



Successful Traffic and Incident Management

June 25, 2015

Today's Agenda

- **Importance of incident management**
- **Overview of Tollway's strategy**
- **Seeing success on the roadway**
- **Next steps**

Importance of Incident Management

- Provides safe, efficient travel
- Relieves congestion
- Reduces secondary crashes which are often more severe
- Delivers outstanding customer service



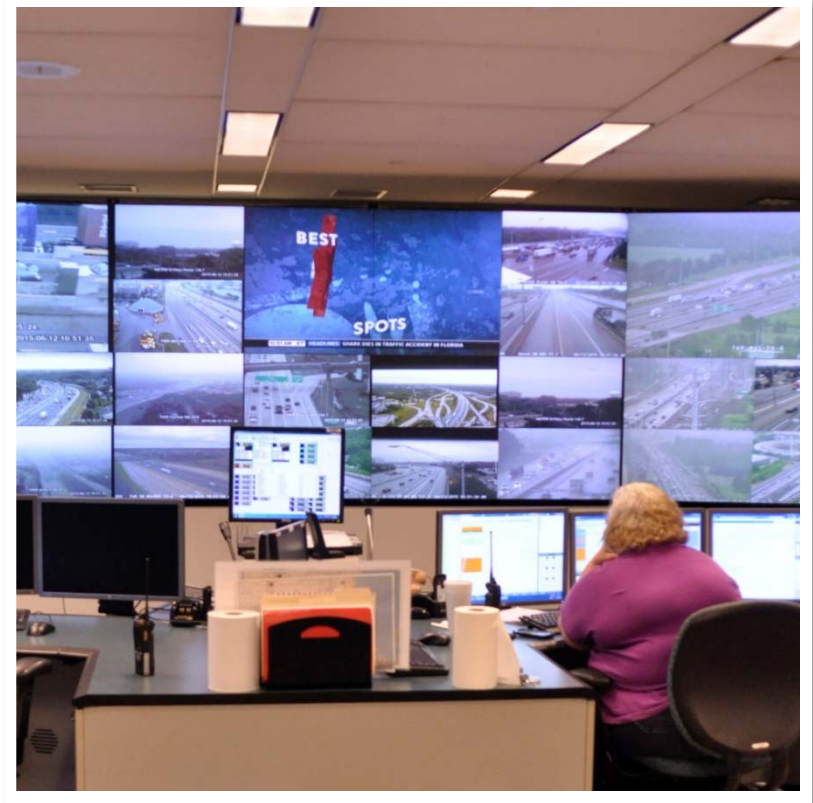
Roadway Safety

- **One of the most efficiently operated and maintained interstate systems in the nation**
 - ❑ Six-minute average personal injury lane response time
 - ❑ 33-minute average personal injury incident clearance time
 - ❑ 10-minute average for property damage incident
 - ❑ 19-minute average for property damage clearance time
- **Highway Emergency Lane Patrol (H.E.L.P.) trucks**
 - ❑ Motorists dial *999 via cell phone
 - ❑ Exclusive sponsorship
 - ❑ 33,000 customers assisted by H.E.L.P. in 2014



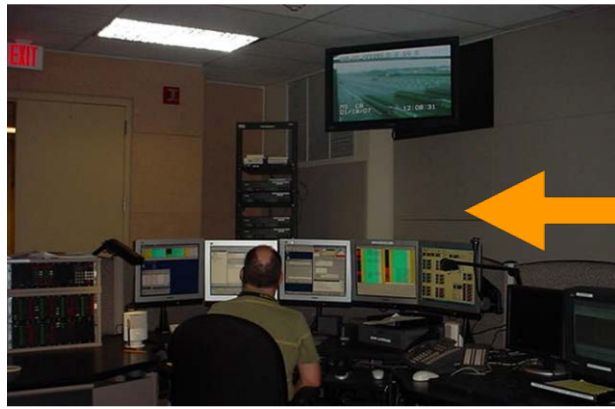
Tollway's Strategy for Success

- Be customer service-oriented
- Use a comprehensive, integrated, operational approach
- Foster detailed coordination among systems and stakeholders
- Focus on functional technology and ITS

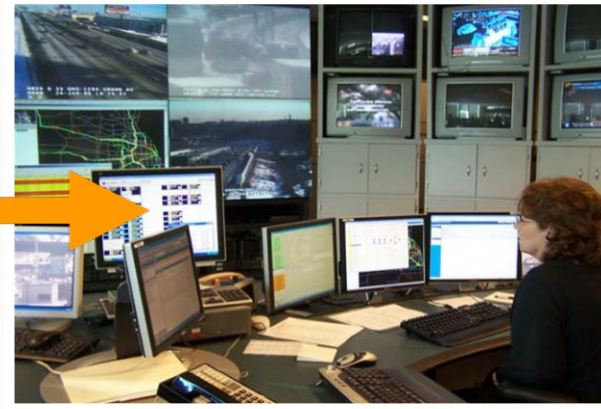


Integrated Coordination With Traffic and Incident Management System (TIMS)

Dispatch Center - CAD



Traffic Operations Center - TIMS



Fire and Ambulance



Maintenance



State Police

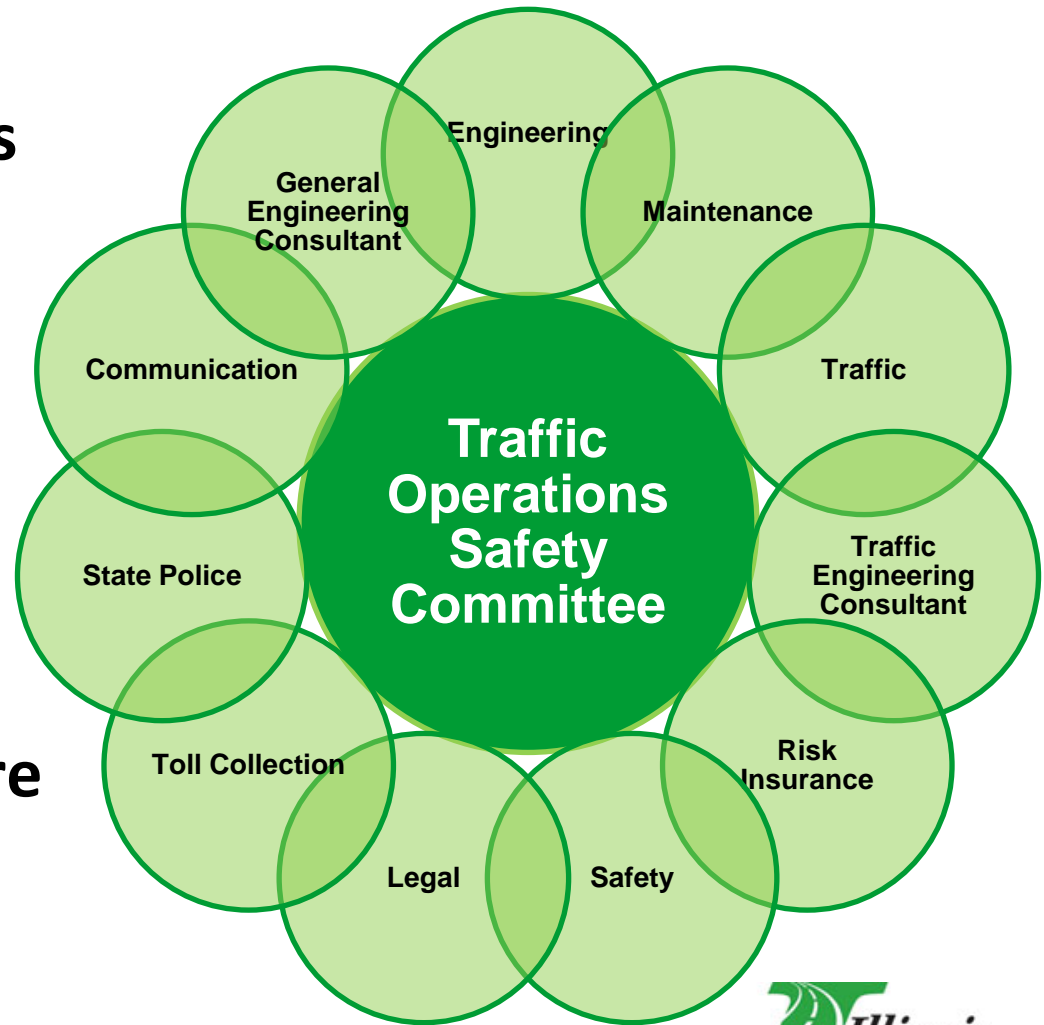


Towing and Recovery



Traffic Operations Safety Committee

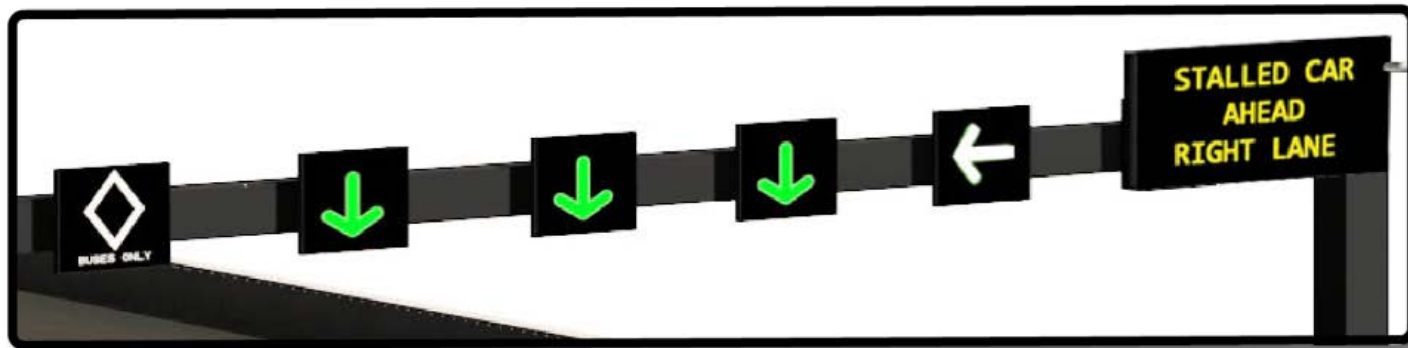
- **Cross discipline committee represents all departments and operations at the Tollway**
- **Meets monthly to discuss wide range of system performance to ensure safe and efficient travel for customers**



Functional Technology and ITS

ITS is a toolset that, when used in conjunction with a comprehensive operational strategy, can support a mission and set of goals to provide improved safety, mobility, and efficiency of the transportation system

Upgraded Dynamic Message Signs



Fiber Optics

Camera System

Traffic Sensors

Weather Stations



Recent Incident Management



Presented by Scott Kapton on June 25, 2015



Next Steps

- **Continue to provide excellent customer service across the Tollway system**
- **Monitor incident management metrics**
- **Explore video sharing between agencies**
 - Plan to add regional dispatch centers and direct video to responding emergency vehicles
- **Implement active traffic management (ATM) on I-90**
 - Monitor success and gauge use on future roadways



THANK YOU



Appendix

Incident Management Performance

- **Secondary crashes occur 4 percent of the time; down from 25 percent in 2001**

- **National average is +/- 18 percent**

	2014
Overall incidents	212,445
Personal Injury Accidents	1,413
Response time	6:10 minutes
Average lane closure	32:10 minutes
Crashes with property damages	7,190
Response time	10:20 minutes
Average lane closure	18:50 minutes
Motorists in need (disabled vehicle/motorist assist)	72,628
With lane blockage	1,510
Average lane closure time	10:54 minutes

H.E.L.P. Truck Statistics (2014)

- **Patrolled 1,235,952 miles**
- **32,620 customers assisted by H.E.L.P. in 2014**

Incident	2014 Total
Accident	2,310
Call Tow	925
Call service	84
Tire change	3,879
Battery Boost	546
Add Coolant	64
Dispense Fuel	1,692
Air Up Tire	233
Transport Patron	245
Abandon	1,052
Other*	21,590

**Debris in roadway, backup vehicles and well being checks for ill patrons, dispatch calls cancelled, loan of tools, use of electronic device*