

Traffic Incident Management Newsletter

SEPTEMBER 2026

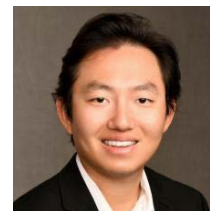




Ted Shipley –
Statewide TIM
Coordinator



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.

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The TIM Team's Peer Exchange with FDOT for TIM/TMC Insights

Iowa DOT and AECOM representatives recently traveled to Florida for a peer exchange focused on Traffic Management Center (TMC) and Traffic Incident Management (TIM) operations. The trip provided an opportunity to observe large-scale operations, procedures, and intelligent transportation system technologies that could be adapted to fit Iowa's transportation needs.

The group visited FDOT District 5 in Orlando/Sanford, Florida's Turnpike operations centers in Turkey Lake and Pompano Beach, the Central Florida Tourism Oversight District, and FDOT District 6 in Miami. Each visit offered a different perspective on managing

traffic, coordinating incident response, maintaining ITS equipment, and supporting motorists in heavily traveled areas.

At FDOT District 5, the group learned about incident-clearance initiatives, including the Rapid Incident Scene Clearance (RISC) and Safe Tow programs, and discussed the direct role TMC operators play during program activations. At the Turnpike Turkey Lake operations center, conversations focused on performance metrics, RISC activations, maintenance-of-traffic support vehicles, and preparations for major events such as professional sporting events, conventions, concerts, and international competitions.

The Iowa TIM Team in D5 Orlando



The Central Florida Tourism Oversight District demonstrated how a smaller operation manages cameras, dynamic message signs, bus lanes, ITS maintenance, and incident response in partnership with The Walt Disney Company and the Florida

the roles TMC personnel fulfill during major incidents. The team was even able to experience what a full Florida Turnpike closure looks like due to the conditions caused by the wildfires occurring.

The peer exchange provided valuable perspectives on how Florida agencies coordinate TMC, TIM, and safety service patrol operations to improve roadway safety and reduce incident-clearance times. Lessons from the trip will help guide future conversations about strengthening interoperability, introducing new technologies, improving operational procedures, and enhancing traffic incident management throughout Iowa.

Highway Patrol. Additional discussions at Pompano Beach and FDOT District 6 covered wildfire-related closures, drone use, Road Ranger safety service patrol vehicles, responder alerting technology, incident response vehicles, community outreach, and



Stuart Mock Incident Scene: Practicing Safe, Coordinated Response

On July 14, 2026, a mock incident scene was held in Stuart, Iowa, at the intersection of Adair Street and SW 7th Street to provide responders with hands-on Traffic Incident Management training in a realistic setting. The exercise was designed to give participating agencies an opportunity to practice safe scene setup, responder coordination, traffic control, quick clearance, and communication during a simulated crash involving a white sedan that rear-ended a semi.

The exercise was supported by Highway Maintenance Supervisor Cory Kirkpatrick, who also serves as the Mayor of Stuart. Cory helped coordinate with the city to ensure local officials were aware the activity was a planned training exercise rather than an actual emergency. This advance coordination helped prevent confusion in the community and reduced the likelihood of unnecessary calls to 911 dispatch from citizens who may have seen the staged incident.

Several response partners participated in the mock scene, including Richter and Son Towing, Life Flight, Stuart Fire, Stuart EMS, Stuart Police Department, Iowa State Patrol,

and Iowa DOT Maintenance & Highway Helper. Highway Helper staff used the opportunity to practice setting up a lane closure and activating the portable dynamic message sign board mounted on the back of the truck. This allowed responders to see how the equipment can be used to provide advance warning, guide motorists, and support a safer incident scene.

Richter and Son Towing demonstrated vehicle removal techniques and the use of specialized heavy equipment to support safe, quick clearance. Their involvement helped show the important role towing and recovery plays in restoring traffic flow while also protecting responders, crash victims, and the traveling public.

To make the exercise more realistic, Iowa DOT employees acted as injured parties involved in the crash. Their participation helped fire, EMS, law enforcement, towing, and DOT personnel work through the response as they would during an actual incident, from scene assessment and patient care to traffic control and vehicle removal.

Overall, the Stuart mock incident scene provided a valuable opportunity for agencies to train together before responding together on a real roadway. Exercises like this help strengthen relationships, improve communication, and reinforce the shared goal of Traffic Incident Management.



Life Flight, Stuart Public Safety Responders, and DOT in front of the helicopter that attended the mock scene.

Crash Responder Safety Week 2026

Crash Responder Safety Week, observed November 2-6, 2026, is an important reminder of the dangers responders face while working along Iowa's roadways. Law enforcement, fire, EMS, towing and recovery, DOT maintenance, Highway Helper operators, dispatchers, and TMC staff all play a critical role in keeping incidents safe, organized, and moving toward quick clearance.

During this week, the Iowa DOT TIM Team encourages all drivers to do their part by slowing down, moving over when possible, staying alert, and giving responders the space they need to work safely. Every crash scene, disabled vehicle, lane closure, or roadside emergency creates risk — not only for those involved, but also for the responders working just feet from live traffic.

Crash Responder Safety Week reinforces that responder safety is a shared responsibility. Through continued TIM training, interagency coordination, public education, and safe driving choices, we can help protect those who protect us and keep Iowa moving safely.

[Click here to view NOCOE's information on CRSW 2026.](#)



Connecting the TIM Team with the Iowa DOT's Highway Helper Program

On July 7, 2026, Dan Noonan-Day had the opportunity to spend the day riding along with Iowa DOT Highway Helper Jeremy Belloma to gain a better understanding of Highway Helper operations from an on-the-ground perspective. Dan's previous experience working in the Traffic Management Center provided him with a strong understanding of how Highway Helpers are dispatched, monitored, and supported during incidents. However, seeing the program from the roadway offered valuable firsthand insight into the daily challenges, quick decisions, and safety considerations Highway Helpers face while assisting motorists and responding to incidents in live traffic.

Highway Helper H100, Jeremy Belloma, has served as a Service Safety Patrol operator for the past five years and has worked his way into the role of supervisor for the Des Moines area. His dedication to Iowa's Service Safety Patrol initiative does not go unnoticed by Iowa DOT or by the many public safety, towing, and transportation partners he works alongside on Iowa's roadways. Throughout the ride-along, Jeremy shared insight into the variety of calls Highway Helpers respond to, the importance of situational awareness, and the role they play in keeping traffic moving while helping protect both motorists and responders.

This experience helped connect the work happening inside the TMC with the work being performed directly on the roadway. From the TMC perspective, incidents are often viewed through camera feeds, radio traffic, Computer Aided Dispatch (CAD) notes, and map updates. Riding along with a Highway

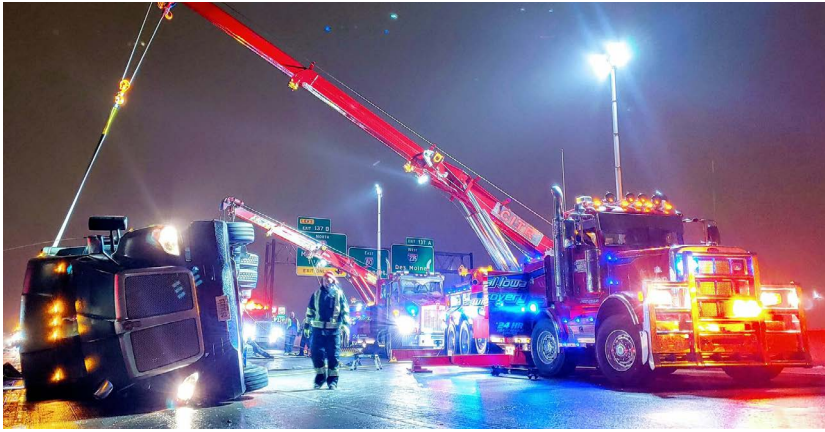
Helper provided a more complete picture of what happens once a unit arrives on scene, including how they position their vehicle, communicate with other responders, assist disabled motorists, and help clear incidents as safely and efficiently as possible. By better understanding each other's roles, capabilities, and challenges, these groups can continue improving coordination, supporting faster and safer incident clearance, and identifying opportunities to enhance Iowa's overall Traffic Incident Management program.

TIM Tip of the Quarter: Joint Operations Training

Joint operations training is a key part of building a stronger Traffic Incident Management program because it brings all response partners together before they meet on the side of the road. Law enforcement, fire, EMS, towing and recovery, dispatch, DOT maintenance, Highway Helper, and TMC staff all play important roles during an incident, but each group may view the scene through a different lens. Training together helps responders better understand each other's responsibilities, limitations, terminology, and decision-making processes.

When agencies train together, they are better prepared to communicate clearly, establish safe traffic control, coordinate lane closures, position vehicles effectively, and work toward quick clearance. These shared expectations can reduce confusion on scene, improve responder safety, and help limit the risk of secondary crashes. Joint operations training also provides an opportunity to discuss challenges, review lessons learned, and build relationships that make real-world incident response smoother and more efficient.

At its core, joint operations training reinforces the idea that TIM is a team effort. The more familiar responders are with one another's roles and procedures, the better prepared they are to protect themselves, assist motorists, and keep Iowa's roadways moving safely.



The TIM Program Saves Lives – A Tower’s Perspective

By Dustin Tapp

As the owner and operator of Central Iowa Towing and Recovery, Inc., I cannot express how important TIM training is for our people and the motoring public. I believe the Iowa DOT has offered this training since 2006. Since opening our first wrecker service in 2014, we have been very passionate about ensuring our staff operates as safely as possible on the roadways. We currently operate 10 different locations across Iowa. Traffic differs at each location, but part of our training process requires all of our staff members to complete a class preparing them for highway driving. The close proximity of our main location to the Traffic Management Center allows for a highly collaborative relationship, maximizing Ted Shipley’s valuable expertise to train our personnel. The idea of the TIM program is to save lives and I believe that is exactly what it does. Over the past 12 years, 13 of our trucks have been hit roadside by drivers who failed to follow our “Slow Down Move Over” law. Luckily, we haven’t sustained any major injuries to our staff. I do believe there should be harsher punishments for people who violate the “Slow Down Move Over” Law, especially if personal injury or a crash results. Our main goal is to ensure our staff returns home safely to their families, and every part of the TIM program helps us achieve this.

TIM Responder Training Statistics - 2026

TIM RESPONDER TRAINING PROGRESS

January 2026–September 2026 · Annual training goal: 1,000 responders



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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://iowadot.gov/consultants-contractors/traffic-operations/traffic-incident-management)