



The Pennsylvania Department of Transportation (PennDOT District 2-0) has commissioned this program, Regional Intelligent Transportation Systems Architecture Development Program, with the aim of addressing major transportation issues in the region, creating a framework to identify transportation system components and interconnections, improving communications, and identifying integration opportunities as defined in the National ITS Architecture.

A key element for the success of this program is input from local residents, transportation agencies, and non-transportation agencies about major transportation issues affecting your local area.

Please take a few minutes to complete this questionnaire. The information received from this questionnaire will be compiled in a database and used to inventory ITS technologies and services currently deployed in the region. It will also help us identify and prioritize transportation needs in your local area.

If you have any questions, please contact the project manager on (215) 735- 1932 or email him at kcaglar@orth-rodders.com.

Thank you for your cooperation.

Incident Management

Local Area: _____ Date Completed: _____
Name: _____ Title: _____
Organization: _____
Street: _____
City: _____ State: _____ Zip: _____
Phone Number: _____ Fax Number: _____
Email: _____

Technical questions can be directed to:

Please return completed questionnaire to:

1. Please identify the geographical and/or jurisdictional areas to which your answers to this survey apply (e.g., all freeways within the region, or freeways only within certain counties). Area of geographical or jurisdictional coverage:



Incident Management (continued)

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2. Does your agency (or any other agency) operate or sponsor any of the following on-call Incident Management services on freeways?

- Publicly operated service patrol vehicles during peak travel periods.
- Privately operated service patrol vehicles operated under public contract during peak travel periods.
- Publicly owned vehicles with towing equipment operating during peak travel periods.
- None of the above

How many freeway centerline miles are patrolled by these services? _____

Comments:

3. Does your agency (or any other agency) operate or sponsor any of the following on-call Incident Management services on arterials?

- Publicly operated service patrol vehicles during peak travel periods.
- Privately operated service patrol vehicles operated under public contract during peak travel periods.
- Publicly owned vehicles with towing equipment operating during peak travel periods.
- None of the above

How many freeway arterial centerline miles are patrolled by these services? _____

Comments:



Incident Management (continued)

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THE FOLLOWING QUESTIONS ARE USED TO DETERMINE WHETHER YOU ARE TRANSFERRING, IN REAL-TIME VIA ELECTRONIC MEANS, INCIDENT SEVERITY, LOCATION, AND TYPE DATA TO OTHER GROUPS, AGENCIES OR ORGANIZATIONS.

4. Do you electronically transfer, in real-time, incident severity, location, and type data to any organization responsible for any of the following activities (check all that apply):

- Freeway Management

Name of organization, agency or group _____

Freeway centerline miles covered by this transfer: _____

Arterial centerline miles covered by this transfer: _____

Method used to transfer data (check all that apply):

- Phone call or radio transmission
- Transfer between separate computer system
- A common shared data base
- Other (specify) _____

- Traffic signal control on arterials and Central Business District streets

Name of organization, agency or group _____

Freeway centerline miles covered by this transfer: _____

Arterial centerline miles covered by this transfer: _____

Method used to transfer data (check all that apply):

- Phone call or radio transmission
- Transfer between separate computer system
- A common shared data base
- Other (specify) _____

- Emergency Management services (e.g. police, fire, ambulance)

Name of organization, agency or group _____

Freeway centerline miles covered by this transfer: _____

Arterial centerline miles covered by this transfer: _____

Method used to transfer data (check all that apply):

- Phone call or radio transmission
- Transfer between separate computer system
- A common shared data base
- Other (specify) _____



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4. Continue

Public transit operations

Name of organization, agency or group _____

Freeway centerline miles covered by this transfer: _____

Arterial centerline miles covered by this transfer: _____

Method used to transfer data (check all that apply):

Phone call or radio transmission

Transfer between separate computer system

A common shared data base

Other (specify) _____

Traveler information service provider (e.g. Regional Multimodal Traveler Information Center, private Information Service Provider [ISP])

Name of organization, agency or group _____

Freeway centerline miles covered by this transfer: _____

Arterial centerline miles covered by this transfer: _____

Method used to transfer data (check all that apply):

Phone call or radio transmission

Transfer between separate computer system

A common shared data base

Other (specify) _____

THE FOLLOWING QUESTIONS ARE USED TO DETERMINE WHETHER YOUR AGENCY RECEIVES, IN REAL-TIME VIA ELECTRONIC MEANS, DATA FROM OTHER GROUPS, AGENCIES OR ORGANIZATIONS THAT IS USED BY YOUR AGENCY TO MANAGE INCIDENTS

5. Does your agency receive, in real-time via electronic means, data on arterial travel times, speeds, or incidents from an operator of traffic signal systems?

No

Yes

If yes, what is the name of the organization, agency or group providing these data? _____

How many arterial centerline miles are covered by this transfer? _____

How are these data used by your agency for incident management (check all that apply)?

Detect incidents

Manage incident response in real-time

Other (specify) _____



Incident Management (continued)

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6. Does your agency receive, in real-time via electronic means, data on freeway travel times, speeds, or conditions from the organization or group operating a freeway management system?

- No
- Yes

If yes, what is the name of the organization, agency or group providing these data? _____

How many freeway centerline miles are covered by this transfer? _____

How are these data used by your agency for incident management (check all that apply)?

- Detect incidents
- Manage incident response in real-time
- Other (specify) _____

7. Does your agency receive, in real-time via electronic means incident clearance activities data from an emergency services agency, organization or group (e.g., do emergency response personnel on an incident scene report that the incident has been cleared)?

- No
- Yes

If yes, what are the names of the organization, agency or group providing these data?

How many freeway centerline miles are covered by these types of data? _____ miles.

How many arterial centerline miles are covered by these types of data? _____ miles.

How does this transfer occur (check all that apply):

- Phone calls or radio transmissions
- Transfer between separate computer system
- Through a common (shared) data base



Incident Management (continued)
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8. Does your agency receive, in real-time via electronic means incident severity, location and type data from an emergency services agency, organization or group (e.g., do emergency management personnel report the occurrence and characteristics of an incident directly to your agency)?

- No
- Yes

If yes, what are the names of the organization, agency or group providing these data?

How many freeway centerline miles are covered by these types of data? _____ miles.

How many arterial centerline miles are covered by these types of data? _____ miles.

How does this transfer occur (check all that apply):

- Phone calls or radio transmissions
- Transfer between separate computer system
- Through a common (shared) data base

9. Does your agency receive, in real-time via electronic means, data on train or vehicle blockage of highway rail intersections from an agency, organization or group responsible for maintaining highway rail intersections?

- No
- Yes

If yes, what is the name of the organization, agency or group providing these data? _____

How many highway rail intersections are covered by this transfer? _____ grade crossings



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10. The following questions are concerned with the methods used by your agency to detect and verify incidents.

a. Does a formal procedure for managing incidents exist in your area?

- No
 Yes, please estimate the mileage covered:
 Freeway centerline miles: _____
 Arterial centerline miles: _____
 Name of coordinating agency: _____

b. Are incidents reported by the public via cellular phone calls?

- No
 Yes: Is it a free call? No Yes
 Is it to a dedicated phone number specifically for incident reporting and separate from 911?
 No Yes, what agency receives the calls? _____

c. Are incidents detected using computer algorithms based on electronically collected traffic data (e.g. from loop detectors)?

- No
 Yes: How many freeway centerline miles are covered by the algorithms? _____
 How many arterial centerline miles are covered by the algorithms? _____

d. If methods other than cellular phone calls or detection algorithms are used to detect incidents, use the following table to describe the additional methods.

<i>Detection Method</i>	<i>Freeway centerline miles covered by the method</i>	<i>Arterial centerline miles covered by the method</i>

e. If a method other than Closed Circuit Television is used to verify incidents, please describe it below.

Freeway centerline miles covered by this method: _____ miles
 Arterial centerline miles covered by this method: _____ miles



Incident Management (continued)

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11. The following questions relate to your procedures for incident response.

a. Do you have either: (1) a formal working agreement or arrangement (e.g., an Incident Management Plan) or (2) a formal Incident Management Team that meets on a regular basis (check all that apply):

- formal working agreement/arrangement
 formal Incident Management Team
 other (please describe): _____
 none of the above, go to Question 12.

b. What percentage of local and state police, fire, and emergency medical services participate in a formal working agreement or Incident Management team:

Percentage of individual agencies in the region:

Police agencies: _____ %
 Fire agencies: _____ %
 Emergency Medical Services: _____ %
 Other: _____ %
 Other: _____ %

c. Please describe the details of the arrangements that are made for towing/wrecker services to remove damaged vehicles from incident scenes. This includes both public agencies and contracted private sources (e.g., private towing services through towing contracts, rotation arrangements, or contracted rotation agreements).

12. If your agency keeps formal records or statistics on the following items, please provide the following information:

- a. Average number of incident calls/responses per year: _____
 b. Average response time: _____
 c. Average clearance time (to clear traffic lanes): _____



Incident Management (continued)

Additional Comments: