



Traffic and Incident Management

November 14, 2013

Agenda

- Importance of incident management
- Review incident management performance measures
- Define incident management agreements:
 - Authorized Tow and Service Operations
 - Vehicle Recovery Service
- Current vendor selection process
- Proposed selection process
- Discussion



Importance of Incident Management

- Provides safe, efficient travel
- Relieves congestion
- Reduces secondary crashes
- Delivers outstanding customer service



Incident Congestion Facts

- For each minute that a lane is blocked, four to nine minutes of congestion will result
- Blocking one lane out of three actually reduces capacity by 50 percent
- Secondary crashes are statistically more severe than the initial crash



Key Elements of the Traffic and Incident Management Program

Dispatch Center - CAD



Traffic Operations Center - TIMS



Fire and Ambulance



Maintenance



State Police



Towing and Recovery



Impressive Program Statistics

Tow and Service Operations

- Thirty agreements with tow operators
- Covers “standard” tows and crash clearance
- 9,623 car, medium and heavy duty truck tows in 2012
- 30 minute average clearance times per tow
- Agreements began 1993

Vehicle Recovery Service

- Nine agreements with recovery operators
- Covers major incidents, usually with medium and heavy duty trucks, and requires special equipment and/or unusual circumstances (material spilled on the roadway)
- 122 recovery events in 2012
- 60 to 90 minute average clearance time per recovery
- Agreements began 1992



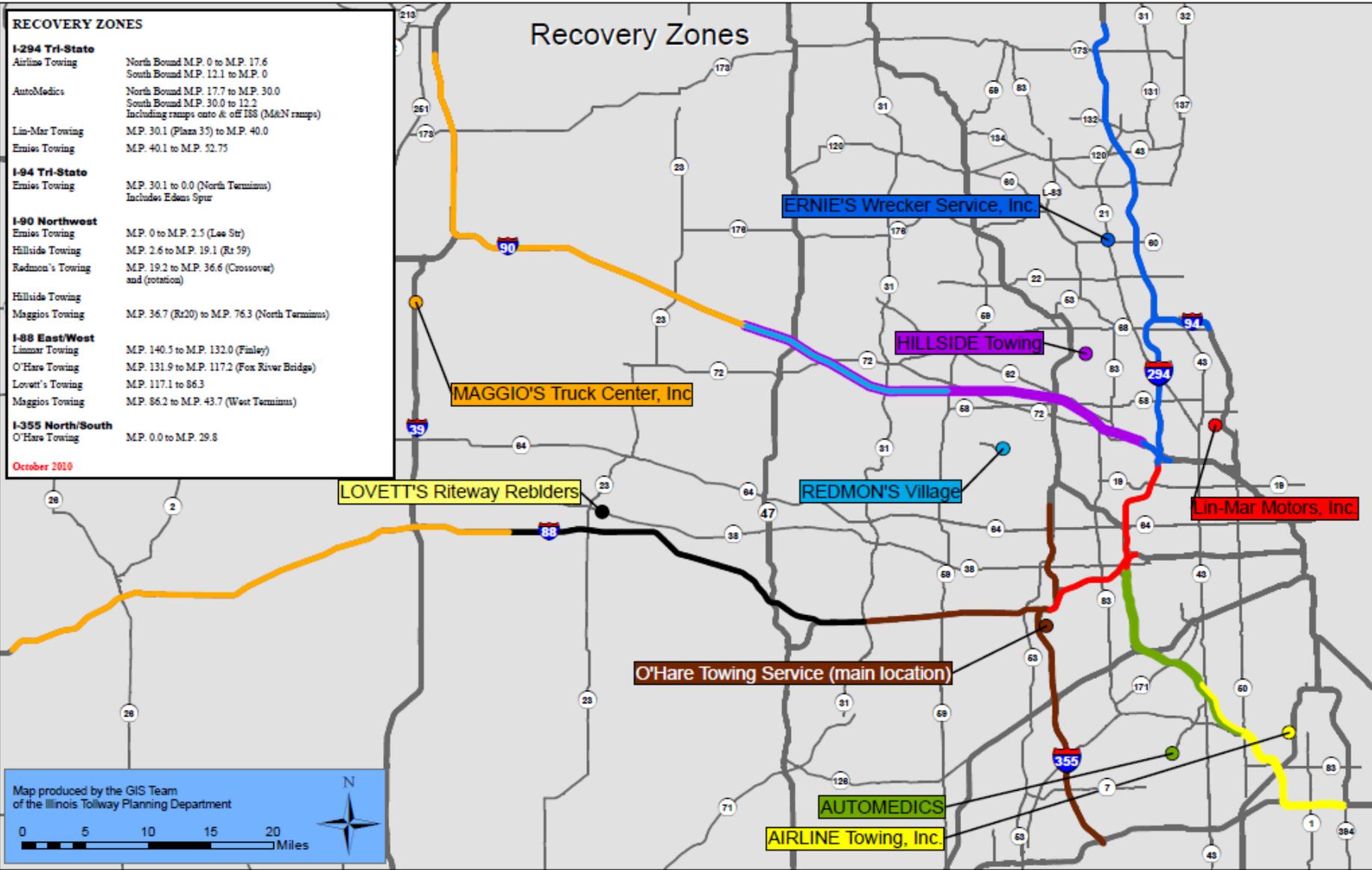
Recovery Zones

RECOVERY ZONES

I-294 Tri-State	North Bound M.P. 0 to M.P. 17.6 South Bound M.P. 12.1 to M.P. 0
Airline Towing	
AutoMedics	North Bound M.P. 17.7 to M.P. 30.0 South Bound M.P. 30.0 to 12.2 Including ramps onto & off I88 (MtN ramps)
Lin-Mar Towing	M.P. 30.1 (Plaza 35) to M.P. 40.0
Ernie's Towing	M.P. 40.1 to M.P. 52.75
I-94 Tri-State	M.P. 30.1 to 0.0 (North Terminus) Includes Edens Spur
Ernie's Towing	
I-90 Northwest	M.P. 0 to M.P. 2.5 (Lee Str)
Ernie's Towing	
Hillside Towing	M.P. 2.6 to M.P. 19.1 (Rt 59)
Redmon's Towing	M.P. 19.2 to M.P. 36.6 (Crossover) and (rotation)
Hillside Towing	
Maggio's Towing	M.P. 36.7 (Rt20) to M.P. 76.3 (North Terminus)
I-88 East/West	M.P. 140.5 to M.P. 132.0 (Finley)
Linmar Towing	
O'Hare Towing	M.P. 131.9 to M.P. 117.2 (Fox River Bridge)
Lovett's Towing	M.P. 117.1 to 86.3
Maggio's Towing	M.P. 86.2 to M.P. 43.7 (West Terminus)
I-355 North/South	M.P. 0.0 to M.P. 29.8
O'Hare Towing	

October 2010

Map produced by the GIS Team
of the Illinois Tollway Planning Department



Incident Management Performance

	2011	2012
Overall incidents	190,017	194,690
Personal Injury Accidents	1,239	1,159
Response time	6:17 minutes	5:54 minutes
Average lane closure	31:44 minutes	30:33 minutes
Crashes with property damages	6,249	5,333
Response time	9:45 minutes	9:40 minutes
Average lane closure	17:02 minutes	13:38 minutes
Motorists in need (disabled vehicle/motorist assist)	66,572	64,983
Lane blockage	1,850	1,555
Average lane closure	11:19 minutes	11:51 minutes



Formal Agreement Benefits

- Assigned response coverage area
- Creates maximum response times
- Expected operator conduct
- Required equipment
- Minimum insurance requirements
- Maximum rate structure
- Use of Tollway invoice (towing)
- Requires Tollway as a priority customer
- Disciplinary action for agreement violations
- Detailed operating procedures



Quality Assurance

- Ongoing performance review
- 100 percent of invoices are audited by Maintenance (current and future programs)
- Reimbursements processed through Tollway
- 100 percent follow-up on customer complaints
- Visits by Internal Audit to verify compliance with agreement
- Disciplinary action issued for agreement violations:
 - Written documentation
 - Suspension
 - Termination of service agreement



Current Tow Operator Selection Process

Program descriptions, sample agreements and coverage map available on the Tollway website

- Perspective company calls or sends written request for application
- Applications kept on file for future consideration
- Need for tow operator develops
- Review applications (of companies located in the area of need)
- Tow operator facility/equipment inspected for compliance with formal agreement
- Formal agreement prepared and sent to Executive Director for signature



Proposed Towing and Recovery Selection Processes

Phase One

- Tollway advertises towing and recovery opportunities
- Application review teams are established
- Applications are graded based on pre-determined criteria
- Applicants that achieve a minimum number of points are advanced to Phase Two

Phase Two

- Facility and equipment inspection teams formed
- Background checks of applicant drivers
- Facility and equipment inspections completed and scored

Phase Three

- Eligibility pool is established by adding application score and site inspection score
- Operators are ranked highest score to lowest score
- Coverage assignments made based on score and geographical location
- Rotational coverage considered and approved as needed
- Agreements are prepared and signed



Discuss Recovery Program

- Proposed selection process
- Consider term of towing or recovery agreement
- Disciplinary action/termination of agreement
- Lease vs. ownership of equipment
- Other suggestions



THANK YOU