



All Lanes Open: Moving Maryland

Issue #2 - Summer 2019

Message from the Director

Welcome to the second issue of our “All Lanes Open” newsletter – thank you for making this periodical a success by sharing all things good about Traffic Incident Management (TIM)! This season brings to mind all the gatherings in Ocean City that we support and our Eastern Shore Traffic Operations program, where CHART began some 35 or so years ago as “Reach the Beach.” Even as this program has grown and evolved, the goal remains the same during the summer – to address congestion along US 50 during travel to and from Maryland’s Eastern Shore.

In 1989, CHART’s services were expanded to the Washington, DC area as part of a Maryland and Virginia effort that focused on clearing incidents quickly and efficiently from the Capital Beltway (I-95/495). This laid the framework from which MDOT SHA, MDTA, and the Maryland State Police would begin working jointly to apply traffic monitoring, incident management, and traveler information services to the entire Baltimore/Washington metropolitan region. The new program was called the Chesapeake Highway Advisories Routing Traffic, or CHART. Since that time, the CHART acronym has evolved to Coordinated Highways Action Response Team, and now includes the metropolitan area of Frederick and beyond. CHART has also begun a Western Region Traffic Operations program.

As I reflect on the history of the CHART program and the evolutions that have occurred over my tenure, I am reminded that the strengths of TIM remain the same. It is the many partnerships, the dedicated professionals, and the sense of duty from each and every one of you that makes Maryland’s TIM program such a success, and one that is recognized as a leader in this nation, if not worldwide.

Congratulations for being a part, thanks to all, and stay safe,

Joey Sagal
Director, MDOT SHA Office of CHART and ITS Development

IN THIS ISSUE

- ➔ Spotlight on Service: ERT and HOTs of the Year
Page 2
- ➔ Incident Response by the Numbers
Page 2
- ➔ Safety Minute: TIM Training for Howard County PD
Page 3
- ➔ ITS America Responder Day Highlights
Page 3
- ➔ CHART ITS Division Innovation Showcase Winner
Page 4
- ➔ CAV Program Spotlight
Page 4

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idea/content for an article.



Emergency Responder Technician (ERT) of the Year

Rick started his service with MDOT SHA in March 1978, and became one of four ERTs in 1989. He is very passionate about his job, and is often personally requested by the media to do ride-a-longs for stories and features. Rick has trained over 100 Emergency Response Technicians during his tenure, and still finds the time to train the new generation of ERTs that enter the doors of CHART to this day, some of whom have progressed on to be supervisors and managers. Rick always comes to work with a positive attitude, and has never been afraid to ask, "how can we do things better?" On March 4, 2016, Rick was involved in a very serious crash and most of us thought that he would pack it in and retire, but not Rick. He came back to work with his positive attitude in hand, jumped back in his truck, and started doing what he has been doing for decades - serving the citizens of Maryland. He has been doing so for 41 years, and you will find very few people that love the job as much as Rick does. His exemplary professionalism and dedication reflect the highest standards of MDOT SHA and CHART, and make him a worthy recipient of this year's award.



RICK GREENWELL

REGIONAL OPERATIONS Highway Operations Technician (HOT) of the Year 2018

Tim Miller has a long history of serving Maryland's citizens. Prior to becoming a HOT, Tim served as a Maryland State Trooper for 25 years. A 10-year veteran at CHART, Tim continues to exemplify the qualities of a great technician, paying attention to every detail of ongoing events. His leadership and coaching aided in the training of two new employees to the Regional Traffic Management Center, all while assisting in the management of 8,238 events in 2018. CHART is proud to recognize Tim Miller as the Regional Operations HOT of the Year for 2018.



TIM MILLER

STATEWIDE OPERATIONS CENTER Highway Operations Technician (HOT) of the Year 2018

Since joining the CHART Team in 2016, Antuanæ has continually shown an eagerness to take on new duties and roles while assisting with 7,167 events in 2018. She has shown herself to be a selfless worker, always willing to assist the team in whatever capacity is needed. In 2018, she was instrumental in staffing CHART's seasonal Eastern Shore Traffic Operations workstation, and with assisting in training nearly every new employee that stepped through the doors of the SOC. CHART proudly recognizes Antuanæ Campbell as the Statewide Operations Center HOT of the Year for 2018.



ANTUANÆ CAMPBELL

UPCOMING EVENTS

- ➔ **September 4, 2019**
10:00 am - 12:00 pm
Traffic Incident Management for the Baltimore Region (TIMBR) Committee Meeting

Baltimore Metropolitan Council
<https://www.baltometro.org/community/meeting-events/upcoming>
- ➔ **October 16, 2019**
Intelligent Transportation Society of Maryland Annual Meeting
www.itsmd.org
- ➔ **November 16-20, 2019**
National TIM Awareness Week
- ➔ **December 4, 2019**
10:00 am - 12:00 pm
Traffic Incident Management for the Baltimore Region (TIMBR) Committee Meeting

Baltimore Metropolitan Council
<https://www.baltometro.org/community/meeting-events/upcoming>

INCIDENT RESPONSE BY THE NUMBERS

January-June 2019

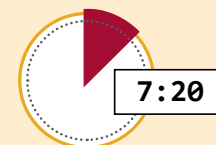
INCIDENTS

11,917 **66**
Total Daily Average

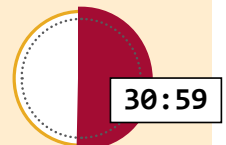
DISABLED VEHICLES

16,507 **91**
Total Daily Average

AVERAGE RESPONSE TIME



AVERAGE LANE CLOSURE TIME



ITS America Emergency Response Day Recap

This year's Intelligent Transportation Society of America Annual Meeting was held in June in Washington, DC at the Walter Washington Convention Center. One of the conference highlights is Emergency Response Day, which "provides an opportunity to connect transportation leaders and ITS practitioners with the emergency responders who serve the traveling public, and focuses on the good people who share a vision of safer and more effective mobility for all." The event also brings attention to TIM and responder safety, including the Move Over Law.

CHART was an exhibitor, and had a Custom Response Vehicle (CRV) with an already installed light plant and a Heavy Duty Utility Truck with a wheel lift showcased, and several ERTs onsite to answer questions. CHART also highlighted some of their recent "going green" efforts such as switching from gasoline to battery powered tools and using LED flares, which are smokeless and reusable – the rechargeable batteries last up to 80 hours. The Maryland State Police were there with their Unmanned Aerial System (UAS or drone), and the 4-hour, SHRP2 traffic incident management responder course was offered by CHART staff. Staff also participated in a panel discussion regarding the response to the tanker incident on the American Legion Bridge in March 2019.



SAFETY MINUTE

TIM Training for Howard County Police Department



The Howard County Police Department reached a training milestone with 98% of their officers trained in the 4-hour, SHRP2 traffic incident management responder course. Of their nearly 500 sworn officers, ranks from Captain and below were included and trained over the last several years. Recognizing the safety benefits to their officers and the citizens they serve, this training was mandated as part of their annual in-service, and has been institutionalized in their academy. Please let us know if your department is similarly championing this training to better protect those that respond!

If you are interested in hosting the 4-hour, SHRP2 traffic incident management responder course, please contact CHART's Training Manager, Pat Rooney at (410) 582-5608 or PROoney@mdot.maryland.gov to schedule.

Testimonials

"While driving home from Ocean City with my family, I ran over a big piece of wood and had a flat tire. I pulled over to a safe area along the highway and called road side assistant service. While I was waiting, Darnel was driving on the opposite side of the same highway and turned around and came to my rescue. He changed the flat tire without incident. I thought it was amazing for this kind man to come to my aid without being called. Thanks a million."

Emmanuel
June 27, 2019

"Patrol Driver Ray Burroughs helped me today by first making sure I was okay after being stranded from a car accident. He was calm and spoke easy with a smile. He was very efficient because I had been waiting for help for hours from another tow agency and when they didn't arrive, Assist Patrol was called and Ray arrived in minutes. I am very grateful. Thank you."

Lisa
July 11, 2019

"Jason Watson is a great ambassador for your program. He is courteous and has a welcoming personality. Plus he is very good at his job. He managed to get two motorists back on the road (Route 50) safely and efficiently. I'm very impressed with Jason ... and I'm very grateful for the Assist Patrol service"

Davey
July 11, 2019

CHART ITS Division Innovation Showcase Winner

Dave Rineholt from the CHART Communications Division was recently selected as an Innovation Showcase Winner for his development of a mobile camera solution to modernize CCTV cameras on CHART vehicles. CCTV cameras allow CHART vehicles to send higher definition video of incidents and crashes, and can assess conditions for safety and situational awareness. He identified an off-the-shelf camera that is used on fixed poles, complete with a built-in encoder and available through an approved blanket purchase order. He selected the remaining components, devised the circuitry and oversaw the fabrication of the mounting brackets. He was able to do the installation work in-house, saving approximately \$15,000 per CHART vehicle.” The process can now be streamlined with the same camera and bracket on each truck, reducing the need to configure each item differently for various styles of trucks. Additional time is saved in the procurement and installation process as the parts can be ordered and fabricated well in advance. The electrical configuration remained the same on each truck which simplified the work. Repairs and maintenance of the camera systems will be expedited since the in-house team installs and maintains them. Congrats Dave – job well done!



Dave Rineholt discovered that moving the bracket to the inside provides a more stable mount that better protects the camera equipment.

Connected and Automated Vehicles (CAV) Program Spotlight

MDOT SHA is actively preparing for emerging technologies that are changing the transportation landscape, including Connected and Automated Vehicles. CAV are expected to bring fundamental change to transportation mobility and may dramatically reduce the number of fatalities and serious injuries on our roadways. Ms. Carole Delion, Division Chief for the CAV Program within the Office of CHART & ITS Development's TSMO & CAV branch, oversees how CAV may impact policies, processes, practices, technology readiness, and data analytics in Maryland.

The MDOT SHA internal CAV working group released its own strategic action plan for CAV in December 2017. During the first year of the plan's implementation stage, there was significant progress on 26 of the 35 recommended actions. The vision and goals of the MDOT SHA CAV Strategic Plan are:



Additional program highlights include:

- ▶ A 50 member internal working group, of which nearly 10 are Champions from throughout MDOT SHA, meets bi-monthly to advance CAV initiatives in the agency
- ▶ A proposed connected vehicle pilot project to support incident and traffic management
- ▶ MDOT SHA is a core member of the larger statewide CAV working group established in 2015
- ▶ SharePoint site and CAV blog to provide education, outreach, and internal collaboration tools to MDOT SHA staff - see link below to engage us!
- ▶ Web mapping applications to track national policy, CAV testing sites in Maryland, and others
- ▶ An MDOT SHA wide Lunch & Learn webinar and an online training module are coming soon!

Email questions to: SHACAV@mdot.maryland.gov