



Regional Incident Management Coordinator Field Training
Introduction slide to Part 1, Section 1:

Reference Materials List:

Trainer materials:


- RIMC Field Training Attendance Record
- Training Evaluation Document

Trainer handouts:

- RIMC Scenario Matrix
- (12) – RIMC Scenario Matrix documents
- Emergency Traffic Control & Scene Management – Quick Reference (TIMA)
- RIMC Response Log (Blank)

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Learning Objectives

At the conclusion of this training, the RIMC will gain practical application and exposure to:

- Identifying the 4 key components of a RIMC response:
 - Evaluate/Assess
 - Respond/Coordinate
 - Communicate
 - Document
- Understand the RIMC's role in evaluating and sizing up different incident types and response strategies
- Understand the importance of communication for situational awareness and verification of significant incident types
- The importance of incident response documentation

Learning Objectives

Trainers Guidance:

- All incident responses are different but have the same key components to a greater or lesser degree
- The four key components will be emphasized and discussed in detail throughout the training, including through the three scenarios
- Communication is key to a successful or failed incident response
- Documentation is critical to reviewing and improving response practices and protocols, as well as recording feedback on lessons learned that can be used for ongoing RIMC training

Transition to next slide: Let's start with a little background



Significant Incident Notification Process (SINP)

History

- Implemented May 2006
- Established single point of contact through 1-800 number to the Statewide Traffic Operation Center
- Ensures 24/7 service




SINP HISTORY

Trainer Guidance:

- In May of 2006, WisDOT implemented the Statewide Incident Notification Process (SINP)
- Established a single point of contact through 1-800 number
- Ensures 24/7 service by directing 1-800 calls to the Statewide Traffic Operation Center (TMC)


Transition to next slide: What is the purpose of the SINP?




Significant Incident Notification Process (SINP)

Purpose:
 To provide law enforcement agencies and highway departments a mechanism for reporting:


INFRASTRUCTURE
PROBLEMS



INCIDENTS



ON STATE HIGHWAY
NETWORK




SINP Purpose:

Trainer Guidance:


- To provide law enforcement agencies and highway departments a mechanism for reporting transportation infrastructure problems and traffic incidents that occur on the state highway network
 - Connects all 72 counties directly to DTSD
- SINP provides consistent notification and response procedures between regions
- SINP allows for tracking of incidents and needed resources statewide in one location, which makes the process much easier and streamlined
- Reduced work load of DTSD call out duties from Wisconsin State Patrol dispatchers
- SINP provides better notification to local transportation stakeholders

Transition to next slide: SINP required that a WisDOT responder be available any time, night or day



Significant Incident Notification Process (SINP)

SINP created the on-call Regional Incident Management Coordinator (RIMC) position to provide 24/7 response capabilities to incoming calls




SINP Process

Trainer Guidance:


- One such example: Pre-SINP, each State Patrol dispatch center was provided an on-call list of electricians so dispatch could make 24/7 call outs for service. This process made documentation and accountability difficult for DTSD.
- Now, because of the SINP, we can capture the type of incidents electricians respond to.
- We can also capture the duration and type of incidents RIMCs respond to, which allows for after action reviews and documentation of best practices.

Transition to next slide: Let's look at the RIMC's role in the SINP



Overview of RIMC Role

RIMCs serve as WisDOT's first responder and agency representative involving incidents on the state highway network, from beginning to end.

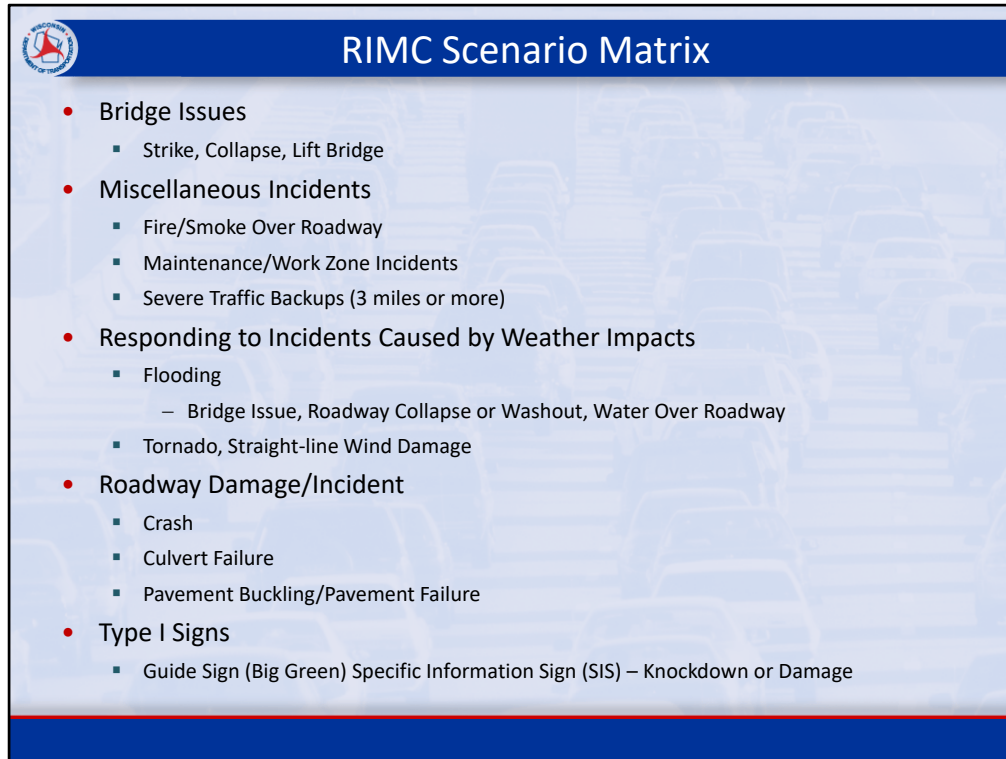


Overview of RIMC Role

Trainer Guidance:

- RIMCs serve as WisDOT's first responder and point of contact for incidents
- RIMC is a backup contact for on-call electrician
- RIMCs provide on-scene response support to public safety first responders
- The traffic operations goal is to maintain a safe and efficient flow of traffic for the traveling public

Transition to next slide: To fulfill this role, RIMCs are expected to evaluate, respond, coordinate resources, communicate and document to perform scene incident management. A matrix has been developed to assist the RIMC in responding to incidents.



RIMC Scenario Matrix


Trainers Guidance:

- Review RIMC Scenario Matrix in RIMC Field Guide
- Matrix is broken down into 12 scenarios within 5 categories and 4 Key components:
 - Evaluate/Assess
 - Response/Coordinate
 - Communicate
 - Document
- Each of the 4 key components provides suggested guidance for each of the 12 scenarios
 - Not all of the suggestions listed are relevant to each scenario (Explain the “X”s in the matrix)

Transition to next slide: Next we are going to talk in depth on the 4 key components of the matrix and how they fit into RIMC response expectations

Trainer handouts:



- RIMC Scenario Matrix
- (12) – RIMC Scenario Matrix Documents




RIMC Response Expectations

Evaluate/Assess

- Impacts to infrastructure
- Existing traffic control measures
- Incident duration
- Need for RDO notification - Significant Incident
- Availability of county highway resources
- Weather conditions



RIMC Response Expectations: *Evaluate/Assess*


Trainer Guidance:

- Evaluate incident response scope and needs
- Ensures proper traffic control measures and Traffic Incident Management Area (TIMA) are in place
- The Evaluate/Assess suggestions list in the RIMC Scenario Matrix is not all inclusive

Transition to next slide: RIMCs must utilize the information they have gathered to determine proper response and needed coordination efforts

Trainer handout:





- Emergency Traffic Control and Scene Management Guidelines – (TIMA)



RIMC Response Expectations

Respond/Coordinate

- To provide DTSD response support to public safety first responders
- Remain involved until the incident is completely resolved
- Coordinate with Incident Commander (IC) traffic control strategies
 - TIMA, detours, lane closures, alternate routes
- Coordinate with county highway department
 - Infrastructure repairs, flagging operations, clean up, traffic control equipment
- Deploy Intelligent Transportation System (ITS) equipment
 - Portable Changeable Message Signs (PCMS), Closed Circuit TV (CCTV)
- Coordinate contractor response and resources if needed

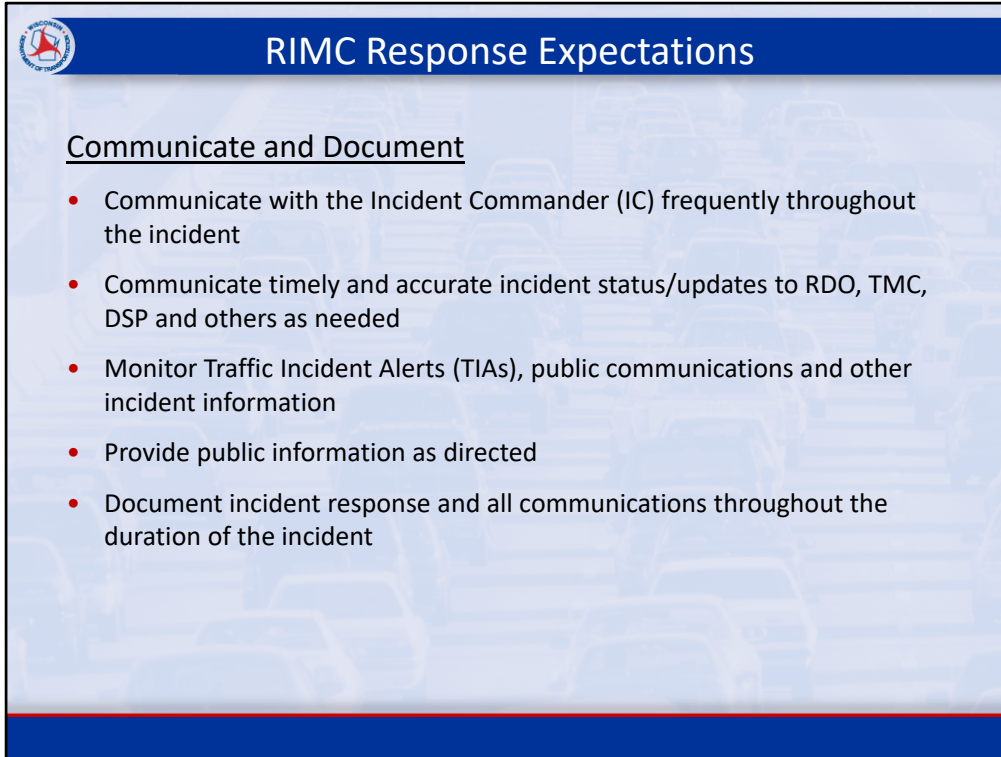





RIMC Response Expectations: *Respond/Coordinate*

Trainer Guidance:

- RIMC is expected to provide response support and coordination of any needed resources for all the incidents they are called for
- Discuss the Response/Coordinate list in the RIMC Scenario Matrix
- This list of suggestions is not all inclusive

Transition to next slide: Just as important as coordinating resources and helping to manage a scene is making sure to communicate and document what is happening at the scene

A presentation slide titled "RIMC Response Expectations" with a blue header and footer. The slide features a logo in the top left corner and a background image of a traffic incident scene. The main content is a bulleted list under the heading "Communicate and Document".

RIMC Response Expectations

Communicate and Document

- Communicate with the Incident Commander (IC) frequently throughout the incident
- Communicate timely and accurate incident status/updates to RDO, TMC, DSP and others as needed
- Monitor Traffic Incident Alerts (TIAs), public communications and other incident information
- Provide public information as directed
- Document incident response and all communications throughout the duration of the incident

RIMC Response Expectations: *Communicate and Document*

Trainer Guidance:

- RIMC's incident status updates create situational awareness on all levels, internal and external
- Monitor Traffic Incident Alerts (TIAs) issued by DSP and TMC, public communications and other incident information for accuracy and additional situational awareness
- RIMCs provide real time and accurate traffic information to TMC operators for 511 travel information, TIAs, OSOW, LCS, etc.
- Document an accurate log/timeline to reflect all response and communications that transpire throughout the incident from beginning to end

Transition to next slide: The RIMCs role in evaluating, responding, communicating and documenting are important not only in every-day incidents, the role may become even more important when a large-scale event occurs. These infrequent large scale incidents are also known as Emergency Transportation Operation (ETO) events, which escalate the RIMC role above the normal RIMC response.



Emergency Transportation Operations (ETO) Plan

Trainer Guidance:

- The ETO Plan:
 - Provides a framework that supports training and programs for response to incidents and emergency events
 - Provides guidance and support to DOT initial responders
 - Engages multiple disciplines
 - Aids transportation of commerce
 - Supports ICS principles



What is Emergency Transportation Operations (ETO) Plan?

2016 Administrative Approved Terminology

(ETO) Plan is a formal, coordinated, integrated and performance-oriented approach to managing transportation system resources during incidents and emergency events. Emergency transportation operations constitutes a continuum of efforts that are defined in WisDOT's ETO Plan. The Plan provides a comprehensive framework of guidelines, procedures, and processes in support of incident response strategies to maintain a safe and efficient flow of traffic, preserve infrastructure integrity, facilitate communication and coordination and provide on-scene response support to public safety first responders and the traveling public during incidents and emergency events.

What is Emergency Transportation Operations (ETO)?

Trainers Guidance:


- Read or summarize slide

Transition to next slide: Let's look how the ETO Plan fits into the ETO and TIME Programs



Emergency Transportation Operations (ETO) Plan


- Under the ETO Plan:
 - Consists of the ETO Program
 - Consists of the Traffic Incident Management Enhancement (TIME) Program



Emergency Event Program History

An emergency transportation operations program began in 2008 as an enhancement to WisDOT's emergency response capabilities:

- Proactive planning for emergencies and inclement weather
- The program created three on-call positions:
 - WisDOT Highway Emergency Liaison Personnel (WisHELPer)
 - Statewide Bureau Duty Officer (SWBDO) – retired in March 2018
 - Regional Duty Office (RDO)

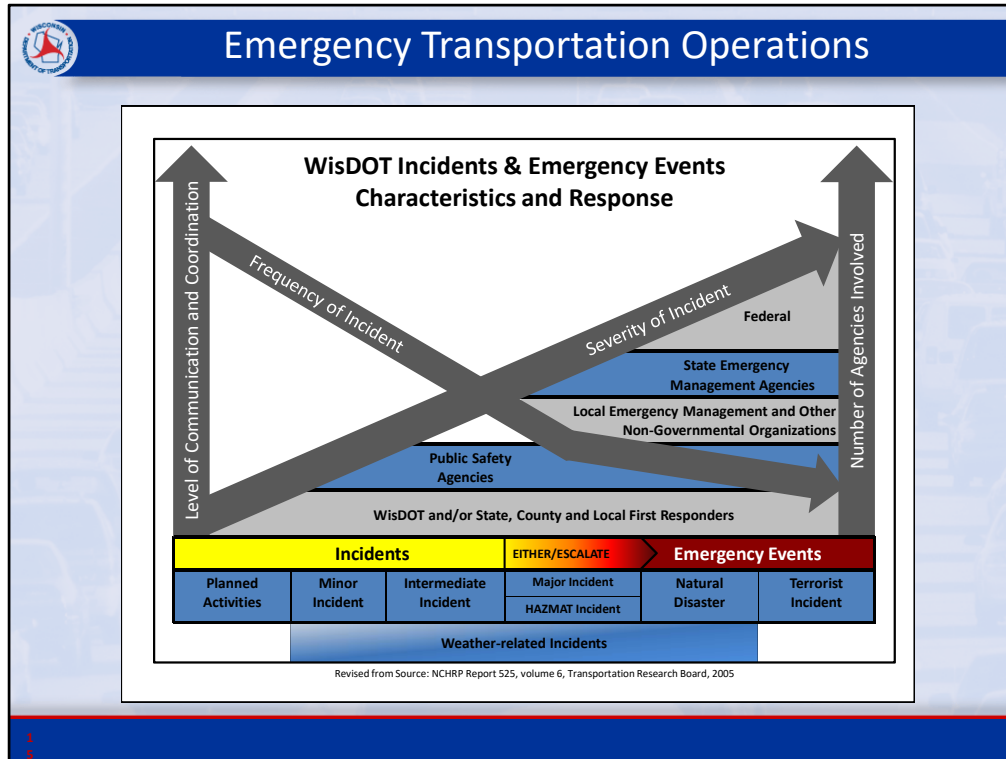


Emergency Event Program History

Trainer Guidance:

- WisDOT Highway Emergency Liaison Personnel (WisHELPer)
 - Staff position serves at the State Emergency Operations Center (ECO) when activated
- Statewide Bureau Duty Officer (SWBDO) – retired in March 2018
 - On-call staff that are responsible for serving as a single point of contact for DTSD Statewide Bureaus in an emergency
 - Responsible for deploying Statewide Bureau resources during an emergency
 - SWBDO is the supervisor for the on-call WisHELPer
- Regional Duty Officer (RDO)
 - The position of the RDO is staffed by Regional Directors and Section Chiefs
 - On-call, 24/7 management point of contact

Transition to next slide: In the next slides we are going to talk about the dual roles, responsibilities and expectations the RDO has in incident management



Emergency Transportation Operations

Trainers Guidance:

Minor Incident duration under 30 minutes

Examples include: Disabled vehicles, minor crashes and roadway debris

Intermediate Incident duration between 30 minutes and 2 hours

Examples include: Rollover or multi-vehicle crashes, crashes involving personal injury and truck or tractor-trailer crashes

Major Incident duration over 2 hours

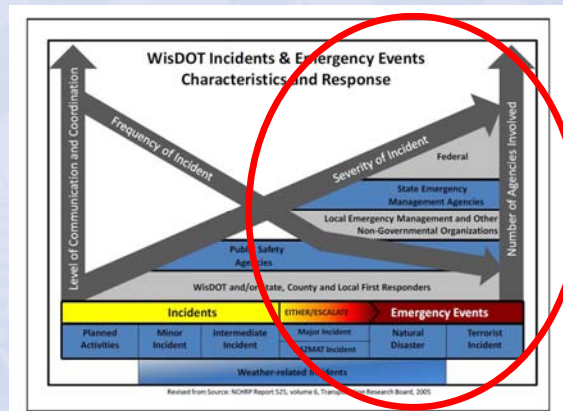
Fatal crashes or incidents that require a crash investigation, incidents involving a hazardous materials spill, overturned truck or tractor-trailer and infrastructure damage

- Major incidents can become Emergency Events

Transition to next slide: The ETO definition of an Emergency Event is...(click to next slide)



What is the ETO program?



Management of low frequency-high risk “emergency events” that impact our transportation system.



What is an Emergency Event?

An Emergency Event is an escalated incident that disrupts the normal flow of traffic on the Interstate system or state highway network that requires an extreme response beyond normal daily operating procedures/capabilities or an event that disrupts normal operations/capabilities of a WisDOT business facility.




Emergency Event

Trainer Guidance:




- Read definition

Transition to next slide: Some examples of Emergency Events are...(click to next slide)



Emergency Event Examples

- Traffic incident, e.g. crash, spill or major highway closure/blockage
- Mass evacuation
- Infrastructure-related incidents and failures
- Natural disasters, e.g. severe weather event, tornado, flooding, fire, etc.
- Facility or IT failure that disrupts operations and requires a response, potentially including activation of the Continuity of Operations Plan (COOP)

Emergency Event Examples

Trainer Guidance:

- February 5-6, 2008, I-39/90 Snowstorm
- June 2008, WI Spring Flooding
- 2010 Zoo Interchange Structural Issue
- 2011 Groundhog Day Blizzard
- December 19-21, 2012 Blizzard
- July 2016 NCR and NWR and September 2016 SWR Flooding

Resource pictures: top = Ohio turnpike 3.12.2014, 3 killed, State Trooper seriously injured, 50 vehicles stretched over 10.2 miles in both directions, blowing snow and whiteout conditions

Middle = Orland, CA 4.10.2014, 10 killed, FedEx tractor trailer crossed median and struck tour bus, CHP and NTSB investigating

Bottom = Overview of Jefferson County 2008 flood



Emergency Event Examples (cont.)


- Potential threat to safety of WisDOT employees
- Act of terrorism or violence against employees or the transportation infrastructure
- Pandemic or other public health crisis
- Event requiring multi-division, inter-regional or statewide WisDOT response
- Event is anticipated to last longer than one operational period
- An Incident commander requests WisDOT involvement



Emergency Event Examples Cont.

Trainer Guidance:

- Emergency Events are not only weather, they can be events such as the blocking of traffic above, which occurred Friday December 9, 2014 at 4:30 PM (rush hour) in Milwaukee






Emergency Event

Emergency Event response is required when:

- An exceptional event disrupts the normal flow of traffic on the Interstate system or state highway network
- An extreme response is necessary beyond normal daily operating procedures/capabilities

OR

- An event disrupts normal operations/capabilities of a WisDOT business facility



Emergency Event

Trainer Guidance:

- Examples of past ETO events:
 - Iowa & Pennsylvania, Winter 2006/07
 - February 5-6, 2008, I-39/90 Snowstorm
 - June 2008, WI Spring Flooding
 - 2010 Zoo Interchange Structural Issue
 - 2011 Groundhog Day Blizzard
 - December 19-21, 2012 Blizzard

Transition to next slide: As you may know, events of this scale are infrequent. So why did WisDOT create the ETO program?



Emergency Event Activation Response

- ICS based
- Cross-divisional
- Accountability through a continuous performance-based improvement process
- Redundant communication procedures
- Three general levels of Incident Command response: Local, Regional, Area/Statewide



ETO Activation Response

Trainer Guidance:

- Reference: **Handout 6**
- Events requiring state level escalation, while in the minority, have the strongest potential to significantly impact safety, drain resources, and have the highest “visibility” in the eyes of the public

•Transition to next slide: Now lets look at the Traffic Incident Management Enhancement (TIME) Program



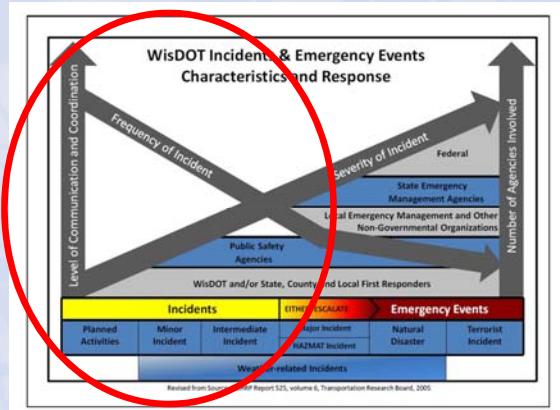
Wisconsin's Traffic Incident Management Enhancement (TIME) Program



National TIM Responder Training



What is the TIME program?



Management of high frequency-high risk "incidents" that impact our transportation system.



What is an Incident?

"Any non-recurring incident that causes a reduction of roadway capacity or an abnormal increase in demand."



Wisconsin TIME Program

- **What is TIME?**
 - Comprehensive multi-agency, multi-discipline program enacted by WisDOT
- **What is the Purpose of TIME**
 - Effectively and efficiently manage the response to traffic incidents to improve responder and motorist safety
 - Minimize traffic and community impacts






Traffic Incident Management Enhancement (TIME) Program

- TIME meetings are intended to provide public safety and transportation partners a regular forum for discussing TIM-related issues.
- TIME meetings are conducted in each of the five WisDOT Regions to facilitate discussion, build relationships and promote a consistent program statewide.
- Typical meeting topics
 - TIME Program initiatives
 - Special events/construction updates
 - Incident debriefings
 - Practical applications of WisDOT's Emergency Traffic Control and Scene Management Guidelines: Good Practice or Lesson Learned
 - What's new in Traffic Incident Management?

Traffic Incident Management Enhancement (TIME) Program

Trainer Guidance:


- What TIME is:
 - TIM Coalition
 - Traffic Control Scene Management Guidelines
 - Regional TIM meetings, 20 meetings in the five DOT regions for 2018
 - AARs
 - Legislation:
 - Move Over law
 - Steer It Clear it



Overview: RDO/RIMC/Operational Supervisor Roles

- RDOs serve as the on-call DTSD management point of contact for each region and supervise, advise and support the on-call RIMC
 - Regional Duty Officer position staffed by: Regional Directors and Section Chiefs
- RIMCs serve as WisDOT's initial responder and agency representative involving incidents on the state highway network, from beginning to end
 - RIMCs position is staffed by: maintenance, traffic and bridge personnel
- Operational Supervisor provide backup and perform on-call duties on behalf of the RDO and review, debrief and approve the RIMC eLogs





Overview of RDO/RIMC/Operational Supervisor Roles

Trainer Guidance:

Regional Duty Officer (RDO) Role

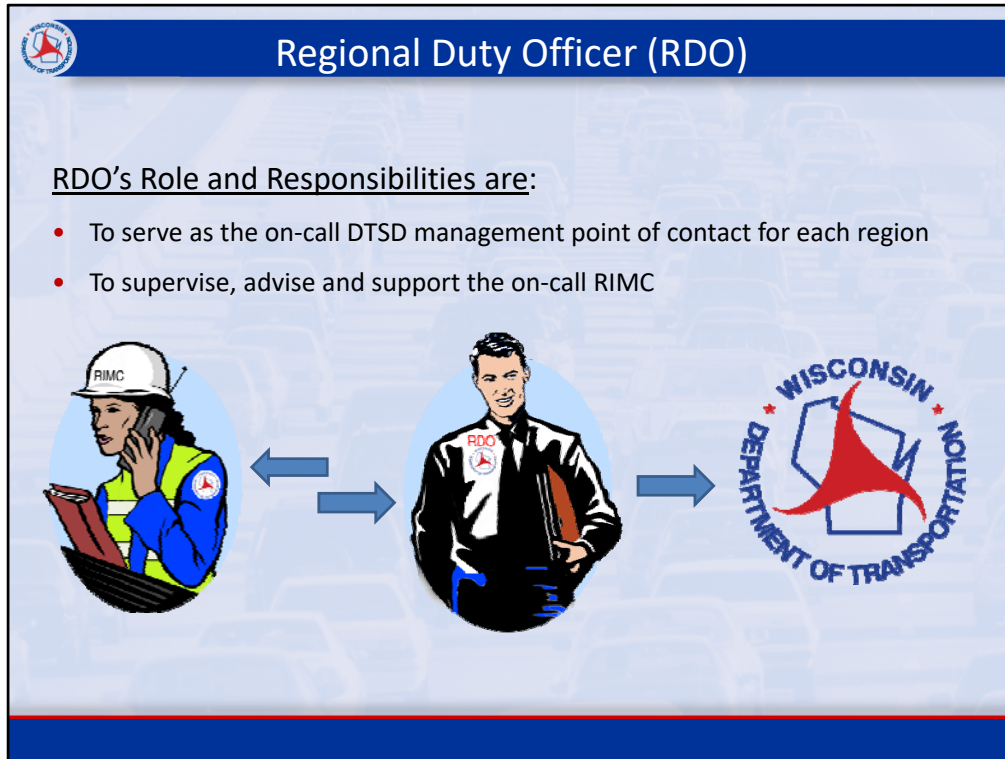
- RDO is responsible for providing situational awareness to upper management in the Region, Bureaus and Executive Office
- Being readily available to provide direct incident oversight, supervision and guidance for RIMCs
- Provide Significant Notification to the Administrator's Office
- Understand available resources and allocation of resources as needed
- The RDO will also work with appropriate field staff to jointly evaluate the need to activate the ETO Plan and corresponding Department response

RIMCs Role

- RIMCs serve as WisDOT's initial responder and point of contact for incidents
- RIMC is a backup contact for on-call electrician
- RIMCs provide on-scene response support to public safety first responders
- Maintain a safe and efficient flow of traffic for the traveling public

Operational Supervisor Role

Transition to next slide: Let's look at each role further




Regional Duty Officer (RDO) Role

Trainer Guidance:



- RDO is responsible for:
 - Providing situational awareness to upper management in the Region, Bureaus and Executive Office
 - Being readily available to provide direct incident oversight, supervision and guidance for RIMCs
 - Providing significant incident notification to the Administrator's Office
 - Understanding available resources and allocation of resources as needed
- The RDO will also work with appropriate field staff to jointly evaluate the need to activate the ETO Plan and corresponding Department response

Transition to next slide: An RDO may request assistance from another Operations staff position to perform their duties when necessary



RDO Response Responsibilities

- Serves as supervisory support, 24/7, for on-call RIMC
 - Must call RIMC back within 15 minutes
- Serves as TMC communication backup for RIMC
 - When TMC can't reach the on-call RIMC
- Ensures WisDOT/DTSD response
- Maintains situation awareness of incident
- Provides required Administrator's Office notification for Significant Incidents that meet trigger points
- Authorizes and secures additional resources
- Elevates an incident to a higher response level when warranted



RDO Response Expectations

Trainer Guidance:

- Reference: **RIMC Response Guidelines page 17**

Transition to next slide: An RDO may request assistance from another Operations staff position to perform their duties when necessary




RDO Responsibilities for Emergency Events

- Establish unified command with DSP
- Coordinate development of a WisDOT Event Plan (201)
- Facilitate planning and operational briefings
- Coordinate with the Emergency Event Program Manager to ensure an after-action review is conducted




RDO Responsibilities For Emergency Events

Transition to next slide: That's a comprehensive list of what the RDO does – here's a look at their overall response expectations



Operations Supervisor Roles and Responsibilities

- Provide backup and perform on-call RDO tasks on behalf of the RDO
 - During business hours
 - At times of critical need
 - Stay in communication with the on-call RDO to provide situational awareness
- Review/debrief and approve the RIMC logs
- Schedule RIMC rotational on-call duties
 - For regional offices
 - Managing schedule conflicts for on-call availability
- Schedule and facilitate TIME After Action Reviews (AARs)




Operations Supervisor Roles and Responsibilities

Trainer Guidance:

- Some, not all, operational supervisors in the Regions are specifically assigned the additional tasks of reviewing and approving RIMC logs and on-call schedules
- The on-call RDO may designate a RIMC Supervisor to assist in the incident management process
- The RIMC log review and approval process will:
 - Provide on-going real world training for both the experienced and new RIMC
 - Evaluate and document opportunities for improvements and best practices involved in the incident response
- The review/debrief of RIMC log, with the RIMC, should include critical incident stress awareness and resources as needed
- Review/debrief results can be shared in the weekly incident management teleconferences held with the DTSD and DSP management teams
- Supervisor is responsible for reviewing and approval of the RIMC log and for supporting and providing guidance to the mentoring/shadowing program, which we will talk about later

Transition to next slide: The Operational Supervisors expectations are...



Operations Supervisor Expectations

- Attend RIMC/RDO Basic Training, ICS and other required training
- Attend Monday morning teleconferences with TMC and DSP
 - Designee may be assigned
- Review and approve RIMC E-Log or paper log with the RIMC in a timely manner
 - Review should take place in the beginning of the week following the RIMC log submission

RIMC RESPONSE LOG

RIMC Incident Log Number: Date: 08/26/2014
 Law Enforcement Response Department (RDO) Number (if available): Time: 11:00:00 - 8:00:00PM

Incident Information:
 DTIC Number: Phone Number: 1-800-876-7869
 Caller Name Reporting Incident: Phone:
 Caller Address: State Street (2nd Floor) - Monterey (CA 93940) Phone:
 On-Scene Contact: State Patrol Trooper 214 Phone:

Officer:
 Officer Reported to DTIC: Date: 08/26/2014 Time:

Incident Location:
 County: Monterey
 State Highway: 101 Is there an immediate threat to motorists and/or motorists stranded? No
 County Sheriff/State Police: Emergency Alternate Route (Alternate Route):
 RIMC Incident Location: SR 101 at 47th Is an emergency alternate route (detour route) been implemented? No
 Road Number: Route:

Incident Description:
 Road Number: Has the route been closed? No
 State Patrol Incident: Please Check: Height: Width: Weight:
 Is this a Significant:

Incident Report:
 Anticipation Incident: Has a formal Incident Command Post been established? No
 Incident Location: Incident Command Post Location:
 Incident Commander: Officer in Charge? County Sheriff/State Police: Local Law Enforcement:
 Current Incident Status: Reason: State Patrol: County Highway Dept: Fire: EMS: Towing and Recovery:
 Incident on Traffic: Other: Second vehicle arrived approximately 8:00pm per DTIC

Media:
 TIA Date: Time: 11:00:00 - 8:00:00PM Media Release Date: Time:

Other:
 Infrastructure Damage: (Indicate on west side of 101 at 47th interchange)
 Does the incident involve hazardous material? No
 Is visibility at the scene a safety concern? No

RIMC Response:
 Did you respond to the incident scene? No
 Justification for not responding:
 Response time (from when dispatched incident location):
 Response Notes:
 Managing/Coordinating Incident Response from Home Base:

Incident Review and Reporting Open to Traffic:
 Date: 08/26/2014 Time: 11:00:00 - 8:00:00PM
 State: Incident closed from RIMC website:
 Supervisor Signature: Date: 08/26/2014

Operations Supervisor Expectations

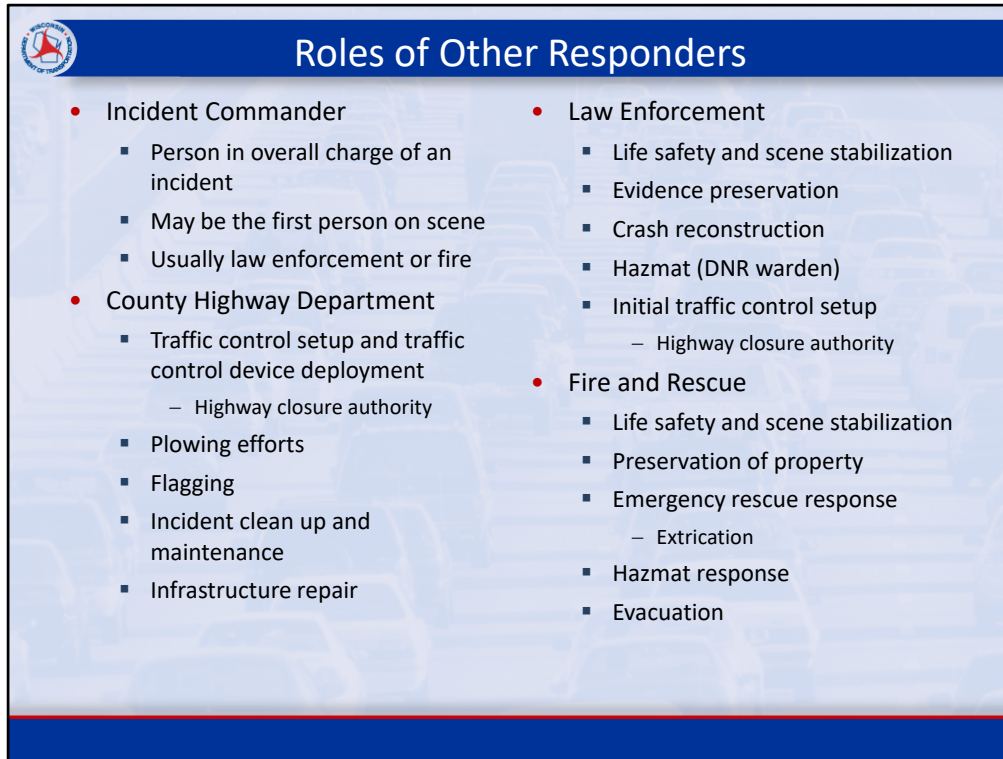
Trainer Guidance:

- All Regional supervisor's roles are different, depending on the size and makeup of each individual region

Transition to next slide: Here are some basic roles of other responders

Trainer Handout:

- RIMC Response Log



Roles of Other Responders

Trainer Guidance:

- In most incidents there is no identified incident commander, but rather the incident is managed through a coordinated effort or unified command:
 - Fire and law enforcement
 - RIMC and law enforcement
 - RIMC and fire
 - RIMC and county highway
 - Law enforcement and county highway
 - Fire, law enforcement, RIMC
- County's primary role is a support role for law enforcement and RIMCs
- Law enforcement role is primarily life safety and scene stabilization
- Fire tends to be more ICS oriented and focuses most on life safety, property preservation and hazmat

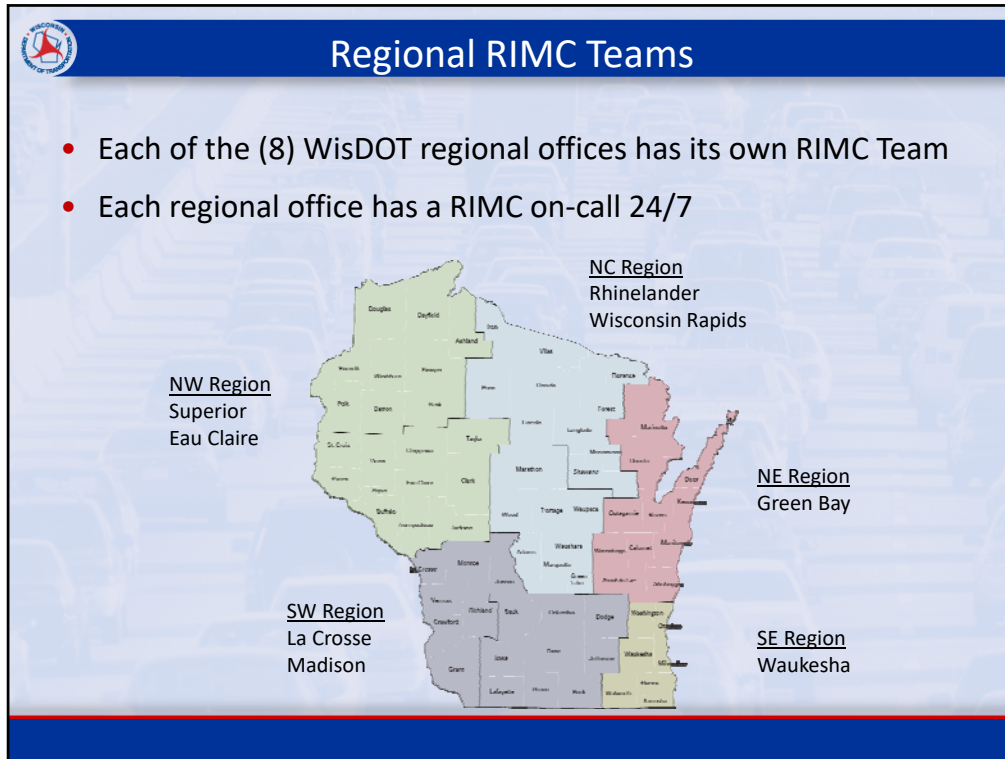
Transition to next slide: Now that we've defined the expectations of RIMCs, RDOs, Supervisors and others, we'll discuss how the RIMC program is structured and the tools RIMC's have at their disposal



Introduction slide to RIMC Field Training Part 1, Section 2:

Reference Materials List:


Trainer handouts:	Page
• DTSD Call Back and Standby Policy	23
• WisDOT/DTSD RIMC Team Structure Document	24
• Contact References	29
• iPad Overview Document	30
• Emergency Hazardous Response – Quick Reference	32
• Incident Response Reference Guide	32
• Ramp Gate Utilization – Quick Reference	32
• Cisco VPN Client User Guide	33



Regional RIMC Teams



Trainer Guidance:

- WisDOT has five regions, eight regional offices
- Each regional office has its own RIMC Team made up of 8 to 10, possibly more, RIMCs
- RIMC Teams share the responsibility of providing 24/7 response capabilities



Regional RIMC Teams

- RIMCs serve on-call for one full week on a rotational basis
- Frequency of on-call rotation varies by region
- DTSD Standby and on-call policies apply:
 - [*http://dotnet/dtsd/policies/standby.htm](http://dotnet/dtsd/policies/standby.htm)

Regional RIMC Teams

Trainer Guidance:

- RIMC serves on-call for one full week on a rotational basis with other RIMCs in the regional office
- Frequency of rotation varies region to region depending on how many RIMCs there are, i.e. 8 RIMCs in a regional office would serve once every 2 months
- RIMCs are compensated for being on-call and follow the DTSD policy
- Refer RIMCs to the DTSD Standby and On-call Policy
 - Last updated May 8, 2014


NOTE:

- Standby pay will be paid strictly on an hourly basis at a rate of \$2.25/hr when the appointing authority requires an employee be available for work and be able to report to work in less than one hour or have the ability to work from any location (i.e., computer login access), are covering as an “on-call” expert without the necessity of returning to a specific job site or DOT location
- Employees are not eligible for standby pay during the time they are back in “work status”

Transition to next slide: Lets look at team structure, schedules, protocols, resources and responsibilities as this varies by region

Trainer Handout:

DTSD Call Back and Standby Policy



Team Structure and Schedule Protocols

<h3>Team Structure</h3> <ul style="list-style-type: none"> • Regional RIMC teams may consist of staff from different sections of the Operations Units: <ul style="list-style-type: none"> ▪ Bridge ▪ Maintenance/roadway ▪ Traffic 	<h3>Schedule Protocols</h3> <ul style="list-style-type: none"> • Frequency of rotation • Schedule changes • Updating schedule on ETO repository • Time off <h3>Rotational Hand-off Protocol</h3> <ul style="list-style-type: none"> • When/where do you hand-off RIMC communication equipment and resources • The time that hand-off is expected
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Team Structure and Schedule Protocols

Trainer Guidance:

- The information for Team Structure should be provided as a handout
- Handout content should include: (See “Team Structure” form in Reference Section, Trainer to populate with region specific information)
 - The names of the specific region/office RIMCs
 - Their corresponding unit, i.e. maintenance, traffic
 - DOT email address and phone numbers if available
- Discuss the regional protocols for scheduling:
 - How often a RIMC will be on-call, i.e. once every 6 weeks
 - What the protocol is for the RIMC to request an on-call schedule change
 - What the RIMC should do if there is a conflict or an emergency need that is preventing the RIMC from performing the on-call duties
 - Does the RIMC need to contact someone in particular if switching with another RIMC
 - What is the procedure if the RIMC is scheduled at a time when he/she needs time off
 - Who updates the regional schedule on the ETO Repository
- Discuss the regional protocol or expectations for turning over all RIMC response equipment and information to the next on-call RIMC

Transition to the next slide: Now that we have talked about region structure and scheduling, let's look at RIMC resources

Trainer handout:

WisDOT/DTSD RIMC Team Structure Document



Resource Recommendations: RIMC Vehicle

Trainer Guidance:

- Regional specifics should be considered
- Review the standard list of equipment and resources a RIMC should have in their response vehicle:
 - Digital Measuring Instrument
 - 2-way mutual aid radio
 - Fire extinguisher
 - Full waders
 - Hip waders
 - Life vest
 - Extra hard hat and high visibility safety apparel, including vests and pants
 - First aid kit
 - Flood light
 - Stop / Slow paddles
 - Field measuring devices – wheels / tapes
 - WisDOT Vehicle - Logo magnet
 - Strobe lights
 - Caution tape

Transition to next slide: You must also maintain a RIMC Response bag



Resource Recommendations: RIMC Bag

Trainer Guidance:

- Trainer should review the RIMC bag explaining its contents
- With updated technology, there is less paperwork to carry. However hard copies of some documents are still recommended in case of power failure or no Internet access
- This bag will vary region to region, but the basic items should be standard
- It is expected that the items identified below be carried by the RIMC at all times:
 - WisDOT identification
 - Communication/computer equipment
 - Laptop and power supply
 - iPad w/power supplies
 - Phone w/power supply
 - RIMC Logs (paper copies)
 - State Map (paper copy)
 - Spare batteries for pertinent equipment
 - Key card to access office
 - Visor cards
 - Passwords and trouble shoot documents
 - RIMC Field Guide
- Review region specific items RIMC is required to also have in bag

Trainer handout:


- RIMC Field Guide



Electronic Resources

RIMC approved WisDOT devices

- Refer to the WisDOT IT Policy and Procedures
 - Transportation Administration Manual (TAM 112)
 - <http://dotnet/tam/docs/it101.docx>
- New apps or software require supervisor approval
- All iPad activity is monitored and geo-located



Electronic Resources

Trainer Guidance:

- Supervisory approval is required to download new apps or software to iPad or iPhone
- Requests that will require a new cost will need budgetary approval using the Division's process



RIMC Phone

Functions & Use

- Basic protocols
 - Lock, password
 - E-mail
 - Texting
 - Pictures
 - Downloading




RIMC Phone

Trainer Guidance:

- Review and demonstrate your region's phone basic functions
- It is important for the RIMC to try the password when the phone is handed off to make sure they are not locked out
- Downloading may not be done without supervisory approval

Transition to next slide: Your phone should be pre-loaded with important information



Contacts and Resources

<u>Recommended Contacts</u> <ul style="list-style-type: none">• E-mail addresses<ul style="list-style-type: none">▪ State▪ Regional• Phone Numbers<ul style="list-style-type: none">▪ State▪ Regional	<u>Region Contacts</u> <ul style="list-style-type: none">• E-mail addresses<ul style="list-style-type: none">▪ Local• Phone Numbers<ul style="list-style-type: none">▪ Local <u>Technical Support Available</u> <ul style="list-style-type: none">• DOT Help Desk – 800-362-3050• Hours of operation: 6:00 AM to 5:30 PM, Mon – Fri• On-call 24/7 with a voice mail
--	---

Contacts and Resources


Trainer Guidance:

- Phone numbers will already be programmed into the RIMC phone, however it is important to look through the contact list to become familiar with what is in the phone
- Hand out the recommended statewide contacts document and explain how to add contacts to the phone

Transition to next slide: An iPad is another electronic tool in the RIMC toolbox

Trainer handout:

- Contact References document






iPad Internet Access

Virtual Private Network (VPN)

- Works on WisDOT VPN Client installed equipment anywhere you have Internet, cellular signal or Wi-Fi Hotspot
- A secure ID and PIN number are required for access
- If you don't use your VPN within 6 months it is locked out

DOT Mobile

- No more hard tokens, but now a soft token on the desktop
- Used to connect to AD network and the internet
- DOT Mobile will only work in range of DOT offices

iPad Internet Access

Trainer Guide:


VPN:

- Used if out of range of DOT Mobile to connect to AD network
- Cellular signal or Wi-Fi Hotspot can be used
- Hand out Cisco VPN Client User Guide
- Currently you cannot access Internet websites when you are using your VPN to connect to the WisDOT network

Transition to next slide: During on-call rotational hand-off, here are some reminders in passing along the equipment



Trainer handout:

- Cisco VPN Client Use Guide



RIMC Rotational Hand-Off Reminders

- Receiving:
 - Make sure phone/iPad passwords match
 - Log-on once with VPN after iPad is handed off to you to ensure proper operation
- Hand-off:
 - Make sure equipment is charged and ready for next RIMC
 - Clear emails and texts before handing off phone and iPad



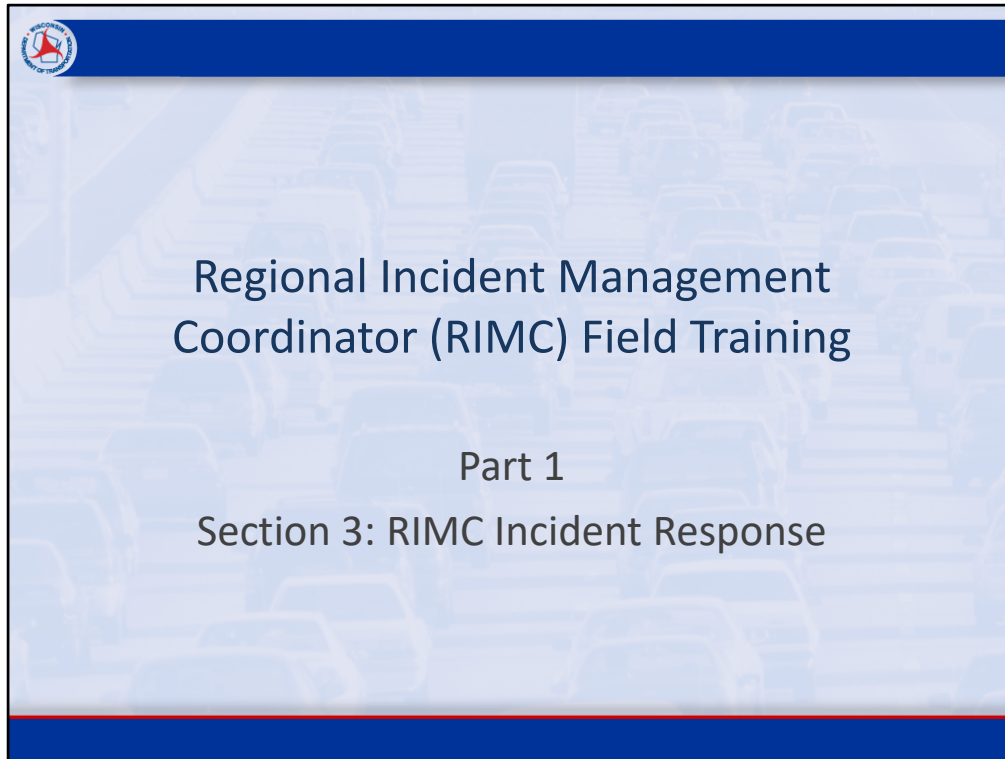
RIMC Rotational Hand-Off Reminders

Trainer Guidance:

- Remember VPN lockout happens after 6 months of no activity

Transition to next slide: Now that we have talked about the tools and resources available for a RIMC to perform incident management, let's talk about incident response and protocols

Note: Good place to take a break



Introduction slide for RIMC Field Training Part 1, Section 3:

Reference Materials List:

Trainer handouts:

	Page:
• RDO Notification of Significant Incident (Administrator Office Notification)	44
• DTSD Regional Lance Closure system (LCS) Priority Routes	44
• RM_1_RIMC_eLog-24536	52
• RM_2_SINS_58_24536	52

Trainer Guidance:

- This section is about the RIMC's responsibilities, protocols and expectations for incident response and how they integrate with the 4 key components from the RIMC Scenario Matrix

Transition to next slide: Before we start, lets discuss how and why TMC makes the decision to call out the RIMC, which goes back to the Significant Incident Notification Process

SINP Call-Out

TMC operators use the SINP incident notification and contact matrix to properly handle a wide range of calls:

- There are 2 incident priority responses:
 - Immediate Priority
 - Next Day priority
- An Immediate Priority Call, depending on category and type, will require a call out:
 - RIMC
 - Electrician
 - County Maintenance

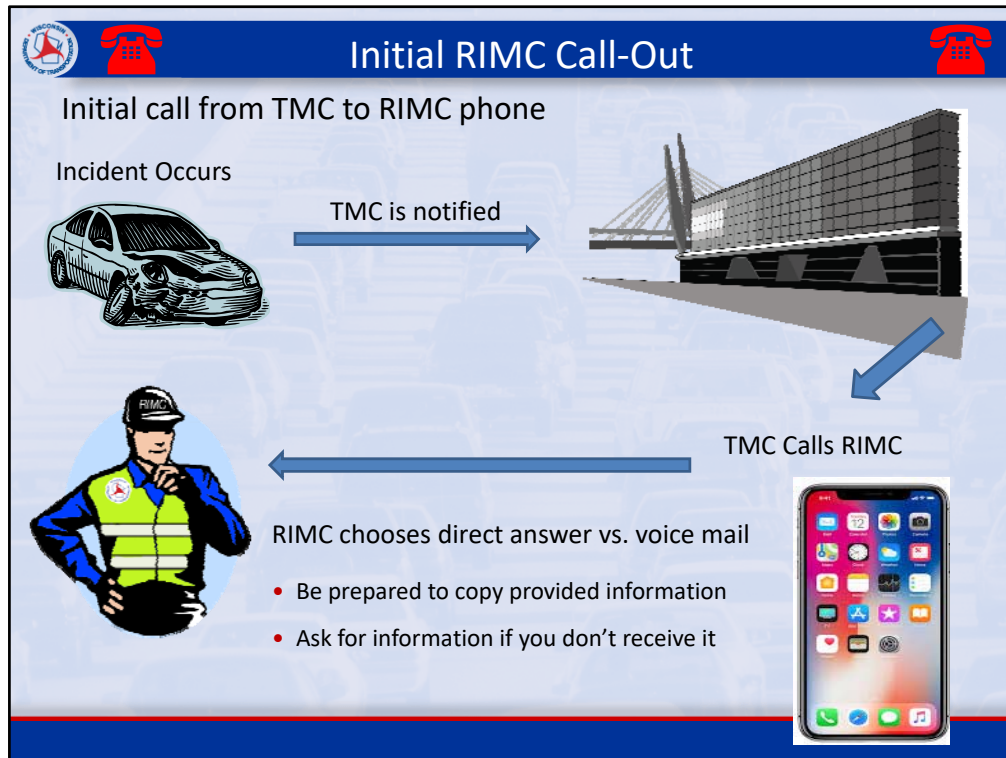
Incident Types			
Incident Category	Incident Description	Role	Immediate Priority
Accidents			
Accident Damage - Not a Safety Hazard		County Maintenance	<input type="checkbox"/>
Accident Damage - Safety Hazard		County Maintenance	<input checked="" type="checkbox"/>
Other - Not a Safety Hazard		County Maintenance	<input type="checkbox"/>
Other - Safety Hazard		County Maintenance	<input checked="" type="checkbox"/>
Bridges			
Aircraft warning lights not operational		W&DOT Regional IMC	<input type="checkbox"/>
Approach slab settlement - Not a Safety Hazard		W&DOT Regional IMC	<input type="checkbox"/>
Approach slab settlement - Safety Hazard		W&DOT Regional IMC	<input checked="" type="checkbox"/>
Barrier malfunction		W&DOT Regional IMC	<input checked="" type="checkbox"/>
Boat traffic impact - Not a Safety Hazard		W&DOT Regional IMC	<input type="checkbox"/>
Boat traffic impact - Safety Hazard		W&DOT Regional IMC	<input checked="" type="checkbox"/>
Bridge pins damaged		W&DOT Regional IMC	<input checked="" type="checkbox"/>
Bridge hit/struck		W&DOT Regional IMC	<input checked="" type="checkbox"/>
Collapse		W&DOT Regional IMC	<input checked="" type="checkbox"/>
Conduit attached to bridge - Not a Safety Hazard		W&DOT Regional Electrician	<input checked="" type="checkbox"/>
Conduit attached to bridge - Safety Hazard		W&DOT Regional Electrician	<input checked="" type="checkbox"/>
Damage to impact attenuators		W&DOT Regional IMC	<input type="checkbox"/>
Expansion device defective - Not a Safety Hazard		W&DOT Regional IMC	<input type="checkbox"/>
Expansion device defective - Safety Hazard		W&DOT Regional IMC	<input checked="" type="checkbox"/>
Gate hit		W&DOT Regional IMC	<input checked="" type="checkbox"/>

SINS Call-Out

Trainer Guidance:

- The SINP Matrix includes 30 incident categories
 - i.e. bridges, signals, signing, traffic incidents, etc.
- The categories are further broken down into Incident Types
 - i.e. bridge hit/struck, buckling, system ramp closure – 2 hours or longer, etc.
- Each Incident Type has an assigned incident priority – there are 2 priorities:
 - Immediate Priority Call
 - Next Day Priority
- The TMC operator follows the SINS protocol for calling out the RIMC:
 - Immediate Priority Calls
 - This requires the TMC operator to make an immediate call out to the RIMC, electrician or county maintenance
 - Next day priority
 - The TMC operator enters this incident in the computer data base, which is forwarded to the region to handle as soon as possible

Transition to next slide: Now we will get into the response protocols and responsibilities starting with the initial call



Initial RIMC Call-Out



Trainer Guidance:


- This is the beginning of the RIMC incident response process and the first of the 4 key components from the RIMC Scenario Matrix
 - *Evaluate/Assess*
- When an incident occurs, the initial call will come from the TMC to the RIMC phone
 - The RIMC may choose to pick up right away, or let the call go to voice mail while they prepare to properly respond to the call
 - Ideally, RIMC would have a blank copy of the RIMC log or pen and paper next to bedside

Direct answer versus voice mail

- Direct
 - Immediately answer phone – be prepared to copy
 - Be prepared to ask questions about the incident
 - Refer to a blank RIMC log for needed information
- Voice Mail
 - Let call go to voice mail while you prepare to copy
 - Call the TMC back within 15 minutes
 - If TMC does not receive call back within 15 minutes, they will call you again
 - Be prepared to ask questions about the incident
 - Refer to a blank RIMC log for needed information

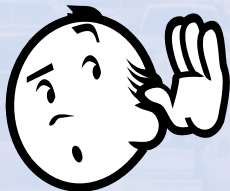
Transition to next slide: The RIMC will initially receive preliminary information from the TMC operators



TMC Initial Preliminary Information

TMC operators try to provide the RIMC with the following information on the initial call-out:

- SINS number
- Incident location and quick synopsis of incident
- Road closure and direction
- Alternate route if known
- Caller and call-back number/handling agency



Remember the TMC phone line is recorded!

The control room operators are a part of our entire team. Courtesy should go both ways!

TMC Initial Preliminary Information to RIMC

Trainer Guidance:

- Not all callers/agencies will provide the TMC operator the above information
- RIMC may not get all information needed initially from TMC operator, i.e. on-scene contact information

NOTE:

- All control room phone lines are recorded
- Random quality assurance checks are done regularly
- Lines are subject to open record law

Transition to next slide: How to contact the on-scene person?

Establishing On-Scene Contact

- Your first point of contact may be a dispatcher
 - Identify yourself
 - Ask for additional information
 - Ask for the on-scene contact information
- The on-scene contact may vary
 - Law enforcement, incident commander, county highway department, DNR, etc.

Establishing On-Scene Contact



Trainer Guidance:

- RIMC will need to make a call to the initial caller, usually dispatch
- Refer to a blank RIMC log and cover the needed information


REMINDER:

- Do not use acronyms – your contact may not know what a RIMC is
- Identify yourself as a Wisconsin Department of Transportation representative, not a RIMC

Transition to next slide: As a special note...




On-Scene Contact: Special Note



There will be times when the initial caller/agency will not provide you an on-scene number, if this occurs, you should request the initial caller/agency:

- Have the on-scene contact call the RIMC back
- Patch you through to the on-scene contact

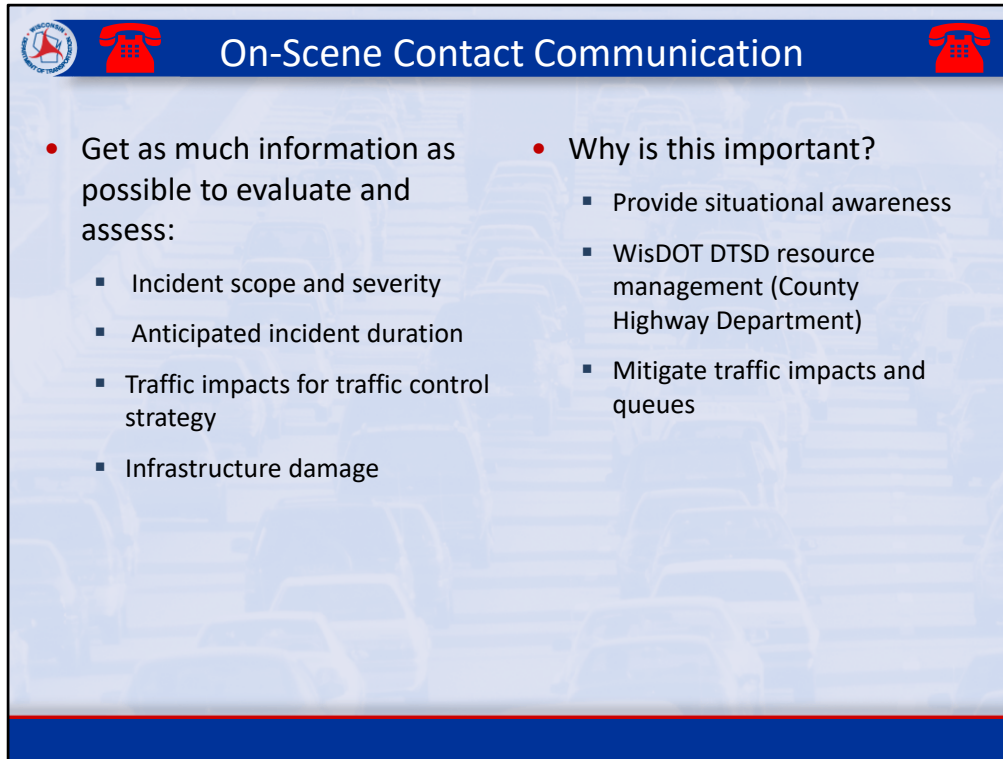


On-Scene Contact: Special Note

Trainer Guidance:

- Some law enforcement agencies do not provide phones for their officers
- Often law enforcement can't/won't take a call until they have the scene stable and secure

Transition to next slide: On-scene contact communication



The slide is titled "On-Scene Contact Communication" in a blue header bar. On the left side of the header is a circular logo with a red telephone handset, and on the right side is a red telephone handset icon. The main content area has a light blue background with a faint image of a traffic accident scene. It contains two main bullet points, each with a sub-list.

- Get as much information as possible to evaluate and assess:
 - Incident scope and severity
 - Anticipated incident duration
 - Traffic impacts for traffic control strategy
 - Infrastructure damage
- Why is this important?
 - Provide situational awareness
 - WisDOT DTSD resource management (County Highway Department)
 - Mitigate traffic impacts and queues

On-Scene Contact Communication



Trainer Guidance:

- RIMC will evaluate and determine how to respond to the incident
 - If on-scene contact requests field response, RIMC shall go out and coordinate with the on-scene person
 - Ask where to meet
 - Ask how to approach the scene
 - Provide an estimated time of arrival (ETA)
- Once the on-scene contact is established and the scope of the incident and needed resources are determined
 - The RIMC may need to contact the county highway department for additional resources
 - The RIMC needs to determine if the incident meets the criteria for RDO notification of a Significant Incident


Transition to next slide: Next slides will discuss the contact of the county highway and the RDO Significant Incident Notification criteria

Trainer handouts:


Administrator Office Notification Guidelines (RDO Notification of Significant Incident)



Contacting County Highway Department



- Contacting county highway department on-call personnel
 - Sheriff's departments usually have access to this information
 - You can ask the Sheriff's department dispatch to have the county highway department contact you
 - Remember to document your information for the RIMC log





Contacting County Highway Department


Trainer Guidance:

- To contact the county highway department after hours, use above guidance
- Identify and coordinate with county highway for resources such as:
 - Flagging, signs, county highway department's resources, plowing, etc.

Transition to next slide: Now let's look at process and criteria for an RDO notification of a Significant Incident




RDO Notification for Significant Incidents



The RIMC is required to contact the RDO for any incident that meets the criteria of a significant incident

Significant Incident




RDO Notification for Significant Incidents

Trainer Guidance:

- Criteria for RDO notification are found in the document called Administrator Office Notification Guidelines
- Refer RIMC to Administrator Office Notification Guidelines in RIMC Field Guide and review the criteria

Transition to next slide: Next is a picture of the guidelines, let's look at the criteria in the notification document in the RIMC Field Guide



Significant Incident Criteria for RDO Notification

Incidents that meet the criteria for a significant incident notification are outlined in Table 2. These incidents will most often be reported to the RDO by the RIMC. The list of significant incidents is the minimum criterion for an Administrator's Office notification and should not be considered all inclusive. This process, including the expectations and responsibilities below, was reviewed and approved by the WisDOT Secretary's Office and DTSD Administrator's Office July 3, 2014:

Table 2
The RIMC will immediately notify the RDO if incident satisfies any of the following criteria:

Type	Description
Closure	Any incident/event that causes (or is estimated to cause) the following on regional designated Lane Closure System (LCS) priority routes, which includes interstates: <ul style="list-style-type: none"> One direction of travel for 2 hours or more Both directions of travel for 30 minutes or more
Major Infrastructure Damage	Any incident/event that causes significant damage to DOT owned infrastructure, for example: <ul style="list-style-type: none"> Bridge collapse, sinkhole, etc.
Fatalities	Any incident involving three or more fatalities
Natural Disaster/Weather	Any natural disaster or weather event that impacts use of an <u>interstate or US freeway</u> as follows: <ul style="list-style-type: none"> Flooding – on any portion of the roadway Fog, snowy/icy conditions, fire/smoke, etc. – that cause one or more lanes of the roadway to be closed
Evacuation	Any evacuation (regardless of location) that may impact traffic that the STOC is notified/aware of
Security	Any security event related to/on state infrastructure: <ul style="list-style-type: none"> Bomb threat SWAT operation Intentional blockage Shooting/striper Dignitary visit or unplanned/unexpected dignitary visit (i.e., President, vice President, etc.) Suicide or suicide attempt
High Profile, Public/Media or Politically Sensitive Event	Any incident that is getting or anticipated to get high media coverage for example: <ul style="list-style-type: none"> A traffic incident that involves the Governor's Mayor and/or another high-ranking/high-profile individual

Expectations and Responsibilities:
It is the responsibility of the RDO to ensure that the Administrator's Office is notified of all significant incidents. When a significant incident occurs, the RDO, or their designee, shall notify the Administrator's Office by contacting either the Administrator or one of the Deputy Administrators. Once notification has been made, the RDO shall call the STOC and confirm that the Administrator's Office has been contacted.

If the STOC does not receive confirmation that the Administrator's Office has been notified within 30 minutes of contacting the RIMC about a significant incident, it is expected the STOC will contact the BTO management on-call person. BTO management will then move forward with notifying the Administrator's Office. BTO management will also provide confirmation that notification to the Administrator's Office will be/have been made.

Significant Incident Criteria for RDO Notification: Administrator Office Notification Guidelines

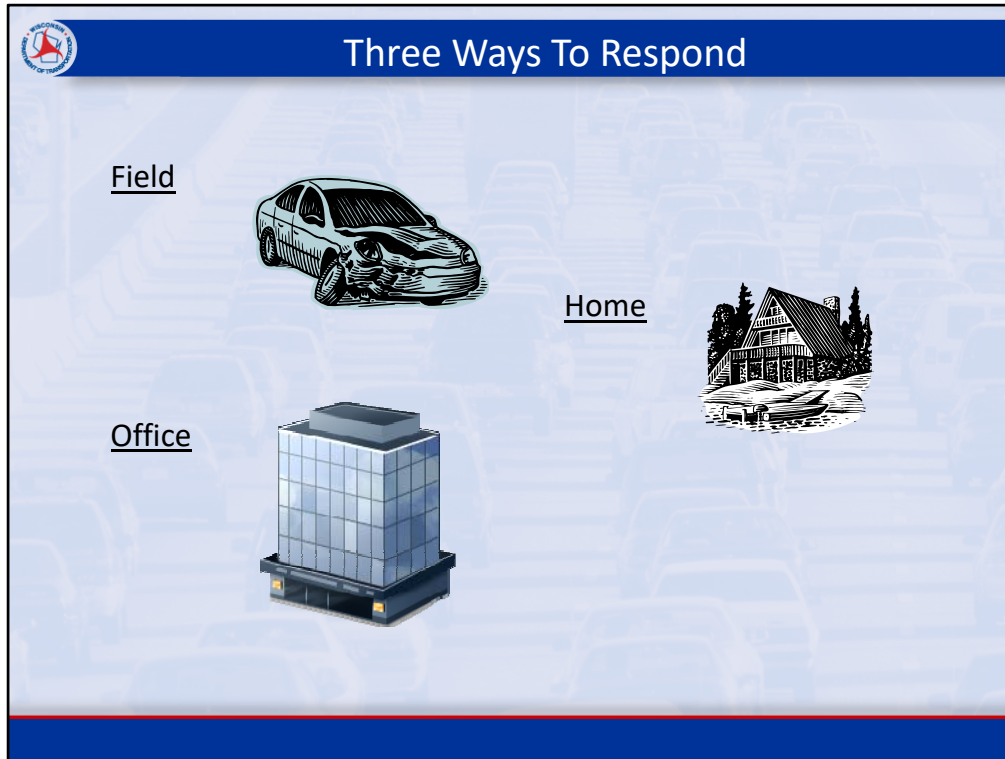
Trainer Guidance:

- The criteria are a list of minimum thresholds and should not be considered all inclusive
- RIMCs need to use reasonable judgment and engineering expertise to determine when an incident goes beyond the criteria
- When in doubt contact the RDO
- Review the expectations and responsibilities on the bottom of the Administrator Office Notification Guidelines
 - RIMCs need to understand their importance in the notification to the RDO
 - This document was reviewed and approved by the WisDOT Secretary's and DTSD Administrator's Offices July 3, 2014

Transition to next slide: Now let's look at the ways a RIMC responds to an incident

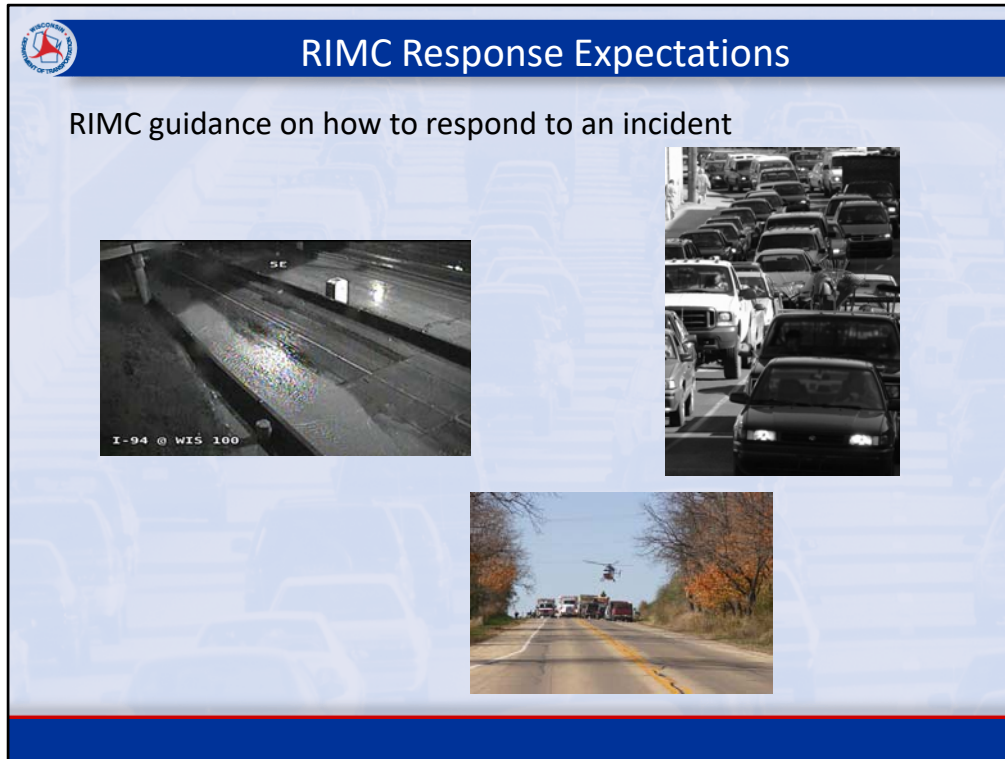
Trainer handouts:

- Administrator Office Notification Guidelines
- DTSD Regional Lane Closure System (LCS) Priority Routes



Three Ways To Respond

Transition to next slide: Let's look at the RIMC expectations for the three ways of responding



RIMC Response Expectations


Trainer Guidance:

- There are three ways to respond to an incident depending on its scope and duration:

Field, Home, Office

- RIMCs may use a combination of the three
- The RIMC's decision on the way to respond, field, home, office or combination of the three, is based upon all available information and engineering judgment
- When in doubt, go out!




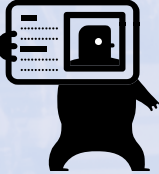
Transition to next slide: The next series of slides will go into detail on RIMC response expectations for each of the three ways



Field Response Expectations Cont.

Scene Arrival

- Always respond with proper identification
- Report to on-scene contact or Incident Command (IC)
- Meet at established location
- Ensure you are arriving close to estimated time of arrival (ETA)
- Advise the TMC when you are on scene



Field Response Expectations Cont.

Trainer Guidance:

- When you arrive on scene:
 - Follow Incident Command System (ICS) principles
 - Report to Incident Command post or Incident Commander (IC)
- Brief IC or designee on pre-arrival assessment and recommendations
 - If IC is busy or has not been identified, make contact with person in charge of the incident



Field Response Expectations Cont.

On-scene Incident Assessment:

- Complexity of the incident
- Infrastructure integrity and damage
- Status of those involved in the incident
- Scene stability
- Estimated duration of incident
- Hazardous materials?




Field Response Expectations Cont.

Trainer Guidance:

- The RIMC shall complete a full assessment of the incident including the information above
- Work with the IC or designee to coordinate/manage to clear the incident and reopen the roadway

NOTE:


- Throughout the incident the RIMC needs to frequently re-evaluate and assess whether the incident is escalating
- Stay on scene until the incident is cleared and roadway is ready to reopen



Field Response Expectations Cont.

Communicate and Document

- The RIMC will contact and update the TMC and RDO
- Document information to the RIMC log and timeline
 - Incident pictures and videos




Field Response Expectations Cont.

Trainer Guidance:


- Throughout the duration of the incident the RIMC will continue to contact and update the TMC and RDO on the status, if warranted
- Monitor TIAs for accuracy
 - Is information output accurate?
 - Incorrect information in a TIA can have an adverse affect on the public and incident scene
- If the media approaches you, refer them to the IC or agency in charge
- Inform the TMC when the incident is cleared and you are leaving the scene
- Document all communications in the RIMC log and timeline
 - Take pictures and/or video for situational awareness if possible
 - Slide picture is from Adams County crash

Transition to next slide: The next slides will be discussing the two other ways of response: office and home



Home and Office Response Expectations

When a field response is not warranted or practical on a call from the TMC, response shall still take place from either the office or home



You are still expected to perform the 4 key response components as if you were actually at the scene:


- Evaluate/Assess
- Respond/Coordinate
- Communicate
- Document

Home and Office Response Expectations

Trainer Guidance:

- Usually after-hours response will be from home, but the RIMC has the discretion of responding from the office where they can utilize the technology/communications and resources that an office environment affords
- Regardless if the response is from the home or office, it is expected the RIMC will be actively involved from beginning to end of the incident

Transition to next slide: Let's review an actual incident that was handled from home



Home Response Example

eLog Discussion

- eLog #24536
- Disabled semi on shoulder

RIMC RESPONSE LOG - ACTION/CALL RECORD

TIME	Action
5:50 pm	Received call from STOC that Semi Tractor trailer pulled over on shoulder of SB STH 47 to make a phone call and sunk into soft shoulder and is tipping at a steep angle. 2 tow and recovery wrecks on scene trying to upright and remove tractor trailer from shoulder area. STH 47 is currently detoured around incident.
5:56 pm	Contacted State Patrol Dispatch (Wausau Post) for incident briefing and to request on scene contact person and number. State Patrol didn't have any more information on incident status, and I was advised to call Shawano County Sheriff Department Dispatch to make contact with on scene Trooper.
6:00 pm	Contacted Shawano County Sheriff Department Dispatch to make contact with on scene Trooper and for incident status briefing and update. Dispatched attempted to make contact with on scene responders i.e trooper, deputies, county highway personnel. Dispatch indicated that all responders busy with traffic control duties and incident management response. I requested that Dispatch direct the on scene Trooper to contact me at home when they had a free moment to do so.
6:12 pm	Shawano County Sheriff Department Dispatch contacted me and indicated that they made contact with on scene trooper and that the trooper would call me back in 30 minutes (anticipated time of incident clearance). Trooper indicated to dispatch that there was no spillage of tractor trailer load and no haz mat involved.
6:13 pm	Contacted STOC and updated them on anticipated clearance time of 30 minutes and that there was no haz mat nor spillage of load at the incident's scene.
6:27 pm	I received TIA that incident was cleared.
6:28 pm	I contacted Shawano County Sheriff Department Dispatch to confirm that incident scene was cleared and to ask them to patch me through to on scene trooper. I made contact with on scene trooper and discussed incident clearance and assessment of shoulder where truck was stuck. Trooper said that he would go and assess the shoulder and get back with me with information.
6:33 pm	Contacted STOC and confirmed to them that that incident was cleared.
7:21 pm	On scene Trooper called me back with shoulder damage assessment. Trooper indicated that the shoulder sustained minor to moderate damage. I recommended to the trooper that we barrel off shoulder for the night. Trooper volunteered to contact Shawano County Highway Department to get barrels placed on shoulder for the overnight in the incident area. I thanked the trooper and informed her we would have Shawano County Highway Department make the necessary shoulder repairs in the morning.

Home Response Example

Trainer Guidance:

- Hand out both references: RM_1_RIMC_eLog_24536 and RM_2_SINS_58_24536, which display an example of an incident where the RIMC responded from home
- Discuss the response process and documentation
- Based on the scope, estimated duration and distance from the scene, it was decided to respond from home
- Notice how the scene was cleared, however the scene situation was still not stable even after all vehicles were cleared
- RIMC made sure incident area was safe for travel by utilizing a trooper to assess the shoulder integrity
- Incident duration is from the time incident occurred until the time the scene was cleared of all vehicles: 2 hours, 51 minutes (1535 to 1826)
- Incident duration from the time incident occurred until the RIMC made sure the roadway was safe and incident closed out: 3 hours, 46 minutes (1535 to 1921)



Home and Office Response Expectations Cont.


Key points when responding from office or home

- Establish on-scene contacts
- RIMC needs to be in communication more often with on-scene contacts to confirm incident status and situational awareness of what is happening at the scene
 - Coordination is mostly done through phone calls
 - During business hours, the RIMC may ask personnel who are close to the scene to respond as the on-scene contact
- Throughout the incident, the RIMC needs to frequently re-evaluate and assess:
 - Is the incident escalating?
 - Has a field response become warranted?

Home and Office Response Expectations Cont.

Trainer Guidance:

- Communicate and coordinate with the on-scene contact or others to obtain information for incident management: Usual key contacts, i.e. County Highway Department, Law Enforcement, Incident Commander
 - Find a different on-scene contact if you're not confident in the information being provided
- Utilize on-scene contact to review traffic control set up and alternate route
 - Be prepared to offer suggestions for a secondary alternate route or revisions to the traffic control set up
 - Be prepared to advise what resources could be deployed to assist with scene management
 - Cones, barricades, flagging, etc.
 - Maintain awareness of traffic queues
 - Assess if the queues are getting too long
- Utilize on-scene contact to assess and monitor infrastructure integrity
- TMC can also utilize the view of on-scene and provide updates on events through CCTV, where available



Home and Office Response Reminders

- Maintain frequent communications with on-scene contact, TMC, RDO
- Confirm incident status and situational awareness with on-scene contact
- Monitor TIAs for accuracy
- Confirm with on-scene contact that the roadway is checked before reopening
- Stay involved in incident management until the incident is cleared
 - Advise TMC incident is cleared
- Continuously document information to the RIMC log and timeline
 - Complete the RIMC log and timeline within the next business day

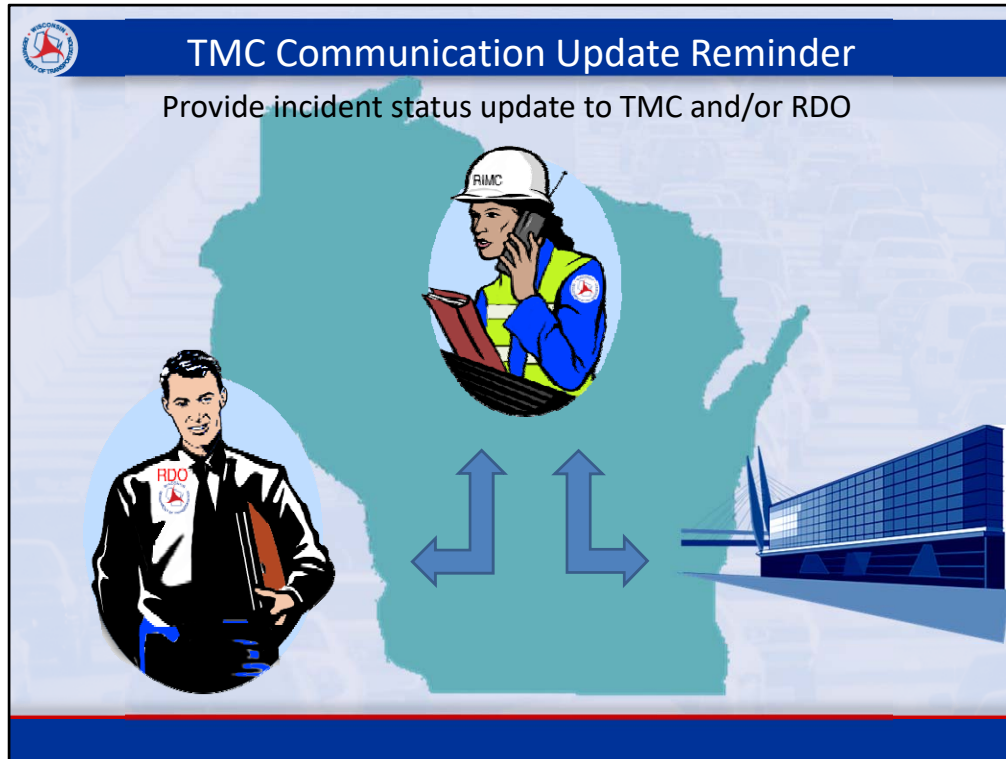
Home and Office Response Reminders

Trainer Guidance:

- You are expected to communicate to the TMC the way you are responding: field, home or office

Reminder: RIMCs still have the same responsibilities when responding from the office or home as they do when responding to the field

Transition to next slide: It's important to go over the TMC communication/update responsibilities and expectations one more time



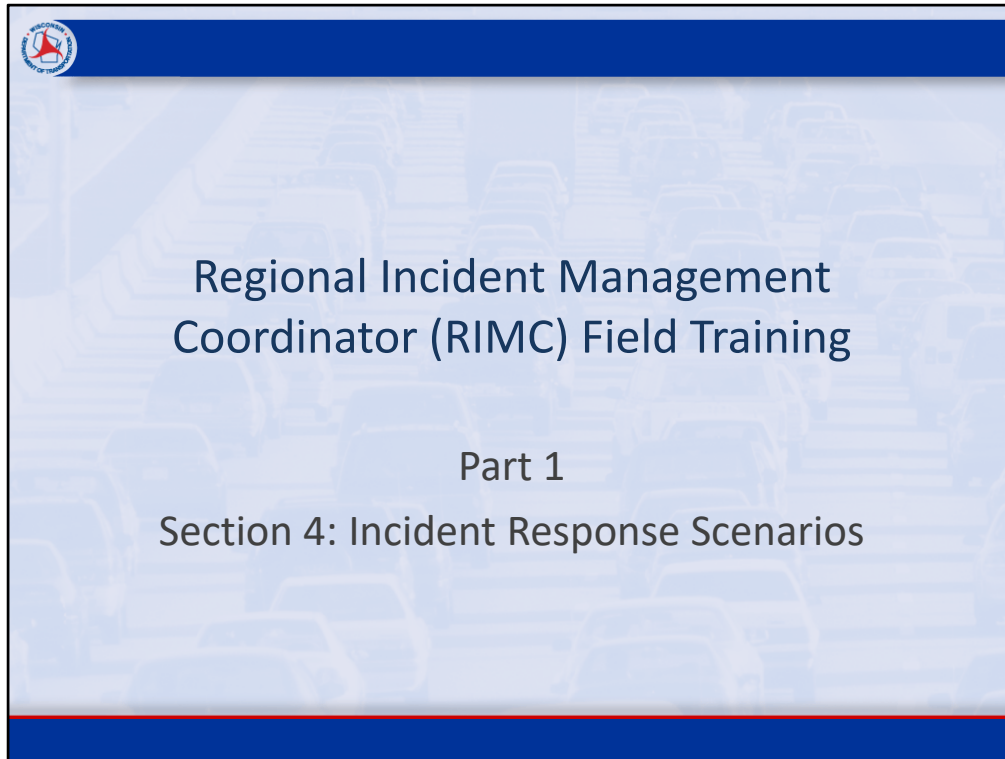
TMC Communication Update Reminder

Trainer Guidance:

- This reminder pertains to all three ways of responding to incidents
- When calling the TMC operators, remember to identify yourself and provide the incident number
- The TMC is statewide and often handles multiple incidents at a time, so identifying yourself and providing the incident number eliminates confusion between the incidents the TMC operators are handling
- The updates trigger the TMC operator or DSP dispatch to update TIAs
- The TMC should be informed of the way the RIMC is responding to the incident
- Keep TMC apprised of any and all changes in incident status, scope, duration and change in traffic control mitigation strategies
- Update the TMC as often as you need to, they are your partner in these efforts
- Phone communication will continue throughout the duration of the incident

Transition to next slide: Now that we have covered the RIMC responsibility protocols, let's apply what we have learned to three practical scenarios

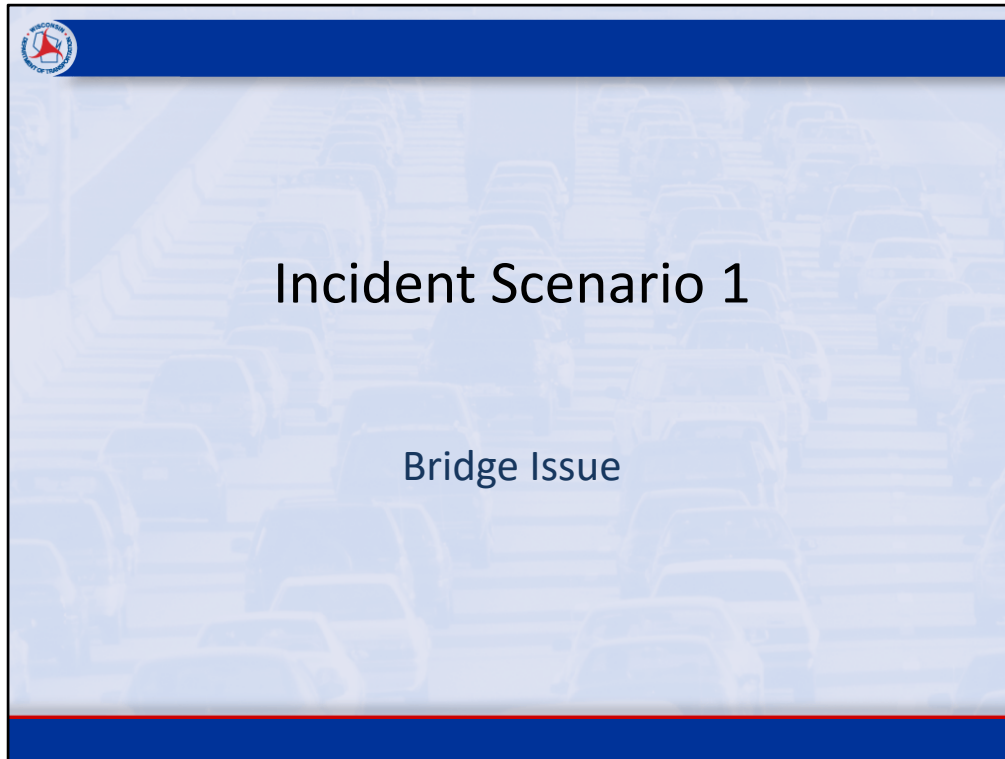
*Take a break between Section 3 and Section 4, Scenarios



Introduction slide to RIMC Field Training Part 1, Section 4:
Incident Response Scenarios

Trainer Guidance:

- Section 4 – Incident Response Scenarios will cover three (3) scenarios:
 - Bridge Strike
 - Work Zone Incident
 - Severe Traffic Backups (3 or more miles)



Incident Scenario 1: Bridge Issue introduction slide

Trainer Guidance:

- Reference Materials used for this scenario include:
 - RIMC Field Guide
 - RIMC Scenario Matrix, Bridge Issue
 - Administrator Office Notification Guidelines
 - S1_RIMC_Log_49_21294
 - S1_TIA_49_21294
 - S1_SINS_49-21294 (For Trainer reference of incident only)



RIMC Incident Scenario: Bridge Issue

A pick up truck, traveling at a high rate of speed, travels up embankment, becomes airborne, and strikes the bridge girder. The vehicle lands on its roof in lane 1 and blocks both NB lanes of traffic.

Evaluate/Assess




- What information should the RIMC evaluate to assess this incident once he/she is called?
- Consult the RIMC Scenario Matrix
 - Bridge Issue

Bridge Issue Scenario: *Evaluate/Assess*

Trainer Guidance:

- Engage RIMC in discussion to think about the information he/she would need to gather for evaluation and assessment of this incident using the RIMC Scenario Matrix
 - What are the impacts to the structure and is there an immediate need for a certified bridge engineer/inspector
 - What are the considerations to traffic impacts; i.e. time of day, queuing and traffic control set up, adjoining roadways
 - What would be the needed information to consider for a detour - i.e. safety of infrastructure, detour needed for traffic below/above bridge, short or long term closure of road/lane/shoulder, queuing or delay issues?
 - Does the information here invoke RDO notification of a Significant Incident?

Transition to next slide: Now we are going to review the RIMC Scenario Matrix for Evaluate/Assess



RIMC Scenario Matrix: Bridge Issue


Evaluate/Assess

- Infrastructure damage, i.e. railing, girders, abutment, piers, etc.
 - Bridge Engineer/Inspector assistance shall be required
- Traffic impacts for queuing and delay, upstream and downstream
 - Location of on/off ramps and crossovers for traffic control
 - Trapped vehicles
- Anticipated duration of incident with law enforcement or Incident Commander
- Time of day, peak travel time and/or special events in the area
- Estimated time to dissipate queue
- Traffic control setup
- If incident requires RDO notification of a Significant Incident
- Utilize CCTV for monitoring purposes
- Continuous incident monitoring (escalation/de-escalation of incident)

RIMC Scenario Matrix: Bridge Issue – *Evaluate/Assess*

Trainer Guidance:

- Slide represents statewide considerations for strike, collapse and lift bridge and may not be all inclusive
- RIMC will need to use engineering knowledge, expertise and other resources to complete the evaluation/assessment process, i.e. certified bridge engineer/inspector
- Verify there are no vehicles trapped anywhere within the closure or queue for longer than 30 minutes
 - Travelers trapped for any length of time tend to use social media to get or pass along information
 - Vehicles trapped on the system for any length of time, dependant on weather and other risk factors, may cause reason for incident escalation
- Regional specific protocols need to be considered here



RIMC Scenario Matrix: Bridge Issue

Detour

- Possible long term detour may be needed if temporary repairs can't be made or damage is too severe
- Review, set up and travel detour route, if necessary, to accommodate traffic
 - Emergency alternate route guides may be invoked

RIMC Scenario Matrix: Bridge Issue – *Detour*

Trainer Guidance:

- Slide represents statewide considerations for strike, collapse and lift bridge and may not be all inclusive
- RIMC will need to use engineering knowledge, expertise and other resources to complete detour evaluation/assessment
 - Someone in the field may assist in the evaluation and assessment of the detour route
 - Find a different on-scene contact if you're not confident in the information being provided
- Regional specific protocols need to be considered here



RIMC Incident Scenario: Bridge Issue

Respond/Coordinate

- What steps will be involved in responding to this incident?
- What are coordination considerations for this incident?



Bridge Issue Scenario: *Respond/Coordinate*

Trainer Guidance:

- Engage in discussion to get the RIMC thinking of the different tasks he/she may need to do while coordinating with first responders and highway department personnel
- The discussion should include suggestions on what resources can be coordinated or utilized
- Discuss the importance of actual response in the field
 - RIMC is responsible for overall situational awareness and reporting even if bridge engineer/inspector responds
- RIMC response will include coordinating resources internally and with various responder i.e. law enforcement, bridge engineer, RDO, and TMC
- What traffic control measures might be considered i.e. lane closures, DMS/PCMS for traveler advance warning, ramp gates for closure of on ramps?
- Who does the RIMC coordinate response with i.e. bridge engineer, county highway department, project manager, first responders, incident commander on scene?
- Regional specific protocols need to be considered here

Transition to next slide: Lets look at the RIMC Scenario Matrix for Response/Coordinate



RIMC Scenario Matrix: Bridge Issue

Respond/Coordinate

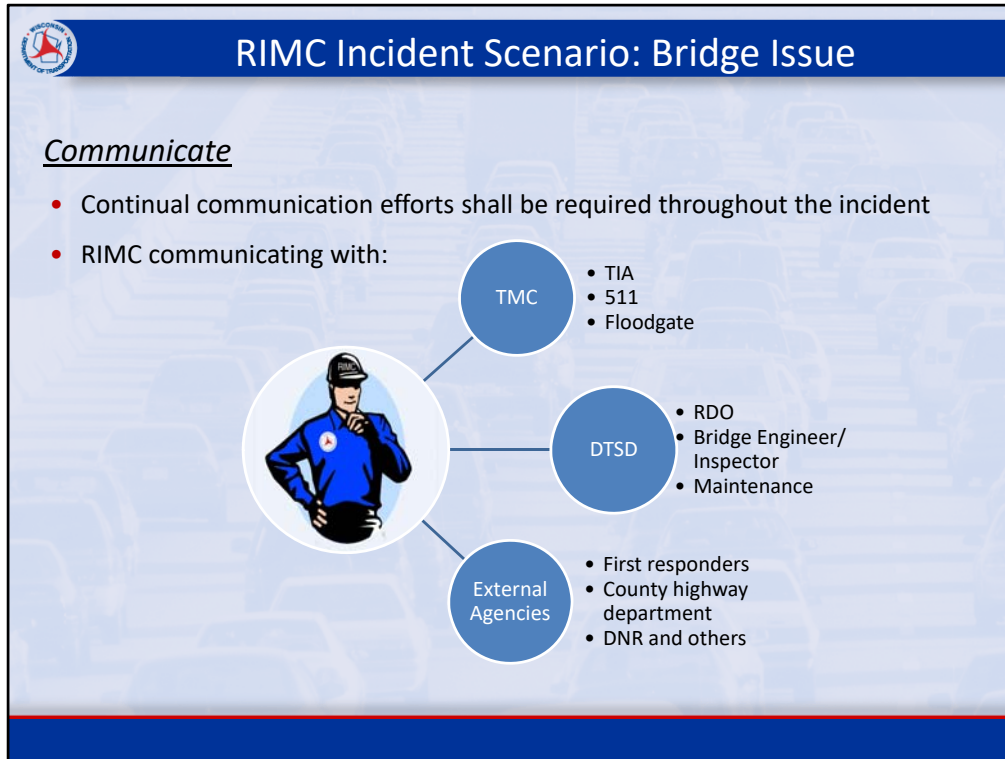
- Field response will be required
- Coordinate and set up lane closure
- Coordinate with county highway department:
 - For traffic control strategies
 - To relieve law enforcement from flagging duties if possible
- Utilize DMS/PCMS and ramp gates if available and needed



RIMC Scenario Matrix: Bridge Issue – *Respond/Coordinate*

Trainer Guidance:

- Discuss regional specific protocols involving bridge issues




Bridge Issue Scenario: Bridge Issue – *Communicate*

Trainer Guidance:

- Stress importance of communicating from the beginning of the incident until the very end; i.e., incident commander, RDO, TMC, law enforcement/dispatch, county highway department, others
- Communication is continual and constant providing situational awareness and assistance for incident management no matter what time of day or night
- When in doubt RIMC should contact the RDO
- Discuss other possible contacts the RIMC should consider i.e. project manager, maintenance staff

Transition to next slide: Review the RIMC Scenario Matrix: Communicate



RIMC Scenario Matrix: Bridge Issue


Communicate

- With the RDO if a Significant Incident Notification is warranted
- Provide frequent and timely situational awareness updates to TMC as scene changes
 - Provide updates and confirm accuracy with TMC for 511, TIA and floodgate information
- With Bridge Engineer/Inspector
 - Advise on closure of bridge and/or adjacent roadways
 - Consult on reopening bridge/roadway
- In the event of a bridge structure emergency requiring central office notification or involvement
 - Structure expert on-call: (608) 206-1280
 - <http://dotnet/dtsd/emergency/index.htm>

RIMC Scenario Matrix: Bridge Issue - *Communicate*

Trainer Guidance:


- Slide represents the minimum standard for communication during a bridge strike, collapse or lift bridge incident and may not be all inclusive
- The bridge engineer/inspector reference can be found on the DOTNET:
 - DTSD Emergency contacts - WisDOT Emergency Information
 - <http://dotnet/dtsd/emergency/index.htm>
- It is important to impress upon the RIMCs that they may contact the bridge engineer/inspector if they have any questions or concerns
- Major incidents may need the assistance of a Regional Communication Officer (RCM)
 - Possibly for press release
 - Possibly for media monitoring
- Discuss regional specific protocols for communication, i.e. regional bridge engineer/inspector, RCM, etc.



WisDOT Bridge Structure Emergency

- Currently there is no statewide policy on bridge structure emergencies
- RIMCS should contact their RDO
- RIMCs should contact Bureau Of Structures (BOS) follow on bridge hits
Reminder:
- A Structure Expert from central office is on-call 24/7 and available to answer questions related to bridge structure emergencies:
 - Structure Expert on-call: (608) 206-1280
 - <http://dotnet/dtsd/emergency/index.htm>
- The Structure Expert does not respond to the scene when a bridge strike occurs
- When a bridge hit occurs and is reported to the TMC, the TMC sends an email to: [DOT DL BOS Bridge Hits](#), where BOS staff is notified


WisDOT Bridge Structure Emergency




RIMC Incident Scenario: Bridge Issue

Document

- What type of information should the RIMC be documenting?
- Where can the RIMC obtain information for documenting?






Bridge Issue Scenario: *Document*

Trainer Guidance:


- Handout and review RIMC Response Log #49-21294 to encourage awareness of the information the RIMC needs to be gathering and documenting during the entire event
- Handout the corresponding TIAs and review the initial notification with second and third updates
- TIAs provide information, but this information should also be vetted by the RIMC for accuracy
- Re-emphasize the four components
 - *Evaluate/Assess*
 - *Response/Coordination*
 - *Communication*
 - *Documentation*
- Importance of photo and video documentation
 - This is for situational awareness: i.e. RDO, central office/bridge staff
- Discuss the necessity to document information throughout the incident
 - Discuss the importance of keeping documentation for the RIMC log timeline
- The paper RIMC Response Log can be used as a reminder of needed information
- Discuss where the RIMC can obtain information from i.e. TMC/SINS e-log, TIAs, law enforcement dispatch, on-scene responder, incident commander



RIMC Scenario Matrix: Bridge Issue

Document

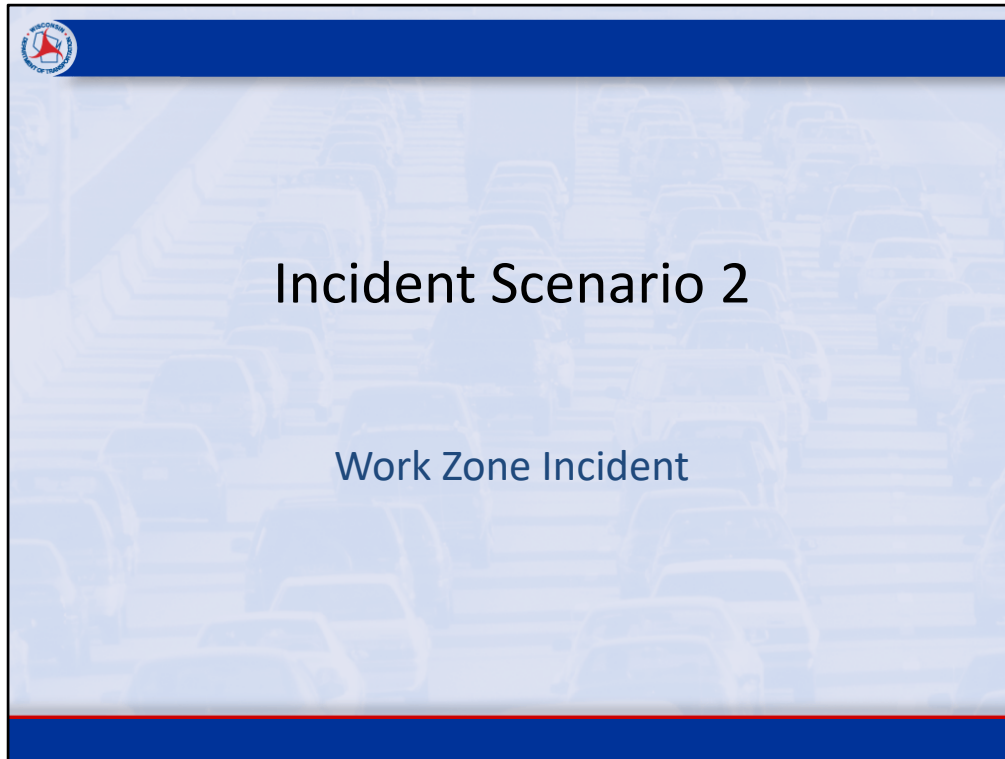
- Maintain RIMC response log
- Take photos to document incident as it occurs to provide situational awareness, forward to RDO, Bridge Engineer and RCM if possible
- Obtain law enforcement CAD number from incident report to assist with repair reimbursement



RIMC Scenario Matrix: Bridge Issue – *Document*

Trainer Guidance:

- Redirect to the RIMC Scenario Matrix



Incident Scenario 2: Work Zone Incident introduction slide

Reference Materials:

- Reference_Materials used for this scenario include:
 - RIMC Field Guide
 - RIMC Scenario Matrix, Maintenance/Work Zone Incident
 - Administrator Office Notification Guidelines
 - S2_RIMC_eLog_23982
 - S2_TIA_23982
 - S2_SINS_30_23982 (For Trainers reference of incident only)



RIMC Incident Scenario: Work Zone Incident

A vehicle crash in the northbound lanes of I-94 hit the temporary work zone median barrier and moved it into the southbound lanes. The temporary median barrier needs to be moved back into place.

Evaluate/Assess



- Initial call to TMC



- Work Zone Incidents

- RIMC may/may not respond to the scene depending on incident scope and time of day
 - Work zone traffic control impacts to devices
 - Severe traffic backups
 - Crashes
 - Temporary roadways

Work Zone Incident Scenario: *Evaluate/Assess*

Trainer Guidance:

- Listen to the audio of the initial call to the TMC
- This scenario is a crash that impacted a contractor's temporary traffic control device in a work zone

Transition to next slide: You heard the call come into the TMC, now let's listen to the call from the TMC to the RIMC

RIMC Incident Scenario: Work Zone Incident

Evaluate/Assess

RIMC Call


What assessment information does the RIMC need to respond to the call?

Work Zone Incident Scenario: *Evaluate/Assessment*

Trainer Guidance:

RIMC Call

- Trainer should play the RIMC work zone assistance call
- Determine the scope and impacts of the incident in the work zone:
 - Contractor's temporary traffic control devices
 - Contractor's temporary roadway
 - Crash
 - Severe traffic delays
 - Water/flooding on the roadway
 - Other
- The RIMC will need to determine who the incident is associated with for the maintenance of the work zone; including, but not limited to, temporary traffic devices or roadways:
 - Contractor
 - DOT
 - County/local agency
 - Other
- Review what other information might be needed to evaluate appropriate response
 - Traffic Management Plan (Also available at TMC)
 - Contractor's contact information (Should be on iPad/iPhone)



Protocol for Project Related Incidents

When the TMC contacts the RIMC regarding project work zone related incidents:

<u>During Work Hours</u>	<u>After Work Hours</u>
<ul style="list-style-type: none">• Contact project leader, if no answer• Contact operations supervisor, if no answer• Contact the RDO	<ul style="list-style-type: none">• Traffic control devices:<ul style="list-style-type: none">▪ Contact the emergency 24-hour traffic control contact• Other project issue not related to traffic control devices<ul style="list-style-type: none">▪ Contact prime contractor, if no answer▪ Contact project leader, if no answer▪ Contact the RDO


The county highway department may need to be utilized for emergency situations where the contractor doesn't answer their phone or if they are unable to resolve the situation in a timely manner.

Protocol for Project Related Incidents

Trainer Guidance:

- RIMC should not deploy county forces within a project work zone without RDO approval

Transition to next slide: Again, this is the suggested statewide evaluation/assessment recommendations for work zone incidents



RIMC Scenario Matrix: Work Zone Incident


Evaluate/Assess

- If incident meets criteria for RDO notification of a Significant Incident
- Traffic control setup
- Information from Incident Command, DSP, contractor, county highway department or other source:
 - Anticipated duration of incident
 - If this is a hazmat incident
 - Is there infrastructure damage or utility damage (i.e. downed power line)
- Time of day, peak travel time and/or special events in the area
- Traffic impacts for queuing and delay, upstream and downstream
 - Evaluate closing on-ramps and crossovers
 - Trapped vehicles
- Estimated time to dissipate queue
- CCTV to monitor situation
- Continually monitor incident from beginning to end

RIMC Scenario Matrix: Maintenance/Work Zone Incident

Trainer Guidance:


- Slide represents statewide considerations for maintenance/work zone incidents and may not be all inclusive
- Provide any regional specific protocols for maintenance/work zone incidents
- Verify there are no vehicles trapped anywhere within the closure or queue for longer than 30 minutes
 - Travelers trapped for any length of time tend to use social media to get or pass along information
 - Vehicles trapped on the system for any length of time, dependant on weather and other risk factors, may cause reason for incident escalation



RIMC Scenario Matrix: Work Zone Incident

Detour

- Review, set up and travel detour route, if necessary, to accommodate appropriate traffic
 - Emergency alternate route guides may be invoked



RIMC Scenario Matrix: Maintenance/Work Zone Incident

Trainer Guidance:

- Consult and evaluate the implementation of project Traffic Management Plans (TMP) (May be available from TMC on request)

Transition to next slide: Let's listen to the call that came in to the TMC from the county dispatcher

RIMC Incident Scenario: Work Zone Incident

<p>County Dispatch Call</p> <div style="text-align: center;"> </div>	<p><u>Respond/Coordinate</u></p> <ul style="list-style-type: none"> • Field Response • Office Response • Home Response <div style="text-align: center;"> </div>
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Work Zone Incident Scenario: *Respond/Coordinate*

Trainer Guidance:

- Listen to the County Dispatch Call
- Information is often received by the TMC from various responding agencies
 - Accuracy of information needs to be vetted, i.e. county dispatch says they are handling when DSP is actually handling
 - When information is unclear during an incident, there is still a need to work together and follow up or provide clarification once the incident is closed
 - Clarification provides information for future response and after action reviews
- RIMC plays an important role in assessing information accuracy and clarifying who is responsible for scene incident command. That information needs to be conveyed back to the TMC
- Discuss the response the RIMC might have as a result of responding from the office or home, i.e. project manager, contractor, RDO, etc.
 - Response in this issue would mean phone call coordination and communication with incident commander

Transition to next slide: In looking at the RIMC Scenario Matrix, response to the field would be probable, but may not be required

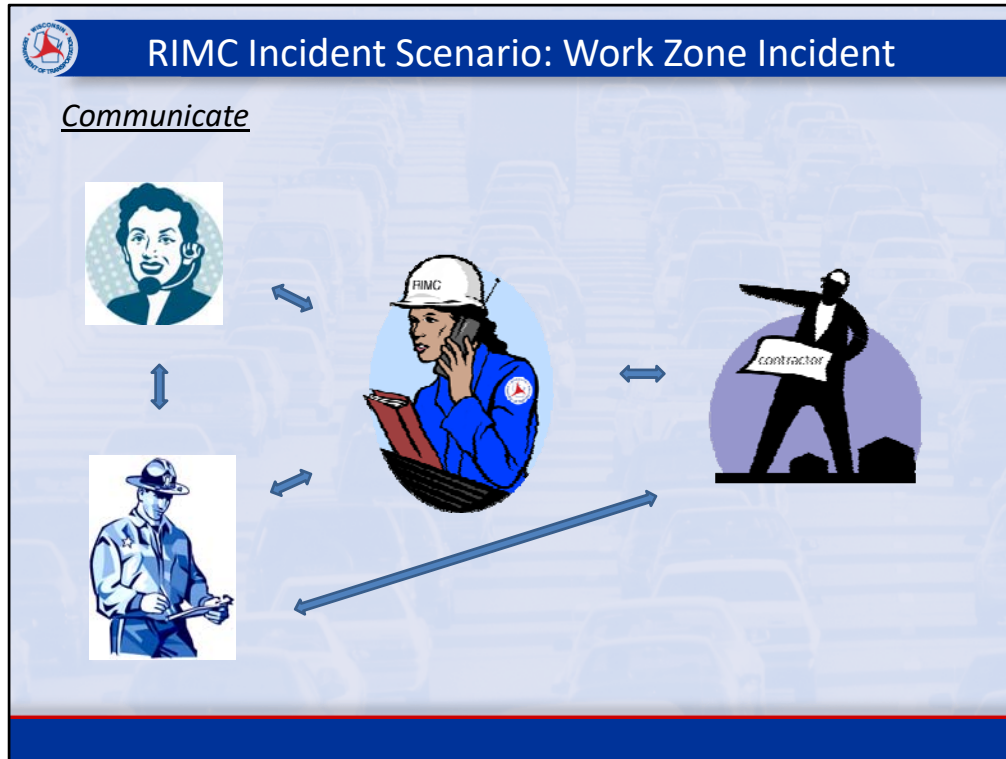


RIMC Scenario Matrix: Work Zone Incident

Respond/Coordinate

- Field response probable
- When traffic control assistance is necessary, call emergency contractor or project manager
- RIMC may need to coordinate with RDO for communication efforts with contractor
 - If emergency contractor and project manager are unavailable, contact RDO
 - When in doubt, call the RDO
- With RDO approval and as a last resort, coordinate traffic control strategies with county highway department
- Set up lane or shoulder closures
- Utilize DMS/PCMS and ramp gates if available and needed

RIMC Scenario Matrix: *Response/Coordinate*



Work Zone Incident Scenario: *Communicate*

Trainer Guidance:

- Discuss the responsibility of the RIMC to coordinate via communications in this issue, i.e. incident commander, DSP dispatcher, county dispatcher, contractor, contract construction lead, TMC, etc.
- Discuss how quality communication is important because it is used as the basis for many other forms of situational awareness:
 - TIA being sent out to law enforcement, media, trucking industry, etc.
 - Use of DMS to advise traveling motorists
 - 511, Twitter
- Refer to the RIMC Scenario Matrix and discuss Maintenance/Work Zone Incident under the Miscellaneous Incidents category

RIMC Scenario Matrix - *Communicate*

- Provide frequent and timely situational awareness updates to RDO, RCM and TMC as scene changes
 - Provide updates and confirm accuracy with TMC for 511, TIA and floodgate information

Transition to next slide: Lastly lets look at the documentation for this incident



RIMC Incident Scenario: Work Zone Incident

Document

- Maintain RIMC response log
- Take photos or video if field response is warranted
- Document incident as it occurs to provide situational awareness
- Forward to construction staff, RDO and RCM if possible
- Note: Timeline is vital in documentation for project construction files



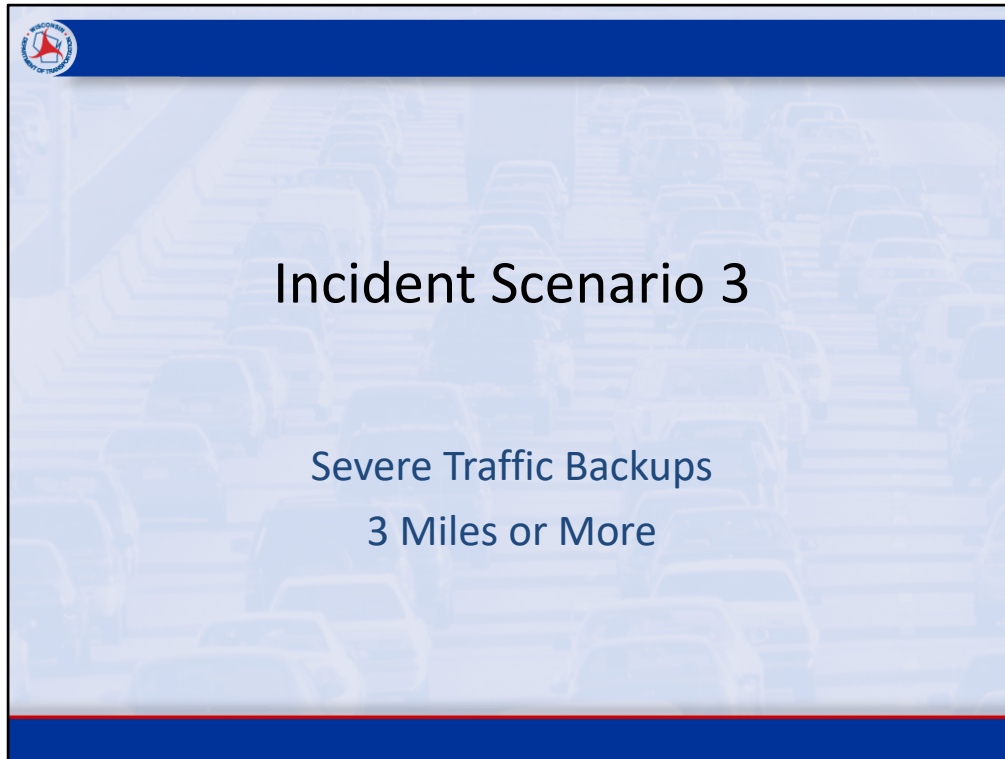
Work Zone Scenario: *Document*

Trainer Guidance:

- Handout: RIMC Response Log #30-23982, SINS and TIA
- Re-emphasize the four key components
 - *Evaluate/Assess*
 - *Respond/Coordinate*
 - *Communication*
 - *Documentation*
- Express importance of photo and video documentation
 - This is for situational awareness, i.e. RDO, RCM and construction staff
- Discuss the necessity to document information throughout the incident
 - An accurate log with timelines is important for project construction files
- The paper RIMC Response log can be used as a reminder of needed information
- Discuss where the RIMC can obtain information from, i.e. TMC/SINS e-log, TIAs, law enforcement dispatch, on-scene responder

RIMC Scenario Matrix – *Document*

- Maintain RIMC response log
- Take photo, video, if possible, to provide situational awareness
- Acquire dispatch CAD record number



Incident Scenario 3: Severe Traffic Backups – 3 Miles or More

Trainer Guidance:

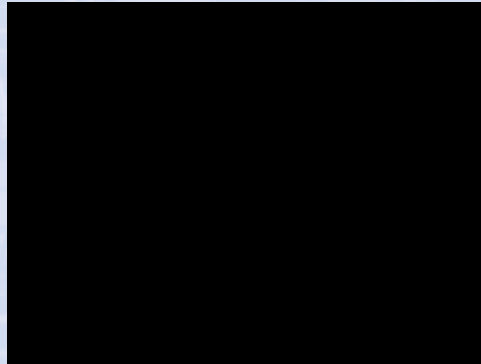
- Reference Materials used for this scenario include:
 - RIMC Field Guide
 - RIMC Scenario Matrix, Severe Traffic Backups – 3 Miles or More
- Reference materials for this scenario include:
 - S3_RIMC_eLog_24304
 - S3_SINS_67_24304 (For Trainers reference of incident only)



RIMC Incident Scenario: Severe Traffic Backups

Traffic delays of approximately 4 miles occurred due to a crash, which resulted in eastbound lane closures

TMC Video



Severe Traffic Backups Scenario

Trainer Guidance:

- Play the video and hand out RIMC log #24304
 - Video is what TMC verified prior to calling the RIMC
- Video timeline (Time does not match log) Information for trainer only
 - 3:56 Normal Traffic Flow
 - 3:57 Vehicle stops inside median lane, pedestrian walks back to scene
 - 3:58 Other vehicles stop in median
 - 4:00 WB traffic visibly slowing (gawkers)
 - 4:02 Eastbound queue



RIMC Scenario Matrix: Severe Traffic Backups

Evaluate/Assess

- If incident meets criteria for RDO notification of a Significant Incident
 - Criteria for notification of RIMC is 3 miles of backup
- Verify/determine the cause of the backup so steps can be taken to eradicate it
- Time of day, peak travel time and/or special events in the area
- Traffic impacts for queuing and delay, upstream and downstream
 - Evaluate closing on ramps and crossovers
 - Trapped vehicles
- Estimated time to dissipate queue
- Traffic control setup
- Continually monitor incident from beginning to end



RIMC Scenario Matrix: *Evaluate/Assess*


Trainer Guidance:

- Review the RIMC log to 5:15 PM prior to notification of helicopter request
- Discuss the RIMC Scenario Matrix and how each point fits into a traffic backup situation
- This is currently **not** a significant incident notification unless the incident causing the backups requires or meets the RDO notification criteria
- 3 miles of backup on any state highway is a SINP trigger for RIMC notification only
- Verify/determine the cause of the backup so steps can be taken to eradicate it
- Verify there are no vehicles trapped anywhere within the closure or queue for longer than 30 minutes
 - Travelers trapped for any length of time tend to use social media to get or pass along information
 - Vehicles trapped on the system for any length of time, dependant on weather and other risk factors, may cause reason for incident escalation
- Review RIMC Scenario Matrix – *Detour* below in the event the incident escalates
 - Assess traffic impacts on alternate routes
 - Readjust signal timing on alternate routes

RIMC Scenario Matrix - *Detour*

- Possible detour may be needed depending on duration of incident
- Review and set up for detour route
- Travel or delegate someone to travel the detour route to make sure the route is adequate to accommodate traffic, i.e. pavement quality, volume of traffic
 - Reassess alternate route periodically, dependant on duration and timing (peak hours) of backups
 - Emergency alternate route guides may be invoked

Transition to next slide: Let's watch the next video where the scene escalates to a full closure



RIMC Incident Scenario Matrix: Severe Traffic Backup

Respond/Coordinate

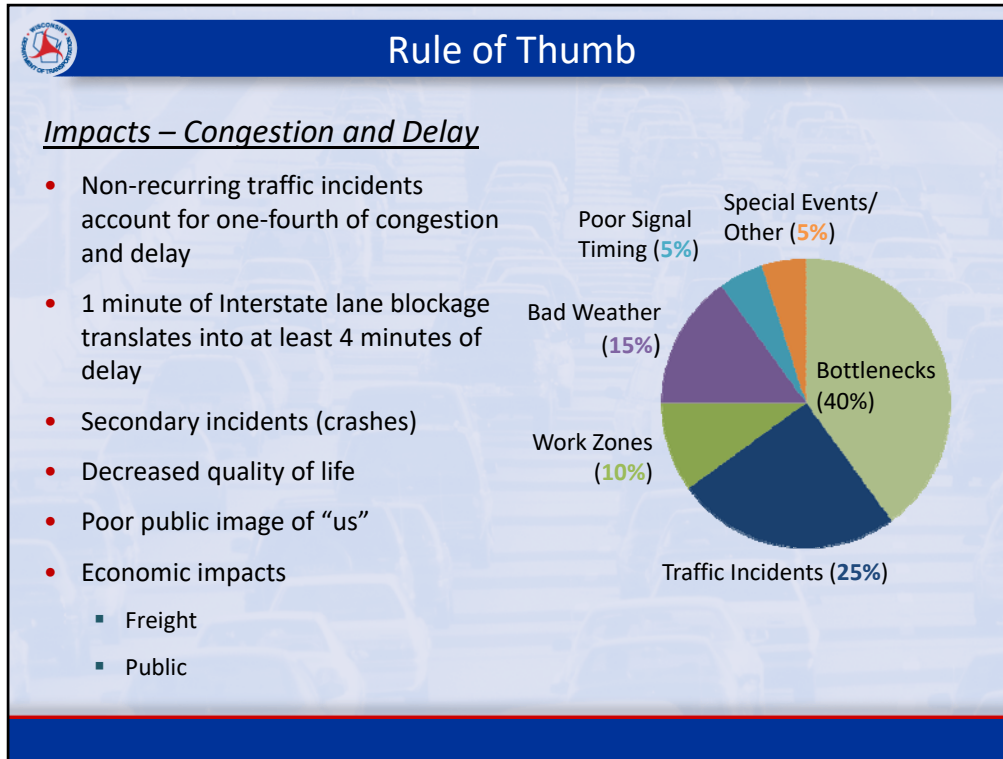
- Full closure impacts
 - Flight for Life (FFL) (Emergency helicopter)
 - Reconstruction
- Impacts to on/off ramps, crossovers and ancillary roads
- Traffic backups can escalate quickly and dissipate slowly

Severe Traffic Backups Scenario: *Response/Coordinate*

Trainer Guidance:

- Review RIMC log at 5:30 PM, point of full closure to 5:45 PM
- Video timeline (Time does not match log) Information for trainer only
 - 4:06 TIMA setup
 - 4:08 Reposition of TIMA and delays continues to build
 - 4:22 Eastbound traffic directed off and eastbound closed
 - 4:24 Another ambulance arrives and Flight for Life (FFL) incoming
 - 4:27 FFL arrives
 - 4:29 FFL landing with WB closed, traffic backups on both sides now
- Reassess RIMC response throughout entire incident
 - Field, home or office response will be dependent on incident scope
 - Reassess a detour due to the full closure
 - During business hours, the RIMC may ask personnel who are close to the scene to respond as the on-scene contact
 - When in doubt, go out!
- Discuss how an incident can impact both sides of the road and ancillary roads
- Utilize DMS, PCMS, ramp gates and advanced notice signs if available and needed

Transition to next slide: Rule of thumb/side note...



Rule of Thumb

Trainer Guidance:

- Congestion and delay are probably the most obvious impacts of a traffic incident
- As illustrated by the pie chart on the right, studies have shown that at least ¼ of all congestion and delay is caused by non-recurring events such as traffic incidents
- General guidance:
 - Every minute of lane blockage causes 4 minutes of delay – 4 to 1 ratio
 - Consider this – if a lane on the Interstate is closed for 15 minutes it will effectively cause 1 hour of delay

Reference:

- Traffic Control and Scene Management Guidelines - Traffic Congestion and Reliability Report - 090105.pdf



RIMC Scenario Matrix: Severe Traffic Backups

Respond/Coordinate


- Field, home or office response will be dependent on incident scope
 - Reassess response throughout incident
 - During business hours, RIMC may ask WisDOT personnel who are closer to the scene to respond and operate as the on-scene contact
 - When in doubt, go out!
- May be working with contractors or traffic control sub-contractors
- Determine traffic control actions based on cause, scale and estimated duration of backups
- Coordinate traffic control strategies with county highway department
- Utilize DMS, PCMS, ramp gates and advanced notice signs if available and needed
- Note: This incident is adjacent to a construction zone

RIMC Scenario Matrix: Severe Traffic Backups

Trainer Guidance:

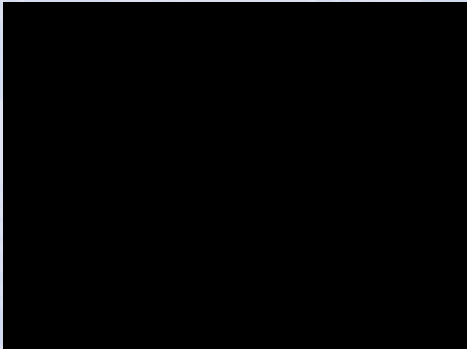
- Determine traffic control actions based on cause, scale and estimated duration of backups
- May be working with contractors or traffic control sub-contractors
 - (Side note: This incident is adjacent to a construction zone)
- Coordinate traffic control strategies with incident commander, county highway department and TMC

Transition to next slide: Lets look at communication efforts



RIMC Incident Scenario: Severe Traffic Backups

Communicate



- Communicate with TMC frequently and in a timely manner
- RDO triggers
 - Road closed in both directions for 30 minutes or more

Severe Traffic Backups Scenario: *Communicate*

Trainer Guidance:

- Review video and RIMC log from 5:59 PM until end of log
- Video timeline (Time does not match log) information for trainer only
 - 4:41 FFL departs
 - 4:42 Westbound lanes open
 - 4:44 Eastbound lanes open
 - 4:49 Eastbound queue and exit begin to move
 - 5:14 All lanes open and traffic moving
- Important to communicate with TMC for 511, TIA and floodgate information accuracy

RIMC Scenario Matrix - *Communicate*

- Contact RDO when incident meets criteria for notification of a Significant Incident
- Provide frequent and timely situational awareness updates to TMC as scene changes
 - Provide updates and confirm accuracy with TMC for 511, TIA and floodgate information

RIMC Incident Scenario: Severe Traffic Backups

Document:

- eLog
- Paper log
- Photos
- Video

Severe Traffic Backups Scenario: *Document*

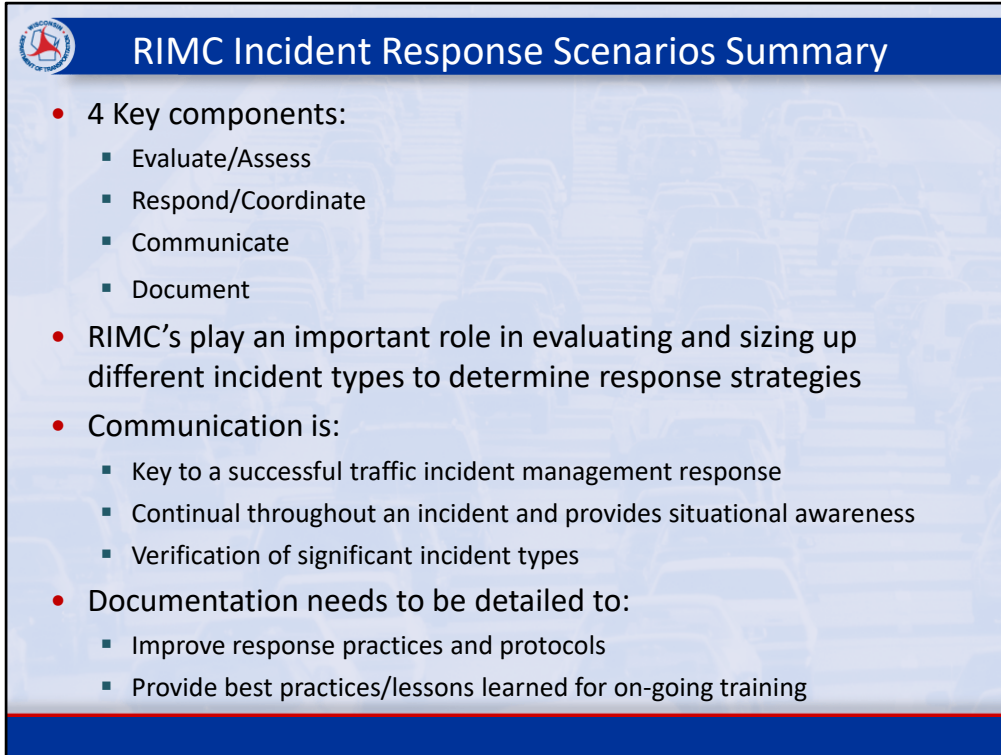
Trainer Guidance:


- Talk about the RIMC e-Log #67-24304
 - Express importance of an accurate timeline
 - Reiterate the use of the paper log
 - Log lists the data fields for needed information
 - As a temporary log until the eLog can be filled out
 - Pictures and videos can assist with situational awareness when available

RIMC Scenario Matrix - *Document*

- Maintain RIMC response logs

Transition to next slide: This concludes the three specific scenarios let's look back at our objectives for this training

A presentation slide with a blue header and footer. The header contains the RIMC logo and the title "RIMC Incident Response Scenarios Summary". The main content area has a light blue background with a faint image of a traffic accident scene. It lists four key components and their details in a bulleted format.

 **RIMC Incident Response Scenarios Summary**

- 4 Key components:
 - Evaluate/Assess
 - Respond/Coordinate
 - Communicate
 - Document
- RIMC's play an important role in evaluating and sizing up different incident types to determine response strategies
- Communication is:
 - Key to a successful traffic incident management response
 - Continual throughout an incident and provides situational awareness
 - Verification of significant incident types
- Documentation needs to be detailed to:
 - Improve response practices and protocols
 - Provide best practices/lessons learned for on-going training

RIMC Incident Response Scenarios Summary

Trainer Guidance:

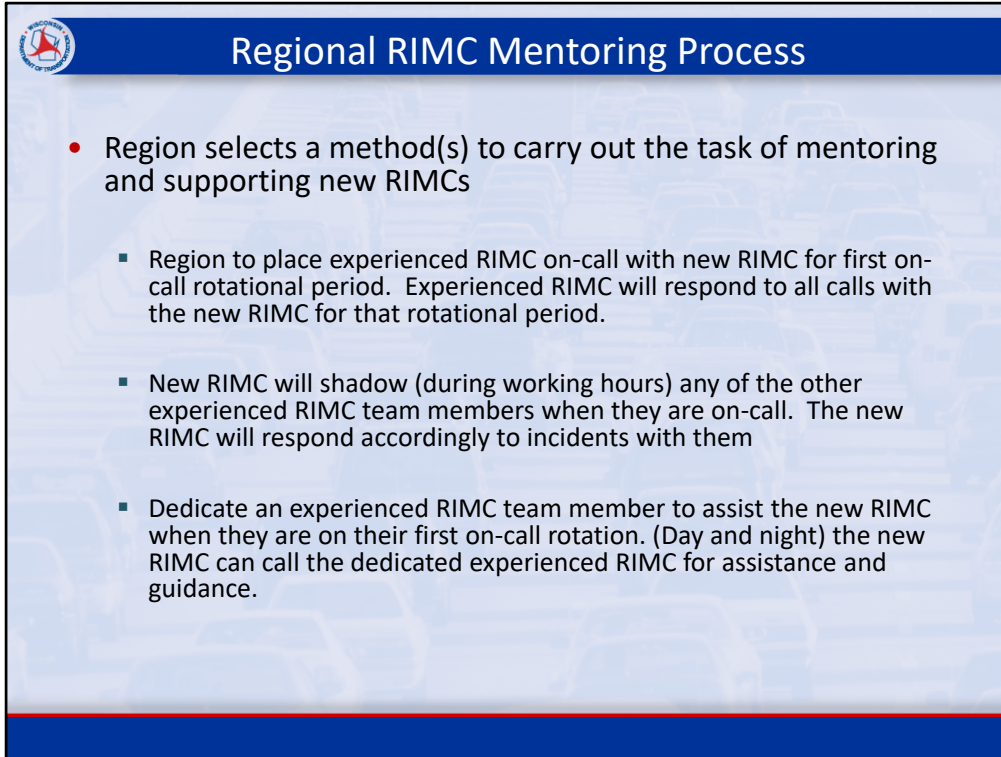
- Just went through three out of the 12 scenarios
- The RIMC Scenario Matrix is a guide to response
- The Matrix may not be all inclusive and RIMCs need to use their judgment and expertise in responding to different incidents

Transition to next slide: Part 2 of this training will discuss the RIMC mentoring process



Introduction slide to Part 2:

Regional RIMC Mentoring Process

A presentation slide titled "Regional RIMC Mentoring Process". The slide has a blue header with a logo on the left. The main content area is light blue with a faint background image of a map. It contains a bulleted list of mentoring procedures. The slide is framed by a dark blue border at the top and bottom.

Regional RIMC Mentoring Process

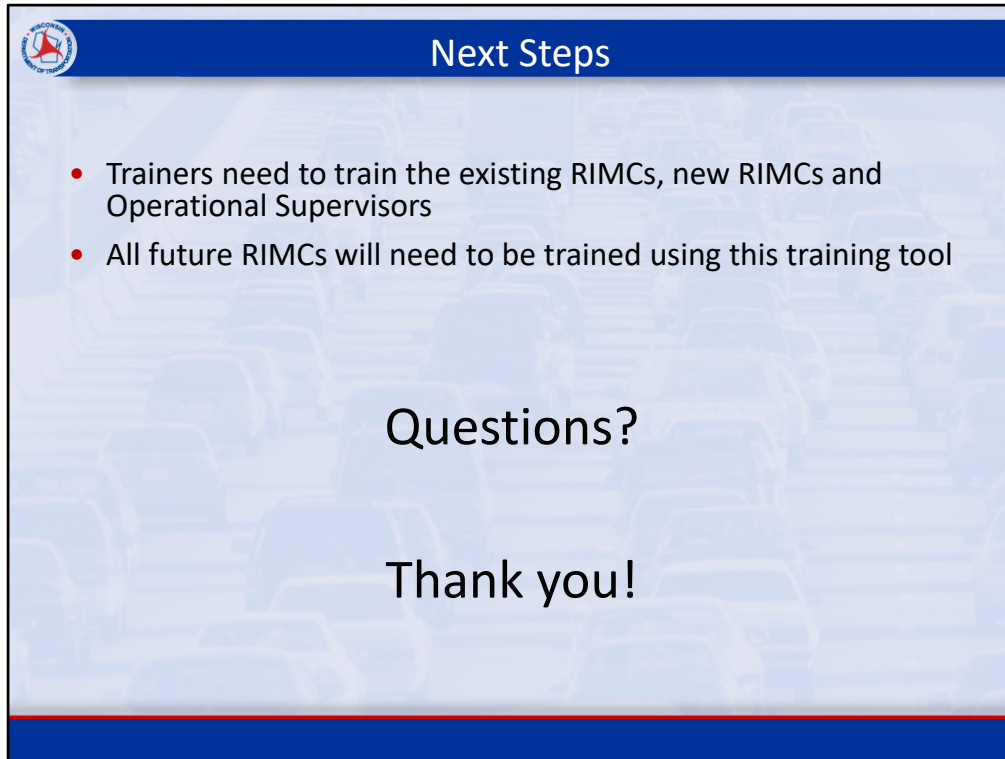
- Region selects a method(s) to carry out the task of mentoring and supporting new RIMCs
 - Region to place experienced RIMC on-call with new RIMC for first on-call rotational period. Experienced RIMC will respond to all calls with the new RIMC for that rotational period.
 - New RIMC will shadow (during working hours) any of the other experienced RIMC team members when they are on-call. The new RIMC will respond accordingly to incidents with them
 - Dedicate an experienced RIMC team member to assist the new RIMC when they are on their first on-call rotation. (Day and night) the new RIMC can call the dedicated experienced RIMC for assistance and guidance.


Regional RIMC Mentoring Process

Trainer Guidance:

- Regional Operations Managers approved, May 2014: For training purposes, 2 RIMCs (1 experienced and 1 new RIMC), can be on-call at the same time for the new RIMC's first rotational period
- It is the Region's responsibility to identify who the best experienced RIMC is to serve as a mentor for the new RIMC
- The RIMC mentor shall assist the new RIMC with filling out the eLog for the first time

Transition to next slide: So, what are the next steps?



 **Next Steps**

- Trainers need to train the existing RIMCs, new RIMCs and Operational Supervisors
- All future RIMCs will need to be trained using this training tool

Questions?

Thank you!

Next Steps

Trainer Guidance:

- Trainers need to schedule regional RIMC Field Training for all existing RIMCs and Operations Supervisors to be completed by the end of August 2014
- Attendance forms for RIMC Field Training attendees should be emailed back to the TMC (attachment) at: TMC@dot.wi.gov Attention: ETO Program Manager
- Future RIMCs coming on board after August 2014 are required to take this training

Note:

- Trainers will meet in September to share feedback, comments and suggestions on improvements to the Train-the-Trainer manual and resources