



# TRAFFIC INCIDENT MANAGEMENT

Traffic Incident Management (TIM) is a planned and coordinated process to detect, respond to, and remove traffic incidents (crashes and hazards) and restore traffic capacity as safely and quickly as possible.

It is estimated that **three injury crashes occur every minute in the US**. Congestion from incidents often generates secondary crashes, which add to traveler delay and frustration.

Focus on TIM processes can:

- ★ Improve the safety of first responders and drivers
- ★ Reduce crashes due to incident-related congestion
- ★ Reduce incident-related traffic delays
- ★ Reduce incident response times

TIM programs have been developed to meet the objectives of the National Unified Goal (NUG):

- ★ Responder Safety – Reduce risks to the safety of first responders by reducing the number and duration of traffic incidents.
- ★ Safe and Quick Clearance – 25% of congestion is caused by traffic incidents; responders can have an impact on mitigating congestion when their responses are quick and effective.
- ★ Prompt, Reliable, Interoperable Communications – Promotes better onsite communication among agencies responding to the same incident and between Traffic Management Centers. Responder communication and interoperable data exchange fosters better and reliable agency communication with the media and public.

**25%**  
of congestion  
is caused by  
traffic incidents

DPS worked with the Arizona Governor's Office of Highway Safety, ADOT, and the Traffic Records Coordination Committee (TRCC) to update the statewide crash form.

The new form was adopted in 2014 and includes more detailed data regarding:

- ★ Distracted driving
- ★ Secondary crashes
- ★ Traffic incident response times
- ★ Wrong-way driving collisions

ARIZONA DEPARTMENT OF PUBLIC SAFETY  
COLLISION SUPPLEMENT

DR Number	Date	Time	Type	Highway	Milepost	Ramp	Badge	DPS / INV
DPS Collision Supplement Number	Injuries	Fatalities	Vehicles Involved	Time of Call	10-97 Time	10-98 Time		
Latitude	Longitude	Secondary Collision	Secondary to Initial Crash	Secondary Involved a Responder				
County	Location Code	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
<b>Collision Type</b>	<b>Non Collision Type</b>	<b>Weather Conditions</b>	<b>Intersection Related</b>	<b>Highway Barrier Involvement</b>	<b>Highway Blockage</b>	<b>Direction of Travel</b>	<b>Highway Blockage</b>	<b>Other</b>
1 <input type="checkbox"/> Pedestrian	1 <input type="checkbox"/> Fire	1 <input type="checkbox"/> Clear	1 <input type="checkbox"/> Yes	1 <input type="checkbox"/> None	Time Blockage Responed	1 <input type="checkbox"/> North	Time Off Highway	1 <input type="checkbox"/> Yes
2 <input type="checkbox"/> Motor Vehicle	2 <input type="checkbox"/> Mechanical Failure	2 <input type="checkbox"/> Raining	2 <input type="checkbox"/> No	2 <input type="checkbox"/> Guardrail		2 <input type="checkbox"/> South		2 <input type="checkbox"/> No
3 <input type="checkbox"/> Motorcycle	3 <input type="checkbox"/> Rollover	3 <input type="checkbox"/> Cloudy		3 <input type="checkbox"/> Median Cable		3 <input type="checkbox"/> East		
4 <input type="checkbox"/> Railway Train	4 <input type="checkbox"/> Other	4 <input type="checkbox"/> Snowing		4 <input type="checkbox"/> Median Wall		4 <input type="checkbox"/> West		
5 <input type="checkbox"/> Bicycle		5 <input type="checkbox"/> Strong Wind		5 <input type="checkbox"/> Crash Barrels				
6 <input type="checkbox"/> Animal		6 <input type="checkbox"/> Dust		6 <input type="checkbox"/> Right-of-Way Fence				
7 <input type="checkbox"/> Fixed Object		7 <input type="checkbox"/> Fog		7 <input type="checkbox"/> Other				
8 <input type="checkbox"/> Other								
<b>Road Condition</b>	<b>Highway Type</b>							
1 <input type="checkbox"/> Dry	1 <input type="checkbox"/> Interstate - Divided							
2 <input type="checkbox"/> Wet	2 <input type="checkbox"/> Frontage							
3 <input type="checkbox"/> Sand / Gravel	3 <input type="checkbox"/> Ramp							
4 <input type="checkbox"/> Snowy - Icy	4 <input type="checkbox"/> Highway - Divided							
5 <input type="checkbox"/> Fresh Oil	5 <input type="checkbox"/> 2-Way Highway							
6 <input type="checkbox"/> Other								
7 <input type="checkbox"/> Unknown								



## AZTECH TIM COALITION

To support training and use of TIM procedures, the AZTech TIM Coalition was formed in 2010. The TIM Coalition is a traffic incident management partnership to share ideas, lessons learned, best practices and knowledge to foster regional incident management. Participants include:

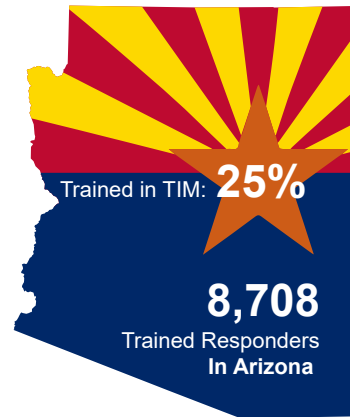
- ★ State and local law enforcement
- ★ Fire agencies
- ★ State and local transportation agencies
- ★ Metropolitan planning offices
- ★ Towing companies

The AZTech TIM Coalition is a multi-disciplinary traffic incident management partnership including federal, state, county, municipal, and tribal law enforcement agencies, fire/EMS agencies, transportation agencies, the towing industry, and metropolitan planning organizations in the Phoenix metropolitan area. ***The Coalition is dedicated to collaborating for safer and more efficient management of incidents that occur on, or significantly impact, the region's roadways.***

One key initiative of the TIM Coalition is to provide TIM Training to responders. Nearly 9,000 responders in Arizona have gone through TIM training.

Another major TIM Coalition initiative is to improve data collection and reporting on TIM performance measures. TIM performance is analyzed and reported to make strategic and tactical, data-driven decisions to impact TIM program performance. Having TIM performance data:

- ★ Allows Arizona to demonstrate the impacts of TIM policy changes.
- ★ ***Helps reduce crash occurrence, struck-by incidents, time spent on crash investigations, and motorist delay.***
- ★ Allows better resource management. Knowing where and when incidents may occur, responders can strategically place officers near high crash sites to reduce/eliminate response times and reduce/eliminate recurring crashes near high crash sites.



**18**  
**AZTech agencies**  
**participate in the**  
**TIM Coalition**

Arizona  
freeways  
experience a  
**6-7% secondary**  
**crash rate**, which  
is one of the lowest  
in the country.



**For more information: [www.aztech.org](http://www.aztech.org)**