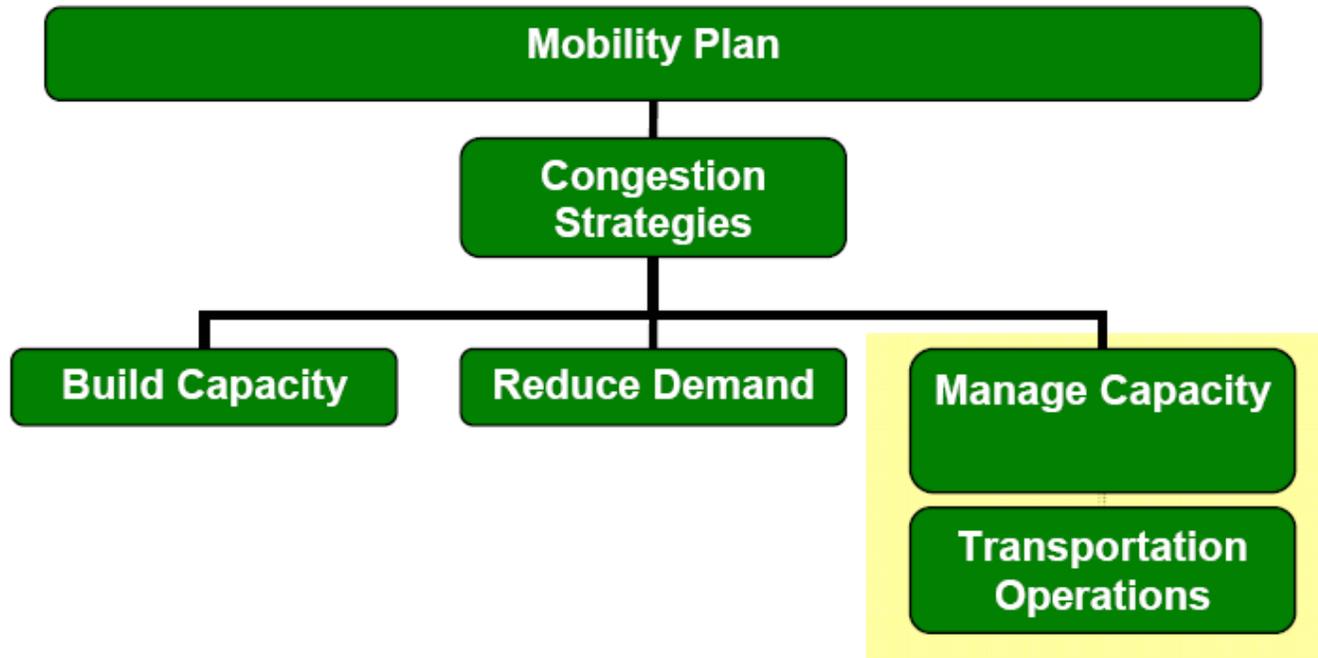


**BQAZ**  
**Management & Operations**  
**- Lessons Learned**

**July 12, 2007**

# Pennsylvania Approach



# Incident Management(IM) Focus Area

- Defining and implementing a statewide infrastructure for managing incidents.
- Strengthening relationships among IM partners
- Refining the skills, responsibilities, and procedures used by regional IM Response Teams
- Monitoring and managing IM performance regionally and statewide

# Incident Management Goals

- Clearly-defined, universally understood procedures
- Routinely share essential incident data regardless incident detection source
- Sharing pertinent data with the general public
- Performance Measurement
- Develop a GIS-based application for pinpointing locations of incidents

# Incident Management Traveler Information

- Define traveler expectations for Information
  - Consistent and coordinated information
  - seamlessly
  - independent of agency, jurisdiction, or geographic boundaries
- Develop a traveler information business model
- Establish a program that provides interstate weather and incident information to motorists

# Incident Management

- Rural Area Functions
  - Monitor National Weather Service & Road Weather Information System in winter
  - Dispatch maintenance crew to clear roadways
  - Other In-Pavement Loop sites, Automatic Traffic Recorders, *Automatic Fixed Location Anti/De-Icing Systems*, HAR
- Urban Area Functions
  - Monitor CCTV
  - Broadcast HAR and DMS messages
  - Control ramp meters
  - Dispatch Freeway Service Patrol
  - *Congestion Alert System*
  - Video-sharing
  - *Regional Integrated Multi-Modal Information Sharing System (RIMIS)*

**Maryland Coordinated  
Highways Action  
Response Team  
CHART**

# Maryland CHART

- Cooperation among Maryland Department of Transportation, Maryland State Police and Maryland Transportation Authority
- Emergency Traffic Patrols (ETP)
- Emergency Response Units (ERU)
- A "Clear the Road" policy
- Training Exercises
- Incident Management Performance Analysis

# Achievement of Incident Management (cont.)

- Total delay time reduction of **29.98 million vehicle-hours**
- Total fuel consumption reduction of approximately **5.06 million gallons**
- Prevented **343** potential lane-changing-related collisions
- Potential reduction of **377** secondary incidents

# Current Practices in Traveler Information Dissemination

# Common Channels

- Info Service Providers, TVs and Radio Stations
- DMS messages, Highway Advisory Radio
- 511 phone/web service

# Types of Traveler Information

- Incident
- Construction and maintenance
- Special events
- Unusual traffic patterns
- Traffic diversion suggestion
- Weather information
- Estimate delay and travel time