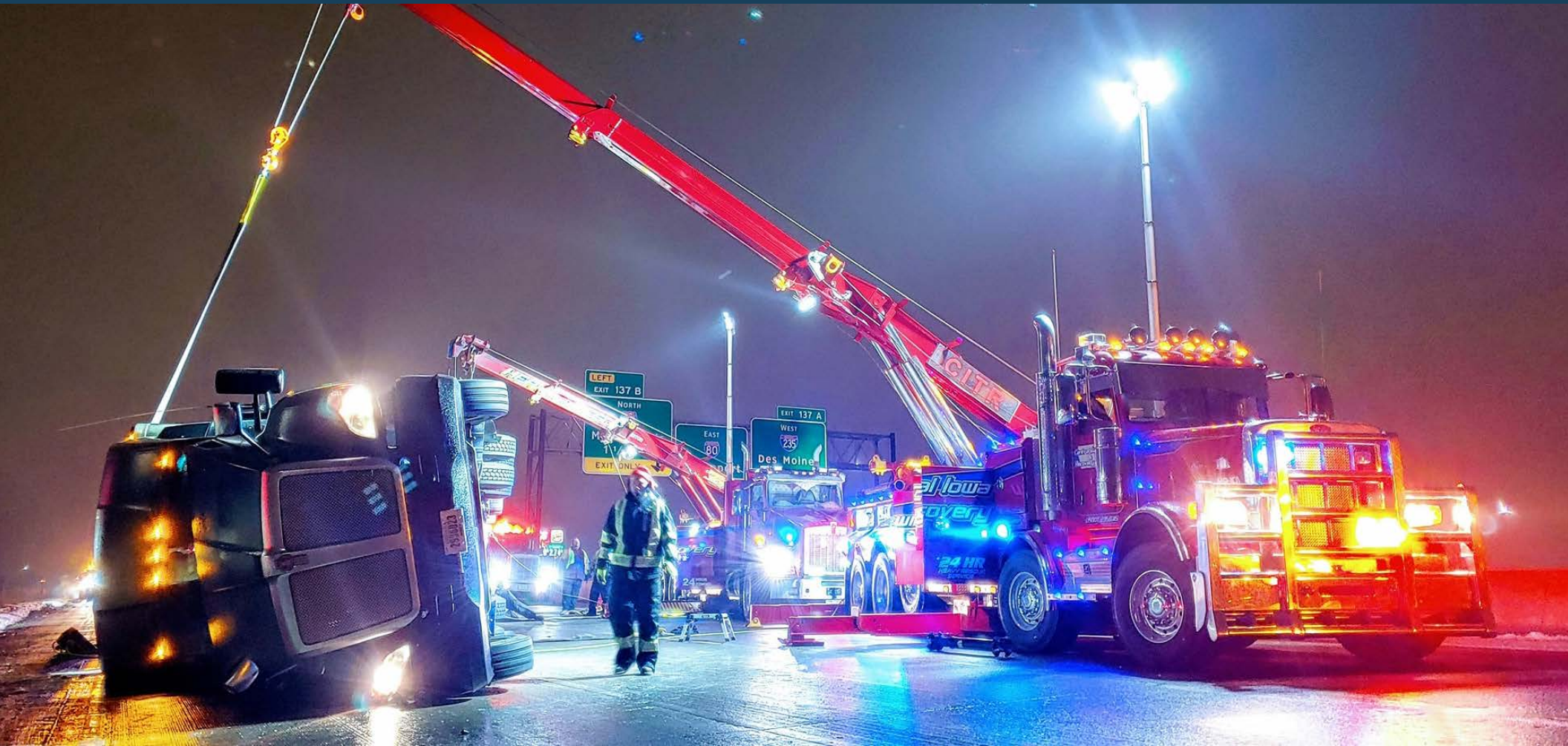


Traffic Incident Management Newsletter

MAY 2026

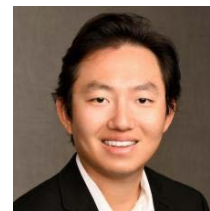




Ted Shipley –
Statewide TIM
Coordinator



Dawn Williams –
TIM Program Planner



Dan Noonan-Day –
TIM Program
Administrator

Who We Are

The Iowa TIM Team is led by Ted Shipley (Statewide TIM Coordinator), Dawn Williams (TIM Program Planner), and Dan Noonan-Day (TIM Program Administrator.) The TIM Team's goal is to create a coalition of responders and partners dedicated to keeping motorists and responders safe while restoring traffic flow as quickly, and as safely, as possible after an incident. Together, these groups form a unified front to reduce secondary crashes, protect lives, and keep Iowa's roadways moving.

Our Mission Statement

The Iowa TIM Team is dedicated to ensuring the safety of responders and the public through coordinated, multi-agency collaboration and rapid, efficient response to traffic incidents. We strive to protect lives, minimize roadway disruption, and uphold a commitment to excellence in service and continuous improvement.

In This Issue:

TIM Team Briefing	2
Success Stories	3
Incident Takeaways	4
Tip of the Quarter	5
From the Field	5

Keeping Iowa Moving: A Mid Year Look at TIM Progress

The Iowa Traffic Incident Management (TIM) Program has continued building momentum through a busy mid-year schedule focused on coordination, communication, and responder safety. Throughout May, June, and July, the Iowa TIM Team has been holding district-wide TIM meetings across the state to bring together law enforcement, fire, EMS, towing and recovery, DOT, emergency management, dispatch, and other roadway response partners.

These meetings have provided an important opportunity for stakeholders to discuss current TIM practices, review recent incident response efforts, identify challenges, and share ideas for improving safety and efficiency on Iowa's roadways. By bringing responders together at the district level, the TIM Program continues to strengthen relationships, improve communication, and support consistent incident response practices across the state.

In addition to the district-wide meetings, the Iowa TIM Team will be traveling to Florida in June 2026 to observe several large-scale traffic management and TIM operations. The team plans to visit

the Orlando/Sanford Traffic Management Center, the Disney Traffic Management Center, the West Palm Beach Traffic Management Center, and the Miami Traffic Management Center. These visits will provide a firsthand look at how larger metropolitan areas coordinate traffic management, responder communication, service patrol operations, incident clearance, and regional partnerships.

While Florida's traffic volumes and operational needs differ from Iowa's, the goal of the trip is to identify successful strategies that can be scaled down and adapted to fit Iowa's needs. Lessons learned from these visits may help support future improvements in TIM coordination, Traffic Management Center operations, Highway Helper response, towing and recovery partnerships, after-action reviews, and responder safety efforts.

As the Iowa TIM Program moves through the remainder of 2026, the focus remains on collaboration, training, and continuous improvement. The district-wide meetings and upcoming Florida TMC visits both reflect the program's commitment to learning from partners, strengthening statewide coordination, and keeping Iowa's responders and motorists safe.



AutoBase's Brady Palmer Rescues Cat on I-29 in Sioux City, IA

The Iowa DOT expanded its Highway Helper program to Sioux City beginning May 7, 2025, adding two trucks to patrol I-29, U.S. 20, and U.S. 75. The free service helps keep motorists safe and traffic moving by assisting with flat tires, jump starts, fuel, debris removal, traffic control, and stranded motorists. This expansion strengthens responder support and helps reduce secondary crashes across another high-traffic area of Iowa.

Since the start of the Highway Helper Program in Sioux City, there have been 874 Highway Helper assists completed. With the addition of a safety service patrol to the region, incidents reported to the TMC have doubled in District 3. This has helped to lessen the workload that responders throughout Woodbury County have had to complete in a shift.

There are two Highway Helpers that patrol the Sioux City area from 5:00AM-9:00PM on I-29 N/S from Exit 133 to Exit 151, US 75 N/S from Exit 2 to Exit 105, and US 20 E/W From US 75 to Exit 12. During regular service hours, Highway Helpers are ready to respond when motorists need assistance. Law enforcement may contact the Iowa DOT Traffic Management Center to request a Highway Helper, while Highway Helper vehicles actively patrol high-traffic corridors to identify and assist stranded drivers. Traffic Management Center operators also monitor hundreds of traffic cameras across the state, allowing them to spot motorists in need and quickly dispatch help to the scene.

From Brady Palmer:

My name is Brady Palmer, and I grew up in Sioux City. I have been with AutoBase Inc. since May 2025.

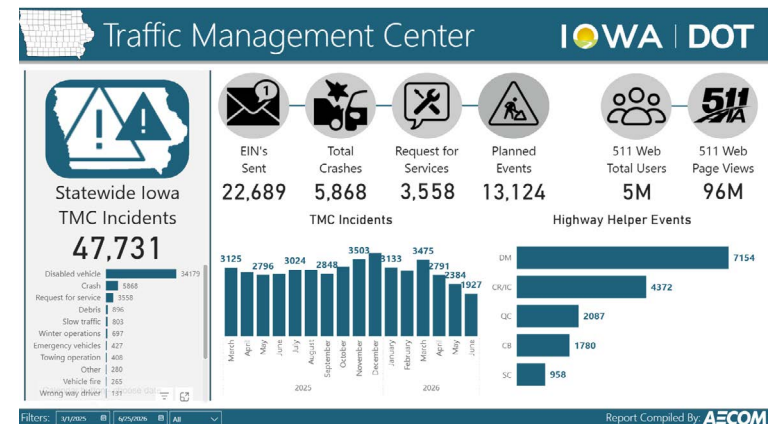
While working on I-29 route, I noticed a vehicle stopped on the right shoulder and pulled over to check if everything was okay. The driver told me there was a cat stranded on top of the median barrier near moving traffic. I carefully made my way over, safely rescued the cat, and got her out of danger. Afterward, I took the cat to the Humane Society, and later my fiancé's mom adopted her. It was a rewarding experience knowing the cat not only made it safe but also found a loving home.



Statewide Highway Helper Assists in 2016

Highway Helpers have been throughout the state of Iowa for over a decade since the program's expansion. The number of Highway Helper assists have trended upwards since the expansion as the population of Iowa, and the traffic moving through, consistently increases.

As of May 20th, 2026, there have been over 13,000 Highway Helper assists to include disabled vehicles, traffic control for crashes, and removing debris from the roadway. These statistics can be found in the image shown below from the newly created TMC/TIM Dashboard through PowerBI.





Ready for the Unexpected: Livestock Panels & Chutes Strengthen Emergency Reps

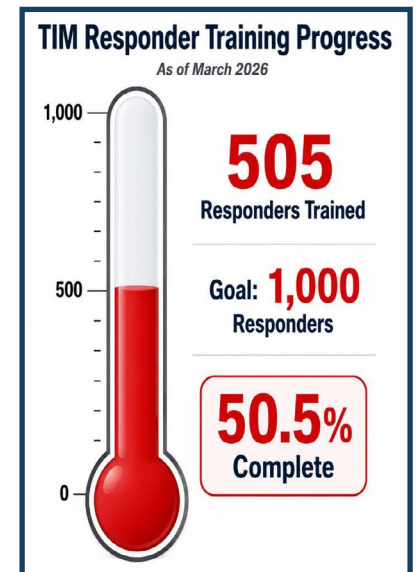
Livestock incidents can quickly become complex, high-risk events for responders, motorists, animal owners, and the animals involved. Whether caused by a trailer rollover, loose livestock on the roadway, or a crash involving a livestock transport vehicle, these incidents require more than a standard traffic control response. Animals can be unpredictable, scenes can spread across large areas, and responders may be working near live traffic while trying to safely contain, move, or recover livestock. That is why proper training and pre-planning are essential.

Livestock incident training also helps responders recognize animal behavior, understand safe handling techniques, and identify when specialized assistance is needed. Moving injured, stressed, or loose animals without the right approach can increase the risk of injury to both responders and livestock. Training helps ensure responders know how to establish a safe perimeter, protect the traveling public, request appropriate resources, and work alongside livestock owners or handlers to bring the situation under control. One of the most valuable tools for these incidents is staged livestock paneling. Having panels, gates, chutes, and related equipment pre-positioned or available on an emergency response trailer can significantly improve scene safety and efficiency.

Instead of waiting for equipment to be located and transported after an incident occurs, responders can quickly establish containment areas, guide animals away from traffic, and create safer working zones for handlers and recovery crews. Sioux County recently strengthened its livestock incident response capabilities through the acquisition of a livestock response trailer purchased through the state. The trailer is equipped to hold livestock paneling and chutes, giving responders quicker access to the tools needed to safely contain, move, and manage animals incidents.

How You Can Help Achieve 1,000 Responders Getting TIM Trained

TIM Responder Training is crucial because every incident scene is a workplace, and every responder deserves to go home safely. The training helps law enforcement, fire, EMS, towing, public works, DOT, dispatch, and other roadway partners use consistent practices to protect responders, reduce secondary crashes, and clear incidents safely and efficiently. Stakeholders can help Iowa reach the goal of training 1,000 responders by the end of 2026 by promoting upcoming classes, encouraging new and experienced personnel to attend, hosting local training opportunities, and sharing the importance of TIM within their agencies and partner networks. Every class helps strengthen Iowa's statewide response culture and keeps both responders and motorists safer on our roadways. Scan the QR Code and join us at our GTSB Conference TIM Responder Training!



TIM Tip of the Quarter: Build the Buffer

When arriving on scene, responders should always think beyond the immediate incident and focus on creating a safe, visible, and organized work area. One of the most effective ways to protect everyone on scene is to establish a strong buffer space between responders and approaching traffic. This can be accomplished through proper vehicle positioning, advance warning, cone placement, lane protection, and clear communication among agencies. A well-planned buffer gives approaching motorists more time to recognize the incident, slow down, move over, and navigate the scene safely. It also provides responders with the room they need to assess the situation, assist motorists, remove hazards, and

coordinate clearance efforts without being directly exposed to live traffic. Whether the incident involves a stalled vehicle, crash, debris, disabled semi, or full lane closure, taking the time to build the buffer can greatly reduce risk.

Buffer space is not just about blocking lanes; it is about creating a safer operating environment. Responders should consider traffic speed, roadway conditions, weather, visibility, curves, hills, and the expected duration of the incident when deciding how much protection is needed. As the scene changes, the buffer should be adjusted to match the current risk.

From the Field

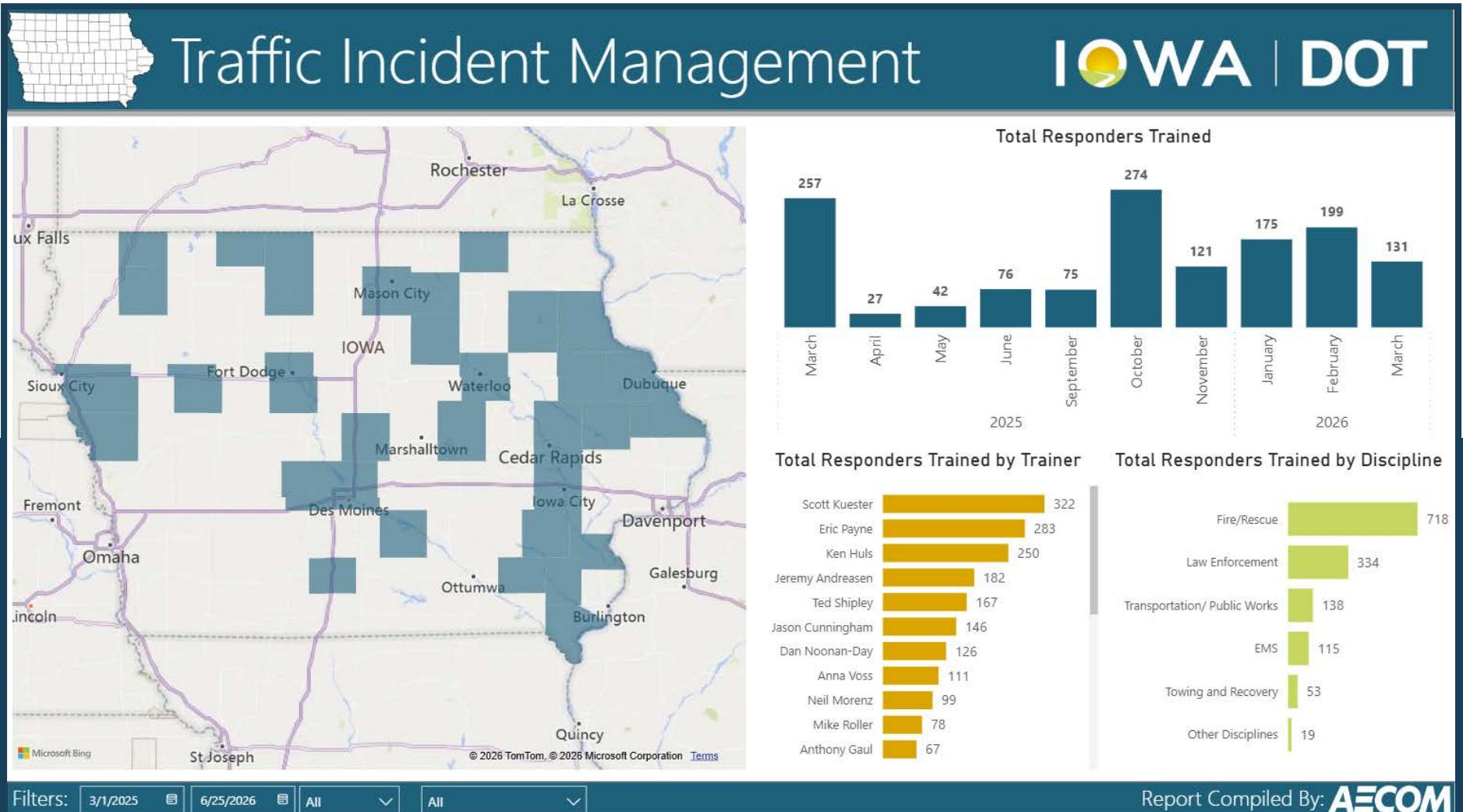
“For me, TIM training is so much more than keeping our first responders safe... It’s about bringing everybody together and ensuring they all understand they have an active seat at the table in traffic safety. From Fire Departments, Law Enforcement and Tow Operators, to Secondary Roads and Helicopter Crews, and everybody in-between; all are integral to the safety and efficiency of the operation.

Instructing TIM is a conduit to start conversations and build those personal relationships across disciplines. So when we find ourselves together on a scene, it’s like old friends working together, rather than a bunch of individuals and strangers, each doing their own thing. That collaboration is what makes Traffic Incident Management training so unique and special.”

Trooper Payne also plans on teaching a TIM Responder Training on Friday, June 5th, after the GTSB Conference to all responders that sign up. Take Trooper Payne’s class here: <https://app.smartsheet.com/b/form/2e9b6acdd1774da1add302c747e8ba57>



TIM Responder Training Statistics- 2026



Contact

TED SHIPLEY

Statewide TIM Coordinator
Ted.Shipley@iowadot.us

DAWN WILLIAMS

TIM Program Planner
Dawn.Williams@iowadot.us

DAN NOONAN-DAY

TIM Administrator
Daniel.Noonan-Day@iowadot.us



Reach out to the Iowa TIM Team to schedule a TIM Responder Training!

These classes are scheduled by request and we are happy to train as many personnel as possible to keep Iowa safe.

[IOWADOT.GOV/CONSULTANTS-CONTRACTORS/TRAFFIC-OPERATIONS/TRAFFIC-INCIDENT-MANAGEMENT](https://www.iowadot.gov/consultants-contractors/traffic-operations/traffic-incident-management)