

Traffic Incident Management (TIM) Performance Measurement Knowledge Management System

The Federal Highway Administration has launched a peer-driven, highly useful, intuitive tool designed to provide TIM professionals with the knowledge and tools they need to successfully implement program-level TIM performance measures in their state.

The Knowledgebase and LISTSERV offer users complementary and convenient tools to share and exchange knowledge and materials related to TIM Performance Measurement!

TIM Performance Measurement Knowledge Management System



LISTSERV:

- Tacit Knowledge
- On-demand
- Specific answers to specific questions from peers and experts



Knowledgebase:

- Documented Knowledge
- Searchable and browseable
- Sample and reusable tools and resources



TIM leaders from transportation and law enforcement organizations in 11 states reached consensus on three program-level TIM objectives and associated performance measures through FHWA's TIM Performance Measures Focus States Initiative:

- **Reduce "Roadway" Clearance Time:**
Time between first recordable awareness of incident by a responsible agency and first confirmation that all lanes are available for traffic flow.
- **Reduce "Incident" Clearance Time:**
Time between first recordable awareness of incident by a responsible agency and time at which the last responder has left the scene.
- **Reduce the Number of Secondary Crashes:** Number of unplanned crashes beginning with the time of detection of the primary incident where a collision occurs either a) within the incident scene or b) within the queue, including the opposite direction, resulting from the original incident.

Bookmark the TIM Performance Measurement Knowledgebase

http://www.ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/knowledgebase/index.htm

Subscribe to the TIM PM LISTSERV

TIMPM@dot.gov



U.S. Department of Transportation
Federal Highway Administration



Based on the successful tool developed by similar stakeholders for the Department of Transportation's Integrated Corridor Management (ICM) initiative, the TIM Performance Measurement Knowledge Management System consists of two complementary components:

- **A searchable, browseable Knowledgebase:** Search and browse the Knowledgebase to find the information you need by:
 - **Resource type.** Find outreach materials to help you build support for your TIM performance measurement program, sample architectures, or data sharing memoranda of understanding that were successful in another state.
 - **Performance measure.** Find resources that directly relate to TIM performance measurement in general, or specific performance measures, including any of the three core measures developed through the TIM Performance Measures Focus States Initiative— Incident Clearance, Roadway Clearance, and Secondary Incidents.
 - **TIM-related conference/events.** Find interesting materials or reports on performance measurement presented at recent events.

Bookmark the TIM Performance Measurement Knowledgebase at http://www.ops.fhwa.dot.gov/eto_tim_pse/preparedness/tim/knowledgebase/index.htm.

- **A managed email list (LISTSERV):** Tap into the knowledge and insights of others from the convenience of your desktop email! Keep yourself and others informed on developments and events related to TIM performance measurement, ask questions of others, share tips, or make people aware of a new document or resource that may be helpful to them in TIM performance measurement.

Send an email to TIMPM@dot.gov to subscribe to the TIM Performance Measurement LISTSERV.

How Can the TIM Performance Measurement Knowledgebase Help You?



- Search the TIM Performance Measurement Knowledgebase by keyword or browse by event, resource type, or program-level performance measure.
- Tap the TIM performance measurement experience of peers and experts from the convenience of your email through the TIM PM LISTSERV!

How can you help? Share your knowledge through the LISTSERV identify helpful resources to contribute to the Knowledgebase.

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