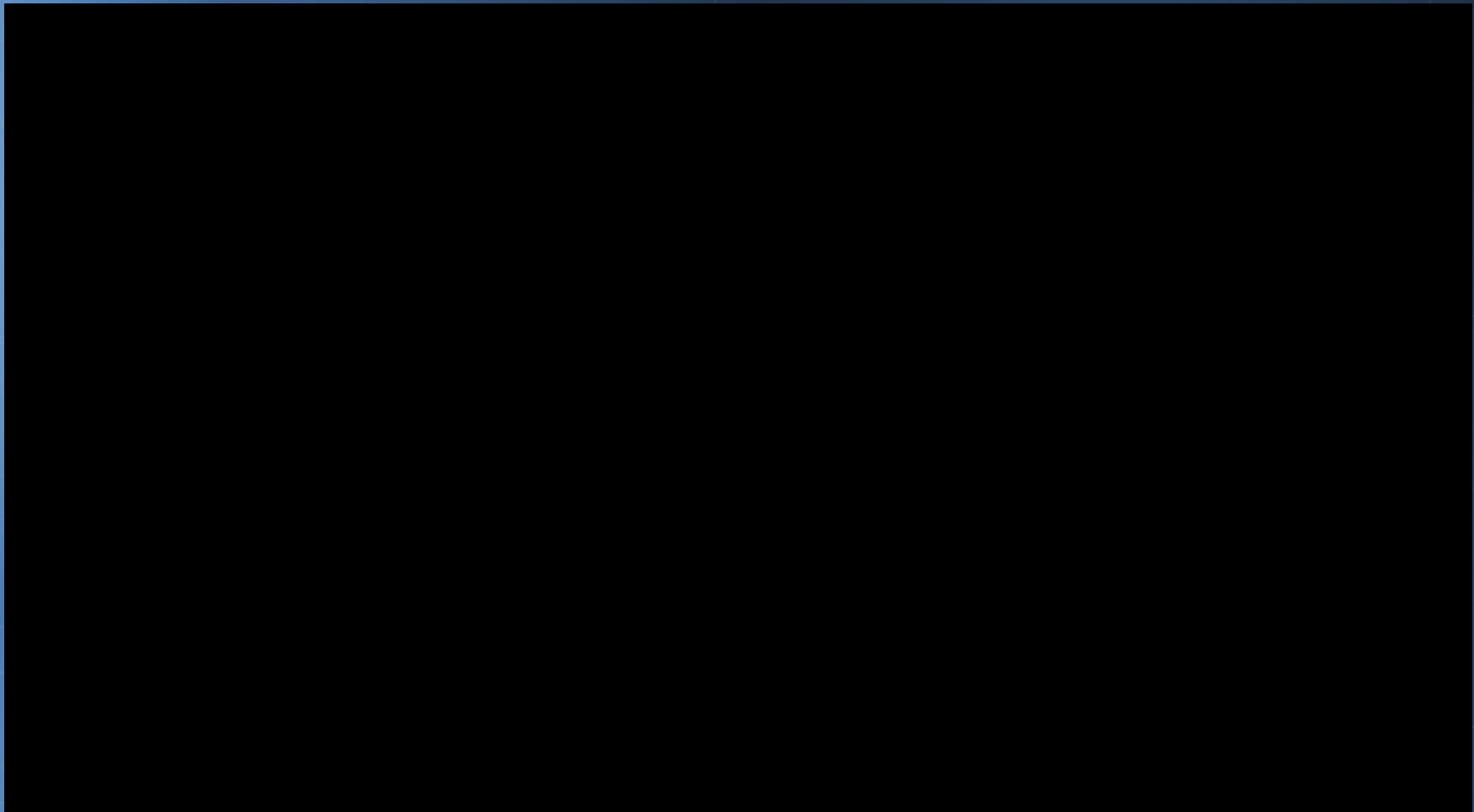
State's Laws & Policies for Incident Clearance

4. Open Roads Policies

- It states the agencies to remove vehicles, cargo, and debris from roadways with the intention of restoring safe, orderly traffic flow after motor vehicles crashes.
- It define agency responsibility for incident response
- States with open roads policy includes:
 - Florida
 - Georgia
 - Maryland
 - Tennessee
 - Washington



Slow Down Move Over





Tim Responders

Partners that work as a team to respond safely and quickly:

- Law Enforcement
- Fire and Rescue
- EMS Responders
- Transportation
- Public Safety Communications
- Emergency Management
- Towing and Recovery
- Hazardous Materials Contractors
- Traffic Information Media



TIM Responders: Law Enforcement

- Secure the incident scene
- Provide emergency medical aid until help arrives
- Safeguard personal property
- Conduct accident investigations
- Serve as incident commander
- Supervise scene clearance
- Assist disabled motorists
- Direct traffic





TIM Responders: Fire And Rescue

- Suppress fires
- Provide emergency medical care
- Serve as incident commander
- Provide initial HAZMAT response and containment
- Rescue crash victims from contaminated environments
- Rescue crash victims from wrecked vehicles
- Arrange transportation for the injured
- Provide traffic control until law enforcement or DOT arrival





TIM Responders: Emergency Medical Services (EMS)



- Provide advanced emergency medical care
- Determine destination and transportation requirements for the injured
- Coordinate evacuation with fire, police and ambulance or airlift
- Serve as incident commander for medical emergencies
- Determine approximate cause of injuries for the trauma center



TIM Responders: Transportation

- Assist in incident detection and verification
- Initiate traffic management strategies on incident impacted facilities
- Assist motorist with disabled vehicles
- Provide sand for absorbing small fuel and anti-freeze spills





TIM Responders: Transportation (cont.)

- Provide special equipment clearing incident scenes
- Determine incident clearance and roadway repair needs
- Establish and operate alternate routes
- Serve as incident commander for clearance and repair functions
- Repair transportation infrastructure



TIM Responders: Public Safety Communications



- 911 call takers and dispatchers route emergency calls to appropriate dispatch.
- In some areas, all public safety emergency calls are handled in one joint center with call takers sending calls to appropriate agency dispatch depending on the nature of the call.



TIM Responders: Emergency Management (EM)

- Agencies whose duties are to plan for and coordinate multi-agency response to large-scale emergencies.
- EM agencies maintain lists of the location of many public and private sector resources that might be needed in a major emergency.





TIM Responders: Towing And Recovery



- Recover and remove vehicles from incident scene
- Protect victims property and vehicles
- Remove debris from the roadway
- Provide other services, such as traffic control, as directed or under contract



TIM Responders: Hazardous Materials Contractors

- Hired by emergency or transportation authorities to clean up and dispose of toxic or hazardous materials.
- Most common engine fluid spills can be contained and cleaned up without calling hazardous materials contractors.





TIM Responders: Traffic Information Media

- Primarily private sector companies that gather and disseminate traffic condition information.
- Primary source of information for commercial radio traffic broadcasts, the most common source of traffic information to motorists.





Traffic Control

- Element of scene management that:
 - Secures the area
 - Protects motorists
 - Allows responders to safely deploy the necessary actions.





Traffic Control (cont.)

- A traffic control set-up may use various types of devices and configurations within the zone. For example:
 - Personal Protection Gear
 - Vehicle Lights and Flares
 - Arrow Panels
 - Changeable Message Signs
 - Shadow Vehicles
 - Signs
 - Highway Advisory Radio
 - Traffic Cones and Barricades
 - Emergency Vehicles



Hazardous Material Spills

- Hazardous material spills are a unique challenge to TIM.
- Responders face the challenges of a traffic incident while dealing with chemical hazards, environmental impacts and the needed safety requirements to work with the hazardous materials





Hazardous Material Spills (cont.)

Practices for a hazardous materials cleanup are the following:

- Using quick cleanup techniques by properly trained & certified responders
- Proper tools and materials necessary to facilitate the safe cleanup and storage for proper disposal of these materials
- Implementing quick containment procedures to control the spills from infiltrating water resources



Hazardous Material Spills (cont.)

- Hiring pre-designated private response contractors to handle spills
- Improve coordination and preparedness efforts between responder resources
- Establish formal written policies regarding the responsibilities and roles of the various responders in hazardous materials cleanup



Construction & Maintenance Work Zones

- Work zones provide unique challenges to responders, including reduced access, narrowed lanes, minimal refuge locations, physical barriers, and reduced sight distances.
- Work zone elements can violate driver expectancy in addition to reduction of roadway capacity.





Scene Safety Survival Basics

- Never trust moving traffic
- Wear retro-reflective safety vests or retro-reflective clothing while working on the incident scene.
- Use fire apparatus as a shield to protect the incident scene.
- Place ambulances downstream of blocking fire apparatus.
- Stage additional ambulances away from the incident scene.





Scene Safety Survival Basics (cont.)

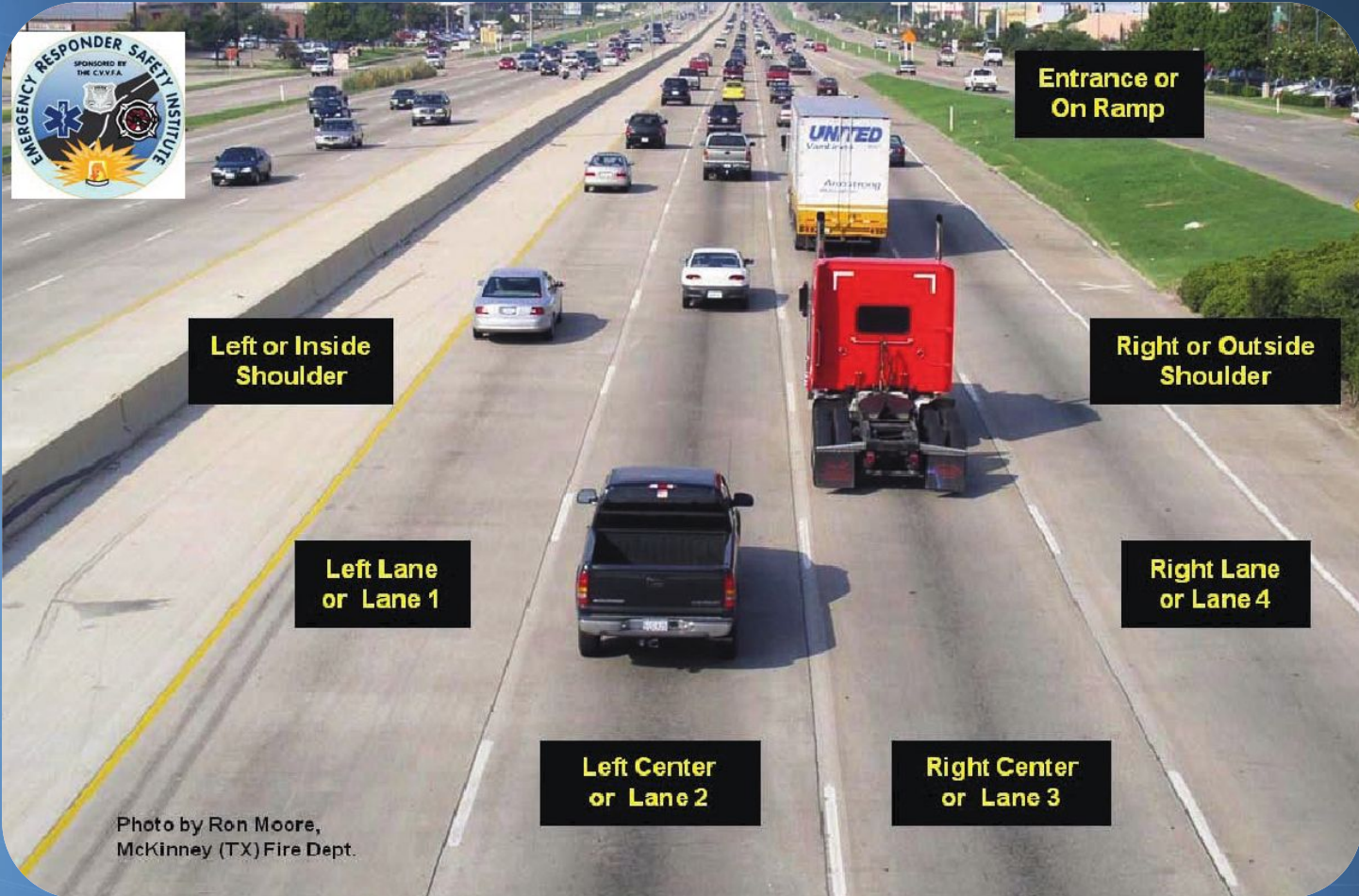


- Minimize the use of emergency lights at night on the scene.
- Ask law enforcement officers on the incident scene to take an active role in traffic control and scene protection.
- Close the minimum number of traffic lanes while assuring responder safety.
- Clear the scene as soon as possible after patients have been removed and hazards are controlled.
- Beware of the danger of secondary collisions that will propel vehicles into the incident scene.



Lane Designation

Provided by the Emergency Responder Safety Institute





Lane Designation (cont.)

- When roadways have more than 3 lanes in any one direction, the lanes shall be identified and labeled with numbers, starting with the far left lane.
- When using lane numbers, the far left lane shall be called “Lane 1”. Each lane to the right is numbered sequentially 2 through n.
- Shoulders should be identified using “right/left” and/or “inside/outside” and the term “shoulder”; The left shoulder is the inside shoulder and the right shoulder is the outside shoulder. (i.e. inside (or left) shoulder, southbound interstate 75)



Lane Designation (cont.)

- Responders should also indicate the relative direction of travel along with other incident location detail and any specific position assignments.
 - Example: an incoming unit might be told to safe park or “block upstream of the incident in Northbound (NB) Highway 75 Lane 3 and right shoulder”.
- Separated, high occupancy vehicle (HOV) or high occupancy toll (HOT), car pool, or bus only lanes that are physically separated shall be designated as HOV1 northbound (NB),
- The term “upstream” is defined as before the incident point or area. The term “downstream” is defined as past or beyond the incident point or area when facing in the direction of traffic flow



Recommendations

- Develop a comprehensive database that tracks accidents involving emergency vehicles and any resulting injuries/deaths to responders and civilians.
- Limit speeds to 10 mph above the posted speed limit under any circumstances
- Adopt a zero tolerance alcohol policy and enforce a 8-hour time between alcohol consumption and work



Recommendations (cont.)

- Equip all vehicles with appropriate traffic control and safety equipment
- Ensure all traffic channelizing devices meet applicable standards
- Ensure flaggers are properly trained and meet qualifications
- Require members to wear highly reflective safety equipment or vests whenever they operate in the roadway.



Recommendations (cont.)

- Extinguish forward facing emergency vehicle lighting, especially on divided roadways.
- Establish an adequate sized work zone
- Develop a formal TIM information sharing method between public safety and transportation agencies.
- Ensure adequate training on roadway hazards and safety procedures for responders



Recommendations (cont.)

- Actively seek opportunities to educate the public on the hazards of approaching emergency scene using all available media
- Designate a safety officer for all incidents on the roadway
- Develop multiagency SOPS and pre-incident plans that include all agencies that may operate at a roadway incident.



FAQ's

What is Traffic Incident Management?

- *Traffic Incident Management (TIM) is a planned and coordinated program process to detect, respond to, and remove traffic incidents and restore traffic capacity as safety and quickly as possible.*

Who is involved in Traffic Incident Management?

- *Traffic Incident Management is a planned and coordinated program process to detect, respond to, and remove traffic incidents and restore traffic capacity as safety and quickly as possible. This coordinated process involves a number of public and private sector partners.*



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TRAFFIC INCIDENT MANAGEMENT

FAQs
Instructor:



FAQ's

What is FHWA doing to promote and enhance coordination for Traffic Incident Management?

- *FHWA focuses on promoting and enhancing coordination in three primary areas:*
 - *Regional and Statewide Programs and Institutional Coordination*
 - *On-Scene Traffic Incident Management Operations*
 - *Integrated Interagency Communications*



FAQs

What are the differences between Traffic Incident Management, Incident Command and Emergency Management

- *TIM is that set of actions and procedures taken by multiple agencies and private sector partners acting cooperatively in a coordinated manner to prepare for and quickly and safely detect, respond to and remove traffic incidents and then to effectively address their lingering effects on traffic flow and safety.*
- *ICS is the command and control structure for the effective management of personnel and equipment resources during an incident.*
- *EM is a general term that describes public safety agencies as well as the set of practices and procedures used in response to an emergency incident. There are also Emergency Management agencies at the state and local level that are tasked with the planning and preparation for major natural and man-made emergencies.*



FAQs

How can effective Traffic Incident Management strategies and procedures help in a major emergency?

- Major emergencies happen infrequently, but in order to ensure efficient and effective response, much mutual planning, preparation and training are required of the responding parties. Traffic incidents happen frequently and differ from major emergencies primarily in scale. The responding partners are the same, especially for larger traffic incidents. Safe and effective coordinated multi-agency actions taken to quickly clear traffic incidents depend upon a high degree of institutional and technical coordination and cooperation among a large number of agencies and private sector responding parties. The better prepared public safety, transportation and private sector partners are to effectively responding to and resolving traffic incidents the better prepared they will also be to handling major emergencies when they occur.*



Review: Learning Outcomes

1. Define the Puerto Rico Transportation Technology Transfer Center.
2. Define the Every Day Counts Initiative.
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4. Define the term Traffic Incident Management
5. Establish the need of a Traffic Incident Management



References

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- National Highway Institute (NHI) Courses: Managing Traffic Incidents and Roadway Emergencies: Learn more about NHI Courses 133048 and 133048A <<http://www.nhi.fhwa.dot.gov/home.aspx>>
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Acknowledgement

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End of Module

