

NCHRP 20-68A US Domestic Scan Program

Scan 10-04 Best Practices Supporting Traffic Incident Management (TIM) through Integrated Communication Between Traffic Management Centers and Law Enforcement and Effective Performance-Measurement Data Collection

Topic Description

Traffic incident management (TIM) depends fundamentally on effective communication among responsible personnel (for example, in incident reporting, response dispatch, and traffic management). Experience gained from each incident provides opportunities to improve agencies' TIM performance. Both communication and learning from experience are being enhanced by new technology and management practices such as computer assisted dispatch (CAD), inter-jurisdictional harmonization of agency communication procedures (for example, standardization of terminology and adoption of common radio frequencies), and channels for communicating with travelers and collecting data on traffic performance.

This scan will examine the TIM practices in regions that have enhanced TIM performance through integrated communication between traffic management centers and law enforcement and effective performance-measurement data collection. Scan participants will consider what are the important features of best practices in these regions and the lessons learned and insights gained in adopting those practices, with particular regard for adoption of CAD and related technology. The scan will explicitly consider the perspectives of transportation, law enforcement, and other incident-response agencies.

Original Scan Proposal Title(s): Traffic Incident Management (TIM) – Best Practices for Integration of Communication Between Traffic Management Centers and Law Enforcement and Performance Measurement Data Collection

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Execution Schedule

Milestone	Anticipated Date
Chairs and Team Members Identified	July 2011
Desk Scan Completed	December 2011
Prescan Meeting Held	December 2011
Scan Conducted	June 2012
Draft PowerPoint submitted by SME	October 2012
Draft Report Delivered to NCHRP and Panel	June 2013
Final Report Delivered to NCHRP	November 2013

Estimated Scan Cost and Funding

Estimated Duration: Two weeks

Last Reviewed/Revised September 16, 2013