TIM/PSE Peer-to-Peer
Overview

INTRODUCTION:

The Traffic Incident Management (TIM) & Planned Special Events (PSE) Peer-to-Peer (P2P) Program is a Federal Highway Administration Technical Assistance Program that provides public sector transportation stakeholders with a convenient method to tap into the growing knowledge base of TIM & PSE experience and receive short-term assistance.

"The TIM/PSE P2P Program allows practitioners to find peers who can share information, lessons learned, and strategies to help alleviate issues with traffic management during incidents and special events".
- Kimberly C. Vasconez – Team Leader, Emergency Transportation Operations

PURPOSE:

The Traffic Incident Management (TIM) & Planned Special Events (PSE) Peer-to-Peer (P2P) Program purpose is to provide resources to support and/or stimulate the advancement of TIM & PSE operations strategies, deployment and integration, with the ultimate goal of reducing traffic congestion by detecting, responding to, and the removal of traffic incidents, restoring traffic capacity as safety and quickly as possible.

The program is limited to critical "enabling" activities. Critical "enabling" activities can include, but are not limited to: conducting scanning tours, hosting meetings/workshops/seminars that help lead to regional collaboration and integration, professional capacity building on topics that introduce new relevant technologies and innovations, and invitational travel for participating agencies to present innovative practices and products. Attending a working meeting that directly results in a product (e.g. policy, procedures, guidance, etc.) to advance their state, and/or attending a meeting that is critical to moving their State forward in support of TIM & PSE operations strategies.

Note that all scanning tours and invitational travel will be arranged through the TIM/PSE Peer to Peer program. The Emergency Transportation Operations (ETO) team can work with you one-on-one to develop plans for meeting customer needs and accomplishing agency goals and objectives, as you desire.

Effective Technical Expertise:

Effective Traffic Incident Management (TIM) programs have the potential to minimize traffic congestion and improve highway safety by quickly and safely clearing damaged or disabled vehicles from roadways.

Effective Planned Special Events (PSE) programs allow those attending the events to get there safely and on time. The PSE Peer-to-Peer program offers peers knowledgeable in

- Advanced planning and coordination to develop and deploy the operational strategies, traffic control plans, protocols, procedures, and technologies needed to control traffic and share real-time information with other stakeholders on the day of the event.
- How best to make use of location, time, duration, and demand expected for a planned special event. Peers can help public agencies can exploit this advanced information to minimize the effect these events may have on the general public, motorists, public agencies, and others service providers.
- Way communities can enhance their image by providing a safe, efficient, and convenient environment for those who travel to and from an event, while at the same time minimizing any congestion-related affects it may have on other motorists.

Transportation professionals lend their technical expertise to the TIM/PSE Peer-to-Peer Program. The FHWA carefully selects each participant based on his/her qualifications, background, and experience. Most of the program's Peers are public sector transportation professionals who are active in the planning, design, procurement and implementation of TIM & PSE.

The Peers bring to the program a breadth of experience to offer assistance in the following areas:

Assistance Available in:
• Policy
• Planning & Programming
• Service Patrols
• Public Relations
• Outreach
• Training/Education

BENEFITS:

Benefits - related to reduced congestion and associated harmful emissions and excess fuel consumption; improved travel time reliability for the motoring public and freight operators; reduced secondary incidents; improved responder safety; and increased State and local public agency efficiency and cost-effectiveness—result from the collective actions of TIM personnel in law enforcement, fire and rescue operations, emergency medical services, transportation, and towing and recovery. For Planned Special Events – whether local, regional or national –good transportation management plans is essential for the successful movement of all attendees. For the larger, national security events known as National Special Security Events (NSSE), peers can share how best to work with the range of public safety agencies – local, state and national – involved in these events including the Democratic and Republican National Conventions.

The TIM/PSE Program can help public sector transportation stakeholders with issues related to TIM and PSE. Peers can provide insight on how to address a variety of common challenges in coordination, communication, response, and traffic management.

Agency personnel can tap the programmatic and technical expertise of transportation professionals across the country to help address questions.

The professionals in this program have implemented innovative practices and are available to share their lessons learned from past experiences.

The Peer-to-Peer program continuously updates itself to incorporate new technical areas and to increase the accessibility to Peers. Nominations for additional Peers are accepted on an ongoing basis. Just email the Peer-to-Peer program, as noted below to request information on nominating yourself or transportation professional.

Quick-Response Program:

Any public agency or group that is involved in planning, evaluating, making decisions, or operating the transportation system can access the TIM/PSE Peer-to-Peer Program. The program is designed to provide short-term assistance to address specific, technical issues. The program staff will listen to the requestor's issues and suggest an approach to provide the assistance. Some issues may be resolved directly by the program staff; other specific, technical issues may be addressed through assistance from a Peer.

Any questions and/or comments should be directed to:
Ray Murphy, FHWA Office of Technical Services

      Telephone: 1-866-P2P-FHWA (1-866-727-3492)

      Email: TIMP2P@dot.gov

The TIM/PSE Peer-to-Peer Program is administered on behalf of FHWA's Emergency Transportation Operations Program Office.

SUBMITALS:

Funding will be made available by submitting a proposal request to TIMP2P@dot.gov. Proposals can be submitted at any time during the year. The funding set aside for this program is available until expended and will be on a first

come, first serve basis. Please review the TIM/PSE P2P Program Guidelines document prior to submitting a proposal. All submittals and inquiries should be directed to:

1-866-P2P-FHWA (1-866-727-3492)

TIMP2P@dot.gov

PROPOSALS:

A proposal can include several activities. Proposed activities should occur within 90 days after approval of the proposal. Each proposal should include: a description of the activity – on how the activity advances TIM/PSE Operations in your State, estimated cost, preferred option for receiving funds (FMIS allocation or through Delphi), estimated date the activity will occur, desired outcome of the activity, and description of how this activity will move the State forward in support of national Operations initiative(s).

After receiving the proposal, the ETO Team will assess the reasonableness of the request and whether it represents an appropriate use of TIM & PSE P2P program funds. In addition, each activity will be reviewed and approved by the appropriate ETO program manager and subject matter expert. Please note that not all activities in a proposal may be approved. Anticipate a maximum of three weeks to complete the review.

A cumulative list of all approved activities will be maintained throughout the year and posted monthly on FHWA's Emergency Transportation Operations website. The list will provide ideas on activities that may also work in your State as well as opportunities to combine or conduct "regional" efforts.

PRIVACY:

Peers and the program's national office staff are required to hold all information confidential within the program. Public release of information (for example for a newsletter synopsis) is approved in advance by the agencies and Peers involved.

NO COST:

The Peer-to-Peer Program strives to cover all costs associated with the assistance efforts, within the limits of program's guidelines and USDOT funding. Recipients of program services are asked to economize whenever possible to help the program stretch its resources so it can assist as many agencies as possible.

The Peer-to-Peer Program will pay for travel, accommodations, meals, incidental expenses, and similar costs associated with on-site and off-site assistance. Requestors may be asked to assist in securing overnight accommodations, waive any conference registration fees, provide meeting rooms, and similar assistance typical for agencies receiving a visitor. Such cooperation enables the program's resources to be maximized.

NON-ELIGIBLE ACTIVITIES:

The following are examples of non-eligible activities:

- Routine, including NHI-sponsored, training that should be part of an organization's professional development program. State and local agencies are encouraged to use regular Federal-aid funds as part of their workforce development, training and education program.
- Travel costs for FHWA staff.
- Invitational travel for State and local agency personnel to attend and speak at conferences. However, as noted above, travel is permitted if compelling justification is made as to the speaker presenting on a unique topic, lesson learned or best practice that helps advance TIM and PSE operations nationally as approved by the ETO Program Office.
- Purchase of software and equipment.

TIM/PSE Peer-to-Peer
Guidelines

BACKGROUND
The Peer-to-Peer Program provides short-term technical assistance to agencies facing TIM/PSE planning, procurement, deployment, and operational challenges. The program is an important tool for transferring TIM/PSE knowledge, resources, and experiences among public agencies involved in the transportation system.

Who is Eligible to Apply for Peer-to-Peer Assistance?
List of allowable applicants (see Definitions) to the Peer-to-Peer Program:
- State and local Departments of Transportation
- Law Enforcement agencies
- Turnpike and Toll way authorities;
- Metropolitan and Statewide Planning organizations
- Emergency and public safety organizations;
- Motor carrier offices;
- Towing and Recovery groups and;
- Transportation management agencies.

If your agency type does not appear in the above list, call the Peer-to-Peer Program to determine if your agency is eligible.

How is Peer-to-Peer Technical Assistance Delivered?
The most frequently form of peer support involves one of the following:
- A **peer expert (see Definitions)** delivers technical assistance by webinar.
- A peer expert visits your agency to engage in face-to-face discussions and problem solving.
- A peer expert travels to a site (for example, a conference) and presents on a TIM topic.
- A peer expert identifies your TIM challenge as a critical issue faced by many agencies and delivers a webinar on the topic (transferring knowledge to a wider audience).
- You travel to an agency to observe and learn from an **agency peer (see Definitions)** who has developed solutions to the challenges you face and to share best practices and lessons learned.

What are the Deliverables for Accepting Peer-to-Peer Funds?
As the recipient of this peer expertise, you are required to submit a TIM/PSE Post-Trip Evaluation Report no later than thirty (30) 30 days following the completion of the session that provides us with details on the quality and effectiveness of the peer exchange. Additionally, you are required, if requested by the Peer-to-Peer Program, to participate in a webinar, where lessons learned can be shared with the larger TIM community.

DEFINITIONS RELATED TO PEER-TO-PEER ACTIVITIES
1. APPLICANT is an individual, organization, or other entity seeking TIM/PSE support or technical knowledge from a PEER in the TIM/PSE Peer to Peer Program.
2. AGENCY PEER is an individual who provides technical assistance to the APPLICANT based on his or her agency's experiences implementing a TIM/PSE solution for which the APPLICANT is seeking help.
3. PEER EXPERT is an individual selected based on his/her stated expertise in a particular area concerning TIM/PSE and the deployment process that provides expertise to an APPLICANT.
4. PROPRIETARY INFORMATION means any data or information containing business, commercial or financial information or that embodies trade secrets developed at private expense that is provided by a Host under this Agreement. Proprietary information includes, but is not limited to, any information disclosed and identified (in written format) as confidential information by the Host, its employees, agents, representatives and consultants to the Peer, such as: the Host's business, including processes and services; capabilities of the business; marketing and planning programs; product specifications, plans, and drawings; financial, operational, and technical data; and any other information that could be subject to intellectual property rights.

5. OPERATING AGENT refers to the U.S. DOT's Federal Highway Administration's Emergency Transportation Operations Office, which operates the TIM/PSE Peer to Peer Program and facilitates the approval of Peer requests; travel approvals, logistics, funding, and reimbursements; selects TIM/PSE peers in cooperation with other associations and agencies, as necessary; and manages reporting processes and requirements related to peer exchanges.

PROGRAM TRAVEL FUNDING SUPPORT

Travel funding is provided by the U.S. DOT's Federal Highway Administration's Emergency Transportation Operations Office. Time/labor and other expenses are not reimbursable under the TIM/PSE Peer to Peer Program. Travel by PEERS and APPLICANTS must comply with Federal Travel Regulations (FTR). This includes selecting hotels and the use of U.S. carriers within Federal Per Diem rates per the U.S. Government Services Administration (GSA) guidance http://www.gsa.gov/ The U.S. DOT's Federal Highway Administration's Emergency Transportation Operations Office will not reimburse travel expenses that do not comply with the FTR. The U.S. DOT's Federal Highway Administration's Emergency Transportation Operations Office will provide travel guidance to PEERS and APPLICANTS prior to a peer event.

HOST RESPONSIBILITIES

When you participate in the Program as a HOST, you agree to provide the Program with a TIM/PSE Post-Trip Report Evaluation no later than thirty (30) days following completion of the peer exchange. The TIM/PSE Post-Trip Evaluation and other materials generated by the peer exchange may be used as a basis for future ETO webinars, lessons learned, FAQ documents, or other learning materials, unless previously negotiated by the HOST and the TIM/PSE Peer to Peer Program.

PEERS provide expert advice, experience-based knowledge, and lessons learned to broaden understanding of the issues involved in your particular challenges. In accepting the PEER input, you and your agency agree assume responsibility for ensuring the reasonableness and soundness of the advice received by the PEER thus not holding either the U.S. DOT's Federal Highway Administration's Emergency Transportation Operations Office any IDENTIFYING AGENCIES or the PEER responsible for outcomes following you and your agency's decision to act upon the advice given.

GENERAL PROVISIONS

1. **Assignment.** Participation in the Program is not subject to any assignment. Any attempted or actual assignment shall be void.
2. **Entire Agreement.** This Agreement constitutes the entire agreement between the parties concerning the subject matter hereof and supersedes any prior understanding, written agreement, or oral agreement relative to said matter.
3. **Policy Against Discrimination.** All activities pursuant to this Agreement shall comply with all laws and regulations prohibiting discrimination on the grounds of race, color, creed, national origin, handicap, religion, gender, and marital status in providing for facilities and service to the public.
4. **Relationship of Parties.** PEER is not an employee, office, agent, or independent contractor of the Federal Government, and has no authority to act on behalf of the Federal Government. Peer is liable for his/her conduct at all times, and shall hold the Federal Government harmless for any negligent or willful acts or omissions of the HOST, his or her employees, officers, agents, directors, invitees, contractors, or consultants that may cause harm to the PEER, HOST, other PEERS, or to the Program.
5. **Security and Safety.** While on the premises of the HOST, the PEER shall comply with all safety and security requirements at the HOST's facility. Further, the HOST shall take all reasonable steps and precautions to prevent any accident and to preserve the life and well being of the PEER, the HOST's personnel, and the general public.
6. **Prohibition Against Marketing of Peer Services**. All of our peers are required to abide by a set of rules when engaging with you. During a peer exchange, peers are bound by the U.S. Department of Transportation's Conflict of Interest Policy. Under these regulations, a peer is not allowed to market services to you beyond the technical expertise he or she delivers in the peer exchange.

TIM/PSE P2P Program Proposal
Template

Please identify (check) the type of P2P event: ☐ **Traffic Incident Management** ☐ **Planned Special Events** ☐ **Evacuations/Emergencies** ☐ **Law Enforcement**
State/Division:
FHWA Nominator:
Activity: Title/Name of Event/Activity
Activity Description: The purpose of this…
Activity Date:
Project Geographical Location:
State Champion(s) –
Partner(s) –
Expected Outcomes, Benefits and/or Results: **Note: in the case where the participant is serving as an invited conference speaker, compelling justification as to their presenting on a unique topic, lesson learned or best practice that helps advance TIM and PSE operations nationally will be required for program support:** **Which areas of the TIM Self-Assessment will this address? How will this improve the TIM or PSE programs?** The assessment consists of the following three main program areas: • Strategic - questions on with formal policies and understandings among agencies and TIM partners including performance measure and program evaluation; • Tactical - questions covering on-scene response and clearance practices, traffic control and responder and motorist safety; • Support - questions on interagency communications, data sharing, ITS for TIM and traveler information.
If a Course or Workshop, Probability of Implementation:
Transferability to Others:
Advances the State to the next level in Operations by addressing the following key national initiatives:
Cost Breakdown for Activity: i.e. Airfare: Lodging: Car Rental: Parking: Incidentals: Grand total =

Estimated Total Cost for Initiative:	Amount of TIM/PSE P2P Funds Requested:	$
Source of Other Funds or Sponsors:		

(Please complete and submit to: TIMP2P@dot.gov)

TIM/PSE P2P Program
Post-Trip Report Template

The following list of questions is to be addressed in the Post-Trip Report:

1. **Name of activity/event attended**
2. **Date(s).**
3. **Purpose of trip.**
4. **Referring back to your pre-trip write up, were your goals met? Why or why not? (Please be as specific as possible).**
5. **What one thing stood out the most to you during the activity/event? Why?**
6. **What did you learn about that you did not know previously?**
7. **What did you learn, if anything, that will assist you in your current position going forward?**
8. **Provide 5 lessons learned and 5 good practices that others may apply to their TIM/PSE programs?**
9. **Was this a worthwhile experience for you? Why or why not?**
10. **Would you recommend the host site for visits by other Peers? Why or why not?**
11. **Would you recommend the TIM/PSE P2P Program to others? Why or why not?**