

Incident Management Proposals - Cost Estimates

	Minimal or no cost	Cost required, not yet estimated	Capital, or one-time cost	Annual Operating Cost, or Recurring Cost
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Incident Management Findings and Recommendations

1. Standards for Highway Incident Response Times

<i>Adopt a goal to continually improve response time, and support the goal with policies, programs, projects and funding.</i>	x			
1. Preplan for staging of equipment outside the scene of the incident so it is ready when needed but not in the way.	x			
2. Preplan response routes and procedures for all responders.	x			
3. Decentralize decision-making. Each agency should review its procedures to effect rapid response.	x			
4. Preplan response agencies based upon type of incident, similar to the Massachusetts Unified Response Manual.	x			
5. Adopt the Towing and Recovery Association of America Vehicle Identification Guide as the standard.	x			
6. Cross train agencies on needs and activities of responding agencies.		x		
7. Install and maintain reference markers at 1/10th mile intervals on limited access highways.		x		
8. Provide live video feed or secure internet access to traffic cameras for appropriate responders.		x		
9. Support cellular phone and 911 GPS systems as way to locate incidents.	Possibly a private venture	x		
10. Promote public awareness of how to call in emergencies via cell phone through phone bill mailing and web-site information.		x		
11. Responding agencies should collect data and routinely evaluate performance, policies, and procedures.	x			
12. After-incident reviews should be automatic for major multi-agency long duration incidents, and for any request.	x			
13. Lessons learned from after-incident reviews should be shared with all incident management stakeholders.	x			

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2. Diversion Plans for Major Accidents That Close Limited Access Highways

<i>Provide funding for diversion plan completion, updating and electronic formats for responders and on-line posting.</i>				
1. Fund development of additional highway-to-highway diversion plans in the Greater Hartford Area.			\$25,000	
2. Complete plans for I-84 from Exit 11 in Newtown, to the New York State Line.			\$10,000	
3. Provide electronic versions of diversion route plans to responders.			\$25,000	
4. Provide diversion route plans on-line so they may be viewed by the public.		x		

3. Primary Authority Among Responders To Manage Highway Incident Scenes

<i>Formally establish the incident command system as the policy for Connecticut incident management through update of the Statewide Incident Management Policy.</i>	x			
<i>Develop a unified command system manual and implement training programs, after-incident review procedures, and public awareness programs to support effective incident scene management.</i>				
1. Develop a unified command procedure manual that includes all major disciplines needed at an incident.			\$20,000	
o Identify a State agency responsible for unified command system implementation	x			
o Create a separate statewide task force of key agencies to develop and update the procedure manual.	x			
o Adopt the manual as standard operating procedure by all major disciplines by state commissioners and others.	x			
o Develop and deliver training for all disciplines of the manual.		x		
o Conduct drills regionally within State Police Troop districts		x		
2. Develop minimum qualifications and training for incident commanders.	x			
3. Create public awareness of CT General Statute Sec. 14-255 which requires motorists to move disabled vehicles off the highway.				\$30,000
4. Review, revise and reissue the Statewide Incident Management Policy by State agencies & add fire, police, EMS and towing and recovery organizations.	x			
5. Equip State Police vehicles with push bumpers.			\$250,000	
6. Establish criteria and conduct debriefings, and share lessons learned with incident management stakeholders.	x			

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4. Expanding the CT Highway Assistance Motorist Patrol (CHAMP) Service

Funding for the expansion of CHAMP is recommended . Additional coverage would include:

1. Southeastern Connecticut - 4 service patrols plus 1 spare vehicle			\$600,000	\$240,000
I-95 from Exit 54 in Branford to the Rhode Island State Line				
I-395 from I-95 in Waterford to Exit 83 in Norwich				
2. Waterbury Area - 2 service patrol vehicles plus 1 spare vehicle			\$360,000	\$120,000
I-84 from Exit 16 in Southbury to Exit 38 in Farmington				
Route 8 from Exit 29 in Naugatuck to Exit 36 in Waterbury				
3. Route 15 (Merritt Parkway) - 2 service patrol vehicles plus 1 spare vehicle			\$360,000	\$120,000
From the New York State Line to the Stratford/Milford Town Line				

5. Additional Recommendations to Enhance and Support Incident Management

5A. Establish the Unified Command System as CT's incident management program protocol				
Develop a unified command system manual and training programs.		see above		
Support UCS with exercises/drills.		see above		
Create a statewide task force to assist in UCS development and on-going implementation.	x			

5B. Modify state statutes and practices regarding fire and emergency medical response to encourage effective incident response.				
Revise CGS 13a-248 to reimburse only the fire department for the location of an incident, rather than all responding units.	x			
Provide as-built plans for highway drainage to enable effective control and remediation of spills.		x		
Evaluate the impacts of the Health Insurance Portability and Accountability Act (HIPPA) on the incident management program; and report on findings and recommendations that address incident response, quick clearance, and safety of public/responders.	x			

5C. Address towing and recovery issues related to liability for removal of vehicles and payment method.				
Evaluate revising payment system from per hour to per pound as an incentive for speedy clearance.	x			

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5D. Recognize role of regional incident management teams/committees as important partners in statewide incident management under the auspices of regional planning organizations				
Regional incident management teams/committees should be members of the statewide Incident Management Task Force.	x			
Regional incident management teams/committees should: serve as clearinghouses to incident management information, facility training, exercises and after-incident reviews, and communicate with other regional organizations and municipalities.	x			
RPOs/COGs should distribute incident management information to their member towns.	x			
RPOs/COGs should be encouraged to form Incident Management Teams.	Could require funds, if not possible within existing RPA work programs			
Incident management updates should be coordinated with the semi-annual RPO Planners meetings.	x			
ConnDOT's website and RPO/COG websites should include information on incident management.	x			
5E. Create a unique State website for Connecticut Traveler Information Programs		x	\$10,000 start-up cost	
The website would provide easily accessible information on real-time traffic conditions, traffic cams, incidents, diversions, detours, weather, incident management services such as CHAMP, 511, highway advisory radio, changeable message signs, miles markers, and construction projects and lane closures.				
5F. Support development and implementation of 511 Plan for Connecticut. <i>(511 is the national traveler information telephone number)</i>		x		
511 is another tool to provide travelers and responders with accurate transportation system information, including: incidents, delays, detour/alternate route information, weather, road conditions, construction projects, and lane closures.				

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5G. Develop a comprehensive interagency interoperability communications plan for incident management				
To support effective interagency communications for incident/emergency management, the plan should: inventory and assess assets, functionality and needs, and address technology and governance.		x		
An implementation program would address deficiencies, propose expansion, governance, operations, maintenance and financing.		x		
5H. Add secure internet access to ConnDOT's website		See above		
Provide secure internet access to ConnDOT's traffic camera video images for use by authorized users during an incident.				
5I. Support expansion of the standpipe program				
A cooperative effort of appropriate agencies and organizations should assess current standpipe locations, identify needs, undertake a pilot program for standpipe testing, and develop policies and procedures to govern standpipe installation and testing. Funding for expansion of the standpipe program should be programmed.	Possible to undertake within existing work programs			

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<u>Towing and Recovery Findings and Recommendations</u>				
1. Emergency Lane Clearance				
Towers and their agents are concerned about the liability caused by damage to vehicles and cargo when they are directed by a public agency to move a vehicle during the recovery process.	x			
2. Training and Certification				
The Department of Public Safety recommends that this type of equipment be added to the State Regulations Concerning the Operation of a Rotational System for Summoning Wreckers and that appropriate training and certification be required of its operators.	x			
3. Heavy Duty Saddle Tank Recovery				
Heavy duty wrecker operators are being allowed under a pilot program the opportunity to recover diesel fuel from unbreached saddle tanks.	x			
4. Additional Equipment, Services and Manpower				
The Department of Public Safety is recommending that heavy duty service wrecker operators be required to carry or have access to additional equipment and manpower .	x			
5. Pre-positioning of Service or Towing Equipment During Rush Hours				
During rush hours and on major urban highways, rotational towing operators should be placed in strategic locations to expedite any traffic incidents.		x		
6. Highway Parking – Abandoned Motor Vehicles (AMV)				
The time allowed for vehicles to abandoned on our highways before a fine is levied should be reduced from 24 hours to 8 hours.	x			