



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

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SECRETARY

May 31, 2000

MEMORANDUM TO: Division Engineers

FROM: J. D. Goins, P.E.
Chief Engineer - Operations

SUBJECT: Traveler Information Management System (TIMS)

With your help, NCDOT is about to have real time incident information on our web site. This info will be found on the **Traveler Information Management System (TIMS)** which is a part of www.ncsmartlink.org. This system will replace the current RDCD mainframe system for ice and snow reporting and the Emergency Event Notification and Road/Bridge/Lane Closure faxes. When information is entered into TIMS, in addition to being shown on the Internet, the system will automatically email or text page the incident information to those who request it.

In order to have the most timely and accurate information, TIMS entries will be made by field forces. Our goal is to have this information be current **24 hours a day, 7 days a week**. Please make arrangements in your Division so that incidents that occur during non-working hours are entered into the system. (On rare occasions when field data entry is impossible the information can be phoned into the ITS Operations Unit.)

Representatives from each Division were trained to use the system the week of May 22. Please work with those TIMS trained personnel to work out a plan of training the necessary Maintenance, Bridge Maintenance, Construction, and Operations staff in your Division on the system and the protocol and importance of incident entry, especially during non-working hours.

Please begin "practice" **field data entry in June**. The month of June will be used for internal system testing with a public unveiling of the system scheduled for the **week of June 26**. This is the first phase of the TIMS system. Future enhancements will include graphical displays, pager notification and kiosks at welcome centers and rest areas. We are also considering allowing other agencies such as State Highway Patrol and Emergency Management to enter information. Should you have any questions or suggestions, please contact Kelly Hutchinson at (919) 715-2388.

JDG:kh

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