

TIM NEWSletter

National Traffic Incident Management (TIM) Responder Training Program

July 2016

TIM TRAINING BEST PRACTICES: Virginia TIM Training Outreach Video



Virginia TIM training promotional video.

Even with over 13,000 responders trained to date, Virginia continues to look for new opportunities to expand their TIM training efforts. "The more people we train, the harder it gets. We have been able to train those agencies that have bought into the TIM training and now we have to focus our efforts on those that either aren't aware of the training, or just don't understand the need or purpose," said Captain F. Daniel Glick of the Virginia State Police.

To help address this issue, the Virginia TIM Training Oversight Subcommittee chaired by Capt. Glick developed a 3½-minute promotional video. In addition to explaining the purpose of the training, the video, which was funded and produced by the Virginia Department of Transportation (VDOT), features interviews with responders participating in a TIM training class. The video ends with Virginia State Police Superintendent Colonel Steven Flaherty and VDOT Commissioner Charlie Kilpatrick requesting that all of Virginia's responders participate in the TIM training.

The video provides one more outreach tool for trainers, and, as stated by Capt. Glick, "It is important to try everything because nothing works perfectly. But each effort makes a difference and it all adds up." The video is available online at www.youtube.com/watch?v=ZgDF7fo-hco.

For additional information about Virginia's TIM training efforts, please contact Capt. Glick at danny.glick@vsp.virginia.gov or (804) 674-2003.

Note from the SHRP2 National TIM Responder Training Program Manager

*Greetings, National TIM
Training Leaders:*

2016 is off to a great start. As of July 11, 2016, your collective efforts have placed the SHRP2 TIM Responder Training Program at over 196,000 responders trained. A truly amazing accomplishment and one you should all be proud of! As you continue to train, I ask that you take another look at your responders-to-be-trained number and calculate whether you have enough trainers to reach your goal and over what period of time. People move on, so I encourage you to consider sponsoring another Train-the-Trainer (TtT) in your state, and don't forget to recognize your trainers. You can also think about co-sponsoring a TtT with a neighboring state. Please feel free to contact Paul, Laurie or me if you have questions.

In January, FHWA conducted the first ever TIM Training Symposium at the National Fire Academy/ Emergency Management Institute in Emmitsburg, Maryland. Spirits were very high as 123 TIM training program leaders from 47 states met for the first time to discuss how to strengthen organizational partnerships, identify opportunities for improved performance, and identify barriers and other impediments to the training

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TIM TRAINING BEST PRACTICES:

Keeping Trainers Engaged in Michigan

At 54.7 percent, Michigan has one of the highest percentages of Train-the-Trainer (TtT) participants that have taught a TIM responder training class. This high rate of success can be attributed, in part, to the application process Michigan has put in place for individuals interested in attending a TtT session. The application includes a commitment to conducting a minimum of 16 hours of instruction per year and requires a manager or supervisor's signature.

However, Michigan Department of Transportation TIM Engineer, Angie Kremer, who oversees the Michigan Traffic Incident Management Effort (Mi-TIME), knows that asking for this level of commitment also requires a big commitment on her end.

"In order for the TIM training program to be successful, it is critical that we support our trainers and do what we can to keep them engaged and enthusiastic," Kremer said.

In addition to providing the standard trainer manual and supporting documents, the trainers are given a tabletop kit including laminated 2D vehicles. "We want to make sure our trainers have all the materials they need to conduct effective classes," Kremer said.

Michigan has also created a TIM challenge coin that is given to each trainer upon their successful completion of a TtT session.

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Note from the SHRP2 National TIM Responder Training Program Manager

that need to be eliminated. The facilitated group discussions identified best practices, described various ways to implement TIM training, and developed next steps/action items to ensure leadership buy-in, training sustainment, and methods for institutionalizing the TIM training permanently into the future.

A summary of good practices captured over the course of the weekend, as well as a list of the challenges and corresponding action items identified to support the ultimate goal of institutionalizing the TIM training program, is available on the TIM Training SharePoint site in the *Newsletters and Good Practices* folder.

As a follow up to the symposium, FHWA's Office of Transportation Operations plans to sponsor one-day workshops in each of the four FHWA Director of Field Services (DFS) Regions in 2016 and 2017. The purpose of the workshops is to build upon the momentum generated at the symposium and further discuss strategies, ideas, and best practices for implementation and institutionalization of the TIM training program. Additionally, I think the workshops are a perfect opportunity for states to invite new champions to the table. TIM is all about relationships and building bridges between people and agencies, and maintaining and expanding them is vital to success.

James G. Austrich

*SHRP2 National TIM Responder
Training Program Manager*

*Federal Highway Administration,
Office of Transportation Operations*

(202) 366-0731

james.austrich@dot.gov



The theme for the symposium was Achieving TIM Training Institutionalization: Strengthening Our Partnerships!

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TIM Challenge Coins

FHWA recently finalized the design of a national traffic incident management logo. At the TIM symposium, the National Operations Center of Excellence (NOCoE) distributed challenge coins that had the new TIM logo on the front and the NOCoE logo on the back. Since the symposium, multiple states have inquired about obtaining additional challenge coins. Unfortunately, NOCoE does not have the funding to distribute coins to all trainers nationally. However, the design is on file at LogoTags, and states interested in purchasing additional coins can contact Bill Taubner via email at bill@logotags.com or (914) 664-7500, Ext. 120, to place an order.

In addition to the national coin, a number of states have developed their own TIM challenge coins as a means to recognize the efforts of their trainers.



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Keeping Trainers Engaged in Michigan

One of the easiest and most effective ways Kremer uses to keep the trainers engaged after attending a TtT session is through regular email communications.

"We don't want to bombard the trainers with emails, rather we want to provide the trainers with valuable information, so the emails generally focus on new items or upcoming events," Kremer said.

"IT IS CRITICAL THAT WE SUPPORT OUR TRAINERS AND DO WHAT WE CAN TO KEEP THEM ENGAGED AND ENTHUSIASTIC."

Angie Kremer
MDOT TIM Engineer

The emails often include an update on the number of responders trained and provide a look at where Michigan is in comparison to other states. The trainers are also provided with a summary of the number of hours of instruction by individual, as Kremer notes, "there's nothing wrong with a little friendly competition."

Finally, the efforts of the highest performing trainers are recognized through a Mi-TIME Instructor of the Month/Quarter award. These individuals are presented with a certificate as well as acknowledged in the emails Kremer sends out.

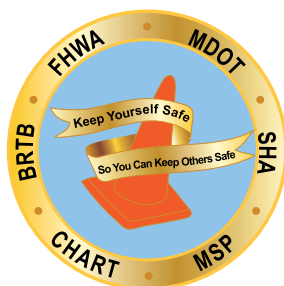
For additional information about Mi-TIME and related TIM training efforts, please contact Angie Kremer at kremera@michigan.gov or (517) 636-0247.



Michigan Traffic Incident Management Effort (Mi-TIME) Challenge Coin



Oregon TIM Challenge Coin



Baltimore Region TIM Challenge Coin



TIM TRAINING BEST PRACTICES:

Texas TIM Training Requirements

On July 30, 2015, the Texas Commission on Fire Protection (TCFP) adopted §435.29 – Federal Highway Administration Traffic Incident Management Program, a rule that requires all regulated entities to ensure that the SHRP2 National TIM Responder Training, or an equivalent commission-approved course, be completed by certified fire protection personnel by Dec. 1, 2020. Individuals will be provided with four hours of continuing education credit for completing the training.

Additionally, beginning Jan. 1, 2017, the SHRP2 National TIM Responder Training course will be a prerequisite for all State Firefighters' and Fire Marshals' Association (SFFMA) certifications. The SFFMA has the support of over 1,200 fire departments, 22,000 individual members, 80 industrial fire brigades, EMS, and it is the primary authority for volunteer firefighters seeking certification in the State of Texas.

BEGINNING JAN. 1, 2017, THE SHRP2 NATIONAL TIM RESPONDER TRAINING COURSE WILL BE A PREREQUISITE FOR ALL STATE FIREFIGHTERS' AND FIRE MARSHALS' CERTIFICATIONS

Finally, the Texas Department of Licensing and Regulation Commission unanimously passed a rule that will allow tow operators to take the SHRP2 National TIM Responder Training to fulfill their four-hour continuing education requirements.

NATIONAL TIM RESPONDER TRAINING PROGRAM: Post-Course Assessment Tool

The National TIM Responder Training Program Post-Course Assessment Tool is now available and can be accessed online at timtrainingevalassesstool.com. The assessment tool provides federal, state, and local TIM operations agencies with the ability to assess student learning and evaluate the impacts that the training has had on operations, as well as assess the return on investment in TIM training.

The tool is based on the Kirkpatrick Model and has four levels of surveys designed to measure the following:

- **Level 1 – Reaction: Course Evaluation**
Identifies whether the course materials and delivery are effective, or perhaps need to be revised or enhanced.
- **Level 2 – Learning: Pre- and Post-Test**
Determines the effectiveness of the training in terms of how the participants comprehend and retain the course information.
- **Level 3 – Behavior: Implementation Survey**
Provides an understanding of whether or not training participants have implemented the TIM procedures and strategies provided in the training.
- **Level 4 – Results: Results Survey**
Provides an understanding of the operational benefits derived from the training program.

THE TARGET AUDIENCE FOR THE ONLINE ASSESSMENT TOOL IS TRAINING PARTICIPANTS; INDIVIDUALS WHO HAVE OR ARE PLANNING TO ATTEND EITHER A TIM TRAIN-THE-TRAINER SESSION OR A TIM IN-PERSON RESPONDER TRAINING SESSION.

To facilitate efforts to encourage participation in the TIM training program assessment, a number of outreach materials have been developed, including the following:

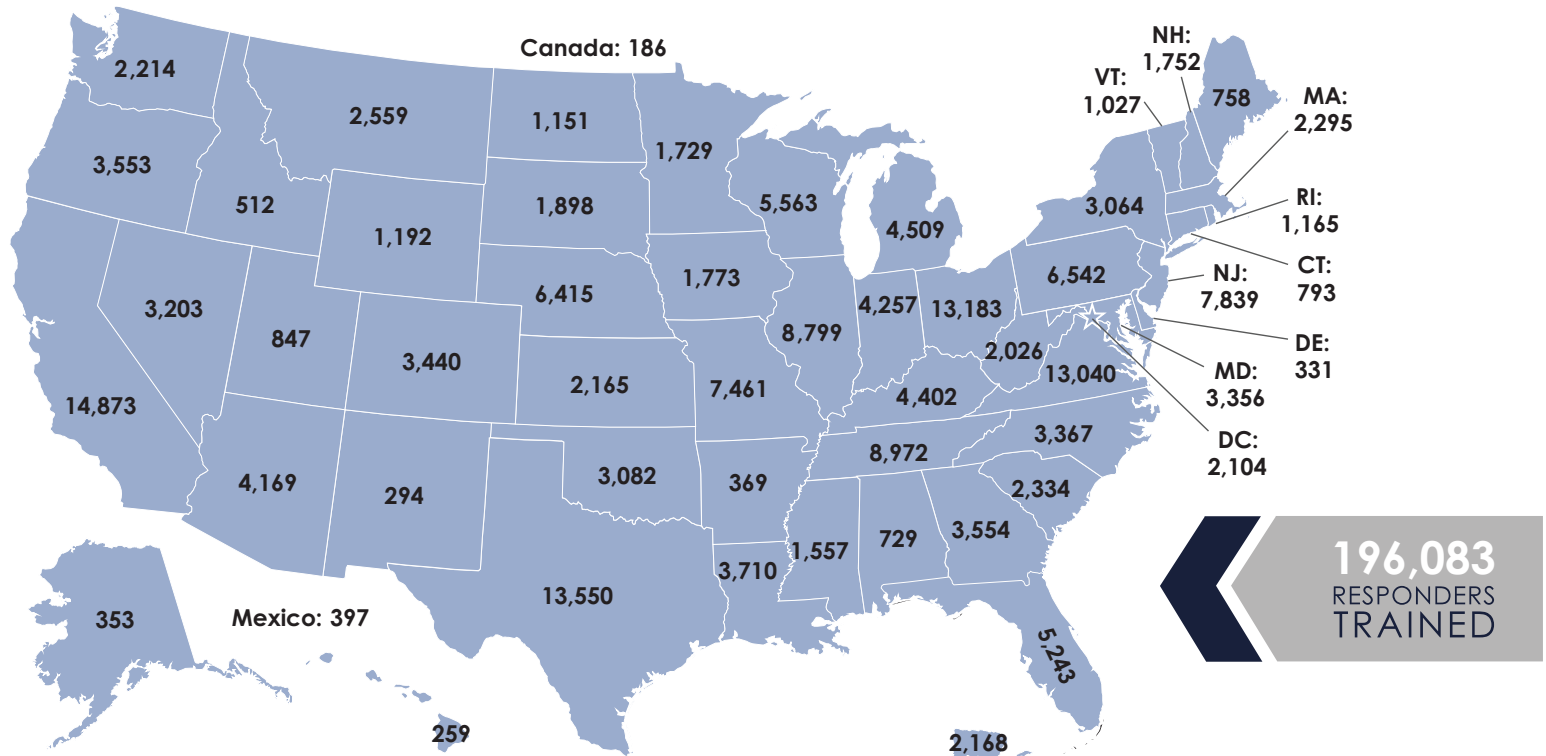
- Factsheet – provides an overview of the tool, including a description of both the anticipated tool users and the tool surveys, and provides simple directions for using the tool.
- Outreach Email Templates – provides the subject line, email text, and recommended attachments for emails requesting that training attendees participate in the assessment.
- Overview PowerPoint Presentation – includes a description of the what, who, when, and time commitment for each survey as well as a demonstration of the tool.

All of these materials are available on the TIM Training SharePoint site in the *Post-Course Assessment Tool* folder on the training materials page. If you are interested in having a brief teleconference to discuss use of the tool in your state, please contact Paul Jodoin at paul.jodoin@dot.gov or (202) 366-5465.



NATIONAL TIM RESPONDER TRAINING PROGRAM IMPLEMENTATION PROGRESS

Total Trained per State as of July 11, 2016



TRAINING TOTALS

Discipline	Train-the-Trainer	Responder Training	Web-Based Training*	Total	Percent
Law Enforcement	2,494	56,501	1,601	60,596	30.9%
Fire/Rescue	2,704	66,410	3	69,117	35.2%
Towing and Recovery	495	16,363	2	16,860	8.6%
EMS	408	8,929	0	9,337	4.8%
Transportation/Public Works	1,473	21,812	4	23,289	11.9%
Other Disciplines	613	7,005	9,266	16,884	8.6%
Total Trained	8,187	177,020	10,876	196,083	100.0%
Number of Sessions	240	7,346	—	—	—

* Discipline breakdown for the National Highway Institute Web-Based Training not currently available; defaulted to "Other Disciplines" category.

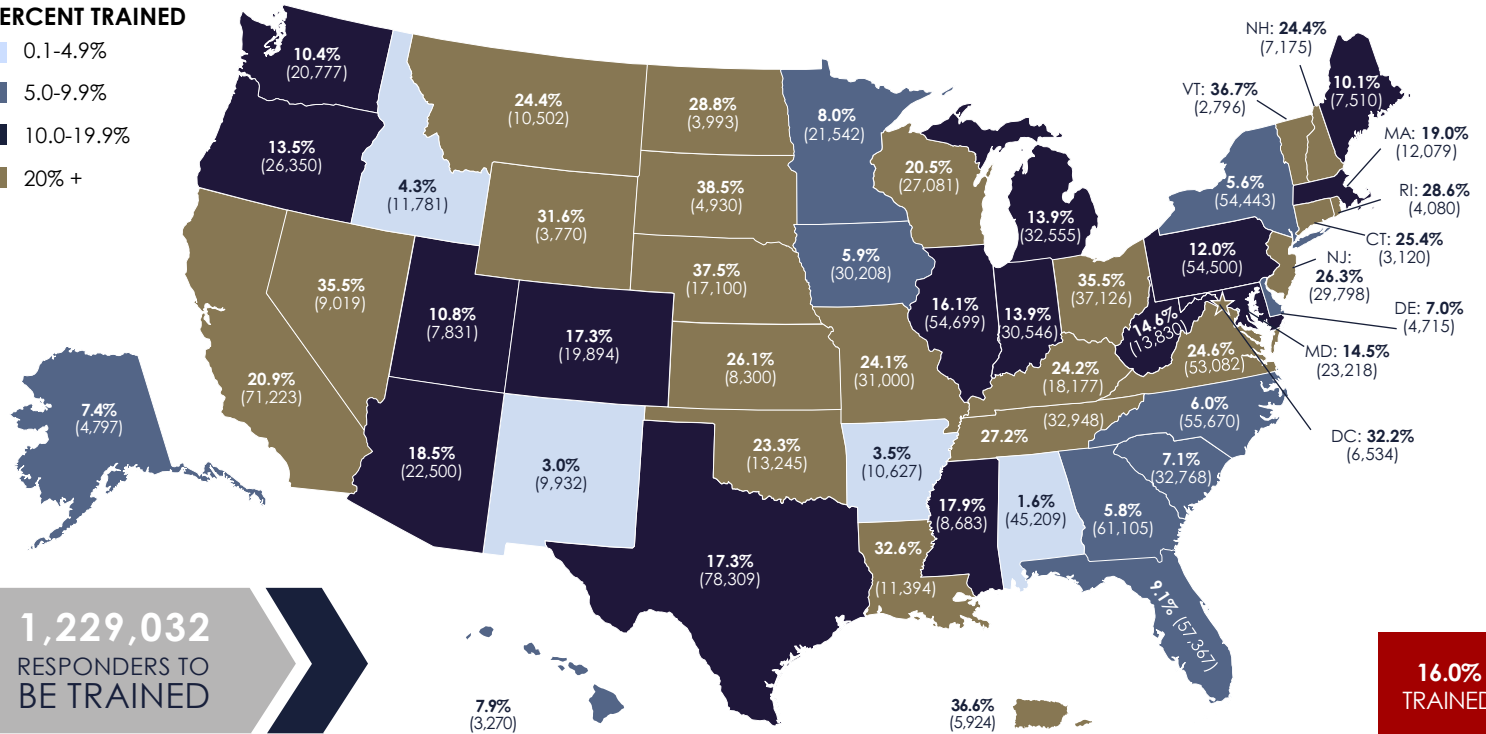


July 2016

NATIONAL TIM RESPONDER TRAINING PROGRAM IMPLEMENTATION PROGRESS Percent Trained by State as of July 11, 2016

PERCENT TRAINED

- 0.1-4.9%
- 5.0-9.9%
- 10.0-19.9%
- 20% +

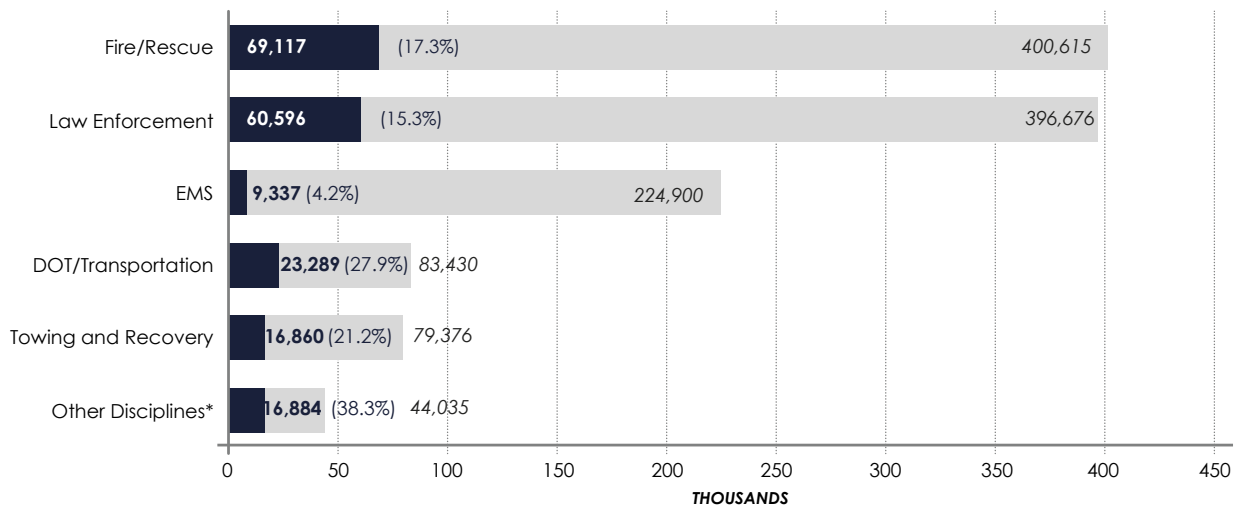


1,229,032
RESPONDERS TO
BE TRAINED

16.0%
TRAINED

TOTAL TRAINED BY DISCIPLINE

- Total to be trained
- Total trained



* National Highway Institute Web-Based Training totals are included in "Other Disciplines" category.

196,083 TOTAL TRAINED