# PERFORMANCE MEASURES

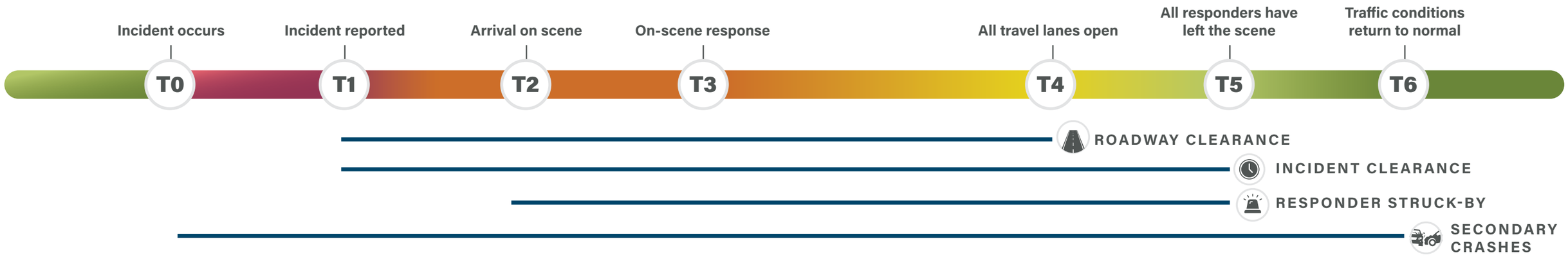
## INTRODUCTION

Traffic Incident Management (TIM) programs must rely on efficient data collection, analysis and reporting to measure performance and identify opportunities to improve (ops.fhwa.dot.gov/tim/preparedness/tim/performance_measures.htm). Understanding the impact of traffic incidents on Nebraska roads requires reviewing performance measures and how actions affect responder and motorist safety. Performance measures can be used to identify opportunities and justification to improve safe, quick clearance – whether it is policy or standard operating procedure (SOP) changes, funding to procure new crash investigation or safety technology, or multidisciplinary data integration. **Accurately recording this data on the Nebraska Investigator's Motor Vehicle Crash Report (NDOT Form 40) makes a difference when having executive-level discussions about TIM.**

### DID YOU KNOW?

The crash report data is used to allocate roadway funding across the state. Thank you for accurately completing these reports!

## DEFINITIONS AND TIM TIMELINE




### ROADWAY CLEARANCE

The time between the first recordable awareness of the incident by a responsible agency and confirmation that all lanes are available for traffic flow (T1-T4). *Report roadway clearance time on the crash report.*

### INCIDENT CLEARANCE

The time between the first recordable awareness of the incident by a responsible agency and the time at which the last responder has left the scene (T1-T5).

### RESPONDER STRUCK-BY

A "responder struck-by" incident is a collision between a motor vehicle in transit and a responder working a roadway incident. The responder may be a non-motorist, an occupant of a stopped response vehicle, or an unoccupied response vehicle (can occur from T2-T6). *Report responder struck-bys on the crash report and submit to* Reportstruckby.com.

### SECONDARY CRASHES

The number of unplanned incidents occurring within an active traffic incident scene or within a traffic queue in either direction resulting from a prior traffic incident (can occur from T0-T6). *Report secondary crashes on the crash report.*

## YOUR ROLE IN QUICK CLEARANCE

**All disciplines have roles and responsibilities that impact quick clearance:**

- Emergency communications is crucial in early notification of resources like the roadway owner, tow, and other special needs like Hazmat specialists or an air ambulance. If these parties are notified early and are provided the right information, they can bring the correct equipment to the scene, allowing the incident to be cleared quicker.
- Fire and rescue/emergency medical services protect and secure the incident scene and establish unified command. Proper vehicle positioning protects responders on scene, reducing the likelihood of a struck-by.
- Law enforcement leads crash investigation and reporting, establishes unified command, and has the authority to move vehicles from the roadway. Push, pull or drag is a strategy to open lanes to traffic when it is safe to do so and reduces roadway clearance times.
- Roadway owners provide traffic control and cleanup equipment. Early and proper deployment of traffic control and other advanced warning can reduce the likelihood of a secondary crash in the queue. Roadway owners are critical partners in incident clearance because of the support they provide to clean up the scene or potentially repair transportation infrastructure.
- Towing and recovery partners support cleanup and remove debris and vehicles from the incident scene. The incident cannot be cleared until tow has departed.

# REPORTING FOR DATA-DRIVEN DECISION MAKING

## GOAL: AD HOC TO INSTITUTIONALIZATION

From the TIM Self-Assessment on Performance Measures, agencies should:

- Routinely collect, report, review and use data to improve on performance measures.
- Create strong analysis and reporting processes and share information among partner agencies.
- Establish quantitative, data-driven performance targets and review/report progress.
- Regularly modify operations for improvement.

**MEASURED AND COLLECTED**
Performance measures are fields on the crash report or are collected in other ways

**REPORTED**
Agencies can easily access collected performance measure data

**ANALYZED**
Agencies review performance measure data to evaluate performance

**INFLUENCES OPERATIONS**
Agencies use performance measure data to justify operational or institutional changes

**Not sure where to start?**
Contact ndot.trafficincidentmanagement@nebraska.gov to discuss next steps!

## BEST PRACTICE: ARIZONA DEPARTMENT OF PUBLIC SAFETY

When a roadway clearance time is greater than 60 minutes in the Metro and 2 hours for other areas, the crash report is reviewed by the Trooper, Sergeant, Captain and Bureau Major for accountability and data quality. Determining the need for an after-action review (AAR) is also considered during these reviews. The performance measure data is analyzed, reported and evaluated monthly by district.

## NDOT CRASH CLEARANCE DASHBOARD

The Nebraska Department of Transportation (NDOT) has created a crash clearance dashboard to assist agencies in monitoring roadway clearance times and give agencies a tool to make TIM data-driven decisions. The dashboard utilizes data from the Nebraska Investigator's Motor Vehicle Crash Report (NDOT Form 40) to aggregate roadway clearance times by agency, county, etc. Other performance measure data may be found using the reporting function of your e-citation software and/or records management system. Use this tool as a first step to analyze your agency's roadway clearance data and go from ad hoc to institutionalization.

Access roadway clearance time data for your county through **NDOT's Crash Clearance Dashboard**. Use this tool as a first step to analyze your agency's performance measures and make data-driven decisions.

*Unmanned Aircraft Systems (UAS) technologies can expedite crash investigation and reduce clearance times.*

*Pushing crashed vehicles opens lanes to traffic quickly and reduces roadway clearance times.*