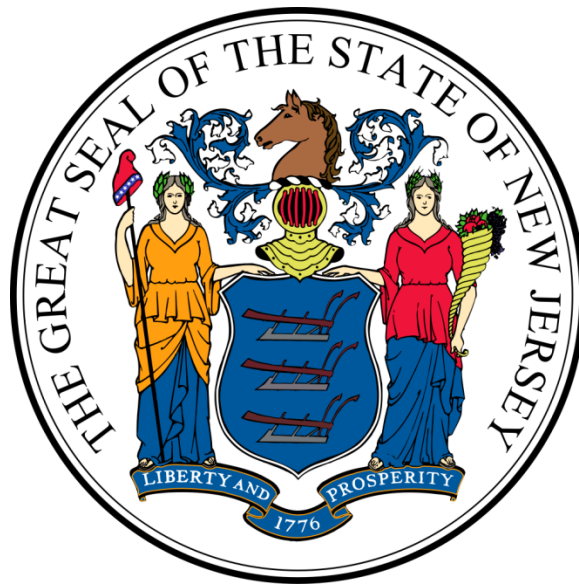


**State of New Jersey**

# **Traffic Incident Management Strategic Plan**

**Executive Summary**



**Endorsed by the  
New Jersey Statewide TIM Steering Committee**

**Date: January 2015**

## Purpose

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The purpose of this Strategic Plan is to provide a framework for agencies to organize and conduct current and future TIM efforts, and to evolve these efforts into a formal long-term sustained program. It should be noted that this Plan was designed for use on limited access highways; nevertheless, this guidance can also be applied to local roads and jurisdictions. While the primary focus of the TIM Program is managing traffic incidents, the same coordination and communication lessons are essential to successfully manage large-scale emergencies, such as severe weather, national security threats, and special events (e.g., sporting, entertainment, political, tourist, etc.).

The New Jersey Statewide TIM Steering Committee supports this Strategic Plan so that TIM stakeholders will have guidelines in place that outline the essential components and improvements needed to move forward in the future and maintain a robust TIM program. The topics of the Plan include:

- TIM Plan Purpose
- Members of the TIM Steering Committees
- TIM Program Objectives
- TIM Process
- Roles and Responsibilities of TIM Stakeholders
- Current TIM initiatives in New Jersey
- Training
- TIM Action Plan

## TIM Steering Committee

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Over the years, New Jersey has earned its reputation of being a leader in TIM due to supportive individuals and partner agencies across the state. NJDOT is now taking an additional step by leading an effort to formalize a New Jersey Statewide TIM Program. To guide the advancement of the TIM Program, a New Jersey Statewide TIM Steering Committee was formed. The committee consists of TIM stakeholders representing various agencies within New Jersey, including both public and private sector. The first meeting of the TIM Steering Committee was held in Hamilton, New Jersey on April 29, 2014 and was attended by about 35 persons from various responder agencies. Moving forward, the Statewide Steering Committee plans to continue meeting on a periodic basis.

The current member agencies participating in the TIM Steering Committee include:

1. Delaware River & Bay Authority (DRBA)
2. Delaware River Joint Toll Bridge Commission (DRJTBC)
3. Delaware River Port Authority (DRPA)
4. Delaware Valley Regional Planning Commission (DVRPC)
5. Federal Highway Administration (FHWA)

6. Garden State Towing Association (GSTA)
7. New Jersey Department of Community Affairs, Division of Fire Safety (NJDCA-DFS)
8. New Jersey Department of Environmental Protection (NJDEP)
9. New Jersey Department of Health (DOH), Office of Emergency Medical Services (EMS)
10. New Jersey Department of Transportation (NJDOT)
11. New Jersey Institute of Technology (NJIT)
12. New Jersey Motor Truck Association (NJMTA)
13. New Jersey Office of the State Medical Examiner (NJOSME)
14. New Jersey State Association of Chiefs of Police (NJSACOP)
15. New Jersey State First Aid Council (NJSFAC)
16. New Jersey State Police (NJSP)
17. New Jersey Transit (NJT)
18. New Jersey Turnpike Authority (NJTA)
19. New Jersey Volunteer Fire Chief's Association
20. North Jersey Transportation Planning Authority (NJTPA)
21. Palisades Interstate Parkway Police Department (PIPPD)
22. Port Authority of New York and New Jersey (PANYNJ)
23. South Jersey Transportation Authority (SJTA)
24. South Jersey Transportation Planning Organization (SJTPO)
25. Transportation Operations Coordinating Committee (TRANSCOM)

In addition to the Statewide Steering Committee, Regional committees have been formed in the North and South regions of New Jersey. These two committees consist of agency representatives with firsthand experience in responding to traffic incidents on a daily basis, and with active involvement in ongoing local and regional TIM coordination efforts. Within each of these regions, there are also several task forces that collaborate on incidents affecting local roadways.

## TIM Action Plan

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Through the implementation of the New Jersey TIM Program and the leadership of the New Jersey Statewide TIM Steering Committee, public and private responders and other stakeholders will be able to join together to improve the management of response and clearance of all types of roadway incidents such that:

- Responders, victims, and travelers are never injured or killed at the scene
- Response is rapid, safe, and efficient

- Incident sites are managed effectively
- Incidents are cleared safely, quickly, and efficiently minimizing traffic backups
- Traffic incident communications are prompt, reliable, and coordinated.

Traffic incident responders from all disciplines:

- Follow agreed-upon multidisciplinary procedures
- Routinely train and exercise together
- Build partnerships to support multi-disciplinary, on-scene missions
- Work together to achieve multidisciplinary performance goals.

Drivers have the information and education necessary to:

- Avoid or be forewarned of incident-related delays
- Slow down and move over when approaching crash scenes
- Safely move vehicles involved in non-injury crashes out of the roadway.

## A. National Unified Goal

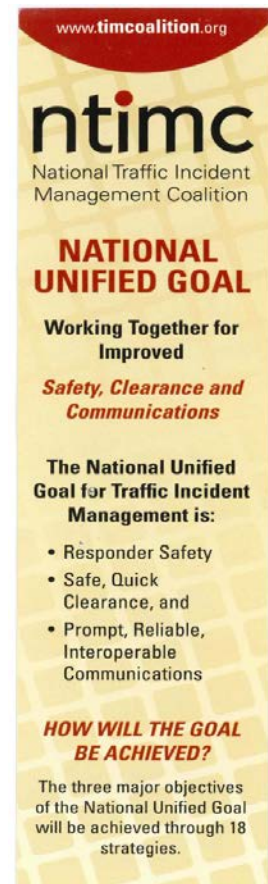
The National Unified Goal for Traffic Incident Management is:

- Responder Safety;
- Safe, Quick Clearance; and
- Prompt, Reliable, Interoperable Communications.

The Goal will be achieved through the implementation of actions divided into the four NUG categories of:

- Crosscutting
- Responder Safety
- Safe, Quick Clearance
- Prompt, Reliable, Interoperable Communications

Key sample actions outlined in **Table 1** include recommended practices for multidisciplinary TIM operations and communications, multidisciplinary TIM training, goals for performance and progress, promotion of beneficial technologies, and partnerships to promote driver awareness.



**Table 1 – NUG Strategies**

<u>Crosscutting</u>	<u>Responder Safety</u>	<u>Safe, Quick Clearance</u>	<u>Prompt, Reliable, Interoperable Communications</u>
1. TIM Partnerships and Programs 2. Multidisciplinary NIMS and TIM Training 3. Goals for Performance and Progress 4. TIM Technology 5. Effective TIM Policies 6. Awareness and Education Partnerships	7. Recommended Practices for Responder Safety 8. Move Over/Slow Down Laws 9. Driver Training and Awareness	10. Multidisciplinary TIM Procedures 11. Response and Clearance Time Goals 12. 24/7 Availability	13. Multidisciplinary Communications Practices and Procedures 14. Prompt, Reliable Responder Notification 15. Interoperable Voice and Data Networks 16. Broadband Emergency Communications Systems 17. Prompt, Reliable Traveler Information Systems 18. Partnerships with News Media and Information Providers

## B. Action Plan Matrix

As a result of the Statewide TIM kick-off meeting held in April 2014 and the North and South Regional meetings held in July 2014, a number of organizational, operational, and management gaps were identified pertaining to current TIM activities. The following are recommendations and/or items needed to fulfill these gaps:

- Perform additional outreach so that utility companies are included in TIM efforts.
- Continued funding is needed to support the Safety Service Patrol and maintenance response efforts, maintain TIM equipment, and facilitate public outreach.
- Develop a method to track everyone who has been trained in TIM.
- Establish Standard Operating Procedures (SOP) for towing practices on limited-access highways.
- Perform public outreach so that motorists are aware of the Move Over Law.
- Encourage legislative support for a Move It or Steer It/Clear It Law. Such a law would require motorists involved in minor crashes (where there are no serious injuries and incident vehicles can be driven) to move these vehicles out of the travel lanes to the shoulder or other safe area.

- Schedule TIM coordination meetings regularly with Statewide and Regional (North and South) TIM committees. These meetings should ideally be held quarterly.

For the continued success of the New Jersey TIM Program, and in response to above listed recommendations, a series of actions is defined to address identified issues and gaps. The adopted actions are summarized in an Action Plan Matrix, and are organized around the four NUG categories. The Action Plan Matrix is provided in two tables: **Table 2**, which identifies the actions that are of a higher priority and should be worked on in the short-term; and **Table 3**, which includes other actions that are of lesser priority and should be addressed in the long-term. Champions and working groups have been identified for each short-term action. This Action Plan Matrix can be used as a basis for progress review, tracking and reporting and should be reviewed and updated periodically for optimum effectiveness. In that context, a procedure should be established for updating the status of each action and reporting this status at the TIM committee and working group meetings.

**Table 2 – TIM Plan Matrix (Priority Actions)**

<b>Priority</b>	<b>Action/Product Needed</b>	<b>NUG Strategy</b>	<b>Statewide Chair</b>	<b>Working Group Participants</b>	<b>Target Date</b>
<b>1</b>	Develop regional, interstate, and intrastate plans and task forces to implement comprehensive multi-disciplinary TIM programs including response areas, on scene incident management and after action reviews.	Cross-Cutting	Sal Cowan – NJDOT	Lt. Tom Falletta – NJSP Will Day – NJDOT Felipe Hernandez – NJDOT Laurie Matkowski – DVRPC William McDonough – NJTA Kelly McVeigh – NJDOT TRANSCOM	Late 2015
<b>2</b>	Establish and implement standard and efficient use of technology and promote integration of TMC and law enforcement CAD systems.	Cross-Cutting	Lt. Tom Falletta – NYSP Sal Cowan – NJDOT	Mary Leigh Barbusin – GSTA Will Day – NJDOT Mike Juliano - NJDOT TRANSCOM	Late 2015
<b>3</b>	Support implementation of a common interagency communications protocol/process for all incident management personnel.	Prompt, Reliable, Interoperable Communications	Chief Michael Coppola – PIPPD	Lt. Tom Falletta – NJSP Dennis Caltagirone – NJDOT OFC Victor Cook – Jersey City Comm. BC Todd Evans – Mt. Laurel Fire Dept.	Late 2015
<b>4</b>	Review and improve towing practices and procedures for limited access highways.	Safe, Quick Clearance	Mary Leigh Barbusin – GSTA	Lt. Tom Falletta – NJSP Paul Aleksandrowski – B & C Towing Michael Corigliano – Corigliano's Towing Joe Haines – Haines Towing Russell Johnson – Johnson's Towing Al King – Helmrich's Towing Cleve Riehl – Riehl's Towing	Mid 2015
<b>5</b>	Provide timely and accurate information to the media and motorists and identify best ways of getting information out to the public (i.e. diversions).	Prompt, Reliable, Interoperable Communications	TRANSCOM	Dennis Caltagirone – NJDOT Chief Michael Coppola – PIPPD Will Day – NJDOT Mike Juliano – NJDOT Kelly McVeigh – NJDOT	Late 2015

**Table 3 – TIM Plan Matrix (Other Actions)**

<b>NUG Category</b>	<b>Action/Product Needed</b>
<b>A. Cross-Cutting</b>	1. Identify funding sources for TIM resources among state, county and local response agencies.
	2. Incorporate multidisciplinary strategies into agency specific TIM training.
	3. Promote making TIM training mandatory for each agency.
	4. Develop a method to track TIM program training participants, including trainers and trainees.
	5. Inventory each agency's TIM resources and investigate the potential for sharing resources.
	6. Develop performance measures and data collection methods, including those for each stage of an incident.
	7. Diversion route planning (state/county)
<b>B. Responder Safety</b>	8. Conduct awareness campaigns and education regarding the public's role in the Move Over Law.
	9. Promote the use of unified command for traffic incidents.
<b>C. Safe, Quick Clearance</b>	10. Provide joint training of dispatchers and responders across all organizations.
	11. Develop and agree upon response and clearance time goals.
	12. Provide timely and correct notification of incidents and identify resource needs to organizations that provide safety and support clearance and recovery efforts.
	13. Develop response goals with coroners/medical examiners and utility companies.
	14. Provide training from special units (i.e. fatal accident, CVI, DEP, coroner)



**Prepared for:**

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***New Jersey Department of Transportation***



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