I-95 CORRIDOR COALITION

I-95 Corridor Coalition

Quick Clearance and 'Move-It' Best Practices

Final Report

September 2003

Quick Clearance and 'Move-It' Best Practices Final Report

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I-95 Corridor Coalition

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I-95 Corridor Coalition
Coordinated Incident Management Program Track
Year 9 Project
"Quick Clearance and 'Move-It' Best Practices"

1. INTRODUCTION

Statement of the Problem

While there is debate around the nation on the relative impact of non-recurring congestion, often caused by traffic incidents, many experts believe that as much as half or more of all congestion may be caused by such events, which collectively cost millions of lost hours, billions of dollars in wasted resources, and, most significantly, thousands of lives and serious injuries. To combat this national problem, most regions have adopted some type of systematic incident management (IM) to deal more effectively with such events.

An incident is traditionally seen to include these stages (FHWA 2000):

- Detection: the determination that an incident has occurred and bringing this information to the attention of the appropriate authorities;
- Verification: confirmation that the incident has occurred, determining its location, and having sufficient information to enable an appropriate response;
- Response: the dispatch of appropriate responder assets to resolve the incident;
- Clearance: removal of the vehicles, damaged property and victims from the incident scene, and complete reopening of any blocked lanes; and
- Recovery: restoration of normal traffic flow.

There are other activities that parallel these—such as providing motorist information, managing the incident scene, and general traffic management, but the above five stages define a consistent time-line, or profile, of the incident. Estimates suggest that the fourth and fifth items, clearance and recovery, can last as long as three to five times the duration of the other three combined. The lingering affects of an incident may thus continue long after the incident itself is over.

Because of this, the rapid, or quick, resolution of traffic incidents has long and widely been seen as one of the key traffic management goals that transportation and incident responder agencies alike should strive for to restore normal traffic flow and minimize congestion.

Rapid detection and verification of incidents are dealt with by measures from cell phone reports to law enforcement or 911 centers or encounters by transportation or public safety officials, to technology solutions such as sensors, incident detection algorithms, and closed circuit TV (CCTV). These are mainly affected by available infrastructure in the latter cases and chance in the first two.

To address the goal of speedy resolution of the incident, agencies around the U.S. have implemented what have become known as "move-it" policies designed to encourage drivers to quickly move

vehicles involved in minor collisions out of travel lanes to locations either on the shoulder of the roadway or to designated accident investigation sites. Typically, these policies are backed by legislation to actually require drivers to move their vehicles from the travel lanes, provided the vehicles can be safely moved under their own power and that no serious personal injuries are involved.

By removing these vehicles from the traveled way as quickly as possible, delays are kept to a minimum and those involved in the incident are able to move to a safer location. Secondary crashes can be avoided as well. Move-it policies actually overlap the usual phases of an incident since, when properly adhered to, the removal of disabled or crash vehicles from the roadway may occur anytime during the incident timeline; thus the sooner the better to mitigate the general impact of the event.

Quick clearance (QC) policies, on the other hand, are addressed principally by responders (e.g., transportation and public safety agencies, towing and recovery companies, and other public and private concerns) and generally include encouragement that vehicles and cargo involved in an incident be removed from the roadway as soon as possible once injuries and safety issues are addressed. Quick clearance can also extend to the full gamut of the incident, including recovery and investigation as well. Traditionally, authorities often wait for cargo to be off-loaded and for vehicles to be carefully removed to minimize damage to the cargo and/or vehicles; however, this generally leads to huge delays and, again, secondary crashes can occur.

So, move-it and quick clearance actions go hand in hand to assist in overall incident management, but there are obstacles to the effective and uniform application of these policies. As might be expected, most of these obstacles are institutional in nature.

Response to the Problem

The I-95 Corridor Coalition and its members have recognized the need to address these issues and strive to achieve a more consistent application of quick clearance/move-it (QC/MI) practices throughout the Corridor. For example, with different practices in effect in the Corridor, interstate, even inter-regional, travelers are usually unfamiliar with each state's policies and as a result may be hesitant to quickly move their vehicles in the event of a crash, or even less severe disablement.

A further complicating factor stems from multiple transportation authorities even within a given state. For example, New Jersey had three major transportation authorities, the Department of Transportation, the NJ Highway Authority and the NJ Turnpike Authority, all of which operate their own highways (although the latter two were recently combined). Often, different highway jurisdictions are served by different law enforcement agencies as well.

Accordingly, in the spring of 2002, the Coalition undertook the project, "Quick Clearance and 'Move-It' Best Practices," to address the inconsistent policies and practices within the member states and jurisdictions.

Simultaneously with, but independently of, this Coalition effort, the National Cooperative Highway Research Program (NCHRP) initiated a national survey—NCHRP Synthesis Topic 33-05, "Safe and Quick Clearance of Traffic Incidents"—to solicit information about these practices from around the country.

The I-95 Corridor Coalition conjoined with the NCHRP study to maximize resources and avoid unnecessary duplication. This report contains extensive references to, and even excerpts from, the NCHRP synthesis report (used with permission) (Latoski and Dunn).

It is important to recognize at the outset that no agency anywhere has all the tools for optimal incident management in place. Most are striving to improve, but institutional, budgetary, and other resource limitations are always challenges. This report provides some ideas that can help move Coalition members further toward their goal.

Quick Clearance Overview

Clearance is, again, the "process of removing wreckage, debris, or any other elements that disrupt the normal flow of traffic, or forces lane closures, and restoring the roadway capacity to its pre-incident condition" (FHWA 2000).

In its strictest sense "quick clearance" would refer to those actions that might be taken to minimize the actual clearance of the incident; however, as a practical matter, the Coalition team found that a wider range of practices are followed to help reduce the total impact and duration of incidents. This broader "definition" of quick clearance has been adopted by the NCHRP study (see below)[1].

The elements of quick clearance extend from legal enablement, agency rules and regulations, mutual practice agreements, or internal policies on the one side, to physical and operational infrastructure on the other. Keys to success, however, are interagency cooperation and public compliance. Correspondingly, the stakeholders are decision and policy makers; transportation agencies (state and local); tower/wrecker companies; and emergency services, such as fire rescue, law enforcement and emergency medical services. The transportation agencies are the primary stakeholders because they are responsible for the infrastructure, and in many cases operate service patrols. Emergency services play an important secondary support role, but in terms of actual on-the-scene incident management, the emergency service provider (usually law enforcement and/or fire rescue) actually assumes charge (command) of the scene. Law- and rule-makers play critical institutional roles.

Figure 1.1 Major incidents require a cooperative, multi-agency response.

[1] The more generalized interpretation of "quick clearance" would include other practices, such as move-it, that are treated somewhat separately in this study. Indeed, the NCHRP study includes all these practices under the one name, as discussed later.

[Photo courtesy of the Virginia DOT, Hampton Roads District, copied from (Latoski and Dunn).]

Quick clearance, as discussed in this report, is directed primarily at the responders—namely these are actions that transportation and public safety agencies can take to mitigate the negative impacts of, and time consumed in, the incident timeline from the initial response until clearance is concluded. Some examples are:

- Use of publicly-sponsored service patrols to aid in incident management,
- Setting incident clearance goals that stimulate agencies to be more conscious of the need for quick clearance,
- Using traffic management centers to better coordinate incident management activities, and
- Using technology to make incident management more efficient.

Naturally, quick clearance actions can and do begin before the first response and extend into the recovery stage, so the timeline is not rigidly fixed.

Move-It Overview

Move-it is partially a subset of quick clearance, but its particular legal and compliance issues warrant separate examination in this report. The other major difference is that move-it practices are directed more at the motorist, and less at the responder. Move-it policies are necessarily backed by legislation to actually require or encourage drivers to move their vehicles from the travel lanes, provided the vehicles can be moved under their own power and that no serious personal injuries are involved, and/or authorize agency responders to move the vehicles and other property.

Unfortunately, many drivers—who often learned their "rules of the road" in earlier times, are under the impression that <u>any time</u> they are involved in a crash, particularly when there is property damage, they <u>should not move their vehicles</u> until law enforcement arrives and conducts an investigation to determine "which driver is at fault." This is often inspired by the reluctance to "jeopardize" their chances of a full insurance recovery. In reality, police generally don't conduct thorough investigations of minor crashes, but the misconception is difficult to overcome.

The main challenges of the move-it practice are thus consistent application and driver education. A good example that one can view in a short video clip is "Steer It, Clear It" ("If you can steer it, move it!") in Houston, Texas[2].

NCHRP Synthesis Perspective

The technical panel for the NCHRP synthesis report adopted this definition: "Quick clearance is the practice of rapidly and safely removing temporary debris from the roadway." Further it begins at "the time of incident occurrence" and would naturally end when the roadway has been cleared (Latoski and Dunn).

[2] See http://www.houstontranstar.org/.

In essence, this definition encompasses the combination of QC/MI previously defined. Since the objective of this I-95 Corridor Coalition study was to explicitly address both quick clearance and move-it practices, this report uses the separate definitions, but readers should bear the difference in mind when referring to the NCHRP synthesis findings.

Project Purpose and Objectives

The purpose of this project was to examine the quick clearance and move-it policies implemented in the I-95 Corridor and around the United States, and to document the best practices found. There are a number of areas that needed to be examined, such as the actual processes used by the cognizant agencies, the language of enabling legislation, how institutional support was obtained, and how the public was educated about the new laws and/or policies.

The specific study objectives were to:

- Identify the best practices in QC/MI both within and without the I-95 Corridor,
- Investigate how a coordinated policy might be implemented across the Corridor, including identification of any barriers to implementing a uniform policy,
- Identify changes in laws that would be required, and
- Determine how public information campaigns might be used to alert drivers to the new policies, as applicable.

Organization of the Report

Following this introductory section, the next section describes the sources of information reported herein. Section 3 summarizes the major findings of the NCHRP survey that are germane to this study, and reports the results of a follow-up mini-survey. Section 4 summarizes the Coalition's interviews. Section 5 identifies the best practices found both within the Corridor as well as elsewhere. Finally, Section 6 offers some recommendations for actions by the Coalition members.

Lists of acronyms and references and supporting documentation, including the survey instruments, detailed tables of survey results, interview summaries, and samples of documents supporting best practices, follow the main body.

Because the NCHRP survey is a major source of the results of this study, its final report, "NCHRP Synthesis Topic 33-05, 'Safe and Quick Clearance of Traffic Incidents'" (Latoski and Dunn) is an important complement to this report. While there is necessarily some overlap of materials, particularly findings, of the two studies, both reports stand by themselves. The NCHRP report, however, has much more specific details about their survey results. Accordingly, readers of this report are encouraged to obtain a copy of the synthesis from NCHRP for a complete presentation of its results and findings[3].

[3] The NCHRP synthesis may be downloaded from: http://www4.nationalacademies.org/trb/onlinepubs.nsf/web/nchrp_synthesis.

2. RESEARCH AND DATA SOURCES

NCHRP Synthesis 33-05[4]

This synthesis study was designed to review and document quick clearance legislation and responder policies and practices regarding incident clearance for both urban and rural areas. Relevant research, including cost-benefit analyses, also was reviewed.

Key areas addressed included:

- Legislation that requires moving vehicles involved in minor crashes;
- Liability and tort law related to moving vehicles, cargo, or debris;
- Legislation to limit liability for damages that may occur during quick clearance;
- Public information and driver education efforts;
- Benefit analyses related to quick clearance activities;
- Impact of financial responsibility on decision-making at the scene;
- Scope of training for all involved in the clearance of highway incidents; and
- Institutional and programmatic activities to support quick clearance (e.g., formal coordination of and communication among multiple agencies).

The complete survey instrument is included herein in appendix A.1 for ease of reference. The synthesis report itself is an excellent reference, which includes not only the results of the NCHRP survey, but has a very good literature review as well.

Over all, there were 34 responses, of which State DOTs contributed 23, toll authorities returned six, law enforcement agencies completed four, and one was not identified. Eighteen responses came from Coalition members (including new members Florida and South Carolina[5]).

Dunn Engineering, Inc. of Westhampton Beach, New York, undertook the synthesis study for NCHRP. Mr. Steven P. Latoski was the principal investigator and Walter Dunn was principal in charge. Mr. Jon Williams was the NCHRP project manager.

Telephone Interviews

Given the scope of the NCHRP study, the role of the Coalition's study team changed somewhat in the early stages of the project. Much of the general information that this team would otherwise have to collect was now readily available from the synthesis study team; thus the Coalition's role in data collection and processing ultimately had these main purposes:

- Expanding the survey pool[6],
- Reviewing the survey results to identify best practices, and
- Conducting telephonic interviews to elicit more details than were available from a discrete survey

[4] This entire subsection was adopted from the NCHRP work statement for the NCHRP synthesis study (Latoski and Dunn).

[5] The Florida Department of Transportation joined the Coalition in January 2003 and the South Carolina Department of Transportation joined in May 2003.

[6] When the two teams joined forces, the NCHRP team had 19 responses to the survey. The Coalition team identified and contacted 21 additional agencies, including both Coalition members and others known to have good practices. These efforts resulted in the addition of up to 14 additional respondents to the NCHRP survey.

instrument, as well as reaching other experts[7].

Follow-up E-mail Survey

Following the completion of NCHRP survey and Coalition project interviews, the Coalition team recognized the importance of having some idea of the software tools used by jurisdictions. Accordingly, the team conducted a simple, brief follow-up "mini-survey" to determine whether agencies used incident management tools and/or integrated computer-aided dispatch. The mini-survey (see appendix A.2) was e-mailed to all individuals that responded to the NCHRP survey.

Supporting Materials

In response to the NCHRP survey, many agencies sent copies of supporting materials, such as legislation, policies, guidelines, manuals, etc. Other similar materials were gathered by the Coalition. These can serve as models for agencies and jurisdictions contemplating new QC/MI practices. These are included in the appendices to this report. The exhibits in the appendices are organized topically for ease of reference, not necessarily in the sequence they are referred to in the report.

[7] The telephone interviews were conducted by Arland (Ted) Smith and CD Tyler of PB Farradyne during the period November 2002 through February 2003, with follow up by John Sparks and Charles Wallace in July 2003.

3. SUMMARY OF NCHRP AND EMAIL SURVEY RESULTS

As noted earlier, the NCHRP synthesis report possesses a wealth of very useful information, including its excellent literature review. One of the prominent documents cited in the literature review is a study issued by the I-95 Corridor Coalition that summarized member agency quick clearance practices, hold harmless policies, and traffic fatality certification policies (I-95 CC, 1994). This current study is, in essence a follow-on to that earlier Coalition working paper[8], because it found that most agencies then did not have QC/MI practices and policies.

This section summarizes the key results from the NCHRP study that address the objectives of this Coalition study, and Coalition-specific results are also featured. Virtually the entire section is adapted from the NCHRP synthesis, except where specific Coalition results are referred to, so the NCHRP report is not cited in each instance. When a direct quote is taken, it is enclosed in quotation marks. Any adapted tables and figures are referenced to the synthesis. Readers should recognize that much of the text is paraphrased from the synthesis report, which is generally acknowledged by this statement.

Table 3.1 is a modified version of the NCHRP synthesis listing of the survey respondents. The first group lists the Coalition member respondents and the second group lists the non-coalition respondents. The information on infrastructure is for a quick comparison; this will be addressed in more detail later.

[8] The cited report may be obtained at http://www.i95coalition.org/index.htm, select Projects and Reports/Coalition Projects, in the search window, select "Search by Project Title" in the first pull-down menu, type "incident management" in the "Search Term" edit box and press "Search/List". You can identify this report from its title; click on it to get to the project details and download the report(s) by right clicking on the desired icon(s) and choosing "Save Target As" and specifying the destination to which it should be downloaded and stored.

Table 3.1 Summary of Respondent Agencies Source: Adopted from (Latoski and Dunn).

Agency	Location (Note)	Area Type	Existing Incident Management Infrastructure				
			Freeway Service Patrol	Incident Management Manual	Major Incident Response Team	Crash Investigation Sites	Traffic Management Center
I-95 Corridor Coalition Members (18 total)							
Connecticut DOT	Statewide	Urban/Rural	•				•
Delaware DOT	Statewide	Urban/Rural		•	•		•
Delaware River and Bay Authority	New Castle County, DE (1)	Toll Facility	•		•		•
Delaware River Port Authority	Southern NJ and Southeast PA (2)	Toll Facility	•				
Florida DOT – District 1	District-wide	Urban/Rural	•	•	•		
Florida DOT – District 5	District-wide	Urban/Rural	•	•	•		•
Florida DOT – District 7	Tampa-St. Petersburg	Metropolitan	•				
Florida Highway Patrol – Troop L	Southeast FL	Urban/Rural	•	•	•	•	
Florida Turnpike Enterprise	Florida Turnpike	Urban/Rural	•	•	•		•
Maryland SHA	Statewide	Urban/Rural	•	•	•		•
Maryland Transportation Authority	Statewide (3)	Toll Facility	•				•
New Hampshire DOT	Statewide	Rural					
New Jersey DOT	Statewide	Urban/Rural	•		•		•
New Jersey Turnpike Authority	Statewide	Urban/Rural	•	•	•		•
New Jersey Highway Authority	Garden State Parkway	Urban/Rural			•		•
South Carolina DOT	Statewide	Urban/Rural	•				•
Vermont State Police	Statewide	Rural		•			
Virginia DOT	Hampton Roads District (4)	Metropolitan	•				•
Non-Coalition Respondents (16 total)							
Arkansas SHTD – District 6	District-wide	Urban/Rural	•				•
Dallas Sheriff's Department	Dallas County, TX	Metropolitan	•	•	•		•
Illinois DOT – District 1	Chicago	Metropolitan	•	•	•	•	•
Louisiana State Police	Statewide	Urban/Rural	•	•	•		•
Minnesota DOT– Metro District	Minneapolis-St. Paul	Metropolitan	•	•		•	•
Montana DOT	Statewide	Rural					
Ohio DOT	Statewide	Urban/Rural	•				
Ohio DOT	Columbus	Metropolitan	•		•		•
OH/KY DOT – ARTIMIS	Cincinnati, Northern Kentucky	Metropolitan	•				•
Oklahoma DOT	Oklahoma City	Metropolitan					
Tennessee DOT	Chattanooga, Knoxville, Memphis, and	Metropolitan	•				•

Agency	Location (Note)	Area Type	Existing Incident Management Infrastructure				
			Freeway Service Patrol	Incident Management Manual	Major Incident Response Team	Crash Investigation Sites	Traffic Management Center
	Nashville						
Washington DOT	Statewide	Urban/Rural	•		•		•
West Virginia DOT	Statewide	Urban/Rural	•				
Wisconsin DOT – District 2	Milwaukee and Southeast WI	Metropolitan	•	•		•	•
Wisconsin DOT – District 3	District-wide	Urban/Rural	•				
Not Available	7 Rural Counties	Rural					

Notes: 1. Delaware Memorial Bridge. 2. Four bridges. 3. Four bridges, two tunnels, one highway. 4. Norfolk, Virginia Beach, and Newport News.

The characterizations under "Area Type" are defined as follows and the numbers in parentheses following the definitions are the number or survey respondents to each group:

- Urban/Rural: survey responses describing a quick clearance practice applied statewide or district-wide without bias toward a specific metropolitan area (17 responses).
- Metropolitan: surveyed quick clearance practices specifically covering urban areas with populations exceeding one million persons (10).
- Toll Facility: agencies managing bridges, tunnels, and causeways, where the fast removal of lane-blocking traffic incidents is of critical importance (4).
- Rural: responses from primarily rural states and counties (3).

The organization of this section follows that of the synthesis report; although, herein quick clearance and move-it practices are separated, as noted earlier. In addition to high-level national results, there is also a focus is on Coalition respondents in this section. The conclusions addressed specifically at Coalition members are those of the Coalition study team, not NCHRP's.

Quick Clearance/Move-It Legislation and Policies

The NCHRP survey addressed a range of issues related to law and policies. These are essential prerequisites for QC/MI practices, particularly move-it. As part of the synthesis project the researchers conducted a national review of state laws by consulting the Web sites of all 50 states. They specifically searched the State Statutes section for each state for QC/MI-type statutes and found them generally in four categories, as follows:

- Laws requiring drivers involved in crashes to stop in a location not impeding traffic, often to then return to the scene if applicable, and generally to await instructions from law enforcement or other public safety officials. This is referred to in the synthesis as "driver stop" laws.
- Laws requiring drivers to remove vehicles from the traveled way, generally when the vehicle is drivable and no serious injury or death is involved, or "driver move" laws.

- Laws permitting public agencies to relocate vehicles and other property from traveled way, or "authority removal" laws.
- Those permitting or regulating towing by agencies and/or authorized towers, or "authority tow" laws.

It was confirmed that most states in the nation have some type of legislation that deals with the removal of highway obstructions, whether it be disabled, wrecked, or abandoned vehicles; spilled cargo; or other debris. Thirty-eight (76%) of the states have laws requiring drivers of vehicles involved in an incident to stop, and/or move disabled vehicles from the roadway.

Appendix table B-1 is an excerpt of the data from the synthesis, which reveals that eight of 15 I-95 Corridor Coalition states—just over 50%—have laws dealing with driver stop and/or driver removal. Of these, one has no driver stop law and two other states have no driver removal laws. Even in those states having some applicable laws, they are not always comprehensive. In general these are below the national average, and would appear to be an area for Corridor action.

Nationally, 21 states (42%) have laws providing authority removal and/or tow laws. Appendix table B-2 summarizes the Coalition states having such laws, so the fact that only four Coalition states have them, indicates that the Coalition as a whole ranks slightly below the national average, and suggests that this is, likewise, an area of attention.

The NCHRP synthesis report has an excellent summary of some of the provisions of these laws and more samples of key language.

A key to success of QC/MI laws is naturally the compliance by the public. Survey respondents reported generally poor compliance by drivers, particularly of "move-it' laws. The primary reasons cited for failing to comply, according to the survey, included the following: 1) unaware of law (all respondents), 2) liability concern (71% of respondents), and 3) incorrect interpretation of law (57% of respondents). The Coalition respondents (four respondents from two states) gave similar opinions.

Of the 34 respondents, 13 (38%) have public information programs to inform the public about these driver stop and agency move laws. Within the Coalition, seven respondents (four states) have such programs. There was no consistent set of media used to inform the public, but freeway signs were the most often mentioned medium (see further discussion in section 5). The Internet was mentioned as a good vehicle as well. A particularly good site mentioned earlier is in Houston, Texas. Catchy campaign names are also relatively popular, and included examples such as "Move It," "Steer-Clear," "Steer It and Clear It," "If You Can Steer It–Clear It," and "Steer It Clear It."

Finally, while a majority of all respondents who offered an opinion regarding satisfaction with these laws, 70% nationally were generally satisfied; however, the majority of Coalition members (indeed all but one, the Florida Turnpike Enterprise) expressed some dissatisfaction with their laws. Thus, this is an area for which Coalition members

have concerns. One could conclude that more effort is needed to develop more consistent legislation within the Corridor to put these laws in place and to promote compliance with them.

Liability and Tort Law

One of the major hindrances to public agencies aggressively dealing with QC/MI policies, particularly the latter, is the potential for lability in the event of damage caused by the responder. Drivers are likewise concerned about this issue. Legislatures are increasingly affording protection to agencies and motorists through the provision of hold-harmless legislation. The NCHRP conducted a national inventory of such laws.

There are three basic types of such laws:

- Laws applicable to motorists adhering to a "driver stop law" or "driver removal law,"
- Laws protecting responders for fulfilling requirements set forth in an "authority removal law" or "authority tow law," and
- Laws providing immunity to responders from liability for failing to execute the requirements of a QC/MI law.

Based on an Internet search, only five states nationally (and no Coalition state) have hold-harmless laws covering the first bullet above. Eight states have laws covering one or the other of the second bullet. Among the Coalition members, Pennsylvania and Rhode Island have laws dealing with the liability associated with authority removal laws, and Pennsylvania and Virginia have liability protection for authority tow laws.

The NCHRP Synthesis did not report on the existence of general liability protection as listed in the last bullet above; however the following is from a Virginia law, Statute Section 46.2-1212.1, entitled "Authority to provide for removal and disposition of vehicles and cargos of vehicles involved in accidents":

> A. As a result of a motor vehicle accident or incident, the Department of State Police and/or local law-enforcement agency in conjunction with other public safety agencies may, without the consent of the owner or carrier, remove:
>
> 1. A vehicle, cargo, or other personal property that has been (i) damaged or spilled within the right-of-way or any portion of a roadway in the state highway system and (ii) is blocking the roadway or may otherwise be endangering public safety.
>
> B. The Department of Transportation, Department of State Police, Department of Emergency Management, local law-enforcement agency and other local public safety agencies and their officers, employees and agents, *shall not be held responsible for any damages or claims that may result from the failure to exercise any authority granted under this section provided they are acting in good faith* [emphasis added].

In today's environment of a high propensity to raise civil litigation, states should probably give more protection to

responders for performing QC/MI actions.

Fatal Crash Handling

Most states require certification of death by a Medical Examiner. This practice may greatly extend the incident clearance time and lead to serious congestion. In metropolitan areas, the congestion caused by the fatal crash may exacerbate the Medical Examiner's response time. In rural areas, the Medical Examiner having jurisdiction at the location of the incident site may have a significant distance to travel to the scene.

The NCHRP survey determined that the majority of responding jurisdictions (73%) still require Medical Examiners to respond before removing the body from the scene. About 47% have legislation or policy defining procedures for removing the deceased victim from traffic crashes. Among Coalition members, three respondents indicated that a Medical Examiner was not required to remove the victim. These were Connecticut, Maryland and the southeastern region of Florida. Since the survey was conducted, the Coalition team has learned that the FDOT District in Central Florida is negotiating an agreement with the Medical Examiner that will permit responders (DOT, Highway Patrol, EMS, or fire rescue) to remove deceased persons from the roadway under certain conditions.

Interagency Agreements

Interagency agreements for incident management can be an effective tool for QC/MI. Such agreements provide a framework for interagency cooperation, including organizing and managing all phases of incident management. Such cooperation improves interagency relationships and clarifies decision-making responsibilities. The benefits include improved responder performance and reduced incident clearance times. Interagency agreements for incident clearance may address the following areas: 1) duties and responsibilities of response agencies, 2) jurisdictional authority, and 3) resource sharing between agencies.

The synthesis reports that half of the surveyed jurisdictions have a mutual-aid agreement between two or more agencies to facilitate resource sharing. The most common teaming of agencies having a resource-sharing agreement (50%) is between law enforcement and transportation agencies. Other agencies included in such agreements include fire rescue and law enforcement (17%), transportation and an emergency management agency (17%), county and local law enforcement (8%), and law enforcement-transportation-fire (8%).

Five Coalition respondents (representing at least portions of Delaware, Florida, and Maryland) reported having such agreements. Eight respondents (five states: Connecticut, New Hampshire, New Jersey, South Carolina, and Vermont) explicitly stated they had no such agreements).

Approximately 47% of surveyed jurisdictions have an agreement between two or more agencies that outlines required duties and responsibilities for clearing traffic incidents. The agreement includes law enforcement and a State DOT in all but one surveyed area (92%). Another

jurisdiction features an agreement solely between county and local police. Other agencies listed in this type of agreement include private towing companies (25%), freeway service patrols (25%), and fire departments (17%).

Seven Coalition respondents (representing Connecticut, Delaware, Florida, Maryland, and New Jersey) have such agreements. Nine (some overlapping: Delaware, Florida, Maryland, New Hampshire, New Jersey, South Carolina, and Vermont) said they did not, thus indicating regional or agency agreements rather than statewide.

One of the strongest types of such interagency agreements is that class of commitments known as "Open Roads" policies (see appendix C.3). These typically not only join agencies together in a common cause, but set aggressive goals for quick clearance. The synthesis reported five states having such policies. Of these, Connecticut, Florida, and Maryland are Coalition members. Only two such policies nationally, Florida and Washington State's, set quantitative goals for the clearance (see section 5 for more details).

Since these Open Roads policies may be implemented without legislation, they are a practical quick clearance measure to take. They may cover a wide range of agency roles, responsibilities, and procedural actions. The synthesis summarizes those found in the existing policies.

Public-Private Towing Contracts

Private towing companies represent an essential element in incident management. They are generally not a participant in move-it activities, but are thoroughly involved in the clearance stage. In most locales, public agencies—most often law enforcement—have entered into contracts of other forms of agreements with the towing/wrecking industry to provide crash vehicle recovery and removal services.

The NCHRP synthesis lists these important functions of public-private towing contracts:

- Minimize time to dispatch a towing or recovery truck to the incident site.
- Reduce likelihood of towing operator unavailability to respond to a call.
- Facilitate fast and predictable towing operator response times.
- Ensure the availability of proper equipment and a trained operator.

The most common approaches to recovery and towing services are summarized as follows, again from the synthesis:

- Rotational lists: an informal, law enforcement maintained contact list of private towing companies, organized geographically depending on jurisdiction area. Law enforcement officers select the pre-qualified commercial towing company appearing at the top of the list, then place the company at the bottom of the list for re-circulation. Jurisdiction laws and agency regulations may set detailed pre- qualification requirements for private towing company inclusion on a rotational list.

- Zone-based licensing: public agencies or municipalities contract with a single private towing agency to respond to incidents occurring in a pre-defined geographic area or zone.
- City/region-based licensing: awarded through competitively bid contracts, individual private towing companies obtain exclusive rights to respond to all traffic incidents occurring within a municipality or specified roadway segment.

Rotational list is the most popular, with over half of all respondents using this mechanism. The others are more often used in metropolitan areas. Within the Coalition, Connecticut, Florida, Maryland, New Hampshire, New Jersey (DOT and Turnpike), and South Carolina use rotational lists, while the New Jersey Garden State Parkway and the Baltimore area of Maryland use zone-based lists. Several tolling agencies have separate contracts.

Another issue regarding towing and recovery is the computation of compensation. Traditionally, towers have been compensated on an hourly basis. This is diametrically opposed to the goal of quick clearance—the more effective and efficient the recovery and removal operation, the less the wrecker company is paid. This certainly does not provide an incentive to perform quick removals.

The survey respondents were about equally split with 27% each using a time-based rate, fixed rate, or a combination of the two. Other techniques included charging by the pound, and a schedule of other services and conditions, such as removal of debris and ambient conditions.

New Jersey and Virginia indicate they use a fixed rate. Several responders from Florida indicated both fixed rate and fixed time (indicating perhaps some confusion with the question, or different fees for different situations). Maryland indicated they use a time-based rate, at least in the Baltimore area.

As to minimum standards, nearly a third (32%) or respondents have minimum training requirements and pre-qualification requirements, such as the following:

- Availability of heavy-duty tow trucks,
- Availability of recovery equipment for heavy vehicles,
- Minimum supplies for clearance/clean-up,
- 24-hour availability,
- Maximum allowable response time,
- Minimum storage space,
- Insurance, and
- Industry certification.

Clearly, there is a significant opportunity to restructure payments for these services that are more equitable to the operator and promote the quick clearance goals of the agencies and communities.

Montana was the only responding state with a Professional Towing Act (see appendix C.1.2).

Quick Clearance Operations

A planned, inter-jurisdictional incident management process focusing on safety

first is essential to the success of any quick clearance practice. It also depends upon the quick resolution of traffic incidents, supported by proper equipment and technology. This section summarizes synthesis information focusing on specific on-site move-it and quick clearance activities, including post-crash investigation. The proposed Millennium Edition of the Manual on Uniform Traffic Control Devices (MUTCD) section on traffic incident management defines three levels of incidents: I) minor–expected duration under 30 minutes, II) intermediate–expected duration of 30 minutes to two hours, and III) major–expected duration of more than two hours (FHWA 2002).

Minor Incident Clearance Activities

Minor incidents[9] constitute the majority of occurrences and are generally less complicated; thus as a class of incidents has the greatest potential for quick clearance and aggressive move-it activities have a major impact. The synthesis has a wealth of information in this area. Some of the data is summarized in table 3.2 below.

[9] Defined in the survey instrument itself as "the occurrence of a vehicle disablement or minor crash blocking one or more travel lanes."

Table 3.2 Summary of Synthesis and Coalition QC/MI Practices for Mitigating Minor Incidents

Practice	Details	Survey Results	Coalition Respondents
Service Patrol (SP)	Operate service patrols	87%	82% (7 states)
Agency Move-It	Relocate immobilized vehicles before arrival of tow truck	85%	88% (7 states)
Agency Move-It	Relocate immobilized vehicles by: Service Patrols Law Enforcement State DOT	 79% 75% 29%	 75% 75% 31%
Contact Tower	Call tower if vehicles needs carrier or tow, by: Law Enforcement Service Patrols (SP)	 91% 16%	 83% 11%
Vehicle Relocation Tools	Responder uses tools to relocate disabled vehicles: Push bumpers Tow line	 89% 44%	 88% 44%

Data source: (Latoski and Dunn).

Push bumpers were reported as very effective tools, but the anxiety that drivers can exhibit makes them somewhat unpopular with the public. The synthesis offered these suggested practices:

- Inform the driver of where the vehicle will be pushed to so that the driver understands where to steer.
- Remind the driver to unlock the steering by turning the ignition; remind the driver that the power steering and brakes may not function.
- Ensure that a secure bumper connection exists.
- Guide the driver by providing real-time instructions.
- Push the disabled vehicle to the nearest shoulder or off-ramp and, preferably, to an area not readily visible to traffic.
- Avoid crossing oncoming traffic, if possible.
- Refrain from pushing the disabled vehicle too fast.
- Avoid pushing a disabled vehicle down an appreciable grade.
- If a crash occurred, gather as much physical evidence as possible before relocating the vehicle.

Figure 3.1 Use of Push Bumper

While not many agencies currently use crash investigation sites (CISs), their

value should be obvious. The synthesis listed these suggestions for CISs:

- Establish refuge areas for CISs where the right shoulder does not allow refuge.
- Locate the sites adjacent to or near the freeway lanes.
- Include a median to provide a separation distance equal to the required horizontal clearance (clear zone).
- Provide telephone access.
- Provide sufficient overhead lighting and other features to ensure personal safety.
- Provide for acceleration or deceleration if no shoulder is present.
- Include advance signing.
- Make the area large enough to allow easy movement of tow, police, and fire vehicles. A nominal size is 45 feet (14 m) by 150 feet (46 m).
- Provide separate entrances and exits to limit the possibility of wrong-way.

As a matter of general interest, 72% of the NCHRP respondents expressed satisfaction with the minor incident clearance activities in their jurisdictions. Somewhat fewer Coalition members agreed, with 69% of those that expressed an opinion saying they were satisfied or very satisfied. These represented seven states. It is noteworthy that 31% were not satisfied (representing three states, all but one also in the first group), indicating more work to do within the Corridor in this area.

Major Incident Clearance Activities

While minor incidents are more frequent, the major incidents are generally more complex and require more responder resources, coordination, and time to clear. The survey dealt with spilled cargo removal, minor petroleum spill removal, overturned truck removal, and interagency communications, albeit not in this order.

Debris scattered upon the roadway from a crash can have a more devastating effect than the vehicles, since it may be spread over a larger area (often all lanes), may cause slick spots, and is not always easily removed. Survey responders indicated about 57% of jurisdictions relocate spilled, non-hazardous cargo from the travel lanes without obtaining owner/operator permission. Another 25% will relocate spilled cargo if the vehicle operator is not present, and 18% indicated that their jurisdictions require the approval of the involved vehicle owner and/or law enforcement prior to handling spilled cargo. Among Coalition responders who answered this, the corresponding numbers were 57%, 21% and 21%, respectively.

Figure 3.2 Serious crashes produce a challenge to quickly clear the debris.
[Photo courtesy of New Jersey DOT, copied from (Latoski and Dunn).]

The synthesis also reports that multiple agencies generally handle the relocation and removal of such debris. These agencies include private towing companies (87%), State DOT (73%), freeway service patrol (43%), law enforcement (27%), private contractor (23%), and fire department (7%). Four surveyed jurisdictions use private towing companies and private contractors exclusively to remove this spilled cargo. Among Coalition members there was a slightly higher representation of State DOT involvement.

The synthesis also discusses specialized handing and recovery of costs in some detail. The vast majority (82%) of the respondents indicated that the responsible party (owner) retains ownership of the spilled cargo and most agencies bill the responsible party to recover costs (89%). Coalition responses were similar.

The major issues regarding overturned truck recovery are the needed assets and the qualifications of the responders, in this case, mostly private towers (91%), with support of State DOTs, law enforcement and/or service patrols. Again, Coalition responses were similar.

Naturally, heavy trucks are the primary issue here. Of the surveyed jurisdictions where first responders use a heavy-vehicle identification guide, all but one jurisdiction uses the Towing and Recovery Association of America (TRAA) Vehicle Identification Guide© (or V-ID). This is included herein as appendix C.11.3.

The synthesis has more details on equipment utilization, recovery procedures, and cost recovery.

Minor petroleum or other vehicle fluid spills pose a special problem, since the fluids are generally (and often incorrectly) classified as hazardous materials. If the latter is the case, most jurisdictions require a fire department or HAZMAT response team; however, small quantities of such fluids do not constitute a hazard and indeed are not required to be treated as hazardous materials. Failure to quickly remove the spill can thus cause unnecessary delay and congestion, and the accompanying risk of secondary crashes.

Accordingly, a slight majority of survey respondents (57%) treat such spills as non-hazardous and remove them expeditiously. These are removed by transportation agencies in 53% of surveyed jurisdictions, followed by freeway service patrols (41%) and private towing companies (35%). The criteria for qualifying for such mitigation vary significantly. The synthesis reports these criteria:

- Less than 5 gallons: five surveyed agencies, including Coalition members Delaware DOT and Delaware River and Port Authority, Florida, South Carolina, and Vermont;
- Less than 25 gallons: two surveyed agencies, including New Hampshire;
- Less than 100 gallons: New Jersey DOT, and
- Less than 150 gallons: Maryland Transportation Authority.

Clearly a more uniform policy, and presumably with a higher quantity as the criterion, would result in improved operations within the Corridor. (An example of such a policy is presented in section 5 of this report.)

Finally in this area, the synthesis addresses interagency communications. As noted earlier, this is a key to QC/MI success. The respondents reported multiple communications media, including radio with dedicated frequency (90%), cellular phone (86%), computer/Internet (28%), and radio without dedicated frequency (28%). Coalition responders had slightly lower percentage use of radio with dedicated frequency (83%) and cellular (78%) than the national numbers.

It should be noted that in some jurisdictions, law enforcement might not permit other agencies to hear their wireless communications for security reasons. Such a restrictive law or policy serves as a distinct barrier to improved interagency communications for purposes of quick clearance.

Communications with private towing operators is essential as well. The survey reports that the cellular phone is the most common medium (85%) used to communicate with on-site incident responders. Other media include regular phone (69%), pager (27%), radio with dedicated frequency (15%), and radio without dedicated frequency (12%). Coalition responses were 69%, 50%, 31%, 25%, and 4%, respectively.

Regarding overall satisfaction with their major incident clearance procedures reported herein, three of 14 Coalition respondents indicated they were very satisfied, five were satisfied, and six were not satisfied.

Crash Investigation Techniques

On-site investigation can take as long as or longer than debris and vehicle recovery. The investigatory phase is exacerbated when there is a fatality or suspicion of criminal activity involved.

Responders are challenged to make a decision between thoroughness of investigation and the goal of quick clearance. While crash investigation is an essential phase of incident management, this is an area that technology can play a significant role in mitigating the total clearance and recovery time.

The synthesis describes three methods of investigation, along with their advantages and disadvantages:

- The coordinate method, which involves a carefully laid out scene with distances to key objects measured off a central baseline, which is usually a tape measure. It

is a time- and labor-intensive method.

- Total station method, which uses state-of-the-art surveying equipment to obtain the same types of measurements as the coordinate method, albeit faster. The Washington DOT reported an average of 51 minutes faster investigations using this method.
- Photogrammetry, which is a relatively new technique that uses (off-site) triangulation from crash-scene photographs to locate the objects of interest. These will have been marked with simple markers and the entire scene can be baselined to a single accurately (pre)measured distance. The on-scene time is generally less than either of the other two methods, requires only one investigator, and has the added advantage of providing permanent pictorial evidence. It requires a high quality digital camera, computer, and analysis software. It has not yet enjoyed widespread use.

Table 3.3, adapted from the synthesis, shows the survey responses regarding use of the three methods, with Coalition responses added. While the trend among Coalition members was similar to the whole sample, it should be noted that photogrammetry is on the uptake. In Florida two areas have already adopted it, and at least one more region likely will within a year.

Table 3.3 Summary of Law Enforcement Data Collection Techniques for On-Site Crash Investigations

Area Type (No. of Respondents)	Percent of Jurisdictions		
	Coordinate Method	Total Station Survey Method	Photogram-metry Method
Urban/Rural (11)	73%	91%	18%
Metropolitan (8)	75%	75%	50%
Rural (3)	67%	33%	0%
Toll Facilities (3)	100%	67%	0%
All Jurisdictions (25)	76%	76%	24%
Coalition Respondents	75%	75%	13%

Source: Adopted from (Latoski and Dunn)

Quick Clearance Support and Assessment

This section deals with support functions, such as incident management training, support groups, and program evaluation.

Most respondents (70%) felt that incident management training was essential to success, and provide the training. Most training is done with multiple agencies, including private towers, to reinforce the cooperative spirit. Results among Coalition respondents were similar. The synthesis has extensive information on training-related results.

Figure 3.3 Multi-agency training exercise

What is particularly noteworthy, however, is the high percentage of respondents (52% of responders and 78% of private towers) who conduct field practice drills.

Incident management groups and meetings, such as the Highway Operations Groups of the Coalition's Incident Management Track, were also cited as valuable support activities. Again, about half of the agencies have such meetings, some formalized into groups like Traffic or Freeway Incident Management (TIM/FIM) Teams, such as in Florida, the Seaboard Incident Management (SIM) Committee in Virginia and neighboring states, and the Traffic Incident Management Enhancement (TIME) Program in Southeastern Wisconsin.

Although not universally followed, about a third of survey respondents report that they have a "champion" charged with resolving institutional and operations issues affecting traffic incident clearance. These champions have the authority and position to resolve issues hampering QC/MI activities in addition to promoting stakeholder buy-in. A Traffic Safety Officer, having the authority to override decisions made by an on-scene Incident Commander, makes an effective quick clearance practice champion.

Finally, the synthesis has a section on Quantitative Evaluation, which describes formal, and informal, evaluation programs that assess the value of incident management.

One section of the survey that was not explicitly summarized in the synthesis was the question on traffic management centers (questions 7 and 7a). This is an important issue, and is directly related to the follow-up mini survey discussed below, so its results are included below. In fact, question 7 was one of the few that received an answer from all 34 respondents. Of the total sample, 21 (62%) indicated that a TMC did operate within their area of influence; the rest definitely did not, at least at this time. The percentage among Coalition members was essentially the same (65% with TMCs). Those Coalition members reporting operational TMCs were Connecticut, Delaware (DOT and Delaware River and Bay Authority), Florida (District 5 and Turnpike), Maryland (both respondents), New Jersey (all three agencies), South Carolina, and Virginia.

Among those having TMCs, the State DOT was the most frequently listed operator, followed by law enforcement (generally state police). Within the Coalition, the only three major multi-agency TMCs mentioned by survey responders were Florida, District 4, New Jersey and Maryland (CHART).

Follow-up Mini Survey

As noted earlier, a follow-up survey was conducted to ascertain from the NCHRP respondents how many are using automated tools for incident management and/or responder dispatch. The questionnaire is included as appendix A-2. Thirty-four e-mail instruments were sent and 14 responded (plus one who said the responsibility lays elsewhere), of which eight were from Coalition members.

The results are summarized as follows:

1. Five agencies (two Coalition members, Florida and Virginia) use a software application to aid in their incident management program. The five range from applications fully integrated with their TMC (Virginia and Florida DOTs) to locally developed systems (Minnesota and Wisconsin DOTs). Dallas County indicated they use photogrammetry software (which addresses a different function).
2. Six agencies (three Coalition members) indicated that their Public Safety agencies use integrated Computer Aided Dispatch (CAD) of public safety assets. The integration of these is summarized as follows:
   - Joint agency: one (Vermont DOT),
   - Traffic Management Center: three (Florida DOT, Minnesota DOT, and Virginia DOT),
   - Traffic Operations Center: two (Minnesota and Virginia DOTs), and
   - Other: three (no Coalition members).

Although based on a limited sample, it would appear that use of integrated software tools is an area open to more widespread application.

4. RESULTS OF BEST PRACTICES INTERVIEWS

The major data collection effort by the Coalition team was a series of telephone interviews conducted with incident management experts. The purpose was to gather more detailed qualitative information about the practices. Summaries of the actual interviews are included in this section.

The key highlights of these are captured in the best practices offered in the section 5, although readers are encouraged to review all the interviews in this section for more details.

Major Quick Clearance Programs

Connecticut

In 1992, Connecticut developed an interagency agreement outlining their state's "Incident Management Policy" which was signed by the departments of: Transportation, Public Safety, Motor Vehicles and DEP. The issue was further stated in 1995 in an agreement between DOT and Public Safety that could be called their 'Open Roads Agreement'.

The State Police put out a Public Safety Memorandum requiring the notification of the DOT TMCs for any requests for assistance in lieu of the old informal network of phone calls to state garages, maintenance supervisors or DOT district offices. This policy requires direct prompt notification of any limited access highway being closed more than 30 minutes.

They have a 'Move-it" law and recently hired a Public Information company to develop a PSA campaign to remind motorists of the quick clearance requirement for vehicles involved in property damage crashes. The TMC's are also utilizing their HAR stations for this reminder.

One other area that Connecticut DOT and Public Safety are setting an example is the rewrite of the states Rotational Wrecker Policy. A couple noteworthy items in the policy include:
Requires a maximum response time of 20 minutes for wreckers on limited access highways and 30 minutes on all other highways.
It requires drivers of wrecker companies participating in the rotation program to successfully complete the TRAA National Driver Certification Program within six months of employment. Other certification programs could be recognized if approved by the Commissioner of Public Safety.

The policy exempts wrecker drivers who can demonstrate 10 years of experience. The Commissioner of Public Safety will require employment history documentation.

The equipment specifications for heavy-duty wreckers in the policy call for two wreckers with a minimum 31,000 GVW and boom capacity of 20 tons and 25 tons. (This portion of the policy falls short by not requiring modern 35 to 50 ton recovery equipment. Twenty-five-ton wreckers were fairly standard since the 50s.)

There is an unwritten rule in Connecticut that any responder can call for an incident debriefing. These after action reviews are very beneficial to explore what went right and what lessons were

learned to prevent future problems and better understand other agencies needs.

Interview by Arland Smith with Jim Mona and CnDOT staff and representatives of the CN Department of Public Safety in Newington, CN, October 29, 2002.

Chicago, Illinois

This program has been evolving over a 40-year period and many of the practices and procedures have become the basis for incident management and quick clearance programs around the world.

The Minutemen Service Patrol has built a full arsenal of state-of-the-art equipment that starts with the upgraded emergency patrol vehicle (EPV) that resembles a medium duty tow truck. However, as many operators of Service Patrols know, tow trucks are notorious for their lack of on-board equipment and supply storage space. The IDOT patrol truck has an all-aluminum, 80-cubic ft, compartmentalized body that accommodates a large and comprehensive array of incident response and motorist service supplies and tools.

They have converted the fleet of 35 older style tow rigs to a completely hands-free under-lift unit with an 8-ton capacity (most hands-free tow units only have a 2-ton capacity). This folding boom extends and retracts. The entire unit when folded tucks back into the tail plate to avoid the protrusion typical of other conventional under reach units have.

The operator can back up to a stalled or wrecked car and attach the lift arms to the wheels without exiting the truck. To allow for the good rear visibility required to accomplish this, the body was designed with tapered cabinet tops and rear deck plates.

The new design enables the Minutemen to stay in the cab, unfold and lower the tow under-lift and "grab" a disabled vehicle by either the front or rear wheel and relocate it from a travel lane in under one minute.

Interview by Arland Smith with Jim McKay, the Equipment Technician, December 2002, and John Mitchell, Emergency Traffic Patrol Manager for IDOT in Chicago, January 3, 2003.

Maryland State Highway Administration—CHART program,

CHART has many components of a model TIM program. The MOU or interagency agreement between Maryland State Police and the State Highway agreement defining and stating their roles and commitment is a classic and was one of the first in the country. One of the best policies in that MOU requires the dispatch from a SHA Maintenance shop an end loader and a sand truck to major incident scenes even as MSP is calling out heavy wreckers from their rotation list.

CHART has developed a procedures manual for the State Operations Center (SOC) and the Traffic Operations Centers (TOC) that is very comprehensive and detailed. The example given above about the deployment of heavy equipment from SHA Maintenance is outlined.

The SHA also maintains what are called 'FITM' trailers at remote sites around the state. These trailers are stocked with traffic control devices and signing for detours and traffic diversion. SOC/TOC

operators can call for the deployment of these if the expected duration of an incident is more than two hours and 2 or more lanes are blocked.

Maryland SHA commissioned a consultant group to do a complete 'Performance Evaluation' of the CHART program. In addition to collecting data on all the components it included an Incident Management Performance Evaluation and Benefit Analysis. This formal report calculated the reduction of secondary accidents, hours of delay, fuel usage and emissions. It also stated the cost savings as a result of the CHART effort.

Interview by Arland Smith with Maryland SHA staff and MSP Sgt. Richard Vecera December 18, 2002, at the SHA SOC.

Minnesota

MnDOT Metro Division in the Twin Cities has an active Traffic Incident Management program. They have formed group of stakeholders called the Incident Management Coordination Team. The core of the team is made up by the Minnesota State Police, the Minnesota Fire Chiefs Association, the Minnesota Professional Towing Association, and MnDOT.

The team meets regularly and has jointly developed "Recommended Operational Guidelines" for Incident Management in their region. This is a very good document that covers agency roles and responsibilities as well as guidelines for on scene responders. The incident scenarios covered include:

- Disabled vehicles,
- Crash—property damage only,
- Crash—minor injury,
- Vehicle fire,
- Brush fire (within the freeway right of way),
- Crash—possible fatality,
- Heavy-duty recovery, and
- Abandoned hazardous materials.

Here are a couple examples of best practices from their guidelines.

- Removal of disabled vehicle, blocking lanes, unoccupied. The tow operator is authorized to relocate the vehicle to a safe location without the police present.
- Clearing a property damage crash. The tow operator or the Highway Helper can clear the crash scene before police arrival.
- Clearing and clean up of motor vehicle fluid spills. MnDOT, Highway Helpers and tow operators are used to clear. Need only "Right-to-Know" training.

In addition to the specific guidelines for various categories of incidents, the team also developed some general guidelines that apply to all incidents.

Another item that is of interest and could be shared as a best practice is a Power Point Presentation that Sue Groth of MnDOT put together titled "Towing and Recovery—a Critical Piece of the Incident Management Process." The presentation is quite good and can be obtained from Sue at: sue.groth@dot.state.mn.us.

This program was developed to be included in the Minnesota Professional Towing Association sponsored training for tow operators to receive the TRAA National Drivers Certification.

Interview by Arland Smith with Susan M Groth, January 2, 2003.

Cincinnati, Ohio Region—ARTIMIS

In the Cincinnati area the one program, which is outstanding and notable as a best practice operation, is known as ARTIMIS (Advanced Regional Traffic Interactive Management and Information System). OKI, the Ohio, Kentucky, and Indiana MPO is involved in the oversight of the program.

ARTIMIS is very similar in scope to that of the CHART program in Maryland. It involves the use of a Freeway Service Patrol (FSP), direct response and involvement by the DOT in on-scene incident management efforts and a widespread motorist information system. The Cincinnati area was also selected as the pilot study area for the national 511 motorist information system. They are handling the 511 inquiries through a menu driven answering system and much of the information that a motorist receives comes through Smart Routes reports. The pilot is going very well with some 60 to 70 thousand calls coming in to the receiving point each month.

ARTIMIS involves all facets of a good sound incident management program which includes a Freeway Service Patrol (FSP), Incident response from responsible agencies including the DOT, An excellent motorist information program, a regulated towing program, and interagency training exercises conducted on a predetermined basis.

The Freeway Service Patrol, which is operated, by the Ohio DOT and private industry through a public/private partnership operates weekdays from 6:00am to 7:00pm on some 88 miles of freeway. During the year 2001, the FSP responded to 21,004 traffic-related incidents. There were sixty-six crashes blocking one or more travel lanes, 1,252 crashes blocking only the shoulder, 771 cases of debris blocking one or more travel lanes, 515 incidents where debris was blocking the shoulder, 618 disabled/abandoned vehicles blocking one or more travel lanes and 16, 708 disabled/abandoned vehicles which were blocking shoulders.

Cambridge Systematics has conducted a cost/benefit study of the ARTIMIS program. Copy of the complete study was forwarded to NCHRP.

Coordination of efforts associated with the ARTIMIS program is handled through the TMC, which is operated within the Cincinnati area by members of the Ohio DOT.

Through hard work of the OKI and others in the Cincinnati area, the ARTIMIS program has been a success for the several years that it has been up and running. It is therefore recognized as one of the best practice operations in the nation.

Interview by CD Tyler with Howard Wood, Ohio DOT.

Tennessee DOT—Freeway Service Patrol

The State of Tennessee has an excellent Freeway Service Patrol that contributes greatly to that state's Incident Management Program and the quick clearance of incidents on their freeway systems. The State of Tennessee has 1,095 centerline miles of freeway within its borders. Their Freeway Service Patrol covers an area

consisting of four major metropolitan cities: Knoxville, Chattanooga, Memphis and Nashville. The Freeway Service Patrol is operated by the Tennessee Department of Transportation. Their coverage is as follows: Weekdays-Monday thru Friday, 5:00am to 10:30 pm and covers 365 highway miles. Weekends are as follows: 8:00am to 8:30pm and covers 365 highway miles.

During the fiscal year of 2001 their Freeway Service Patrol handled 12,622 crashes, which were blocking one or more travel lanes of traffic, 5,910 incidents where debris was blocking one or more travel lanes, and 5,726 Disabled/abandoned vehicles blocking one or more travel lanes. There was no real data available concerning the aforementioned areas blocking only the shoulder area.

Throughout the four-city area they have deployed some forty-six Freeway Service Patrol vehicles, which are Ford 350 Utility type six wheel diesel vehicles. Each vehicle is fully equipped with a Changeable Message Board, and all other items necessary for such an operation. The work force for their effort is made up of 89 full-time DOT operators and supervisors.

They have an excellent selection process for new operators for the FSP. They advertise for the open position, select candidates for interview and then use a panel to conduct a thorough interview of each candidate. Only then, is a candidate accepted into their FSP program.

Tennessee DOT began their FSP program in June of 1999 in the Knoxville area. Since that time it has expanded to the Nashville, Chattanooga and Memphis areas. There is a FSP dispatch center manned by the DOT in each of the four metro cities for communications purposes. The Tennessee FSP program is dedicated to clearing the freeway systems as rapidly as possible. A Statewide Incident Management Plan, which is now being created, will outline additional quick clearance steps and time goals for the FSP to use as a guide for the future.

The FSP is guided by quick clearance legislation, Hold Harmless/Claims Commission legislation, interagency agreements, as well an executive order from the Tennessee Emergency Management Agency (TEMA) on the state's quick clearance endeavor. The Tennessee DOT FSP is known nationally as one of the premier FSP operations and was selected an one of the FSP operations to participate in the quick clearance effort associated with the recent Winter Olympics in Salt Lake City, Utah.

This program is definitely one that would fall within the best practice category for incident management and its quick clearance goals.

Interview by CD Tyler with Bill Jacobs, Tennessee DOT.

Dallas Texas

The Dallas County Sheriff's Department has continued to enter into agreements with local governments to provide traffic enforcement and incident management on sections of freeway in Dallas County.

The transfer of law enforcement services is handled by a Memorandum

of Understanding signed by the local municipal government entity and the Sheriff. The MOU is straightforward yet detailed to include items like: city responsibilities, DSO responsibilities, call management (911 to police dispatch, etc.) and liability.

The Dallas County Sheriff's Department Traffic Section has been trained in and uses Photogrammetry for major crash scene investigations. They developed a comprehensive field manual for the use of photogrammetry and have had tremendous success in reducing the time spent for crash scene documentation.

The DSO Traffic Section has also put together a set of Standard Operating Procedures for freeway traffic incidents. Included in the SOP are a series of performance measurers. They have established or target goals for workload areas for their unit and efficiency goals for incident clearance. This goals are very challenging and about the most difficult anywhere in the country.

They have performance goals for six incident categories:

Category	Time to Clear Lanes
1. Stalled vehicle on a shoulder	0
2. Stalled vehicle in travel lane	0 to 15 minutes
3. Minor collision (non-injury)	15 to 30 minutes
4. Major collision (with injuries)	30 to 45 minutes
5. Serious collision (multiple vehicles, fire, hazardous materials)	60 minutes
6. Fatality collision or criminal charges	90 minutes

"If the clearance exceeds the maximum time limits then a debriefing must be conducted to determine the steps necessary to achieve the goals of the Traffic Section." They feel that this review procedure is extremely beneficial and allows them to maintain current yet ever changing operating procedures.

The Traffic Section realizes that when looking at incident durations the occasional really major incidents (military explosives for example) can skew the averages. They will maintain two sets of data one with the extremely long closures highlighted.

They operate with two general or overall incident management goals:

- Response time to an accident: 6 minutes
- Average time to clear accident: 20 minutes

Their computation of incident clearance includes those that had one or more lanes blocked.

Remarkably in the third quarter of 2002 they exceeded both of these targets with a 5:58 minute average response time and 19:48 minute clearance average for the vast majority of incidents. These documented times are commendable.

One other item of interest is the policy of the Dallas County Medical Examiner. The "Removal of Bodies" section establishes an exemption that allows the movement of bodies to "Maintain the flow of traffic on a highway, railroad or airport."

This simple statement in an agreement, MOU or policy of a Medical Examiner's

office certainly qualifies as a best practice.

In the near future the administration of the Service Patrol will be transferred from TxDOT to the Dallas County Sheriff's Traffic Section. Because the liability exemption in place in Texas currently does not include Sheriff's or local Police Officers they have drafted legislation to expand this liability exemption to cover their efforts, including the Service Patrol, to clear roadways.

Interview by Arland Smith with Captain Gary Lindsey, Dallas County Sheriff's Department Traffic Section, January 8, 2003.

Virginia

VDOT's SIM Committee

This started as the Statewide Incident Management Committee in the mid-1990s. It developed into the Seaboard/Statewide Incident Management Committee as agencies from additional states in the broader region were added. Lately, Regional Incident Management Committees have been/are being established to broaden the traffic incident management effort and reach additional stakeholders.

In the early days, the SIM Committee focused on "early winners," i.e., projects that could be implemented quickly, relatively easily, and have impact.

Medical Examiner

One issue many agencies face is the prompt removal of bodies from a fatal accident scene. The SIM initially addressed this issue through the Chesapeake Bay area Medical Examiner's office. The SIM Committee invited a ME field investigator and a rep from the Chief ME's office to attend a SIM meeting. After listening to the police and DOT people experiencing the problem, the ME said that as long as it was not a suicide or apparent "crime scene," there was no problem in moving the body to a safer location. The result was the letter from the Office of the Chief ME to all local MEs in Virginia.

The key to getting this accomplished was having face-to-face conversations between the responders (police and DOT), the ME investigator (field person), and the ME Central Office. Once the ME heard of the difficulties police and fire rescue were having, the letter was a simple matter. Through participation at the SIM Committee meeting the issue was easily resolved.

Rapid Removal Policy MOU

A Memorandum of Understanding was developed by the SIM Committee, and signed by VDOT and VSP stating that both agencies will agree to reopen any closed lane or lanes of a highway on an urgent basis. The policy is not specific, but it shows that VDOT and VSP consider any lane closure a major problem to be dealt with urgently.

Post-Incident Analysis

The SIM Committee developed Post-Incident Critique Guidelines, later expanded to a Post-Incident Analysis document. This is a valuable tool when it is used. One point is that it is important that the facilitator not have a vested interest. The facilitator should not have been a part of the incident nor have any authority for activities at the incident. The SIM Committee developed a list of facilitators from various agencies as part of the document.

Safety Service Patrol Operations Guidelines

The SIM Committee developed a guidelines document for Safety Service Patrol operations throughout the Commonwealth.

Expanding Safety Service Patrols

The SIM Committee developed objective criteria to determine the need for SSPs. This provides an objective means of determining the need for SSPs in various areas of Virginia.

Towing Qualifications

The SIM Committee developed a template for local agencies to objectively review and evaluate towing and recovery operators. This can be used as a means to ensure that operators involved in major incidents are qualified and have the proper equipment.

Outreach to Responders

VDOT is developing 2, 4 & 8-hr courses on Unified Command that will be used to enlist Fire Dept training officers in employing the Unified Command System at traffic incident management scenes.

Regional IM Committees

Regional Incident Management committees are just starting in Virginia, with the VDOT Area Headquarters reaching out to the community. Regional committees are seen as a way to get the local agencies on board with traffic incident management. The lead to establish the committees is coming from various agencies, and they are taking different forms: VDOT is taking the lead in some areas; in the Staunton District, the emergency medical community is the lead; and the Salem SmarTraffiCenter is developing a traffic incident management table-top. The key here is to find the best mechanism that suits the area and do it! It doesn't matter how you start, i.e., it doesn't have to be a VDOT initiative, just get started!

Other SIM Committee achievements

While the SIM Committee has developed numerous recommendations and initiatives, some of the more notable include:

- Recommended 1/2 Mile Markers on the Interstate system to promote more accurate reporting of incident location. Several years later this recommendation was modified to 1/10 mile spacing.
- The SIM Committee was instrumental in development of the new Incident Management sign color. The next edition of the MUTCD will include black on fluorescent coral as the unique color combination to be used on signs to trailblaze motorists around an incident.
- The SIM Committee developed a "Clear the Road" (Move It!) brochure to be distributed throughout the Commonwealth. Auto insurance companies were happy to include brochures with customer bills.

Interview by J. Sparks with Jon DuFresne, VDOT, July 18, 2003.

Mr. J.R. Robinson of VDOT confirmed/reiterated much of what was reported separately by Mr. Jon DuFresne above regarding VDOT's Seaboard/Statewide Incident Management (SIM) Committee and the recent development of instate Regional Incident Management (RIM) Committees to broaden the traffic

incident management effort and reach additional stakeholders who are closer to actual incident management.

The evolution of incident management (IM) teams was important for several reasons:

- Participants at the statewide and broader multi-state seaboard SIM Committee tend to be more senior members of their organizations and are appropriate for considering policies and widespread incident management practices. However, they generally are not themselves incident responders.
- Participants in the instate RIMs tend to be closer to the field, and are thus able to deal more effectively with details of incident management practices. They need to focus on response and clearance.
- This balance of expertise, with the leadership of the RIM committees participating in the SIM Committee to provide liaison and information flow (both ways), is a good overall solution.

Several other points were stressed:

- Requirements within the State Patrol agency to require, for example, all Lieutenants, to attend IM meetings is good; it ensures their exposure to the interagency cooperation and partnering that IM committees develop and nurture; however,
- Sergeants should be likewise encouraged to participate as well—they are the ones who respond to incidents themselves, and supervise troopers who do.
- This IM committee partnership and exchange cannot occur in once-per-year (or worse, less frequent) meetings—there needs to be continuous, ongoing relationships, particularly at the RIM Committee level. Mr. Robinson suggests the SIM Committee should meet at least twice a year, and the RIM Committees at least every couple months.
- These committees are indeed interagency with good participation by VDOT, State Patrol, fire, towing, etc.
- Several RIM Committees are starting tabletop exercises that are quite detailed. These are excellent "training" tools.

Interview by C. Wallace with J.R. Robinson, VDOT, July 22, 2003.

Washington State

The State of Washington has one of the top incident management programs in the nation. The cooperation between the Washington DOT and the Washington State Patrol is second to none.

For a location that has some routes that may never see the posted speed limit for the entire day due to congestion, the State of Washington has an outstanding incident management program.

Their program has all of the components of a good, sound incident management effort. From a Freeway Service Patrol, to a major incident response team, defined clearance time goals, a well-managed towing response program and real-time motorist information capabilities.

The State of Washington DOT (WSDOT) recognized early on that incidents created delays and congestion, and was a national leader in doing something about it. Management has continued their support of their incident management program over the years and other associated agencies have remained committed to the programs success. WSDOT's Incident response program was originally started in the Puget Sound area in February of 1990. Today there are Incident Response teams in four of WSDOT's regions, Eastern, Northwest, Southwest and the Olympic region.

Washington State has written guidelines and procedures for their Freeway Service Patrols (FSP), Incident Response Teams (IRT), a joint Incident Management Operations Policy Statement between the WSDOT and the Washington State Patrol.

Additionally, they have implemented a program known as "Instant Tow Dispatch". The purpose of this program was to better serve the motoring public by the timely removal of vehicles involved in collisions blocking the freeway system in high traffic areas. The operators who monitor the WSDOT overhead cameras (CCTV) and observe collisions/disabled vehicles blocking one or more lanes of travel will dispatch a tow truck from the current list to the appropriate zone responsible for that area.

The Washington State Patrol uses the latest, state-of-the-art investigative technology such as Electronic Total Station and Photogrammetry for major injury or fatal collision investigations. The use of this technology has drastically shortened the time it takes accident investigators to reopen affected roadways.

One last observation of this program that is considered outstanding is that WSDOT, the Washington State Patrol and local towers now operate under the goal of clearing all major freeway incidents including fatal collisions with a 90-minute time frame.

Interview by CD Tyler with John Brumn, Washington State DOT.

Move-It Programs

Delaware River & Bay Authority—Move-It

The Delaware River & Bay Authority practices the use of the Move It program on their facilities. Their efforts are practice and not state law. They have conducted education efforts through the use of overhead message boards, letting motorist know to move their vehicles from the traveled lanes of the facility if property damage accident only.

As part of the move it program, they have created an emergency response group consisting of members of their transportation officials and the police. Since their facility is limited in number of travel lanes and back ups can result extremely fast, they have implemented an approach in keeping the facility open to traffic.

If someone is involved in a property damage accident on their bridge, many times there is no where to go since there are no shoulders on the facility. Therefore the Bridge emergency group responds to the incident immediately to provide protection to those involved and

to set up a means of diversion around the incident as rapidly as possible.

The police have several Accident ReCon Teams that are available to respond to incidents and conduct a thorough and rapid investigation in an effort to clear the facility. They use Electronic Total Station technology to speed their efforts in investigating the scene. This rapid response on part of the DOT and police is a 24/7 operation.

Since this type of facility varies greatly from most freeways where there are shoulders to relocate damaged or disabled vehicles, it should be considered as a closed facility best practice.

Interview by CD Tyler with Lt. Dennis Craighton, DRBA.

Louisiana—Move It

The State of Louisiana enjoys a great working relationship between the Department of Transportation and the Louisiana State Police. They have a "Move It" program that is backed up by state law. Their law states that the owner/operator of a vehicle involved in a minor property damage accident is required to move that vehicle from the travel lane if they are physically able to do so. They have promoted the move it program through PSAs, and public safety sound bites on local radio stations.

Louisiana state law gives motorists of disabled or abandoned vehicles seventy-two hours to remove their vehicle from the shoulder of the roadway. However, a Judge citing Case Law resulting from a prior motor vehicle fatality dictates that any vehicle sitting on the shoulder of the highway can be considered a hazard and therefore the State Police can remove it immediately in the interest of safety. This allows the State Police to take quicker action in regards to abandoned or disabled vehicles, thereby lessening the potential for incidents.

The State Police in the State of Louisiana is very aggressive in removing said vehicles from the highway system to promote their incident management program and protect the motoring public.

This proactive, aggressive approach by the Louisiana State Police, as a means of keeping potential incidents off of the system is considered a best practice.

Interview by CD Tyler with Trooper Paul Vankerkhove, Louisiana State Patrol.

New Jersey DOT/State Police—Move-It, Agency designated- "In Charge"

The State of New Jersey has two programs to note as a best practice. The first is their "Move It" program. This program is a practice rather than state law. The DOT and State Police have educated motorists in practicing the move it approach through TV PSA announcements, etc.

They do not as of this time have signing on their highways regarding this practice; however they are considering this in the near future.

The second practice that should be noted about the New Jersey Incident Management Program is their very close relationship between the DOT and the NJ State Police. The NJ State Police

has assigned full time troopers in certain sections of the state to work full time on incident management efforts. These individuals act as official liaisons with the Department of Transportation.

State law dictates that anytime during an incident on New Jersey highways, when a problem between agencies may arise as to who is in overall charge of the incident, the New Jersey State Police has been so designated. All response agencies work in harmony when at the scene of an incident and each agency knows what their responsibilities are. The state law designating the State Police as overall "In Charge" is a good means of heading off major fall out between responders at the scene itself, thereby promoting a more unified approach.

The designation of an agency to be overall in charge at an incident scene is something unique and not widely seen across the nation.

Interview by CD Tyler with James Hogan, New Jersey DOT.

Columbus, Ohio—Disabled Vehicles, Quick Removal Time Frame

The State of Ohio has several incident management efforts currently taking place in eight metropolitan areas within the state. One notable effort in the city of Columbus is that of quick removal of disabled vehicles from the shoulders of their freeway system. Many states across the nation have, for many years, fought to shorten the time legislatures allow disabled vehicles to remain on the shoulder of freeways, thereby creating a potential hazard, either by someone striking the vehicle or rubberneckers diverting their attention to the vehicle rather than on the roadway in front of them.

The city of Columbus Police and Public Works departments put together a legislative package, which makes it now illegal for a disabled vehicle to remain on their freeway within the city of Columbus for longer than three (3) hours. Most states currently have either 24 or 48-hour rules concerning such vehicles. You can see that by reducing the time frame for disabled vehicles to remain on the shoulder they are thereby reducing the potential for shoulder related incidents which could range from minor to the most serious fatality type collisions.

The Columbus Police Department is very aggressive in enforcing this three-hour law and this in itself creates a mindset with motorists that they must get their disabled vehicle out of harms way or that it will be towed. As we know, many persons who know that they have one or two days to remove their vehicles tend to procrastinate and wait until the last minute to remove the vehicle.

Because of this effort the City of Columbus should be considered a best practice in legislating and enforcing this disabled vehicle time frame, as it instills in motorists the quick clearance theme.

Interview by CD Tyler with Howard Wood, Ohio DOT.

Virginia DOT, Hampton Roads—Move-It

The Commonwealth of Virginia has two notable examples of Best Practices, which should be mentioned in this study. The first is their Move It program. As with other states, Virginia has

implemented a "Move It" program whereby motorists are notified that by law, they are to move minor "fender bender" type accident involved vehicles, where operable, from the traveled portion of the highway.

They have their entire area signed "Fender Bender- Move Accident Vehicles from Traveled Lanes". This effort goes a long way in letting motorists know that it is imperative that they get vehicles with only minor damage out of the traveled lanes so as not to cause a road closure and resultant back up which will only lead to secondary and many times more serious incidents.

They have undertaken several intense motorists and public information campaigns to get the message out regarding the above practice. This definitely falls in the category of a best practice.

Interview by CD Tyler with Erika Ricks, Virginia DOT.

Incident Investigations

Wisconsin DOT, District 2—Accident Investigation Sites

The District 2 area of the State of Wisconsin, which includes the Milwaukee County area, is quite proactive in incident management. One item that they have implemented and should be notes in this best practice list is that of developing "Accident Investigation Sites".

The site locations and design vary from area to area. Some are park and ride locations with modified signing. Others are more sophisticated and involve the Wisconsin DOT identifying site locations and improving the site to accomplish their goal. Many of the sites in the District #2 area consist of extensions off of exit ramps, which are modified to a width of at least twenty feet. When scouting out locations for such sites, engineers look for a means of putting the site as far off of the exit ramp as possible to keep accident vehicles and police enforcement efforts from causing rubber necking on the main line.

Each location has extensive lighting and telephone equipment. The District is also looking in the future at upgrading the sites to ones similar to those on the freeway systems in Chicago where the planting of greenery limits the view to passing motorists thereby reducing motorist inattention.

Sites are signed in accordance with the MUTCD and the District has conducted outreach programs to educate motorists of the existence of such investigation sites. There is also an outreach involving information in the motorist handbook given to all new drivers within the state.

Interview by CD Tyler with John Corbin, Wisconsin DOT.

Legal Issues in QC/MI

Virginia DOT, Hampton Roads—Recoup Costs for the State

The Commonwealth of Virginia has another best practice to make note of here. That practice is where they are able to recoup the costs of DOT equipment and personnel time for the duration of the incident. The Virginia DOT headquarters in Richmond, VA undertakes this effort.

This type of effort encourages owners of large trucking companies, etc. to allow on-scene local authorities to conduct immediate measures to clear the roadway when their equipment is the reason for its shutdown. In the past trucking companies felt that they should be allowed to have someone from their firm or their preferred towing list to respond to an incident regardless of distance or time involved to handle their truck. This only contributed to the length of time that a roadway was closed and traffic impacted. Companies now are encouraged, since they know that they will be billed for equipment and personnel time on-scene, to authorize certain things to happen in the rapid removal of their vehicles from the highway system.

This allows the state to recoup legitimate costs items, which in past was passed on to the taxpayers and not those involved in the incident. This is an example of another best practice.

Interview by CD Tyler with Erika Ricks, Virginia DOT.

Oklahoma DOT—Declaration of Death

The State of Oklahoma has a very unique policy in dealing with problems experienced with local medical Examiners and the length of time that deceased persons remained on the scene of Motor Vehicle crashes, thereby contributing to the length of time to clear an incident and further contributing to the backup of traffic.

The policy used by the State of Oklahoma is drawn from their state law concerning deaths coming under the purview of the Medical Examiner (Title 63, O.S., Section 940). Bodies of persons obviously dead at the scene must, therefore, not be disturbed or transported until legally authorized.

On important exception to the aforementioned requirement is that of transporting dead bodies from the scene of death in the case of a road traffic fatality. The office of the Chief Medical Examiner allows for the transport of any such victim even though death is quite evident, to the nearest emergency facility. This exception was made so that bodies of road traffic accident victims are not public spectacles and do not create further traffic hazards.

For many years most states in the nation have had to do battle with local Medical Examiners on whether or not to remove deceased persons from the scenes of motor vehicle accidents. On many occasions, deceased victims have remained at the scene of an accident awaiting the Medial Examiner for hours, thereby stalling the investigation and adding to the length of a road closure, backup of traffic, and even secondary accidents.

This law in the State of Oklahoma is excellent in that it allows sound common sense decisions to be made concerning removal of deceased persons from accident scenes thereby speeding up the investigative process and opening the roadway quicker. This is considered an excellent choice as a program that should be considered as a best practice in eliminating the duration of an incident and subsequent road closure.

Interview by CD Tyler with Alan Stevenson, Oklahoma DOT

5. IDENTIFICATION OF BEST PRACTICES FOR THE COALITION

This section identifies the suggested best practices from among the many identified by both the NCHRP study and the Coalition's interviews, as well as from the personal knowledge of the Coalition study team. To set the stage for these, the "anatomy" of an incident is refined from the opening discussion, since there will be references to more specific intervals within this time line.

Incident Timeline

Figure 5.1 illustrates a typical "incident timeline," which was adapted from a study on incident management performance measures (Hagen and Pietrzyk). The graphic illustrates the common steps of an incident (but not all of them might occur in a particular incident). The steps are shown in a staggered fashion simply to illustrate that the incident timeline is not uniform; however the time increments are purely relative—no inferences should be drawn about any quantitative duration. The duration of particular events will be noted as letter pairs in the discussions below. For example, the actual incident duration would be A-M, as shown in figure 5.1-a, while the total influence time of the incident is A-N, as shown in Figure 5.1-b.

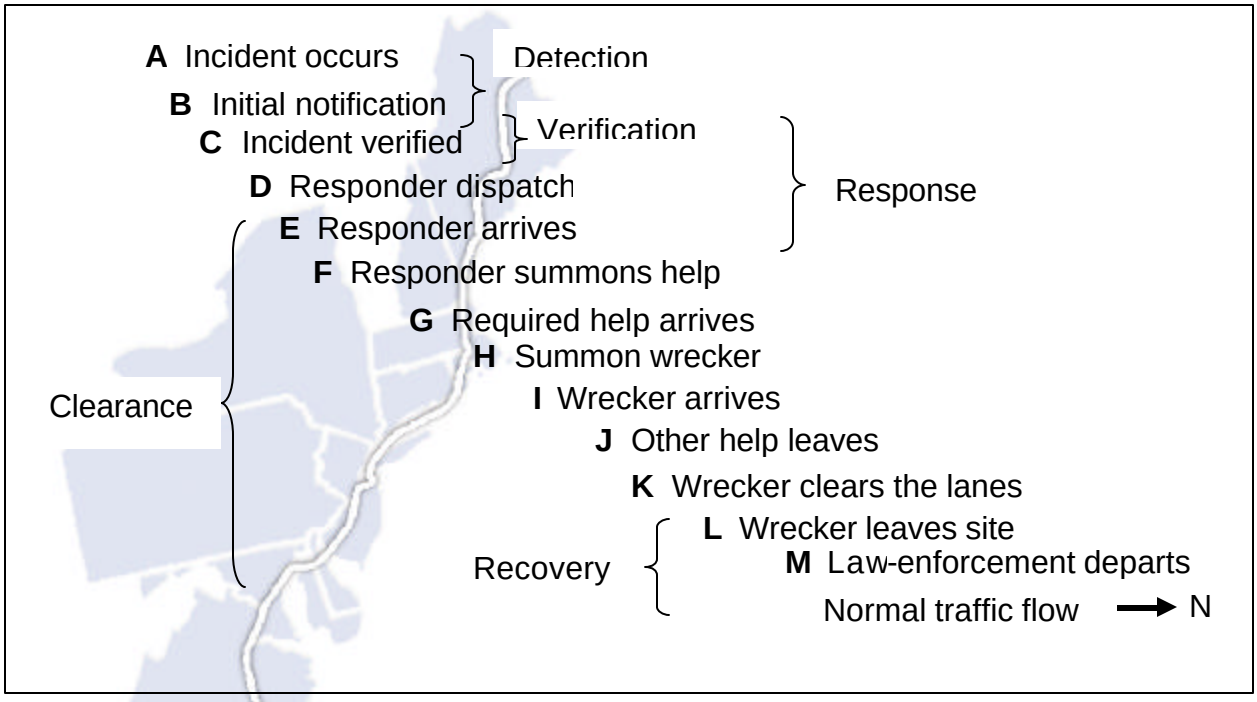
The durations of the common phases of an incident, as introduced in section 1, would be as follows:

- Detection: A-B,
- Verification: B-C,
- Response: C-E,
- Clearance: E-M, and
- Recovery: M-N.

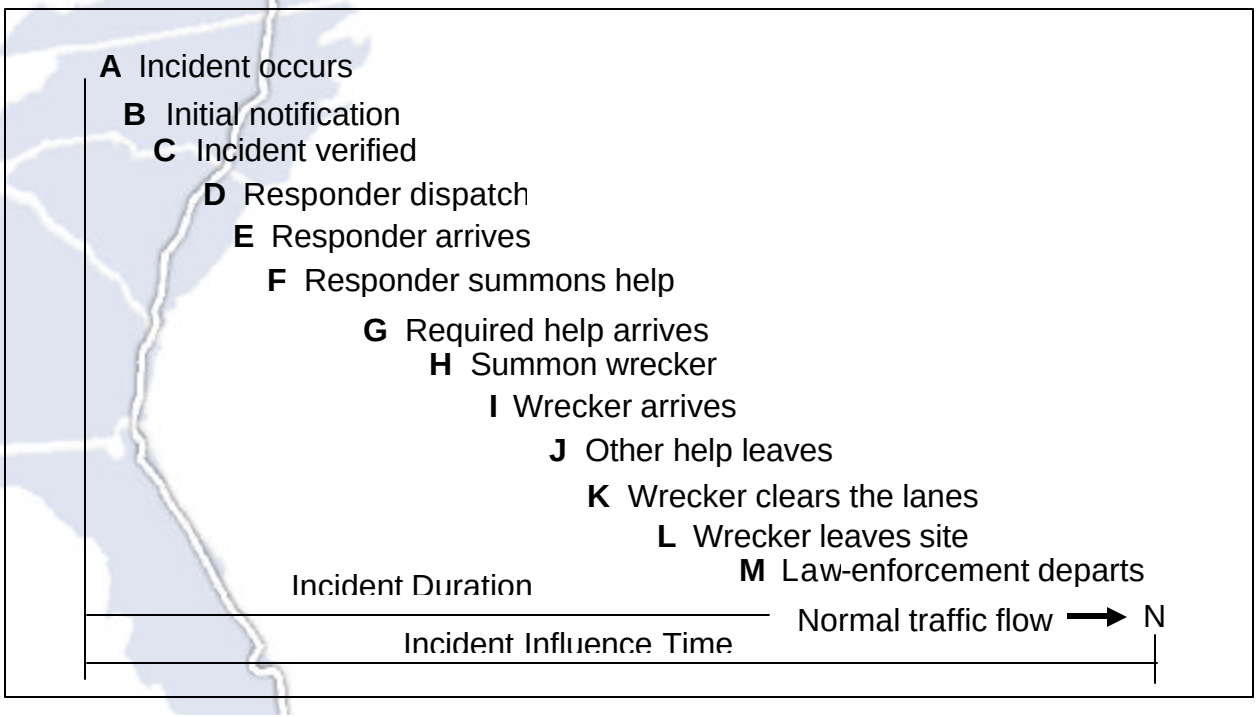
The recovery time (the difference between the total incident influence time and the duration) can be three to five times longer that the actual incident duration.

The added detail in this graphic, mainly in the period E-M, is of particular interest in this report. Move-it activities can generally occur anytime between points A and (practically) E or F. Clearance practices best occur between points E and M, depending on the situation.

Figure 5.1 Incident Timeline



(a)



(b)

Note that at points D and E, the first responder has not been identified. While this is often law enforcement, in areas with service patrols, it is probably more often the latter, and law enforcement would be one of the "secondary" responders (in time, not importance).

Further, this graphic presumes a sufficiently serious incident that a full range of incident management services will be required, almost certainly law enforcement; possibly fire rescue, emergency medical, and hazardous material handling; and wrecker(s). Thus, it likely represents a Level II or Level III incident. Level I incidents generally do not require most of these services.

With these tools in mind, the identified best practices are offered in the following subsections.

Authority

"Authority" collectively refers to the laws, rules, and other policy instruments that are by and large non-discretionary as far as the agencies are concerned. In other words, these are edicts handed down by fiat that require agency compliance and/or leave the agency limited leeway in its dealing with the issue at hand.

Finally, some laws are there to protect the agency (and its employees) from retribution by the public—most commonly represented as anti-liability or hold-harmless provisions.

As reported in section 3, eight of the 15 states in the Coalition appear to have laws dealing with either driver stop or driver removal[10]. Only four had laws covering both situations. Only four Coalition states have authority removal laws and/or authority tow laws (two having both). In the latter case, only Pennsylvania has liability protection for both cases, and Virginia has it for its authority removal law.

Table 5.1 has a list of the Coalition states and their status with respect to these laws. It is clear that this is a significant area for improvement virtually Corridor wide. Table 5.2 contains sample language for each of these components. Some combinations of multiple provisions, or suggested generalizations are indicated by use of phrases enclosed in brackets. These are typical, selected from several good examples of each from around the country, and are not based on any legal analysis. Naturally, each state would have to adapt such language to its situation.

[10] Recall that this information was based on a scan of all of the nation's States Statutes on the Internet, not upon the NCHRP survey per se.

Table 5.1 I-95 Corridor Coalition Summary of QC/MI Enabling Laws

State	Driver Stop Law	Driver Move Law	Authority Removal		Authority Tow	
			Law	Liability	Law	Liability
Connecticut	None	PDO	None	None	None	None
Delaware	None	None	None	None	None	None
Florida	PDO/Injury	Complete	None	None	None	None
Maine	None	None	None	None	None	None
Maryland	PDO/Injury	Complete	None	None	None	None
Massachusetts	None	None	None	None	None	None
N. Hampshire	None	None	None	None	None	None
New Jersey	PDO/Injury	Disablement	None	None	Disablement	None
New York	None	None	None	None	None	None
North Carolina	None	None	None	None	None	None
Pennsylvania	PDO/Injury	None	PDO/Injury	PDO/Injury	PDO/Injury	PDO/Injury
Rhode Island	PDO/Injury	None	Disablement	Disablement	Disablement	Disablement
South Carolina	PDO/Injury	None	None	None	None	None
Vermont	None	None	None	None	None	None
Virginia	PDO/Injury	Complete	None	None	Complete	Complete

Based on data from (Latoski and Dunn).

Table 5.2 Sample Language for QC/MI Laws

QC/MI Topic	Source	Sample Language
Driver Stop Law	Florida 316.027 316.061	The driver of any vehicle involved in a crash resulting [in injury of any person] [death of any person] [only in damage to a vehicle or other property which is driven or attended by any person] shall immediately stop such vehicle at the scene of such crash or as close thereto as possible, and shall forthwith return to, and in every event shall remain at, the scene of the crash until he or she has fulfilled the requirements of s. 316.062.
Driver Move Law	Florida 316.027 316.061	Every stop must be made without obstructing traffic more than is necessary, and, if a damaged vehicle is obstructing traffic, the driver of the vehicle must make every reasonable effort to move the vehicle or have it moved so as not to obstruct the regular flow of traffic.
Authority Removal Law	Tennessee 54-16-113	The department of [public] safety, DOT, or local law enforcement may immediately remove or cause to be removed any [disabled or] wrecked vehicle, spilled cargo, or other personal property obstructing traffic because of its position in relation to the highway. Vehicles, cargo, or personal property may be removed to any place within the immediate vicinity. No removal shall occur after a crash resulting in apparent serious personal injury or death until a law enforcement officer collects adequate crash information. When the property obstructing traffic is a motor carrier, the agency causing its removal shall make a reasonable effort to allow the owner to arrange for its removal. The department of safety, DOT, or local law enforcement agency may require the owner or carrier of the vehicle, spilled cargo, or personal property removed to pay for any costs incurred in removal.
Authority Removal Liability	Montana 61-8-909	A person who renders assistance in an emergency that is life-threatening to the occupant of a wrecked or disabled vehicle or that is creating an immediate traffic hazard on a public roadway or who renders emergency assistance as directed by a law enforcement officer or other emergency responder at the scene of a motor vehicle accident is immune from damages arising from acts related to the rendering of assistance.
Authority Tow Law	Virginia 46.2-888	If the driver of a vehicle involved in a crash or experiencing a mechanical breakdown does not promptly remove the vehicle from the shoulder after

QC/MI Topic	Source	Sample Language
	46.2-1212.1	notifying a law enforcement officer, such removal may be ordered by a law enforcement officer at the expense of the owner if the vehicle creates a traffic hazard. In the event of a motor vehicle crash or incident, the state police and/or local law enforcement agency in conjunction with other public safety agencies may, without the consent of the owner or carrier, remove a vehicle, cargo, or other personal property that has been (i) damaged or spilled within the right-of-way or any portion of a roadway in the state highway system and (ii) is blocking the roadway. The owner and carrier, if any, of the vehicle, cargo, or personal property removed or disposed of shall reimburse the DOT, state police, local law enforcement agency, and local public safety agencies for all costs incurred in the removal and subsequent disposition of such property.
Authority Tow Liability	Pennsylvania 75:7310	No liability shall attach to the police officer or to any person acting under the direction of the police officer for damage to a vehicle or damage to or loss of any portion of the contents or load or spilled cargo.

There are other laws that could affect QC/MI, but these would seem to be highly effective (if the public complies, which is another matter), certainly in the eyes of the NCHRP Panel that selected these to survey. They are also common sense and should not threaten the legislative authorities.

For example, in at least one state, Florida, the wrecker industry (led by the Professional Wrecker Operators of Florida) is currently attempting to get legislation passed to regulate its industry to ensure that wrecker companies are adequately equipped, operators are properly trained, and the companies are properly certified to recover heavy vehicles. The rationale for this action (which might surprise some—an industry calling for regulation upon itself) is to first ensure public safety, but secondly to create an industry base for heavy towing in which only properly qualified firms, who have the wherewithal to make substantial investments, can participate. The proposed law would not prevent small firms with limited resources from handling small towing jobs; however, it would prevent, or at least discourage, small operations where, for example, someone buys an old wrecker and roams the highways searching for business of opportunity.

There are other areas that might require legislation in some states, but not all. For example, the handling of fatal crashes might fall into this category in some states; however in others it is handled at either the local jurisdiction level, or by policy. These are covered in the next subsection.

In some states, the toll road, bridge, and tunnel authorities have flexibilities that state agencies do not possess, so some may be able to adopt policies similar to at least some of the foregoing, although likely not in the area of liability. This is possible because of the contractual nature of the relationship between the facility owner and the users; namely, the "contract" or condition of use, might subject the user to agreeing to certain of these practices.

In summary, an ideal set of legislation for Coalition members would be as follows:

- Driver stop law, driver move law, authority removal law, and authority tow law (see table 5.2, and appendix tables B.1 and B.2 and the NCHRP synthesis for samples).
- Hold harmless laws protecting responder, transportation agencies, and others from liability for damages caused in the course of carrying out lawful QC/MI actions, as well as liability protection for failing to meet clearance goals (no samples known).
- Laws regulating the towing industry to ensure competency and capability (appendix C.1.2).
- If necessary, laws giving Medical Examiners the power to delegate to responder agencies the authority to move fatal victims from the roadway when their presence endangers others, and to provide liability protection for personnel who perform these actions (no samples of law included, but see policies in appendices C.9.1 through C.9.3).

Policies and Practices

These are actions taken by the agencies to implement the authorizations discussed in the foregoing subsection, plus other allowed practices. For example a law may be implemented by an agency rule or regulation. Another important tool is that most traffic laws are "passed through" to the public in part by means of the state's driver handbook. Generally the latter is not a legal document itself, but at least in the public perception it effectively has the force of law.

This subsection covers that class of QC/MI practices that are represented by implementation of the authorities noted previously, policies that are within the discretion of agencies, interagency agreements, and formal practices, or procedures, conducted by agencies—both public and private.

Quick Clearance/Move-It Programs

Many Coalition members have strong QC/MI programs. Successful QC/MI starts with a strong incident management program. The effectiveness of a QC/MI program will be directly proportional to the level of institutional support it enjoys among the affected agencies—particularly transportation, service patrols (if they exist), law enforcement, fire rescue, EMS, and private wrecker operators. All of these should be dedicated to making QC/MI practices work by actively supporting them and carrying them out; in other words, they must "Talk the talk and walk the walk" to use a popular slang expression.

It is difficult for any state and its incumbent transportation and public safety agencies, along with their private-sector partners, to have all of the incident management tools in place, but one can look to states that have successful programs for guidance. Section 4 has brief descriptions of the programs in Connecticut, Illinois, Maryland, Minnesota, Ohio, Tennessee, Texas (Dallas area), Virginia, and Washington. Others have excellent programs as well.

Common elements at the programmatic level among these and other respondents to the NCHRP survey, as well as activities known to the Coalition team, include the following:

- Enabling legislation (covered previously);
- Strong statewide Traffic Incident Management (TIM) programs;
- Interagency agreements (called MOU for short) for communication, coordination, and cooperation (the "3-Cs");
- Explicit incident management clearance policies (generally called "open roads policies", or ORP);
- Rigorous performance (time) goals (PG) for various clearance activities;
- Service Patrols (SP);
- Integration of incident management with traffic management/operations centers (TMC for all);
- Effective wrecker rules, regulations, and/or policies (referred to as "Tow"); and
- Proactive public outreach program (POP).

Table 5.3 summarizes the respondents who apply the indicated best practices. The agencies are the same as listed in table 2.1, in order. Two-letter state postal codes are used to identify the Departments of Transportation (DOTs) and their districts numbers, Highway Patrol (HP), State Highway Authority (SHA), State Patrol/Police (SP), and Turnpike Authority (TA) or Enterprise. The Delaware River and Bay Authority (DRBA) and Delaware River Port Authority (DRPA) are thus abbreviated. The best practice abbreviations are listed above. Again, blank cells represent not used or the information is not available.

Table 5.3 I-95 Corridor Coalition Members Applying Good QC/MI Practices

Member / Practice	CT DOT	DE DOT	DRBA	DRPA	FDOT-D1	FDOT-D5	FDOT-D7	FL HP Trp L	FL Tnpk Ent	MD SHA	MD TA	NH DOT	NJ DOT	NJ TA	NJHA	SC DOT	VT SP	VA DOT
TIM Program	Yes				Yes					Yes			Yes					
MOU	Yes	Yes			Yes, N1					Yes			Yes					
ORP	Yes				Yes					Yes								
PG					90 min, N2													
SP	Yes		Yes	Yes	Yes					Yes			Yes			Yes		Yes
TMC	Yes	Yes	Yes			Yes			Yes	Yes			Yes		Yes			Yes
Tow	Rot			Con	Rot				Con	Rot	Zn	Rot	Rot		Zn	Yes		Con
POP														Con				

Acronyms:
Con – Contract
MOU – Memorandum of Understanding
ORP – Open Roads Policy
PG – Performance Goals
POP – Public Outreach Program
Rot – Rotation list
SP – Service Patrol
TIM – Traffic Incident Management
TMC – Traffic / Transportation Management Center
Tow – Towing and Recovery
Zn - Zone

Notes (Nx):
1. A MOU between FDOT, Florida Highway Patrol, other public safety agencies, and the Medical Examiner is in preparation in this region.
2. The Florida Open Road Policy provides for a goal to clear the roadway within 90 min. of the arrival of the first law enforcement officer (interval E-K in figure 5.1).

The best practices are expanded in the subsections below.

Move-It Practices

As noted in the beginning of this report, the class of practices known as "move-it" is actually a subset of the broader class of clearance practices, but is directed more toward the driver than the agency (but certainly not exclusively so). Because they rely much on public participation, they are more based on law than agency policy. Also, they apply more generally to the early stages of incidents.

Referring back to the incident timeline, figure 5.1, the time that move-it practices by the drivers have the most dramatic effect are as follows:

- Immediately or soon after point A: if the driver is able to move the vehicle and takes prompt unilateral action, the incident impact will be minimized.
- If the driver is able to move the vehicle, but was not aware that this action should be taken, the move may occur after point E, when the first responder so informs him/her. Thus the actual incident duration would be effectively reduced to something less than interval A-F.
- If the first responder can move the vehicle, the incident duration would be slightly longer than the foregoing.

Anything requiring more assets than the above would likely represent a more serious incident for which move-it practices per se would have little effect.

For the many incidents for which move-it practices can positively impact, the critical elements of the effective handling of such incidents (assuming that the law is in place) are as follows:

- Effective implementation of the law through public and agency policy,
- Effective outreach to the public to inform them of the law, and
- Appropriate equipping of the responder vehicles to handle move-it by those vehicles.

There are a number of excellent "Move-It, Clear-It, Steer-It, etc." programs around the nation. Several were mentioned in Section 1. Section 4 also has descriptions of those from the Delaware River Port Authority, Louisiana, New Jersey DOT, Columbus Ohio, and the Hampton Roads region in Virginia. (Note that the first of these is a tolling authority practice, not explicitly based on state law. This was suggested as an option earlier.)

Figure 5.2 Excerpt from Virginia's "Move It" quick clearance campaign brochure.
[Copied from (Latoski and Dunn.)]

MOVE IT

it's the law!

HAVE you ever been involved in a "fender bender" and left your car in a traffic lane rather than moving it? This is a pretty common habit in Virginia. If you have a non-injury accident it's not necessary to wait for the police before moving the vehicles involved. If the vehicles can be driven, move them to a safe location and then exchange the necessary information or contact the police. It's not just a good thing to do, it's Virginia law!

When you leave your car on the road, you contribute to traffic back-ups which can cause other accidents. So the next time you're involved in a non-injury accident and your vehicle can be moved–MOVE IT!

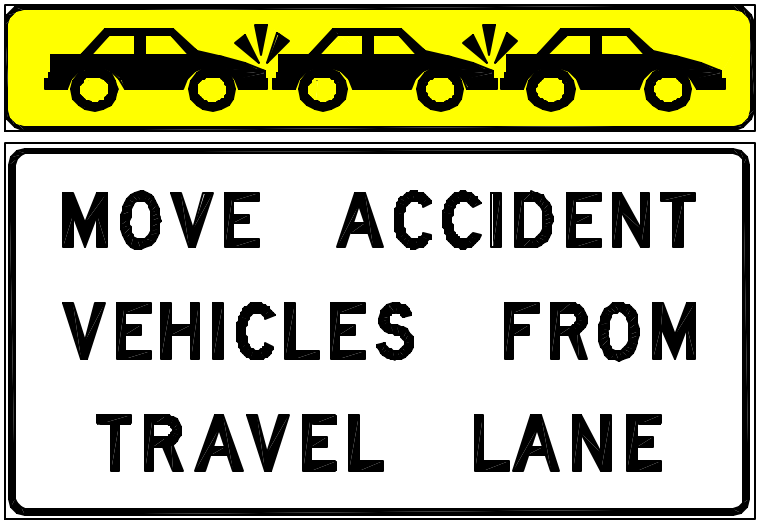
Article II, Code of Virginia, Section 46.2-894. Duty of driver to stop, etc., in event of accident involving injury or death or damage to attended property.—The driver of any vehicle involved in an accident in which a person is killed or injured or in which an attended vehicle or other attended property is damaged shall immediately stop as close to the scene of the accident as possible **without obstructing traffic** and report his name, address, driver's license number, and vehicle registration number forthwith to the State Police or local law-enforcement agency, to the person struck and injured if such person appears to be capable of understanding and retaining the information, or to the driver or some other occupant of the vehicle collided with or to the custodian of other damaged property.

Move-it programs can be reinforced by signage, Web sites such as the one in Houston mentioned earlier, advertising campaigns like the ones in Arkansas (see appendix C.4), Connecticut (described in section 4 and a copy in appendix C.2.1), and other outreach mechanisms.

Regarding the signage for move-it policies, there is varied thought on the type of sign to use. Figure 5.3 shows three variations. The first is the sign that has been used in Florida (and likely elsewhere) for a number of years. This sign has proven to be less than fully effective, so Florida officials are attempting to make the sign more eye-catching to draw better attention by considering the second version. Some believe, however, that either of these could unintentionally encourage crash victims who are actually injured to try to comply, thus further threatening themselves and others. This concern has suggested a sign like the bottom version to make it clearer that the sign—and move-it policy—refer to really minor crashes.

Figure 5.3. Variations of Move-It Signs

(a) Florida Existing Move-It Sign



(b) Florida Proposed Move-It Sign

(c) Emphasizing Minor Crash Only, Tennessee (left) and Washington State (right)

Major Quick Clearance Practices

The broader class of quick clearance practices ranges over a number of operational areas.

State or Region-Wide Programs. States and regions with strong state- or region-wide programs will enjoy the benefit of both institutional and, perhaps to some degree, programmatic strength. The interviews reported here provide insights into several such comprehensive programs, both within the Coalition and outside.

Most significant in terms of an information exchange forum is the Coalition's Coordinated Incident Management Program Track Committee, originally called Highway Operations Group (HOG), as they are referred to still. There are four HOGs representing these designated geographic regions: New England, Metro New York, Delaware Valley and Potomac. The committees support the Coalition's incident management goal, "*To facilitate, support, and enhance the coordination and implementation of interagency efforts in response to major incidents and special events of regional significance along the I-95 Corridor to minimize adverse impacts on the public*."

At the operational level within the Coalition, the Connecticut program, which is based on a published "Incident Management Policy," and Maryland CHART (Coordinated Highways Action Response Team) are particularly strong, as described in section 4.

Virginia's original Statewide Incident Management (SIM) Committee grew into multi-state regional activity now called the Seaboard Incident Management Committee. In the early days, the SIM Committee focused on "early winners," or projects that could be implemented quickly, relatively easily, and have immediate impact. Recently, the SIM program has been expanding at the local regional level, forming Regional Incident Management Committees to broaden the traffic incident management effort and reach additional stakeholders. See the Virginia interviews in section 4.

Florida's Statewide Traffic Incident Management (TIM) Program has four teams: Detection, Verification and Response; Clearance; Communications; and Training. The teams meet at a common venue at least three times per year and have a wide range of agency (all incident management sectors), service patrol companies and wrecker services. They have promulgated Florida's Open Roads Policy, the Guidelines on Motor Vehicle Spills, and other pending policies and practices. They are assisting the Professional Wrecker Operators of Florida in its attempt to have a new towing regulatory law passed (to the extent that a public-private sector group can lend such support)[11].

Particularly good examples of comprehensive programs from outside the Coalition that are reported in section 4 are from Illinois, Ohio (ARTIMIS), and Washington State. Appendices D.5.1 and D.5.3 are the Columbus, Ohio, and Maryland policies respectively. Others reported there have excellent major

[11] For more information, contact Buddy Cloud, Florida DOT (850.414.5253) or see the TIM Web site at http://www11.myflorida.com/traffic operations/incidentmanagement/incident_main.htm.

components of incident management programs, such as the Dallas, Texas, region with its aggressive clearance time goals, Minnesota's comprehensive quick clearance guidelines, and Tennessee's service patrols, all summarized in section 4.

Perhaps the most comprehensive statewide operations partnership is laid out in details in the Washington State Patrol/DOT Joint Operations Policy, included herein in appendix C.2.5. This covers a wide range of practices for joint agency operations and demonstrates why Washington State has set such a good example in incident management.

A region-based Joint Operations Policy (Nashville Police Department and Tennessee DOT) is included as well in appendix C.2.4. This agreement has an "Open Roads Philosophy," which is a good step toward a more comprehensive policy, but the real importance is the state and local partnership.

Published guidelines for QC/MI programs are very helpful in both defining agency responsibilities, about also establishing clear instructions for action by responders. Several very good examples, which are readily available on the WWW, are listed below:

- Ohio's "QuickClear" program: see the following URL for a number of useful incident management practices (their "Best Practices Guide" is included herein in appendix C.5.2)—
- http://www.dot.state.oh.us/quickclear/quickclear.asp[12].
- Kentucky's pocket-sized "Checklist for Highway Crash Site Management" at—
- http://www.ktc.uky.edu/archive/CheckList.pdf[13].

One major key to a well-organized incident management program is to have groups and practices in continuous communication cooperation and coordination—not only at incident scenes, but also in long range and operational planning. Statewide teams are great for developing broad policies and strategies, but they do not deal directly with incidents. Smaller, more regionally focused groups can be an effective 3-C mechanism, but they may also, in the case of major incidents, take on the role of an inter-jurisdictional operations team.

Other forums exist in many forms around the nation, such as "Traffic Incident Management (TIM) Teams", "Freeway Incident Management (FIM) Teams," or more generally "Freeway Operations Teams." Freeways are not the only arteries of interest; incidents occur on surface street and highways as well, so the institutional mechanisms should encompass arterial highways as well.

Even more generally, several states, beginning in Pennsylvania, and now widely used in Florida, area-or county-wide "Community Traffic Safety Teams (CTSTs)" involve an even wider spectrum of safety experts and interests

[12] Compliments of the Ohio Department of Transportation.

[13] If this does not load directly, go to http://www.ktc.uky.edu/archive/ and then click on the file named "CheckList.pdf" to download it. Compliments of the Kentucky Transportation Cabinet and the University of Kentucky Transportation Center.

to address not only incident management, but other safety issues associated with commuting, shopping, school, and recreation-related travel as well[14].

While these teams may have a stronger foundation if based on interagency agreements, this is not essential—the main goal is that the teams exist and continue the 3-C process and take an active role in incident management in general and QC/MI in particular.

On the other hand, California has legislation creating its stateside Incident Management Program Advisory Committee created to facilitate coordinated response management (see appendix C.1.1). While this was enacted in 1989, the researchers have no additional information about the effect of this law. The language itself is useful, however.

Open Roads Policy. An emerging practice around the country is the creation and publishing of a so called, "Open Roads Policy (ORP)." As reported earlier, within the Corridor Connecticut, Florida and Maryland currently have them. Florida's and Washington State's are currently the only ones in the nation with time goals. The key policy statement of Florida's ORP (between Florida DOT and Highway Patrol, see the ORP among those in appendix C.3) makes clear the focal point of these agreements, which is stated as follows:

Roadways will be cleared as soon as possible. It is the goal of **all agencies that all incidents be cleared from the roadway within 90 minutes of the arrival of the first responding officer** [emphasis is in the policy statement itself]. This goal being made with the understanding that more complex scenarios may require additional time for complete clearance.

Similarly, Washington State's Joint Operations Policy (see appendix C.2.5) states:

Policy: The WSP [Washington State Patrol] and WSDOT [Washington State DOT] will collaborate to respond to incidents and coordinate all public and private resources in this effort to work toward clearing incidents within 90 minutes. It is the policy of WSP and WSDOT to effectively use resources to expedite responding to incidents, efficiently and effectively conduct needed investigations, and reduce highway lane and state designated ferry route closures to a minimum.

These policies create several key tenets: 1) they bind the parties to a common quick clearance goal, 2) set a measurable—and achievable—performance standard, and 3) by stating these as a goal, not a mandate, they recognize that there will be special cases that make achieving the goal impractical, if not impossible.

The significant difference between these is the Washington policy does not start the clock when the first responding officer arrives; thus it is a more ambitious goal.

Samples of complete ORPs are included in this report as appendix C.3

[14] See information on Florida's CTST program at http://www11.myflorida.com/safety/CTST/CTST.htm.

(Connecticut, Florida, Maryland, Tennessee, and Wisconsin). Washington State's ORP is imbedded in their Joint Operations Policy mentioned above. It is noteworthy that the more comprehensive Joint Operations Policy superseded an ORP-type agreement that was similar in nature to the other five presented herein. This demonstrates opportunities that might arise once state agencies have made the initial commitment to cooperate.

Timeline Performance Goals. Like ORP, only a few states have other timeline goals; indeed, the only ones detected in the study are the Dallas area goals as stated in section 4. Ideally, there would be goals for every increment in the timeline.

Service Patrols. Clearly, service patrols, such as Chicago's Minutemen, Florida's Road Rangers, Georgia's HERO (Highway Emergency Response Operators) patrols, New York's HELP (Highway Emergency Local Patrol) and Tennessee's FSPs (Freeway Service Patrols), to name a few, are an invaluable part of an effective incident management program, particularly the move-it and quick clearance components. Service patrols can assist motorists in the early stages of an incident by helping them clear the roadway, if practical; summoning additional assets quickly and accurately; initiating minor spill clean-ups; and providing traffic control at the scene, even when other responders arrive and take up their critical duties.
Some of these "duties" have not been included in the normal list of tasks that service patrol operators can and do provide, but the more tasks that they can perform to help clear the roadway the better. For example, Florida is looking at providing live streaming video to transmit on-scene reports for special situations like serious crashes, major spills, and possibly even for emergency life-line support.

A useful tool is to view the agencies' Web sites, such as:

- Florida Road Rangers-
- http://www11.myflorida.com/trafficoperations/rrangers/rdranger.htm
- Georgia HEROs-
- http://www.dot.state.ga.us/dot/operations/trafficops/HERO/index.shtml
- Illinois (a private site) Minutemen-http://www.welcome.to/myersfirephotos
- San Francisco (CA) Bay Area Freeway Service Patrol-
    - http://www.mtc.ca.gov/projects/fsp/fspfacts.htm
- Wisconsin Freeway Service Patrol-
    - http://www.dot.wisconsin.gov/travel/smartways/patrols.htm

Integration with TMCs. With a few exceptions there is not a great deal of automated integration of incident management or even Computer Aided Dispatch (CAD) with traffic management; however, the need for this is widely accepted. Clearly, jurisdictional, institutional, and cost issues abound in this area, so it is to be expected that the transition will be slower that many other incident management programs.

The Hudson Valley (New York) TMC Partnering Agreement is an outstanding example of this practice (see appendix C.2.3). It covers most of the desirable features of integrated traffic operations and incident management:

- Co-location of traffic management and multi-agency law enforcement dispatching, and 9-1-1,
- Integrated TMC/CAD software,
- A common communications system,
- Dynamic mapping of diversion routes, and
- Many other innovative features.

Florida has a formal policy between the Florida Highway Patrol (FHP) and FDOT to encourage co-location of TMCs and FHP Regional Dispatch Centers (see appendix C.2.2). Such a joint facility presently exists in Central Florida's Orlando Regional Traffic Management Center (RTMC). This facility handles operations or dispatching for these local, state and federal agencies:

- FHP Troop D,
- FDOT Motor Carrier Compliance,
- Florida Department of Law Enforcement,
- FDOT ITS Operations,
- Florida Department Environmental Protection Law Enforcement,
- Florida Department of Insurance Fraud,
- Florida Medicated Fraud Control Unit,
- Florida Fire Marshall,
- Florida Alcoholic, Beverage and Tobacco,
- US Marshal (Interagency Task Force),
- Metropolitan Bureau of Investigations (Interagency Task Force), and coming soon:
- Florida Fish and Wildlife Commission (FL Marine Patrol), and
- Orlando-Orange County Expressway Authority's advanced traffic management operations.

The RTMC is a model for interagency cooperation, it is the centroid for one of the most proactive TIM Team activities in the state (the Tri-county TIM), and is the portal for Amber Alerts statewide in Florida[15].

The Corridor should undertake a major program to integrate traffic and incident management activities, particularly since several of the nation's best examples are already functional within the Corridor (e.g., CHART, Hudson Valley Partnership, and TRANSCOM, to name a few).

Wrecker Regulations and Practices. Most jurisdictions appear to have reasonably robust practices for handling towing services. Clearly matching resources to needs is a key factor. This is an area where more open public-private cooperation can only improve service and minimize downtime. The following have been identified as needed actions:

- Wrecker companies need to be protected from both unreasonable exposure to liability and to unscrupulous competition.
- Wrecker operators have stated that they prefer to be told about the nature of an incident, so they can determine what resources are needed, not be instructed by others what equipment to bring.
- Notification should be as early as possible. If there is an issue of

[15] For information, contact Jennifer Heller, FDOT, at Jennifer.Heller@dot.state.fl.us.

multiple companies arriving on scene, this should be dealt with by rules and contracts, not notification.

- Compensation to towers should provide an incentive, not a disincentive, to clear the roadway quickly. Payment on a per job basis (categorized by level of difficulty), based on the weight of recovered vehicles, or on an equitable schedule of recovery types is far more mutually productive than time-based fees.

Appendix C.8.1 is a sample of various towing regulations and contracts collected under the NCHRP study. Appendix C.8.2 is a sample guideline for inspection of wreckers from the Connecticut Department of Public Safety.

Washington State also has a specific "Instant Tow Dispatch Program," which is a trial program in the greater Tacoma area. The program description can be found herein as appendix C.6.4. The unique feature of this program is that towers are dispatched by the TMC by operators observing incidents on the CCTV subsystem. The idea is that the tower should arrive at about the same time as law enforcement, thus saving the tower response time (something between E-I and H-I in figure 5.1).

Related to this area are specific guidelines for handling large overturned vehicles. The Illinois DOT memorandum providing the policy and procedures for overturned semi-tractor trailers is included herein as appendix C.6.1. While brief, it is a good list of points to consider in the recovery decisions that have to be made for such incidents.

Other Specific Quick Clearance Practices

Continuing now with more specific practices noted in the lower part of Table 5.3, for very serious incidents—particularly for those involving multiple vehicles, heavy vehicles, excessive debris, serious injuries, and fatalities—a number of mitigating processes can be applied. These will have lengthy clearance times (by any definition), and thus longer recovery times, so any reductions are not only time savers, but also dramatically reduce the potential for secondary crashes, even stalls due to overheated engines.

Fatal Crashes. From a traffic management perspective, the main issue associated with fatalities is that most states and/or locales require that a Medical Examiner attend to the victim(s) and both certify death and move (or supervise the movement of) the deceased. This can be a very lengthy process and disruptive to traffic. Many locales are recognizing that the added threat of secondary crashes might outweigh the strict formality of Medical Examiner oversight. Increasingly, agreements are being promulgated that will allow incident responders to determine that death has occurred and to move the body, and vehicle as appropriate.

Laws or policies relaxing the restriction can represent a very effective tool for quick clearance, since the responder would be empowered to determine death and remove the body from the traveled way, so that they do not impede traffic flow, this reducing the danger to others. Such laws generally do not include certifying death.

Any law or policy would have to be quite clear on who is authorized to make the

judgment and move the body, as well as containing hold-harmless provisions to protect the responder from liability, including any role in contributing to the fatality. Some considerations include:

- Number of fatalities—generally if three or more, the Medical Examiner would still have to personally supervise the mortality investigation.
- Limitation of others permitted to act—the authority to make this determination is not assigned lightly. The "conclusive signs of death" need to be unambiguously defined. The agencies thus authorized and the qualifications of the employees empowered to make this determination must all be well developed.
- Determination of death—those so empowered need appropriate training in both the determination of death, as well as the appropriate handling of deceased.
- Supervision—the Medical Examiner may retain oversight by means of using in radio or telephonic contact with the responder to make actual decisions.

Several guidelines and samples related to this issue are included as appendices D.9.1 through D.9.3 to this report.

Disabled Vehicle/Property-Damage-Only Crashes. Many policies and guidelines cover this topic, but it is worthwhile singling out the one reported formal set of guidelines not mentioned elsewhere that focuses on this issue. The Minnesota Incident Management Coordination Team Guidelines for Disabled Vehicle/PDO Crashes is included in this report as appendix C.6.3. If provides explicit responsibilities for law enforcement, tower operators, Highway Helpers (the service patrol), fire and Mn/DOT maintenance.

Vehicle Fluids Spill Clean-up. Spills are often treated as major events and what could be a quick clean-up and removal results in prolonged blockages. There is a difference between major spills (such as a load of fuel, animals, produce, and the like) and non-serious spills (such as a few gallons of diesel from a ruptured saddle tank). These should be treated considerably differently.

A number of Coalition members have practices that deal with rapid clean-up and removal of such spills. Florida is creating a joint agency set of "Guidelines for the Mitigation of Accidental Discharges of Motor Vehicle Fluids (Non-Cargo)," which is enclosed in this report as appendix C.6.2.

The State of Texas has passed a law, called the "Quick Clearance Policy," authorizing removal of spilled materials, and affording liability protection to the Texas DOT (see appendix C.1.3). Notice that this even extends to hazardous materials as long as certain requirements are met.

Accident Investigation Techniques. New technologies are gaining interest and showing to be not only highly effective investigative techniques, but also much quicker methods than the traditional method. Three techniques were described in section 3, with the coordinate method being the traditional one.

The total station method is faster, but still takes more than one investigator. Photogrammetry, while only used in

Maryland and Virginia according to the survey (although it is known that two districts in Florida are using it already), is likely to grow in popularity throughout the Corridor. Photogrammetry offers the following additional advantages over the traditional coordinate and even the total station techniques:

- Provides the photographic records that would be missing, or be extra effort for the other two,
- Permits the estimation of locations of other items not included in the original survey after the fact,
- Documents environmental factors that may not be captured otherwise, and
- The equipment, other than the evidence markers (which are easily made in an agency sign shop) are readily commercially available, and can be used for many other purposes.

Common Communications. Communications is always mentioned as one of the key elements of incident management in general and quick clearance in particular. It is critical that all responders have the ability to communicate with one another. Cellular appears to be the most ubiquitous option, with all but three of the NCHRP survey respondents from Coalition members indicating they use this medium, and all of these in conjunction with other radio systems. However, cellular only operates point-to-point and requires a large number of telephone numbers to be stored.

One increasingly popular solution of choice is the 800 MHz trunked radio systems. Multiple agencies can automatically share channels in a multiple repeater system; thus expanding the potential user base, reducing user wait time to access the system, and increasing channel capacity. The communications, transportation and public safety communities are banding together to make this possible. More information on the 800 MHz radio system can be found on the Federal Communications Commission Web site at http://wireless.fcc.gov/publicsafety/800MHz/.

It is noteworthy that three of the four frequency coordinators for this frequency are transportation or public safety associations: the Association of Public Safety Communications Officials (APCO), International Municipal Signal Association (IMSA), and American Association of State Highway and Transportation Officials (AASHTO).

The NCHRP survey was not explicit on who was using this technology, but the Coalition members indicated in table 5.3 appear to be likely ones.

Another communications medium is gaining rapid use—Nextel's Direct Connect service, where a cell phone can be used as a walkie-talkie with unlimited voice and optional two-way messaging access to other Nextel customers for a single low monthly fee. This is a more convenient medium than the standard cell phone for such purposes.
The Delaware Valley Regional Planning Commission (which is a regional transportation organization that coordinates both planning and operations in the greater Philadelphia are) has documented experience in using both 800 MHz and Nextel (see appendix C.7), and found the cellular service better.

The Central Florida region (FDOT District 5) is also using this service very effectively for its Road Rangers and the Florida Highway Patrol that cover the Orlando-Orange County Expressways. Others are no doubt having this positive experience as well.

Other wireless companies are claiming they will be offering this type of service within the year as well, so this is certainly a medium that should be considered.

More widespread use of such systems would not only make inter-agency communications better, but inter-regional as well.

Other IM/QC/MI Practices

The suggested practices below come from the experiences of the Coalition study team and incident managers in various locations.

Major Reconstruction. Major reconstruction of highways is a particularly dangerous situation, not only to travelers, but to workers as well. Such large projects should have an incident management plan specifically for the project. In many states, temporary ITS devices are being used as tools in this effort—namely, trailer-mounted sensor, cameras and even DMSs. Simply having the devices, however, is not sufficient. There needs to be trained personnel monitoring and controlling the devices and a plan for dealing with detected incidents.

Indeed, the Interim Traffic Management System (ITMS) recently opened in Palm Beach County Florida by the Florida DOT (District 4) has a complete temporary, relocatable field ITS subsystem and includes a semi-permanent traffic management center to control it.

Location Reference Markers. Most incidents today, particularly in rural and interurban areas, are reported by cell phone calls from witnesses or passers by—most to 9-1-1 or to other call-in numbers if they exist (for example Georgia's *DOT and Florida's *FHP). The problem is locating the scene. Too often the callers, even seasoned transportation experts, do not know their location on a highway with any accuracy. To mitigate this, a number of states either have deployed, or are considering deploying, highway location reference markers (LRMs) on a frequent basis (0.1 to 0.5 mile spacing, depending on the environs)[16]. These markers can aid motorists in identifying the incident location, thus improving the response time.

A fact sheet on LRMs for consideration by the Florida DOT is at appendix C.11.1 and an actual sample is shown in the Ohio QuickClear guideline, figure 1, which is in appendix C.5.2. A description of the more complicated issue of LRMs in complex interchanges from the Virginia DOT is at appendix C.11.2.

Diversion Plans. Having well thought-out, pre-planned diversion routes can enable responders to divert traffic from closed or severely congested highways in a much more orderly fashion. The plans can even be printed on cards for easy dissemination to motorist. As noted before, the Hudson Valley TMC Partnership has the capability of semi-

[16] See a research report at http://www.ktc.uky.edu/Reports/KTC_01_16_FH94_3F.pdf.

automating the development of dynamic diversion routes (see appendix C.2.3).

Median Crossovers. Too often, freeway median barriers are continuous with few locations for crossover. Indeed, often the crossovers are more for the benefit of maintenance vehicles than incident responders. Whenever a section of freeway, particularly in rural/interurban areas, is being built, reconstructed or even resurfaced, agencies should locate new median crossovers strategically situated to facilitate access by responders. Safety and unauthorized use are clear concerns. Perhaps the Federal Highway Administration (or the Coalition) should undertake the development of guidelines and standards for these crossovers. The Florida Statewide TIM Team is currently investigating this issue[17].

MedEvac Landing Guidelines. Prompt evacuation of the seriously injured naturally has to be the first concern in cases of major crashes. In many regions today, victims that are very seriously injured, particularly from rural incidents are evacuated by helicopter. Generally, however, there has been little planning with regard to where the helicopters can or should land, so more often than not, law enforcement stops all traffic and the helicopters land on the roadway itself. This situation is exacerbated by the too frequent situation that the MedEvac pilots cannot even communicate with law enforcement by radio.

Some beneficial practices are:

- Identify and implement positive and reliable communications between pilots and law enforcement (and fire rescue as appropriate),
- Locate candidate landing zones along the highways and mark them both on the ground and on the pilots' maps,
- Work out guidelines for handling various scenarios for the more probable situation that a good landing zone is not convenient to the incident site, so that the disruption to traffic can be minimized.

Reducing the time and impact of these evacuations can avoid excessive delay and secondary crashes.

Post-Incident Debriefing. Often the best teacher is experience. In many locales, agencies meet after incidents to assess the successes and identify needs gaps, whether they be in policy, resources, training, or whatever. These must not be forums for finger pointing and blame, but represent a vehicle for improvement.

The Virginia Post Incident Analysis procedure is included in this report as appendix C.10. It applies to law enforcement, fire and rescue, towing and recovery, and Virginia DOT personnel. It is an excellent resource document. New York and New Jersey have very good post-incident debriefing programs as well.

At a higher level, the Coalition might consider periodic reviews of specific incident management, and particularly QC/MI activities on a Corridor-wide basis. The upcoming Integrated System for Corridor Operations Management

[17] For more information, contact Buddy Cloud, Florida DOT (850.414.5253).

(ISCOM) might be useful in this review. Certainly the need for incident management performance measures should be among the requirements of the system, particularly for crash data retrieval.

Outreach

This is a separate, albeit related, set of practices devoted to informing the general public about the authorities and the policy/practices. As well known to all incident management practitioners, this is one of the greatest challenges—not only informing the general public about "proper behavior," but their complying with it. The problem is when people are involved in crashes; many of their instincts tend to say, "Don't move the car until the police officer gets here."

These appear to be good approaches to reaching the public (assuming here that appropriate enabling legislation is in place as needed):

- Scatter official regulatory signs liberally on the highway network advising drivers to move "accident vehicles" from the roadway (see figure 5.2).
- Operate a public Web site that provides guidance and instructions in a simple, straightforward way. Several have been referenced previously in this report.
- Ensure that the driver license manual emphasizes the active QC/MI programs. Consider a "refresher" manual for those having to re-test to particularly cover these areas.
- Ensure that driver-training curricula emphasize the particulars of QC/MI practices.
- Develop public safety campaigns to promote appropriate behavior. One of the most effective ways to do this is get traffic reporters to help by giving advice and reminders to the public, particularly when reporting an incident. Billboards and other traditional advertising media can effectively spread the word. Good examples in other areas of transportation and law enforcement are the "Don't Mess with Texas" anti-litter campaign and California's "55 Means 55" anti-speeding campaign.
- Use community activities to promote safety and good practices. For example, the Florida Technology Transfer Center (part of the Local Technical Assistance Program) stages visits by the nationally famous "Crash Dummies)" at community events[18].
- Community Traffic Safety Teams, discussed earlier, automatically expose your program to a number of civic and public interest groups represented on the teams that can be used to spread the word.
- Generate good news by getting the media on your side and writing good stories about the incident management program. Involve the media in your TIM/CTST teams.

The importance of the media as an element in incident management cannot be understated. The print, radio, and television media collectively represents

[18] The voices for the Crash Dummies, Vince and Larry, are copyrighted by the National Highway Traffic Safety Administration. The official costumes may be purchased from NHTSA and any volunteer can suit up; however, they cannot talk while in costume.

one of the most powerful "voices of the people." Too often the message they bring is "bad news" for the public agencies and their partners (in this case) in incident management—reporting errors and problems. The challenge to incident management professionals is to find ways to make the media a friend, rather than a perceived foe. This is most often and effectively achieved by doing good work, and letting them know about it.

Efforts are underway to educate the media to understand incident management and its value. The New Jersey State Patrol and DOT have a program of media outreach. Supported by the Coalition, it is a "toolbox for media outreach" consisting of a one-day workshop. More information will be available from the Coalition upon completion.

Outcomes

Application of the application of these and many other QC/MI best practices in incident management can result in saving lives, time and money. The key to success is knowing where your agency and region stands in the evolution, and can develop both the understanding of what changes need to be made, then the institutional fortitude to make them. The key to this is to overcome the fear of change itself.

6. RECOMMENDATIONS

There are many good practices in use within the Corridor and nation as a whole. As stated at the outset, no locale can ever achieve all of them. Below are the specific actions that are recommended to the Coalition members as a whole. Obviously the specifics will apply mainly to those who do not already perform the recommended practice.

Short-term Recommendations

These practices are more directly within the purview of the transportation and public safety agencies, require no explicit new legal authority, and are thus more quickly attainable. The specific recommendations are as follows:

- Develop a strong partnership among the State DOT, State Police (or equivalent), the State Department of Environmental Regulation, and the Governor's Highway Safety Representative. The latter can be an effective advocate in the political context. The partnership should be culminated in a Memorandum of Understanding if possible.
- Develop an "Open Roads Policy" that sets a strong performance goal to clear the highways quickly. Most importantly, attempt to set specific time-based performance goals that include the full duration of the incident in the measurable part of the policy, but also include a strong mandate to minimize the length of the recovery period as well.
- Develop multi-agency, multi-jurisdictional joint operations protocols that clearly lay out a joint vision and mission; goals and objectives; and agency roles, responsibilities, resources, and financing. The protocol should be statewide for state agencies, but be extensible to permit adoption by local officials within their jurisdictions, thus creating localized versions of the statewide plan. Ideally, these would also be consistent among Coalition members to ensure interstate and intra-regional compatibility and strengthen confidence in their incident management programs.
- Create public-public and public-private partnerships that facilitate these activities and provide adequate resources for all responsibilities to be carried out, and to permit diversion of traffic into other jurisdictions to relieve an incident-impacted facility.
- Institute a systematic process for preparing for, carrying out and providing for post-event evaluation of incident management.
- Develop agreements with other impacted agencies, such as Medical Examiners, hospitals, hazardous materials handlers, etc. to give incident responders appropriate authority to act independently of, or in partnership with, the other parties to achieve clearance goals.
- Create or expand agency and community teams to work together to plan, execute and perform after-action assessment of management strategies and actions.

- Develop policies and guidelines for handing vehicle fluid spills. The guideline should include information on reporting requirements, as well as firm guideline on what does constitute hazardous materials, along with contact information for HAZMAT.
- Develop public outreach programs to both educate the public and secure their lawful and appropriate actions during incidents.
- One of the simplest things law enforcement and other responders can do to avoid prolonging an incident, or even causing it in the first place, is minimize the unnecessary use of flashers. The mere presence of the "blue light" can create congestion and potential crashes.

Long-term Recommendations

These are actions that are more complicated and may need legislative action; thus they will naturally take time and resources to achieve. Resources may include political will, human capital, money, and/or institutional "turf."

- Require drivers involved in incidents who are physically able to do so safely to stop as near the scene as possible, return to the scene if necessary, and/or move their vehicles and property out of the traveled path so as not to impede the flow of traffic, and ideally not within easy sight of traffic.
- Permit incident responders to assist or actually undertake the removal of vehicles and property from the traveled way in cases that such action is practical and safe for both the public and the responders, without fear of incurring any liability.
- Permit incident responders to undertake the removal of fatal victims and their vehicles and property from the traveled way, without fear of incurring any liability.
- Protect the public safety and private investments through equitable regulation of traffic and incident management service providers.
- Protect responders and their organizations from liability both for performing these practices, and for failing to perform them timely and considering resources available.

States and regions should undertake to accomplish the following construction- or equipment-based actions by appropriate planning, programming and implementation:

- Provide well-designed incident investigation areas off the roadway, and preferably out of sight of the traveled lanes, where parties involved in incidents can carry out their business in a save manner and not interfere with the normal traffic, including being out of sight.
- Provide safe median crossovers with appropriate protection of official vehicles standing thereon and adequate U-turn radius.
- Provide for more positive access by responder vehicles,

including helicopters, to permit fire rescue, EMS, wreckers, etc. to reach the scenes more quickly and safely.

- Create multi-agency, multi-jurisdictional traffic and emergency management centers that integrate the transportation and public safety functions of the agencies involved. Such centers should have redundancy in design, particularly for command, control, and communications functions.
- Where they do not exist, create freeway service patrols that are state or Toll Authority sponsored.
- Provide for inter-agency, inter-jurisdictional communications.
- Determine how best the Integrated System for Corridor Operations Management can be exploited to facilitate IM/QC/MI practices.
- Provide for more efficient incident investigation using emerging techniques such as crash data retrieval, photogrammetry, and inter-agency investigation teams, rather than each state, authority, and local jurisdiction having a fully independent capability, particularly on the analysis side.

In short, many Coalition members already have strong incident management programs, particularly in the QC/MI areas, but there is always more that can be done. These actions could be accomplished on short order with a modest level of effort. The key is that the efforts be coordinated to ensure consistent implementation across the I-95 Corridor to the extent possible.

ACRONYMS

ARTIMIS	Advanced Regional Traffic Interactive Management and Information System
CC	I-95 Corridor Coalition
CIS	Crash investigation site
Con	Contract
CTST	Community Traffic Safety Team
DOT	Department of Transportation
FSP	Freeway Service Patrol
HP	Highway Patrol
IM	Incident management
ME	Medical Examiner
MI	Move-it
MnDOT	Minnesota DOT
MOU	Memorandum of Understanding
MPO	Metropolitan Planning Organization
OKI	Ohio, Kentucky, Indiana
ORP	Open Roads Policy
PG	Performance Goals
POP	Public Outreach Program
PSA	Public Service Announcement
QC	Quick clearance
QC/MI	Quick clearance/move-it
RIM	Regional Incident Management
Rot	Rotation tow list
SHA	State Highway Authority/Administration
SIM	Statewide /Seaboard Incident Management
SP	Service Patrol
SP	State Patrol/Police
SSP	Safety Service Patrol
TA/TE	Turnpike Authority or Enterprise
TIM	Traffic Incident Management
TMC	Traffic / Transportation Management Center
Tow	Wrecker rules, regulations or policies
WisDOT	Wisconsin DOT
WSDOT	Washington State DOT
Zn	Zone

I-95 Corridor Coalition Member Authorities

DRBA	Delaware River & Bay Authority
DRPA	Delaware River Port Authority
DRJTBC	Delaware River Joint Toll Bridge Commission
MT	Massachusetts Turnpike
MT	Maine Turnpike
MTA	Maryland Transportation Authority

MTA	Metropolitan Transportation Authority
MTABT	MTA Bridges and Tunnels
NJHA	New Jersey Highway Authority
NJT	New Jersey Transit
NJTA	New Jersey Turnpike Authority
NYSTA	New York State Thruway Authority
PTC	Pennsylvania Turnpike Commission
PANYNJ	Port Authority of NY & NJ
SJTA	South Jersey Transportation Authority

I-95 Corridor Coalition State Two-Letter Codes and Departments of Transportation

CT/CTDOT	Connecticut
DE/DelDOT	Delaware
FL/FDOT	Florida
MA/MassDOT	Massachusetts
MD/MDDOT	Maryland
MD/SHA	Maryland State Highway Administration)
ME/MeDOT	Maine
NC/NCDOT	North Carolina
NH/NHDOT	New Hampshire
NJ/NJDOT	New Jersey
NY/NYSDOT	New York (State)
PA/PennDOT	Pennsylvania
RI/RIDOT	Rhode Island
SC/SCDOT	South Carolina
VA/VDOT	Virginia
VT/VAT	Vermont (Agency of Transportation)

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APPENDIX A – SURVEY INSTRUMENTS

A.1 Study Questionnaire
A.2 Follow-up Mini Survey

APPENDIX A.1

Study Questionnaire

NATIONAL COOPERATIVE HIGHWAY RESEARCH PROGRAM
Project 20-5, Topic 33-05
SAFE AND QUICK CLEARANCE OF TRAFFIC INCIDENTS

QUESTIONNAIRE

Name of Primary Respondent:
Title: _____
Agency: _____
Phone Number: _____
Fax Number: _____
E-mail: _____

Attached is a questionnaire aimed at obtaining current information on various strategies, techniques, and equipment used to facilitate the safe management and quick clearance of traffic incidents in urban and rural areas. The questionnaire primarily focuses on motorist and agency response to the occurrence of vehicle disablements and crashes blocking highway travel lanes. Also, the survey expands to examine specific policy and procedures employed to investigate major traffic incidents during the clearance phase. The questionnaire requests detailed information on services and infrastructure for clearing traffic incidents, supporting quick clearance legislation and policies, traffic incident clearance and investigation activities, and clearance strategy planning and related issues.

To minimize your agency's time investment in completing the questionnaire, the investigators offer these recommendations:

1. Forward the questionnaire to the agency official supervising incident management operations.
2. Consider obtaining input from law enforcement agencies in your jurisdiction on the following questions:
    a. Question 3, Question 8, Question 9, Question 16, Question 17, Question 18, Question 30, Question 31, Question 33, Question 34, Question 35, Question 36
3. Consider obtaining input from towing and recovery agencies in your jurisdiction on the following questions:
    a. Question 24, Question 31, Question 36, Question 43

The questionnaire consists of the following five parts: Part 1 – Background, Part 2 – Legislation and Policy, Part 3 – Minor Incident Clearance Activities, Part 4 – Major Incident Clearance Activities, Part 5 – Planning and Institutional Issues. Please return the completed questionnaire and any supporting documents, digital photos, or electronic files to:

Steven Latoski, P.E.
Dunn Engineering Associates, P.C.
66 Main Street
Westhampton Beach, New York 11978
Fax: 631.288.2544
E-mail: slatoski@dunn-pc.com

If you have any questions, please call Mr. Latoski at 631.288.2480. Please transmit your agency's questionnaire response at your earliest convenience.

Please forward copies of this questionnaire to those persons represented in state Department of Transportation districts or other county and city agencies who may be involved in managing and/or handling the clearance of traffic incidents in urban or rural areas.

THANK YOU FOR YOUR TIME AND EFFORT!!

PART 1 BACKGROUND

Objective: Part 1 queries information on the area type and freeway system serviced by the responding agency in addition to the scope of available services and infrastructure for traffic incident clearance activities.

1. What areas (e.g. cities, counties) comprise your jurisdiction? _____

2. How many freeway lane-miles traverse your jurisdiction? Urban _____ Rural _____

3. Does a freeway service patrol (FSP) operate within your jurisdiction? Yes No Unknown

If yes,

3a. What agency operates the FSP? State DOT Police Private industry
Other: _____

3b. Describe the scope of regular FSP operations by completing the applicable blanks below.
Unknown
Weekday patrol times: _____; Weekday patrol coverage: _____ highway miles __
Weekend patrol times: _____; Weekend patrol coverage: _____ highway miles __

3c. How many total traffic incidents were responded to by the FSP in 2001? _____
Unknown
How many traffic incidents involved:
Crashes blocking 1+ travel lanes? _____
Crashes blocking only the shoulder? _____
Debris blocking 1+ travel lanes? _____
Debris blocking only the shoulder? _____
Disablements/abandoned vehicles blocking 1+ travel lanes? _____
Disablements/abandoned vehicles blocking only the shoulder? _____

3d. Has a cost-benefit study of FSP operations been conducted? Yes No Unknown
If yes, list or attach the results: _____

3e. Please send a list of equipment and supplies utilized by the FSP.

4. Does an incident management manual exist for your jurisdiction? Yes No Unknown

If yes,

4a. Please send a copy of the incident management manual.

5. Does your jurisdiction maintain a major incident response team? Yes No Unknown

6. Do accident investigation sites exist along freeways in your jurisdiction? Yes No Unknown

If yes,

6a. How many accident investigation sites exist? _____ sites covering approximately _____ lane-miles

6b. Has a cost-benefit study of accident investigation site use been conducted? Yes No Unknown

If yes, list or attach the results: _____

7. Does a traffic management center operate within your jurisdiction? Yes No Unknown

If yes,

7a. Indicate the agencies or groups maintaining staff at the traffic management center. (check all that apply)

State DOT
State police
Freeway service patrol
Fire department
Major incident response team
Other: _____
Unknown

PART 2 LEGISLATION AND POLICY

Objective: Part 2 seeks to identify existing legislation, agency agreements, and policies adopted for the purpose of facilitating the removal of vehicles and/or cargo from travel lanes and clarifying liability issues within the jurisdiction of those surveyed.

8. Does your jurisdiction have a law requiring drivers of motor vehicles involved in a property damage only crash to relocate their vehicle from a travel lane to another location? Yes No Unknown

If no, is this law currently under consideration in your jurisdiction? Yes No Unknown

If no, do law enforcement agencies ask motorists involved in a property damage only crash to relocate their vehicles when receiving notification of the crash? Yes No Unknown

If yes,

8a. When did the law take effect? Unknown _____

8b. Indicate the roadways covered by the law. (check all that apply) Unknown

Limited-access highways only All roadways

List other exceptions: _____

8c. How often has the law been enforced? _____ violations/month or _____ violations in 2001
Unknown

8d. What penalty and/or fine do violators of the law incur? _____

8e. Which of the following reasons are commonly cited by violators of the law? (check all that apply)

Unaware of law Liability concern Incorrect interpretation of law

Other:

Unknown

8f. Does a program exist to inform and educate motorists of the law? Yes No Unknown

If yes, what agency bears responsibility for informing motorists of the law? _____

If yes, which of the following methods have been used to inform motorists of the law? (check all that apply)

Freeway signs

Media advertising

Internet

Driver guide (DMV)

Insurance company campaign

Brochure

Other: _____

Unknown

If yes, what is the name of the promotion campaign? _____

8g. Indicate the degree of your agency's satisfaction with the law.

Very satisfied Satisfied Unsatisfied Very unsatisfied Unknown

8h. What benefits (if any) have been observed? _____

8i. What problems (if any) have been experienced? _____

8j. Please send a copy of the legislation.

9. Does your jurisdiction have a law (e.g., "hold harmless") providing immunity to incident responders from civil damages in connection with relocating the following hazards from a travel lane to another location?

Immobilized vehicles (driver attended):

Yes No Unknown

Abandoned vehicles:

Yes No Unknown

Non-hazardous cargo or debris:

Yes No Unknown

If no, is this law currently under consideration in your jurisdiction? Yes No Unknown

If yes,
9a. When was the law take effect? Unknown _____

9b. Which of the following agency incident responders does the law protect? (check all that apply)

State police
State DOT
Freeway service patrol
Private towing operators
Local police
Local DPW
Any public agency responder authorized by _____
Any private agency responder authorized by _____
Unknown

9c. Which of the following reasons are commonly cited by responders who fail to exercise the powers vested by the law? (check all that apply)

Unknown
Unaware of law
Liability concern
Incorrect interpretation of law
Inter-agency disagreement
Other: _____

9d. Which of the following methods have been used to inform responders of the law? (check all that apply)

Incident management manual Correspondence
Responder training
Responder meeting
Other: _____
Unknown

9e. Have any liability lawsuits, directed at damages incurred while clearing a traffic incident, been brought against agencies in your jurisdiction? Yes No Unknown
If yes, briefly describe or cite case reference: _____

9f. Has any agency in your jurisdiction been sued in connection with a secondary crash for not clearing a traffic incident in a timely manner? Yes No Unknown
If yes, briefly describe or cite case reference: _____

9g. Indicate the degree of your agency's satisfaction with the law.

Very satisfied Satisfied Unsatisfied Very unsatisfied Unknown

9h. Before enacting a "hold harmless" law, have any liability lawsuits, directed at damages incurred while clearing a traffic incident, been brought against agencies in your jurisdiction?

Yes No Unknown

If yes, briefly describe or cite case reference: _____

9i. What are the most important aspects of the legislation that your organization deems helpful and supportive?

_____

9j. Please send a copy of the legislation.

10. Does your jurisdiction have legislation authorizing the removal of disabled or abandoned vehicles from freeway or major arterial rights-of-way after a specified duration? Yes No Unknown

If yes, state time limit: _____

11. Does your jurisdiction have an agreement between two or more agencies that outlines required duties and responsibilities for clearing traffic incidents? Yes No Unknown

If yes,

11a. Which of the following agencies signed the agreement? (check all that apply) Unknown

State police
State DOT
Freeway service patrol
Private towing company
Local police
Local DPW
Fire department
Other: _____

11b. Please send a copy of the agreement.

12. Do agencies in your jurisdiction have an agreement designating one agency responsible for clearing traffic incidents on specific split jurisdiction arterial roadways? Yes No Unknown

If yes, please send a copy of the agreement.

13. Does your jurisdiction have a mutual-aid agreement between two or more agencies to facilitate resource sharing? Yes No Unknown

If yes,

13a. Which of the following agencies signed the agreement? (check all that apply)

Unknown

State police
State DOT
Freeway service patrol
Private towing company
Local police
Local DPW
Fire department
Other: _____

13b. Please send a copy of the agreement.

14. Does your jurisdiction have legislation or an agreement requiring commercial carriers or cargo owners to reimburse public agencies for costs incurred during clearance activities?
Yes No Unknown
If yes, please send a copy of the legislation or agreement.

15. Does your jurisdiction have an agreement establishing incentives or penalties for responders regarding the clearance of traffic incidents? Yes No Unknown
If yes, describe: _____

16. Which type of public-private towing contract exists in your jurisdiction? Unknown
No agreement exists
Rotational list
Zone-based licensing
Franchise-based licensing
City/region-based licensing
Other: _____
If an agreement exists,
16a. What public agency signed the contract? Unknown
State police
State DOT
Local police
Local DPW
Freeway service patrol
Other: _____
16b. Does the contract stipulate minimum training requirements for private towing operators?
Yes No Unknown
If yes, describe requirements: _____

16c. Which of the following requirements must private towing companies meet for qualification? (check all that apply) Unknown
Availability of heavy-duty tow trucks: Describe requirements: _____

Availability of recovery equipment for heavy vehicles: Describe requirements: _____

Minimum supplies for clearance/clean-up: Describe requirements: _____

24-hour availability: Describe requirements: _____

Minimum response time: Describe requirements: _____

Minimum storage space: Describe requirements: _____

Insurance: Describe requirements: _____

Industry certification: Describe requirements: _____

16d. By terms of the contract, how can private towing companies charge for base services?
Unknown
Time-based only (e.g. hourly rate)
Fixed-rate only (e.g. rate per call)
No standard set

16e. Does the contract specify that private towing companies bill a specific party?
Unknown
Yes, bill agency
Yes, bill vehicle owner
No specification in contract

16f. Does the contract permit private towing companies to perform and bill for vehicle repairs?
Unknown
Yes
Yes, given consent of vehicle owner
No specification in contract

16g. Does the contract mandate payment for private towing companies called to a traffic incident site but not providing services? Yes No Unknown

16h. Please send a copy of the contract or agreement.

PART 3 MINOR TRAFFIC INCIDENT CLEARANCE ACTIVITIES

Objective: Part 3 contains questions on criteria and specific on-site clearance activities used to mitigate the occurrence of a vehicle disablement or minor crash blocking one or more travel lanes.

17. Do agencies in your jurisdiction relocate disabled vehicles (e.g., vehicles having broken down or involved in a minor crash that can not be driven) from travel lanes prior to the arrival of a tow truck for off-site removal?
Yes No Unknown

If no, what is the average clearance time to remove a disabled vehicle blocking a travel lane? _____

If yes,

17a. What agency relocates disabled vehicles from the travel lane? (check all that apply)

Unknown
Freeway service patrol
State DOT
Police

17b. What equipment do responders use to relocate disabled vehicles?

Unknown
Push bumper
Line tow
Other: _____

17c. What damaged components of a disabled vehicle typically prevent a responder from attempting to relocate the vehicle? (check all that apply)

Unknown
Steering (damaged)
Brakes (damaged)
Tires (flat)
Locked wheels
Windshield (cracked)
Other: _____

17d. Where are disabled vehicles typically relocated to? (check all that apply)

Unknown
Nearest shoulder
Nearest ramp
Accident investigation site
Private towing company yard
Vehicle repair facility
Other: _____

17e. Do non-police agencies immediately relocate disabled vehicles when a DWI or other felony is suspected? Yes No Unknown

17f. Do agencies immediately relocate disabled vehicles despite the occurrence of minor injuries?

Yes No Unknown

17g. What is the average clearance time (elapsed incident duration from the start of incident removal to response personnel departure from the site) to remove an incident involving a disabled vehicle blocking a travel lane? Unknown _____

17h. Does your jurisdiction have a published clearance time goal? Yes No Unknown
If yes, what is that goal (in minutes)?: _____

18. How do incident responders, including law enforcement, collectively operate emergency flashing lights at an incident site? (review and check all appropriate scenarios) Unknown

Front and rear blue/red flashing lights on:
In-lane incident Shoulder incident Day Night
Front (only) blue/red flashing lights on:
In-lane incident Shoulder incident Day Night
Strobe lights on:
In-lane incident Shoulder incident Day Night
Amber (only) flashing lights on:
In-lane incident Shoulder incident Day Night
All flashing lights off:
In-lane incident Shoulder incident Day Night

19. What agency contacts a private towing company for vehicle removal? (check all that apply)

Unknown
Police
Freeway service patrol
State DOT
Transportation management center
Fire department
Other: _____

PART 4 MAJOR TRAFFIC INCIDENT CLEARANCE ACTIVITIES

Objective: Part 4 consists of questions on criteria and specific on-site clearance and investigation activities employed to mitigate the occurrence of a serious crash or non-hazardous spill requiring multi-agency response and coordination.

20. Do agencies in your jurisdiction relocate spilled, non-hazardous cargo from travel lanes without obtaining
permission from the involved operators and owners?

Yes Yes, if vehicle operator is not present No Unknown

If no,
20a. From what party must permission be obtained?

Unknown _____
Cargo insurer
Police
Other: _____

21. What agency handles spilled cargo relocation and/or removal? (check all that apply)

Unknown
State DOT
Freeway service patrol
Police
Private towing operator
Other: _____

21a. Does the agency handling removal operations assume ownership of abandoned cargo or debris?

Yes No, another agency: _____ takes ownership No, responsible party retains ownership Unknown

21b. Do public agencies bill services to recoup costs? Yes No Unknown

21c. What is the typical cost range of cargo relocation and/or removal? _____
Unknown

22. Do responders take special action when handling an incident involving a food spill?

Yes No Unknown

If yes, describe: _____

23. Do responders take special action when handling an incident involving live animals?

Yes No Unknown

If yes, describe: _____

24. How do agencies in your jurisdiction remove the following types of incidents involving <u>overturned</u> trucks and/or trailers? *Note: Indicate the procedure(s) denoting your jurisdiction's "usual practice".*

Incident involving an overturned, fully-loaded (non-hazardous material) box trailer. (check all that apply)

Relocate to shoulder before up-righting
Completely unload before up-righting
Partially unload before up-righting
Up-right fully loaded
Use recovery truck rotator to up-right
Use inflatable air-bag system to upright
Use heavy-duty tow truck(s) to up-right
Use crane to up-right
Other: _____
Unknown

Incident involving an overturned, fully-loaded (non-hazardous material) tanker truck. (check all that apply)

Relocate to shoulder before up-righting
Completely unload before up-righting
Partially unload before up-righting
Up-right fully loaded
Use recovery truck rotator to up-right
Use inflatable air-bag system to upright
Use heavy-duty tow truck(s) to up-right
Use crane to up-right
Other: _____
Unknown

25. Do responders take special action when handling an overturned, but not leaking, tanker truck containing:
    a. Gasoline? Yes No; **If yes,** describe: _____
    b. Diesel fuel? Yes No; **If yes,** describe: _____
    c. Oil? Yes No; **If yes,** describe: _____
    d. Cryogenic load? Yes No; **If yes,** describe: _____
    Unknown

26. What agency handles the up-righting of overturned trucks? (check all that apply) Unknown
    State DOT
    Freeway service patrol
    Police
    Private towing operator
    Other: _____

    26a. Do public agencies bill services to recoup costs? Yes No

    26b. What is the typical cost range of removing an overturned truck? _____

27. What is the average clearance time (elapsed incident duration from the start of incident removal to response personnel departure from the site) to remove an overturned (no haz-mat threat) truck? ____
    Unknown

    27a. Does your jurisdiction have a published clearance time goal? Yes No Unknown
    If yes, what is that goal (in minutes)?: _____

28. Does the occurrence of a small quantity of petroleum or engine fluid spill <u>not require</u> response and clean-up by a fire department, hazardous materials response team, or environmental agency? Yes No Unknown
    If yes,
    28a. What criteria defines a minor petroleum or engine fluid spill? _____
    Unknown

    28b. What agency removes the petroleum or engine fluid spill? Unknown
    Police Freeway service patrol State DOT Other: _____

    28c. Describe the process: _____

    28d. Do public agencies bill services to recoup costs? Yes No Unknown

    28e. What is the typical cost range of clean-up? Unknown _____

29. What agency typically supervises <u>clearance activities</u> (e.g. subsequent to victim treatment and transport) at the

site of a major incident involving a serious crash or non-hazardous material spill? Unknown
State police State DOT Fire department Other: _____

30. Do on-site responders (typically law enforcement officers) reference a pre-planned heavy vehicle identification guide when classifying the type of vehicle involved in an incident for dispatch to off-site towing and recovery operators? Yes No Unknown

If yes,

30a. Do on-site responders use the Towing & Recovery Association of America (TRAA) Vehicle Identification Guide? Yes No Unknown

31. Which of the following equipment is available for use in your jurisdiction for the clearance of a major, non-hazardous incident? If checked, indicate the equipment owner (D = State DOT, T = Private towing company, P = Police). (check all that apply) Unknown

(D T P) Heavy-duty tow truck
(D T P) Recovery truck with rotator
(D T P) Air cushion recovery
(D T P) Dump truck sander
(D T P) Dump truck
(D T P) Sweeper
(D T P) Front end loader
(D T P) Debris recovery vehicle
(D T P) Crane
(D T P) Empty tanker truck
(D T P) Empty box trailer
(D T P) Empty livestock trailer
(D T P) Earthmoving equipment
(D T P) Other: _____

32. Do state DOT maintenance workers or FSP operators take incident response vehicles home in the event of an overnight incident? Yes No Unknown

33. In a fatal crash, does a medical examiner <u>have to respond to the site of the crash</u> before the deceased victim is removed from the scene? Yes No Unknown

33a. Does your jurisdiction have legislation or an agreement establishing procedures and responsibilities for removing deceased victims from traffic crashes? Yes No Unknown
If yes, please send a copy of the legislation or agreement.

33b. What agency assumes responsibility for transporting a deceased victim? Unknown
Emergency medical service (private or fire dept.) Fire department
State Police Other: _____

33c. Indicate the protocol followed when transporting a deceased victim. (check all that apply)

Unknown
Wait for the coroner to arrive at the site of the crash
Transport to intermediate location for coroner examination
Transport to hospital
Other: _____
Other: _____

33d. Does the organ transplant program allow agencies in your jurisdiction to immediately transport a deceased body to the hospital? Yes No Unknown

34. Which of the following data collection techniques is used by police for on-site crash investigations?

Coordinate (traditional) method; Average investigation time: _____
Total station survey method; Average investigation time: _____
Photogrammetry method; Average investigation time: _____
Other: _____; Average investigation time: _____
Unknown

34a. Does your jurisdiction have a published crash investigation time goal?
Yes No Unknown
If yes, what is that goal (in minutes)?: _____

35. Which of the following communication technologies are used between incident responders? (check all that apply) Unknown Cellular
Radio with dedicated frequency
Computer/internet
Radio without dedicated frequency
Other: _____

36. Which of the following communication technologies are used by the private towing operator to communicate
with on-site incident responders? (check all that apply)

Unknown
Cellular
Radio with dedicated frequency
Computer/internet
Radio without dedicated frequency
Regular phone
Pager
Other: _____

PART 5 PLANNING AND INSTITUTIONAL ISSUES

Objective: Part 5 aims to identify various procedures, barriers, lessons learned, and benefits regarding specific traffic incident clearance strategies and techniques.

37. Indicate the degree of your agency's satisfaction with current minor traffic incident clearance activities.

Very satisfied Satisfied Unsatisfied Very unsatisfied Unknown

38. Indicate the degree of your agency's satisfaction with current major traffic incident clearance activities.

Very satisfied Satisfied Unsatisfied Very unsatisfied Unknown

39. Which of the following areas of support would assist in establishing quick clearance and/or hold harmless legislation? If checked, indicate the corresponding degree of importance (H = high, M = medium, L = low).

(H M L) FHWA
(H M L) AASHTO
(H M L) DOT legal staff
(H M L) Elected official
(H M L) High-ranking DOT official
(H M L) High-ranking police officer
(H M L) Elected officials association
(H M L) Incident management peer group
(H M L) Metropolitan Planning Organization
(H M L) Towing operator association
(H M L) Police association
(H M L) Motorist association (AAA)
(H M L) Trucking association
(H M L) Insurance association
(H M L) Major employers
(H M L) Benefit studies
(H M L) Other: _____

40. Which of the following barriers did your agency encounter in developing strategies to facilitate the safe and quick clearance of traffic incidents? If checked, indicate the corresponding degree of importance (H = high, M = medium, L = low).

(H M L) Jurisdictional conflicts
(H M L) Conflicting response agency responsibilities
(H M L) Liability concerns
(H M L) Conflicting response agency priorities
(H M L) Equipment constraints
(H M L) Personnel constraints

(H M L) Training constraints
(H M L) Funding constraints
(H M L) Conflicts with private towing operators
(H M L) Other: _____

41.Which of the following services, policies, equipment, or infrastructure does your agency consider important in facilitating the safe and quick clearance of traffic incidents? If checked, indicate the corresponding degree of importance (H = high, M = medium, L = low).

(H M L) Quick clearance law
(H M L) Hold harmless law
(H M L) Public education
(H M L) Interagency agreement
(H M L) Mutual-aid agreement
(H M L) Public-private towing agreement
(H M L) Incident clearance goal times
(H M L) Incentives/penalties for incident clearance
(H M L) Tow truck with rotator
(H M L) Air-bag recovery system
(H M L) Debris recovery vehicle
(H M L) Policy/equipment for clean-up of minor spill
(H M L) Heavy vehicle identification guide
(H M L) Coroner policy for fatal traffic crashes
(H M L) Recognition of organ donor program
(H M L) Using total station survey method
(H M L) Using photogrammetry method
(H M L) Incident responder training
(H M L) Private towing operator training
(H M L) Private tow company equipment requirements
(H M L) Freeway service patrol
(H M L) Incident management manual
(H M L) Accident investigation sites
(H M L) Strategically located equipment storage sites
(H M L) Employ Traffic Safety Officer
(H M L) Traffic management center
(H M L) First-responder guidelines
(H M L) Other: _____

42. Have incident responders from your agency received training on traffic incident clearance?

Yes No Unknown

If yes,

42a.Indicate the type of training received. (check all that apply) Unknown

In-house instruction

Local/regional course/workshop
National course/workshop
Regional/statewide conference
National conference
Other: _____

42b. What instruction methods were used to train incident responders? (check all that apply)

Unknown
Distribution of manual
Distribution of video
Classroom instruction
Practice drill in field
Table-top exercise
Other: _____

42c. Which of the following traffic incident clearance topics were covered during training? (check all that apply)

Traffic incident classification
Hazardous material classification
First responder duties
Removing disabled vehicles
Removing overturned trucks
Clearing non-hazmat cargo spills
Parking response vehicles
Handling fatal/felony incidents
Clearing minor petroleum spills
Applicable liability laws
Communications
Other: _____
Unknown

42d. Has your agency trained together with other agencies in your jurisdiction?
Yes No Unknown

If yes, which of the following agencies or groups has your agency trained with? (check all that apply)

State police
Freeway service patrol
Private towing companies
State DOT
Emergency medical service
Local fire department

Local police
Local DPW
Major incident response team
Medical examiner
Environmental mgmt. agency
Other: _____

If yes, has your agency trained together with other agencies in an *adjacent* jurisdiction?

Yes No Unknown

43. Have private towing operators in your jurisdiction received training on traffic incident clearance?

Yes No Unknown

If yes,

43a. Indicate the type of training received. (check all that apply)

Unknown
Industry certification
Local/regional course/workshop
National course/workshop
Regional/statewide conference
National conference
Other: _____

43b. What instruction methods were used to train private towing operators? (check all that apply)

Unknown
Distribution of manual
Distribution of video
Classroom instruction
Practice drill in field
Table-top exercise
Other: _____

43c. Which of the following traffic incident clearance topics were covered during training? (check all that apply)

Traffic incident classification
Hazardous material classification
First responder duties
Removing disabled vehicles
Removing overturned trucks
Clearing non-hazmat cargo spills
Parking response vehicles
Handling fatal/felony incidents

Clearing minor petroleum spills
Applicable liability laws
Communications
Other: _____
Unknown

44. Do agencies in your jurisdiction meet to evaluate traffic incident management activities?
Yes, on a regular basis Yes, only after the occurrence of a major incident No Unknown

If yes,
44a. Which of the following agencies typically meet for an evaluation? Unknown

State police
Freeway service patrol
Private towing companies
State DOT
Emergency medical service
Local fire department
Local police
Local DPW
Major incident response team
Medical examiner
Environmental mgmt. agency
Other: _____

45. Does your jurisdiction have a Traffic Safety Officer or "champion" charged with resolving institutional and operations issues affecting traffic incident clearance? Yes No Unknown

46. Which of the following served as a funding source for traffic incident clearance activities? (check all that apply and indicate the approximate percentage of funding support) Unknown
(___%) Federal (___%) State (___%) Local: _____ (___%) Other: _____

47. Has a study of congestion delay been conducted for your jurisdiction? Yes No Unknown
If yes, list or attach the results: _____

48. Has a study of secondary incidents been conducted for your jurisdiction? Yes No Unknown
If yes, list or attach the results: _____

49. Has a cost-benefit study of incident clearance activities been conducted for your jurisdiction?
Yes No Unknown
If yes, list or attach the results: _____

REQUEST FOR INFORMATION

To best illustrate the contributing components of the overall quick clearance practice, we urge survey respondents to include with their questionnaire response electronic or hardcopy documents of any supporting material in addition to digital photos of quick clearance activities.

Please provide an Internet link or contact for more information on the following survey items:

Freeway service patrol:
Incident management manual:
Quick clearance law:
Hold harmless law:
Minor incident clearance:
Removal of cargo and overturned trucks:
Fatal crash handling:
On-site crash investigation:
Incident responder training:
Benefit analysis:

Please return the completed questionnaire and any supporting documents, digital photos, or electronic files to:

Steven Latoski, P.E.
Dunn Engineering Associates, P.C.
66 Main Street
Westhampton Beach, New York 11978

Fax: 631.288.2544

E-mail: slatoski@dunn-pc.com

End of survey. Thank you.

APPENDIX A.2

Follow-up Mini Survey

Dear Respondent to the Subject Survey:

Thank you for responding to the survey on National Cooperative Highway Research Program (NCHRP) Synthesis Topic 33-05, "Safe and Quick Clearance of Traffic Incidents." For those of you who responded to the original NCHRP survey and have not heard from me or my firm, the I-95 Corridor Coalition has tasked PB Farradyne to conduct a similar study as part of the Coalition's Coordinated Incident Management Program Track, but focused on "Quick Clearance and 'Move It' Best Practices" for the Coalition. As you can tell from the titles, these projects have common interests, so the two project teams are working closely together to share data, thus avoiding duplication of effort and maximizing the combined resources. I have contacted a number of you, and the NCHRP team has received your responses to their survey. We both appreciate the time and effort you ALL spent in responding.

I am now writing to ask that you complete a brief follow-up survey. We are aware that there are several software tools that are available on the market to aid in incident management. We would like to include information about your use of software tools in our report to the Coalition. Please take a minute to fill in the blanks below and simply Reply to the message to return your input. Please do so even if you do not use software.

Please place an 'X' within the brackets "[ ]" to "check a response, or type additional information within the wider bracket spaces, and/or attach additional info. I suggest you use ALL CAPS below to make your responses distinct. Please don't worry about spacing.

1A. Does your agency use any software application to aid in your Incident Management program?
[ ] No (skip to question 2. [ ] Yes, continue with 1B.

1B. Please indicate the application you use:
[ ] EM-2000, [ ] E-TEAM, [ ] SoftRisk, [ ] Self-developed (please attach information), or [ ] Other (please attach information).
[ ] Please provide any additional information you think germane.

2A. Does your Public Safety agency(ies) use integrated Computer Aided Dispatch of public safety assets?
[ ] No (skip to question 3. [ ] Yes, continue with 2B.

2B. Please provide more details about the use of CAD by completing the following (check all that apply):
[ ] Joint Agency, [ ] Traffic Management Center, [ ] Traffic Operations Center, [ ] Other (please attach information).
[ ] Please provide the product name.
[ ] Please provide any additional information you think germane.

3. [ ] Please add any comment you wish.

We would appreciate your response by February 28, 2003, but it's so short, why not do it NOW?

While NCHRP has no objection to our conducting this follow-up query, they asked me to emphasize that this request is NOT from them, nor will the results necessarily be used in their synthesis report.

For you information, both final reports will be available this summer and you will be notified of their posting.

Thanks for your time and effort. If you have any questions, please contact me.

Best regards,

Charles E. Wallace, Ph.D.
Area Manager
PB Farradyne, a District of Parsons Brinckerhoff
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2831 NW 4th Lane
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APPENDIX B – DETAILED TABLES OF SURVEY RESULTS

Table B.1 Summary of Coalition State Statutes Effecting Motorist QC/MI Actions
Table B.2 Summary of Coalition State Statutes Effecting Authority QC/MI Actions

Table B.1. Summary of Coalition State Statutes Effecting Motorist QC/MI Actions[19]

Source: Adopted from (Latoski and Dunn).

State	Traffic Incident Type	Driver Stop Law		Driver Removal Law	
		Statute Section	Special Conditions	Statute Section	Special Conditions
Connecticut	Disablement	No Applicable State Statutes		No Applicable State Statutes	
	PDO Crash			14-224	• Driver shall move vehicle or cause vehicle to be moved if it is possible without risk of further damage to property or injury to any person.
	Injury Crash			No Applicable State Statutes	
Delaware		No Applicable State Statutes			
Florida	Disablement	No Applicable State Statutes		23:316.071	• If driver cannot move the vehicle alone, he or she must solicit help to move the vehicle.
	PDO Crash	23:316.061		23:316.061	
	Injury Crash	23:316.027	• Includes fatal crashes.	23:316.027	• Includes fatal crashes.
Maine		No Applicable State Statutes			
Maryland	Disablement	No Applicable State Statutes		21-1407	• Disablement or crash occurs on any vehicular crossing or highway under the jurisdiction of the Maryland Transportation Authority. • Vehicle shall be moved, if possible: to the roadway shoulder; adjacent to the emergency walkway on a bridge; as otherwise directed by a patrol officer.
	PDO Crash	20-103			
	Injury Crash	20-102	• Includes fatal crashes.		
Massachusetts		No Applicable State Statutes			
New Hampshire		No Applicable State Statutes			

[19] It should be emphasized that this information came from a review of statues on the states' Web sites. The NCHRP researchers had no way of knowing whether these sites are current in this regard.

State	Traffic Incident Type	Driver Stop Law		Driver Removal Law	
		Statute Section	Special Conditions	Statute Section	Special Conditions
New Jersey	Disablement	No Applicable State Statutes		39:4-136	• If the driver cannot move the vehicle, the driver shall immediately, by the quickest means of communication, notify the nearest police authority.
	PDO Crash Injury Crash	39:4-129	• Includes fatal crashes.	No Applicable State Statutes	
New York		No Applicable State Statutes			
North Carolina		No Applicable State Statutes			
Pennsylvania	Disablement	No Applicable State Statutes		No Applicable State Statutes	
	PDO Crash Injury Crash	75:3743 75:3742	• Includes fatal crashes.		
Rhode Island	Disablement	No Applicable State Statutes		No Applicable State Statutes	
	PDO Crash Injury Crash	31-26-2 31-26-1	• Includes fatal crashes.		
South Carolina	Disablement	No Applicable State Statutes		No Applicable State Statutes	
	PDO Crash Injury Crash	56-5-1220 56-5-1210	• Includes fatal crashes.		
Vermont		No Applicable State Statutes			
Virginia	Disablement	No Applicable State Statutes		46.2-888	• Driver may move the vehicle only so far as is necessary to prevent obstructing the regular flow of traffic.
	PDO Crash Injury Crash	46.2-894	• Includes fatal crashes.		

Table B.2 Summary of Coalition State Statutes Effecting Authority QC/MI Actions

Source: Adopted from (Latoski and Dunn).

State	Traffic Incident Type	Authority Removal Law		Authority Tow Law	
		Statute Section	Summary	Statute Section	Summary
New Jersey	Disablement		No Applicable State Statutes	39:4-136	• Any peace officer may provide for the removal of any vehicle, upon a roadway, which is disabled to the extent that the operator cannot move it. • Owner shall pay the reasonable costs of removal and storage.
	PDO Crash Injury Crash				No Applicable State Statutes
Pennsylvania	Disablement		No Applicable State Statutes		No Applicable State Statutes
	PDO Crash Injury Crash	75:7310	• Police officers may remove or direct removal of wrecked vehicles and spilled cargo from any roadway to the nearest point off the roadway where the vehicle or spilled cargo will not obstruct traffic. • **No liability shall attach to the police officer or to any person acting under the direction of the police officer for damage to a vehicle or damage to or loss of any portion of the contents or load or spilled cargo.**	75:7310	• Immediately following the accident, the wrecked vehicle or spilled cargo shall be removed or directed to be from the roadway by a police officer if the owner or operator fails to have the vehicle removed within a reasonable time. • **No liability shall attach to the police officer or to any person acting under the direction of the police officer for damage to a vehicle or damage to or loss of any portion of the contents or load or spilled cargo.**

State	Traffic Incident Type	Authority Removal Law		Authority Tow Law	
		Statute Section	Summary	Statute Section	Summary
Rhode Island	Disablement PDO Crash Injury Crash	24-8-42	• Public safety agency determines an emergency is caused by the immobilization of any vehicle(s) on the interstate system or limited access highway resulting in lane blockage. • Public safety agency then has emergency authority to remove the immobilized vehicles and its contents. • **There shall be no liability incurred by any state or local public safety department or agents directed by them for damages incurred to the immobilized vehicle(s), its contents, or surrounding area caused by the measures employed to clear travel lane(s).**	31-21-3 31-21-11	• Any police officer is authorized to provide for the removal of a disabled vehicle obstructing traffic on any bridge or causeway or in any tunnel to the nearest garage, service station, or other place of safety. • The department of administration is authorized to remove a disabled vehicle obstructing traffic on any state highway, state bridge, state causeway or in a state tunnel to the nearest garage, service station, or other place of safety at no expense to the owner/operator for its removal.
				No Applicable State Statutes	
	Disablement	No Applicable State Statutes		46.2-888	• If the driver of a vehicle involved in a crash or experiencing a mechanical breakdown does not promptly remove the vehicle from the shoulder after notifying a law enforcement officer, such removal may be ordered by a law enforcement officer at the expense of the owner if the vehicle creates a traffic hazard.

State	Traffic Incident Type	Authority Removal Law		Authority Tow Law	
		Statute Section	Summary	Statute Section	Summary
Virginia	PDO Crash Injury Crash			46.2-1212.1	• In the event of a motor vehicle crash or incident, the state police and/or local law enforcement agency in conjunction with other public safety agencies may, without the consent of the owner or carrier, remove a vehicle, cargo, or other personal property that has been (i) damaged or spilled within the right-of-way or any portion of a roadway in the state highway system and (ii) is blocking the roadway. • The owner and carrier, if any, of the vehicle, cargo, or personal property removed or disposed of shall reimburse the DOT, state police, local law enforcement agency, and local public safety agencies for all costs incurred in the removal and subsequent disposition of such property. • **The DOT, state police, local law enforcement agency and other local public safety agencies and their officers, employees and agents, shall not be held responsible for any damages or claims that may result from the failure to exercise any authority granted under this section provided they are acting in good faith.**

APPENDIX C – SAMPLES OF DOCUMENTS SUPPORTING BEST PRACTICES

Legislation
C.1.1 California Incident Management Program
C.1.2 Montana Professional Tow Truck Act
C.1.3 Texas Quick Clearance Policy

Statewide/Regional Policies
C.2.1 Connecticut Quick Clearance Policy
C.2.2 Florida Law Enforcement/DOT Traffic Management Co-location MOU
C.2.3 Hudson Valley TMC Partnership
C.2.4 Nashville/Tennessee DOT Joint Operating Statement
C.2.5 WSP / WSDOT Joint Operations Policy Statement

Open Roads Policies
C.3 State Open Roads Policies

Move-It
C.4.1 Arkansas "Move It" Brochure

General Quick Clearance Practices
C.5.1 Columbus OH Division of Police Quick Clearance Policy
C.5.2 Ohio Quick Clear Best Practices Guide

Specific Quick Clearance Practices
C.6.1 Illinois DOT – District 1 Policies and Procedures for handling an overturned tractor-trailer
C.6.2 Florida draft Guidelines for Mitigation of Accidental Discharges of Motor Vehicle Fluids (Non-cargo)
C.6.3 Minnesota Incident Management Coordination Team Guidelines for Disabled Vehicle / PDO Crash Removal
C.6.4 Washington SP Instant Tow Dispatch Program

Interagency Communications
C.7.1 Delaware Valley Regional Planning Commission Experience in Interagency Communications

Tower/Wrecker Regulations
C.8.1 Sample Public-Private Towing Regulations and Contracts
C.8.2 Connecticut Inspection Guidelines for Private Towing Companies

Fatal Victims

C.9.1 Florida Agreement for Transportation and Movement of Deceased Persons from Roadways
C.9.2. Guidelines for Ambulance Service Personnel Reference to Human Deaths Falling Under the Oklahoma Medical Examiner Statute
C.9.3 Virginia Fatalities on Virginia Roads letter

Post Incident Critique

C.10 Virginia Post Incident Analysis procedure

Miscellaneous

C.11.1 Location Reference Markers (Florida)
C.11.2 Complex Interchange Ramp Marker System (Virginia)
C.11.3 TRAA Vehicle Identification Guide

APPENDIX C.1.1

California Incident Management Program

CHAPTER 2. INCIDENT RESPONSE MANAGEMENT PROGRAM [NEW]

Section
20050. Advisory committee; establishment; focus.
20051. Legislative report; submission; recommendations.
20052. Duration of chapter.

Chapter 2 was added by Stats.1989, c. 281, § 3.

Chapter 2 is repealed on January 1, 1991, under the terms of § 20052.

§ 20050. Advisory committee; establishment; focus

(a) The Department of Transportation and the Department of the California Highway Patrol shall establish an advisory committee to develop a statewide Incident Response Management Program to respond to freeway incidents.

(b) The departments and the advisory committee shall focus on, but not be limited to, the following incident and information management techniques:

(1) Increased automated detection and monitoring of accidents.

(2) Use of changeable message signs, highway advisory radio, and other motorist information devices to notify commuters of accidents and suggest alternate routes.

(3) Use of closed circuit television to provide rapid verification of incidents and to monitor incident removal operations.

(4) Increased tow truck service.

(5) Continue working with interested counties to install additional call boxes.

(6) Use of ramp metering to maintain the flow of traffic.

(7) Purchase or leasing of specialized equipment to remove or clear commercial vehicles involved in an incident more quickly and efficiently.

(8) Improved coordination and cooperation with local entities.

(c) The departments and the advisory committee shall also consider traffic congestion problems related to the citing of motorists on the highway during peak traffic periods and potential solutions for reducing this congestion.

(Added by Stats.1989, c. 281, § 3.)

Historical Note

1989 Legislation

Section 1 of Stats.1989, c. 281, provides:

"The Legislature finds and declares that traffic gridlock is an increasingly complex problem which affects the economic growth of the state and the health and welfare of the general population. It is the intent of the Legislature, in response to the January 1989 Urban Freeway Gridlock Study: Summary Report, authorized by Assembly Bill No. 1257 (Chapter 1331, Statutes of 1987), to create a statewide Incident Response Management Program Advisory Committee for the purpose of developing a coordinated approach to incident response management to alleviate urban gridlock."

§ 20051. Legislative report; submission; recommendations

The advisory committee shall, not later than January 1, 1991, submit to the Legislature a report on its activities, including the committee's recommendations.

(Added by Stats.1989, c. 281, § 3.)

§ 20052. Duration of chapter

This chapter shall remain in effect only until January 1, 1991, and as of that date is repealed, unless a later enacted statute, which is enacted before January 1, 1991, deletes or extends that date.

(Added by Stats.1989, c. 281, § 3.)

APPENDIX C.1.2

Montana Professional Tow Truck Act

61-8-901. Short title. This part may be cited as the "Montana Professional Tow Truck Act".

History: En. Sec. 1, Ch. 283, L. 1995.

61-8-902. Purpose. The legislature recognizes that:

(1) wrecked, disabled, and abandoned motor vehicles on the public roadways create hazards that imperil lives and property and require expeditious removal;

(2) officers investigating accidents on the public roadways need immediately available towing and recovery vehicles staffed by competent operators and adequately equipped to clear the roadways and remove hazardous obstructions with minimum damage to property;

(3) certain standards and classifications are needed for professional tow trucks and equipment used for towing and recovering wrecked, disabled, and abandoned motor vehicles or other objects creating hazards on the public roadways;

(4) encouragement of a competitive and qualified professional towing industry requires establishment of a uniform and equitable qualification system based on the equipment and the standards provided in 61-8-905 through 61-8-907 and a system for the fair consideration of all qualified tow truck companies; and

(5) the use of nonqualified tow truck companies or private motor vehicles to tow or recover for hire wrecked, disabled, or abandoned vehicles creates additional hazards and, except in limited situations, should be prohibited. However, when a person or tow truck company responds in good faith to life-threatening emergency situations, it should not be liable for civil damages for acts or omissions, other than damages occasioned by gross negligence or by willful or wanton acts or omissions.

History: En. Sec. 2, Ch. 283, L. 1995.

61-8-903. Definitions. As used in this part, the following definitions apply:

(1) "Commercial tow truck operator" or "operator" means a person, firm, or other entity that owns or operates a commercial tow truck as defined in 61-9-416.

(2) "Department" means the department of justice provided for in 2-15-2001.

(3) "Local government" means a county, a municipality, or other local board or body that has authority to enact laws relating to traffic.

(4) "Qualified tow truck operator" means a commercial tow truck operator:

(a) that has equipment that:

(i) meets the requirements of 61-8-906, 61-8-907, and 61-9-416; and

(ii) has been classified in accordance with 61-8-905; and

(b) that participates in the law enforcement rotation system provided for in 61-8-908.

History: En. Sec. 3, Ch. 283, L. 1995.

61-8-904. Prohibition -- exception.

(1) A commercial tow truck operator may not operate for compensation upon the public roadways of this state unless the operator complies with the provisions of 61-8-906(1) and 61-8-907.

(2) A commercial tow truck operator may not participate in the law enforcement rotation system provided for in 61-8-908 unless the operator complies with the provisions of 61-8-905 through 61-8-907.

(3) Sections 61-8-901 through 61-8-908 and 61-8-910 do not apply to a commercial tow truck operator that does not operate for compensation.

History: En. Sec. 4, Ch. 283, L. 1995.

61-8-905. Classification standards.

(1) Commercial tow trucks are divided into the following five classes based on the manufacturer's rating:
(a) Class A tow truck equipment must have a minimum manufacturer's rating of 4 tons and must be mounted on a truck chassis with a minimum manufacturer's rating of 10,000 pounds gross vehicle weight.
(b) Class B tow truck equipment must have a minimum manufacturer's rating of 8 tons and must be mounted on a truck chassis with a minimum manufacturer's rating of 18,000 pounds gross vehicle weight.
(c) Class C tow truck equipment must have a minimum manufacturer's rating of 16 tons and must be mounted on a chassis that has a minimum manufacturer's rating of 32,000 pounds gross vehicle weight.
(d) Class D is class A, B, or C tow truck equipment that includes manufactured rollbacks and car carriers with manufacturer's gross vehicle ratings ranging from 10,000 pounds to 30,000 pounds. The rollbacks and car carriers must be mounted on a truck-trailer chassis that, at a minimum, is equal to the minimum gross weight of the rollback or car carrier.
(e) Class E includes two or more tow trucks working together with a combined manufacturer's rating of a minimum of 80,000 pounds with access to supportive equipment, such as forklifts, banders, and air bags, for the recovery of rollovers and wrecked, disabled, and abandoned vehicles whose cargo requires special handling. Class E refers to tow truck companies and not to tow truck equipment.
(2) (a) An operator of non-commercially manufactured or modified tow truck equipment in use on October 1, 1995, that wishes to participate in the law enforcement rotation system must have its equipment classified by the department within a time period set by the department. Once the equipment is classified, further modifications may not be made.
(b) (i) The department shall establish a committee composed of members selected from the:
(A) tow truck industry;
(B) the motor carrier services division of the department of transportation; and
(C) the highway patrol.
(ii) The committee is responsible for hearing disputes that may arise regarding the classification of non-commercially manufactured or modified tow truck equipment.
(iii) The department shall establish by rule a procedure for hearing a dispute.
(c) After October 1, 1995, an operator of new non-commercially manufactured or modified tow truck equipment must have its equipment independently certified before participating in the law enforcement rotation system.

History: En. Sec. 5, Ch. 283, L. 1995.

61-8-906. Liability insurance -- storage requirements.

(1) Notwithstanding the provisions of 61-6-301, a commercial tow truck operator shall continuously provide:
(a) insurance against loss resulting from liability imposed by law for bodily injury or death or damage to property caused by the maintenance or use of a commercial tow truck, as defined in 61-9-416, or occurring on the business premises of a commercial tow truck operator in an amount not less than:
(i) $300,000 for class A tow trucks;
(ii) $500,000 for class B tow trucks; and
(iii) $750,000 for class C tow trucks;
(b) insurance to cover the damage to cargo or other property entrusted to the care of the commercial tow truck operator; and
(c) garage keepers legal liability insurance.

(2) A qualified tow truck operator shall provide a storage facility, either a fenced lot or a building, that is:
(a) adequate for the secure storage and safekeeping of stored vehicles;
(b) located in a place that is reasonably convenient for public access;
(c) available to public access between 8 a.m. and 5 p.m., Monday through Friday, excluding legal holidays; and
(d) large enough to store all the vehicles towed for law enforcement agencies.

History: En. Sec. 6, Ch. 283, L. 1995.

61-8-907. Inspection -- fees -- decal.

(1) The tow truck equipment of a commercial tow truck operator must have an annual safety inspection. A highway patrol officer, an employee of the department of transportation appointed as a peace officer in accordance with 61-12-201, or an inspector certified by the department shall conduct the inspection and require the commercial tow truck operator to provide proof of compliance with the provisions of 61-8-906.
(2) (a) Upon satisfactory completion of the inspection and verification of the insurance requirements, a decal showing the last inspection date and the expiration date of the insurance coverage must be affixed in a prominent place on the tow truck.
(b) If the commercial tow truck operator is participating in the law enforcement rotation system, the decal must also show the classification of the operator's tow truck equipment.
(3) The department may establish an inspection fee that may not exceed the actual costs of the inspection. The fees must be deposited in the state highway account in the state special revenue fund.

History: En. Sec. 7, Ch. 283, L. 1995.

61-8-908. State law enforcement rotation system -- local government rotation system.

(1) The department shall establish an equitable rotation system among qualified tow truck operators that apply to the department in writing to be placed on the system. The rotation system:
(a) must be administered by the highway patrol in a manner that will give priority to public safety;
(b) must be based on the classification of equipment as provided in 61-8-905; and
(c) may include only qualified tow truck operators.
(2) The rotation system is not applicable when the owner or driver of a wrecked or disabled vehicle obstructing a public roadway requests a tow truck operator of the owner's or driver's choice and the operator meets the insurance requirements provided in 61-8-906 and the safety inspection requirements provided in 61-8-907.
(3) (a) (i) The law enforcement officer at the scene of the wreck shall call the qualified tow truck operator that is next on the rotation list if:
(A) a request for a tow truck is not made by the owner or driver;
(B) the requested tow truck cannot respond in a timely manner; or
(C) the law enforcement officer determines that the requested tow truck is unable to handle the wrecked or disabled vehicle.
(ii) If the qualified tow truck operator is not classified to handle the wrecked or disabled vehicle, the officer shall call the qualified tow truck operator next on the rotation list that is classified to handle the wrecked or disabled vehicle.
(b) If a qualified tow truck operator classified to handle the wrecked or disabled vehicle is not reasonably available, the law enforcement officer may request other equipment to remove the hazard.
(4) The department shall administer the state law enforcement rotation system. A qualified tow truck operator may examine the rotation system schedule established by the department in order to determine if the system is being administered in an equitable manner.
(5) A qualified tow truck operator gives implied consent to a reasonable inspection during normal business hours of its premises, vehicles, and equipment by the department of transportation, highway patrol, or a local government to ensure compliance with 61-8-905 through 61-8-907.
(6) A local law enforcement agency may adopt and administer a local law enforcement rotation system. A tow truck

operator desiring to be placed on the local law enforcement rotation system must be a qualified tow truck operator as provided in this part.

History: En. Sec. 8, Ch. 283, L. 1995.

61-8-909. Good faith immunity. A person who renders assistance in an emergency that is life-threatening to the occupant of a wrecked, disabled, or abandoned vehicle or that is creating an immediate hazard on a public roadway or who renders emergency assistance as directed by a law enforcement officer or other emergency responder at the scene of a motor vehicle accident is immune from damages arising from acts or omissions related to the rendering of assistance unless the damages are occasioned by the gross negligence or by the willful or wanton acts or omissions of the person rendering the assistance.

History: En. Sec. 9, Ch. 283, L. 1995.

61-8-910. Violation -- penalty. A commercial tow truck operator that violates a provision of 61-8-906 or 61-8-907 is guilty of a misdemeanor and is subject to the penalty provided in 61-8-711.

History: En. Sec. 10, Ch. 283, L. 1995.

61-8-911. Rulemaking authority. The department shall adopt reasonable and necessary rules to administer the provisions of this part.

History: En. Sec. 11, Ch. 283, L. 1995.

APPENDIX C.1.3

Texas Quick Clearance Policy

AN ACT

relating to the removal of obstructions from roadways and road rights-of-way.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF TEXAS:

SECTION 1. Chapter 1, Title 116, Revised Statutes, is amended by adding Article 6673g to read as follows:

Art. 6673g. REMOVAL OF OBSTRUCTIONS. (a) The State Department of Highways and Public Transportation may, without the consent of the owner or carrier of spilled cargo or other personal property on the right-of-way or any portion of roadway of the state highway system. remove the, cargo or property from the right-of-way or portion of roadway of the state highway system in circumstances in which. as determined by the department. the cargo or property is blocking the roadway or may otherwise be endangering public safety

(b) The department may, pursuant to Section 1 a) of this article, remove cargo or personal property that the department has reason to believe is a hazardous material. as defined by the Hazardous Materials Transportation Act (49 U.S.C. Sec. 1801 or a hazardous substance. as defined by the Texas Hazardous Substances Spill Prevention and Control Act (Subchapter G. Chapter Water Code); provided that in doing so, the department must comply with applicable provisions of Section 411.018. Government Code. and the Texas Hazardous Substances Spill Prevention and Control Act.

(c) The department and its officers and employees are not liable for any damages or claims of damages to removed cargo or personal property that resulted from removal or disposal by the department unless the removal or disposal was carried out recklessly or in a grossly negligent manner.

(d) The department and its officers and employees are not liable for any damages or claims of damages that may result from the failure to exercise any authority granted under this article.

(e) The owner and, if any, the carrier of cargo or personal property removed under the authority of this article shall reimburse the department for the costs of the removal and subsequent disposition.

SECTION 2. The importance of this legislation and the crowded condition of the calendars in both houses create an emergency and an imperative public necessity that the constitutional rule requiring bills to be read on three several days in each house be suspended. and this rule is hereby suspended. and that this Act take effect and be in force from and after its passage, and it is so enacted.

APPENDIX C.2.1

Connecticut Quick Clearance Policy

This agreement made this 2nd day of November, 1995 by and between the Department of Transportation (DOT) and the Department of Public Safety (DPS) establishes a policy for State Police and DOT personnel to remove vehicles from roadways and restore a safe and orderly flow of traffic following a motor vehicle accident or incident on a state highway.

Nothing in this policy is meant to inhibit or interfere with the authority of fire officials under Section 7-313e of the Connecticut General Statutes. Therefore, whenever any fire department responds to and takes action at the scene of an emergency, the implementation of this policy shall be coordinated with the fire chief or fire officer-in-charge.

Both agencies agree that public safety has the highest priority and it must be addressed at all times.

PURPOSE: To enable the safe movement of traffic.

To minimize the congestion cost of highway incidents.

To prevent the occurrence of secondary accidents.

GENERAL: When an incident occurs on a Connecticut limited access state highway and the travel portion is totally or partially blocked, the Connecticut State Police, in cooperation with the on-scene Department of Transportation representative, shall reopen the roadway as soon as possible on a priority basis.

Members of the State Police will conduct their required investigation in as expedient a manner as possible, considering the severity of the collision and the quality of their investigation. Lengthy investigations will require investigators to work diligently in an attempt to minimize traffic delays. This may mean that certain "non-critical" portions of an investigation can be conducted at a later time when traffic congestion is non-existent (i.e., non-peak periods).

In circumstances in which it is determined that cargo or a vehicle is blocking the highway or portion thereof so as to constitute a traffic hazard or obstruction to the free movement of traffic, the Department of Transportation and/or the State Police on-scene representatives may direct the removal/relocation of the cargo or vehicle from the travel portion of the highway. Such representatives shall document the reasons for ordering the removal of the cargo and/or vehicle.

In order to avoid traffic congestion or obstructions to the free movement of traffic which may create a safety hazard, delays in the reopening of a highway caused by a company dispatching additional trucks and/or equipment will not be allowed.

If commercial help does not arrive in a reasonable time or is unable to correct the situation, the Department of Transportation will assign the necessary equipment and personnel to reopen the road or lane as soon as possible.

Every effort will be made to remove all material to a safe location in the shortest time possible, using whatever equipment is necessay.

In witness whereof, each party hereto has caused this document to be executed in its name and on its behalf by its duly authorized officer or agent as of this day and year first above written.

J. William Burns
Commissioner
Department of Transportation

Date: November 2, 1995

Kenneth H. Kirschner
Commissioner
Department of Public Safety

Date: Oct 16, 1995

APPENDIX C.2.2
Florida Law Enforcement/DOT Traffic Management Co-location MOU

STATE LAW ENFORCEMENT, FLORIDA DEPARTMENT OF TRANSPORTATION COLLOCATION MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding is made and entered into this 7TH day of DECEMBER, 2001 by and between the Joint Task Force on State Agency Law Enforcement Communications, hereinafter called "JTF", State Law Enforcement Agency Joint Dispatch Oversight Committee, hereinafter called "Oversight Committee" and the State of Florida Department of Transportation, hereinafter called "DOT".

WITNESSETH:

WHEREAS, the law enforcement radio communications and radio dispatch services required by state law enforcement agencies are comparable responsibilities which may be combined in order to promote more efficient use of state resources by the elimination of any unnecessary duplication of equipment, functions, facilities and assigned personnel.

WHEREAS, the JTF as described in Section 282.1095, F.S, has delegated to the Oversight Committee the responsibility to establish and refine, subject to ratification by the JTF, state joint dispatch standards. These standards include the designation of suitable state law enforcement joint radio dispatch facilities.

WHEREAS, the DOT has established Traffic Management Centers in Miami, Orlando, Jacksonville, Pompano, and Turkey Lake (Turkey Lake Service Plaza on the Florida Turnpike) to manage traffic on the Florida Intrastate Highway System (FIHS).

WHEREAS, the DOT has plans to expand the number of Traffic Management Centers into other metropolitan areas as these areas deploy Intelligent Transportation Systems.

WHEREAS, the DOT recognizes that collocating Traffic Management Centers with law enforcement joint dispatch facilities will provide a benefit to the motoring public by enhancing coordination with law enforcement and others in responding to incidents.

WHEREAS, the DOT has already provided a suitable facility for collocation of state law enforcement joint radio dispatch in the Traffic Management Center in Orlando.

NOW THEREFORE, in consideration of the objectives of the JTF, Oversight Committee, and the DOT, the parties agree to work towards collocating state law enforcement joint radio dispatch in Traffic Management Centers in Miami, Tampa, and Jacksonville where feasible. Furthermore, the parties agree to cooperate to establish the collocation of state law enforcement joint radio dispatch in Traffic Management Centers in other areas of the state as these centers are established, should collocation be mutually beneficial. The parties also agree that each agency will be responsible for providing its own staff and to procure the necessary equipment and furniture to carry out their respective missions.

Additionally, the parties agree to work together to facilitate the implementation of a Computer Aided Dispatch system for state law enforcement joint radio dispatching, as appropriate.

The parties agree that this Memorandum of Understanding represents the entire agreement between the parties. Any alteration or amendment of the provisions of this agreement shall be in writing, duly signed by authorized personnel of each of the parties and attached to the original of this agreement. This agreement may be terminated upon thirty(30) days notice by mutual agreement of the parties.

IN WITNESS WHEREOF, the authorized representatives of the Parties hereto sign on the date specified.

Ken Morefield, Assistant Secretary
Florida Department of Transportation

12/7/01
Date

Colonel Christopher Knight, Director
Florida Highway Patrol

1/28/01
Date

APPENDIX C.2.3

Hudson Valley TMC Partnership

TRAVELER

COOS — Serving New York

JACOBS FACILITIES INC.

DeWolff Partnership ARCHITECTS

LOSCO

C&B Plumbing and Heating, Inc.

CAQS

Hudson Valley Transportation Management Center Partnering Agreement

We the partners of the Hudson Valley Transportation Management Center agree to construct a state of the art facility on time, within budget through communication, trust, integrity, professionalism, teamwork and recognition of each other's goals in support of this common objective.

We will:

- Establish an aggressive schedule which incorporates realistic commitments
- Encourage active participation in the coordination process by all contractors, subcontractors, consultants and agencies, including all office and on-site personnel
- Provide a safe job site which will prevent lost time injuries
- Strive for prompt resolution to construction issues through open communication, creative problem solving and timely decisions to allow the work to proceed on schedule
- Provide an environment which will allow all consultants, contractors and subcontractors to earn a fair and reasonable profit
- Promptly process payment applications
- Minimize impact on adjacent properties

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This agreement is entered into by the undersigned on this the twenty-eighth day of March 2002.

Hudson Valley Communications Project

By John Baniak, Executive Director, I-95 Coalition, in conjunction with New York State Department of Transportation and New York State Police

In 1998, The New York State Police (NYSP) and the New York State Department of Transportation (NYSDOT) entered into a partnership to design, build and operate a Transportation Management Center in the Hudson Valley region of New York State to facilitate traffic and incident management and response on highways in the region. This effort incorporated a number of ITS deployments, service patrols, transportation and law enforcement dispatching over a wide area, and included cellular 911 call taking, utilizing resources of multiple jurisdictions at the local, county and state level.

The Hudson Valley Traffic Management Center services a seven county region, encompassing twenty three State Police stations, highways under NYSDOT jurisdictions and ultimately plans to link to Fire/EMS, County and Park Police, as well as the NYS Thruway Statewide Traffic Operations.

In assessing the potential TMC operational functions, the project team recognized that the TMC's success would be largely influenced by the effectiveness of communications between the center and the various operational units, including police, transportation agency and service patrol personnel. The inability to communicate between vehicles from different agencies assigned to the same diversion routes, and between communications centers significantly hampers incident response and traffic rerouting efforts, while frustrating workers and motorists. At the project's inception, interagency and interdisciplinary emergency responder communications in the Hudson Valley area tended to be disjointed and inadequate, while police radio systems (like the area roadways) operated at capacity during routine operation, and were quickly overwhelmed during major incidents.

Several significant incidents during the last decade, pointed to the negative impact major events could have on the highway system. These events seriously impacted the transportation system in the area, and required coordination by state, county and local police, fire, emergency medical services and transportation agencies. Further, due to its geographical proximity to the NYC/NJ Metro and southern Connecticut, major incidents in the Hudson Valley region have significant impacts on the region and the I-95 corridor.

As the TMC operational and communications issues were assessed, these incidents were studied to determine functional needs and potential approaches. The needs assessment identified that: "A multi-agency communications network would provide the capability to communicate with and dispatch the proper emergency services and/or maintenance services including ambulance, police, roadway maintenance, towing, fire and hazardous materials experts".

To address these issues, NYSDOT and NYSP, with support from FHWA and the I-95 Coalition, undertook a project to accomplish two primary purposes. The first was to demonstrate the capability of developing an interdisciplinary data interface (from a law enforcement system to a transportation system) from a computer aided dispatch (CAD) system to the TRANSCOM regional architecture database. (TRANSCOM serves as the Coalition's operation center to distribute information on incidents/agency response with the Corridor, including the Hudson Valley region).

The second effort was to facilitate regional interagency coordination through the development of a multi-agency communications system between agencies computer aided dispatch systems utilizing mobile data terminals and automatic vehicle locator technology.
The Hudson Valley Communications Project consists of a Computer Aided Dispatch (CAD) system, which connects a mainframe computer to workstations in ten emergency dispatch points in the Hudson Valley via existing wide area network connections. These locations provide emergency responder communications for the New York State Police and the New York State Department of Transportation's 25 Highway Emergency Local Patrol (H.E.L.P.) service patrol trucks operating daily in the Hudson Valley TMC region.

The system coordinates dispatch to incidents along the interstates and parkways within the region, utilizing incoming Cellular 911 data for incident detection, and interfaces with existing police data base and records management computer systems, the transportation software operating the ITS components within the TMC, and TRANSCOM's regional architecture database.

The CAD communicates with highway police and H.E.L.P. patrols over vehicle mounted mobile data computer terminals, which are equipped with global positioning system technology, known as Automatic Vehicle Locators (AVL). This allows dispatchers to observe patrol vehicle locations, determine unit type and status via color coded icons, and send the closest available unit to the scene of an incident, the location of which is prominently marked on the dispatcher's maps utilizing Navtech data converted into the system geofile.

The system supports a paging feature, allows police patrols access to Department of Motor Vehicle data files, provides vehicle to vehicle and system-wide messaging, and also notifies a mobile responder of a pending matter should they be out of their vehicle. These features of the system significantly reduce congestion over existing voice communication frequencies, and allow units to continue functioning should an ongoing incident elsewhere require limited radio usage.

One of the unique features of this system is the two-way interface between the incoming cellular 911 calls, the transportation software operating the ITS components from the TMC, and the regional information database operated by TRANSCOM.

The system automates many of the reporting functions currently handled manually, reducing the amount of time police patrols spend off the highway. The system also automates the records management needs of the H.E.L.P. Program. The data collected through the integrated CAD/TMC records management systems will be extremely useful in collecting data for historical analysis of incidents, detection times, response activities; assisting in resource deployment decision-making: and providing reliable information for cost-benefit analysis and performance assessment. At the time of its design, this was the first such proposed system in the United States.

As both disciplines rely on incident detection technology to facilitate response, this natural marriage of information was recognized by both the Federal Highway Administration and the I-95 Corridor Coalition as a funding opportunity.

The I-95 Corridor Coalition Coordinated Incident Management track is utilizing this project as an operational test to facilitate information-sharing, assess technology and provide lessons learned for other agencies in the corridor. In June 2002, the CAD system completed testing and became fully operational, while the mobile data component went "live" in October 2002, with 98 vehicles equipped with the latest mobile data hardware connected via private cellular digital packet data (CDPD) over a five county area.

Currently, the Hudson Valley TMC integrated CAD/Mobile Data system handles almost 15,000 encrypted mobile transactions per month through the state interface. In December, an additional interface was successfully activated, connecting closed CAD call records to the State Police RMS, automating entry of over 300 police calls for service daily, previously (and painstakingly) entered manually by law enforcement personnel.

Looking to the future, plans include taking advantage of the next generation of wireless data communications broadband capability, including the uploading mobile real time incident video to the TMC, "telemedicine" applications, and in-vehicle AVL mapping for "live" diversion route planning. Additionally, an I-95 Corridor Coalition sponsored study to create a template for development of interfaces with other emergency responder's legacy CAD systems (Fire, EMS, Thruway Authority, County Police) is ongoing, which will significantly enhance the coordination of incident response and improve the sharing of incident data between responsible partners.

The concept portion of the Hudson Valley project was recognized by and awarded the Intelligent Transportation Society of New York's 1999 ITS "Project of the Year". The initial deployment of this system will cost $1.9 million. The Hudson Valley Communications project has been undertaken with funding from the State of New York, FHWA and the I-95 Corridor Coalition.

APPENDIX C.2.4

Nashville/Tennessee DOT joint Operating Statement

The Nashville Police Department and Tennessee Department of Transportation Joint Operating Statement
June 30, 1999

The Nashville Police Department and Tennessee Department of Transportation have long recognized the importance of maintaining the efficient movement of traffic on our state's highways. Continuous increases in traffic volumes on a highway system that cannot grow with the traffic growth rate contributes to congestion, air pollution, delays associated with incidents, frequent long delays for motorists and serious economic implications. Lane or road closures of any kind in areas with highly congested roadways can result in entire communities being grid locked with few if any alternate routes available.

Our agencies have the responsibility to do whatever is reasonable to reduce the delays associated with incidents, accidents, roadway maintenance, construction, and enforcement. The following guidance is based on the philosophy that our roadways will not be closed or restricted for any longer than is absolutely necessary.

Open Roads Philosophy

Whenever a roadway or lane is closed or partially blocked by an accident or incident, the Nashville PD and TDOT shall open the roadway as soon as possible ON AN URGENT BASIS. Public safety is the highest priority and must be maintained especially if injuries or hazardous materials are involved. Roadways will be cleared as soon as initial investigative needs are met and hazardous cargo is removed. It is understood that damage to vehicles or cargo may occur as a result of clearing the roadway on an urgent basis. While reasonable attempts to avoid such damage shall be taken, the highest priority is restoring traffic to normal conditions.

Nashville Police Responsibilities

Members of the Nashville Police who respond to the scene of traffic incidents will make clearing the roadway a priority. When an investigation is required, it will be conducted in as expedient manner as possible considering the severity of the collision.
Lengthy investigations will require prioritization of tasks, diligent use of resources, and due consideration for use of detour routes to reduce traffic delays. Non-critical portions of the investigation may be delayed until lighter traffic conditions allow completion of those tasks. The Police will only close those lanes absolutely necessary to conduct the investigation safely. Officers will coordinate with TDOT representatives to establish alternate routes, expedite the movement of traffic, and restore the roadway to normal as soon as possible.

Whenever practical, accidents will be removed to off ramps or other areas for completion of investigations to reduce the delays associated with motorists slowing to "gawk". Tow

trucks will be requested as soon as it is evident that they will be needed to clear the roadway.

The Police will not unnecessarily cause the delay in reopening all or part of a roadway to allow a company to dispatch their own equipment to off load or remove a vehicle or load material that is impacting traffic during peak traffic hours. The Police and TDOT will cooperate in planning and implementing clearance operations in the most safe and expeditious manner.

Enforcement in congested areas will be conducted with due regard to the efficient flow of traffic. Officers should not put themselves or the public at risk by taking minor enforcement actions which may cause additional congestion unless there is no reasonable alternative.

TDOT Responsibilities

The Newly established Incident Response program will handle motorists assists, debris removal, and mark abandoned vehicles in the zones and during the hours prescribed. They will relocate disabled vehicles from the traveled lanes to the nearest safe location. If first at the scene of minor collisions, they will attempt to clear the lanes to a safe location.

The incident response operators or maintenance personnel, in cooperation with the Police, will establish traffic control, determine detour routes, and coordinate clearance issues with the Police. They will provide traffic control at all blocking incidents in support of the investigating officers.

The area maintenance supervisor in cooperation with the incident response operator and Police will determine the necessary equipment and manpower to reopen the roadway if the clearance is beyond the capabilities of towing resources. If materials being transported are involved, TDOT will make every effort to assist in the relocation of the materials in the shortest possible time, using whatever equipment is necessary. All such materials or vehicles will be relocated as short a distance as possible to eliminate the traffic hazard.

TDOT personnel will document all hours and equipment used for traffic control and clean up. TDOT will place traffic control devices at the scene should any damaged vehicles or cargo remain adjacent to the lane or shoulder for removal at a later time.

The Police and TDOT will continue to work together to ensure that the needs of motorists on our highways are being met in the most professional and efficient manner.

APPENDIX C.2.5

WSP / WSDOT Joint Operations Policy Statement

A Joint Operations Policy Statement

Prepared and agreed to by the

Washington State Patrol

and the

Washington State Department of Transportation

February 13, 2002

Last update: 2/13/02

"The purpose of this Joint Operations Policy Statement is to document the joint policy positions between the Washington State Patrol and the Washington State Department of Transportation regarding issues of mutual interest in the operations of Washington State Highways. This policy statement supercedes the "WSDOT/WSP Interagency Joint Operations Policy Statement - Jan. 19, 1999."

Chief Ronal Serpas
Washington State Patrol

Date: Feb. 13, 2002

Secretary Douglas B. MacDonald
Washington State Dept. of Transportation

Date: Feb. 13, 2002

A Joint Operations Policy Statement
2/12/2002

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1. Agency Missions and Organizational Alignment

a) Washington State Patrol

The Washington State Patrol (WSP) was established in 1921 and operates under the authority of R.C.W. 43.43.010, which gives full police powers to the commissioned officers of the department. The Washington State Patrol is comprised of the following six bureaus;

- Field Operations Bureau (FOB)
- Investigative Services Bureau (ISB)
- Technical Services Bureau (TSB)
- State Fire Protection Bureau
- Forensic Services Bureau
- Management Services Bureau

The Chief of the WSP commands all department employees. The chain of command continues as follows;

- Deputy Chiefs are appointed by the Chief, this person is in charge of a bureau.
- Captains are appointed by the Chief, these people command a district or other command area and are accountable to a bureau commander;
- Lieutenants are appointed on a permanent basis from a promotional list; they command a section, unit, or other command area and are accountable to a captain;
- Sergeants are appointed on a permanent basis from a promotional list; they supervise a section, detachment or unit; and
- Trooper are a permanent appointment by the Chief upon graduation from the academy

The Washington State Patrol (commissioned) traffic officers work traffic law enforcement or in direct support of traffic enforcement. These positions include:

- Traffic officers (troopers);
- Traffic sergeants;
- Traffic assistance detectives;
- Traffic assistance detective sergeants; and
- Lieutenants and command officers assigned to the Field Operations Bureau

The WSP is divided into eight geographical areas designated as districts. A captain who is directly accountable to the FOB commander commands each of these districts.

The distribution of troopers is based on service needs within each districts' Autonomous Patrol Area (APA). An APA is an area within a district where specific detachments patrol and respond to calls for service.

Some investigations may require immediate response and investigation. The Traffic Investigation Division (TID) provides specialized investigative services. Upon receiving notification from a traffic sergeant or a district command officer the appropriate TID supervisor shall assign a detective to conduct follow up investigations. The TID commander (captain) is directly accountable to the ISB commander.

The Commercial Vehicle Division (CVD) is responsible for commercial vehicle safety requirements, to include freight terminal safety audits under R.C.W. 46.32.080. The CVD commander (captain) is directly accountable to the ISB commander.

The communications division is responsible to expedite communications between mobile units and District offices as well as other governmental agencies and the general public. The regional communications centers are located at the district headquarters offices. These communications centers operate 24 hours a day to ensure timely response and availability for calls for service. The Communications Division manager is directly accountable to the TSB commander.

The Property Management Division (PMD) is responsible for providing facilities management through the capital and operating budget process. The PMD manager is directly accountable to the Management Service Bureau. This division consists of the following three sections:

- Fleet;
- Supply; and
- Property Management.

The Information Technology Division (ITD) provides the WSP with technology and software engineering, as well as field support. This includes mobile radio and statewide telecommunications (microwave, data, and voice). The division also provides project management, application development, a 24-hour help desk, and system maintenance. The ITD manager is directly accountable to the TSB commander.

The Government and Media Relations office serves two functions for the Office of the Chief. The commander of this office (captain) serves as the WSP's legislative liaison, responsible for coordinating agency legislation with legislators, committees, and other state agencies. The liaison also reviews and seeks input from interested stakeholders on agency legislation and answers policy questions for legislative constituents. This office also handles all statewide media relations for the agency.

Budget and Fiscal Services is responsible for the management off all WSP financial activities and allotting the department's operating and capital budgets. The commander (captain) of this office is directly accountable to the Management Service Bureau.

b) Washington State Department of Transportation

The Washington State Department of Transportation was first created by the State Legislature as a State Highway Department in 1905. It was further organized into highway districts (the precursor to today's Transportation Regions) in 1925. In 1951, the State Highway Commission was formed to govern the Highway Department. Further, the Highway Department also assumed the functions of the then Puget Sound Ferry System. In 1977, today's Department of Transportation was created.

The Transportation Commission governs the policy and budget actions of the Department, as well as selecting the Secretary of Transportation. The Commission is a seven member body, appointed by the Governor, and represents all transportation interests in Washington. Commissioners serve six year terms and no more than four of them can be from the same side of the state or affiliated with the same political party.

The mission of the WSDOT is to "keep people and business moving by operating and improving the state transportation systems vital to our taxpayers and communities." The Department of Transportation is organized with a headquarters function to provide centralized guidance and a field function to provide decentralized implementation of transportation policies. The Secretary of Transportation is an ex-officio member of the Transportation Commission and is the chief executive officer of the DOT. The Office of the Secretary of Transportation contains the following functions:

1. Chief of Staff
2. Engineering and Regional Operations Division
   This Division includes Planning and Capital Programs, Environmental and Engineering Programs, and Maintenance and Operations Programs. The Maintenance and Operations Programs include the Maintenance Office; Traffic Office; Facilities and Equipment Office (which includes Radio) and Employee Safety Programs.
   Four of the six transportation regions report to this Division (Southwest, North Central, South Central, and Eastern)
3. Northwest Division
   This Division includes the Northwest Region, the Olympic Region, and the Urban Corridors Office.
4. Washington State Ferries
5. Administration and Support
6. Audit Office
7. Equal Opportunity Office

DOT Transportation regions are led by Region Administrators who report to the Office of the Secretary. The Region's boundaries were originally determined based on the number of state highway centerline miles in each region and are divided into the Northwest, North Central, Olympic, South Central, Southwest and Eastern Regions. With few

exceptions, each Region manages the maintenance, operations, and construction activities within their geographical boundaries.

c) Joint Operations

Policy: Valuable coordination has resulted from numerous facilities where WSP and WSDOT have co-located operations. It is the policy for WSP and WSDOT to continue to leverage the advantages of co-locating including WSDOT Traffic Management Centers (TMC's) and WSP dispatch centers.

Roles: Reviews of joint operations will be conducted annually.

Action: WSDOT and WSP will continue to implement plans for joint operations centers where co-location has not yet occurred.

2. Data Sharing

a) General

Policy: It is the intent of the WSDOT and WSP to share information needed to facilitate joint operations of state highways. This information is envisioned to consist of things like:

- CAD access and user training
- Real time traffic flow, road, collision, and weather information
- Video from surveillance cameras
- Video road inventories, like SRView
- Speed Data
- Geo-spatial data, including Interchange Drawings

Roles: WSP and WSDOT will create a standard for data sharing. Such as:

- Data content and formatting
- Data documentation and Meta-data
- Data collection and update methods and procedures
- Data accuracy
- Data update cycles
- Third party data
- Stewardship

Information will be shared between agencies at the same cost as if the information were shared between programs within the agency. (Cost recovery data will be shared at the same rate). Memorandum of Understandings will be used to document the sharing of information, which would cover the items addressed in the standards.

Action: WSDOT and WSP will work to transition the collision data reporting system from WSP to WSDOT per the budget notes of the 2001 Legislative Session. This will require joint development and support of the needed legislation in the 2003 Legislative Session.

b) Budget

WSDOT and WSP will strategically plan and coordinate the development of budget initiatives that involve activities performed by both agencies before submittal to OFM and the Legislature.

OFM Budget Instructions include the following Statement:

> "If applicable, agencies should describe key programs or initiatives involving major partners, such as other state agencies. The description should include a clear statement of each partner's responsibilities. We strongly encourage agencies to coordinate with these major partners and with OFM during the budget development process to share initiatives and plans."

3. Traffic Management

a) Coordinated Public Communication

Policy: It is the policy of WSDOT and WSP to coordinate public information messages and outreach on issues that affect both agencies and/or their customers. Sample areas of coordination include highway incidents, special events such as the winter and pass driving, "Give 'em a Brake" campaign, or new policy initiatives such as "Steer it and Clear It" and the Operations Initiative.

Roles: WSDOT will disseminate road and traveler information through the HAR, VMS, web and 1.800.695 ROAD phone line. WSP will disseminate road and traveler information by referring citizens to the WSDOT site and through its communications centers and public information officers.

i) Traveler Information

Policy: Communicating timely and accurate information to the public on traffic and travel conditions including restrictions and information on incidents allows the public to make decisions about their traveling convenience and safety. To accomplish this important communication activity it is the policy of WSDOT and WSP to provide information using Highway Advisory Radio (HAR), Variable Message Signs (VMS), the Internet, telephone hotlines, and through partnership with the media. It is the policy to ensure that this information is updated within 10 minutes of a change in conditions.

Roles: It is the role of the WSDOT Traffic Management Centers (TMCs), and Washington State Ferries (WSF) Operations Center functioning as a TMC, to communicate using the various tools mentioned above the traffic and travel conditions and restrictions. The TMCs will disseminate the messages with proper coordination with WSP and WSDOT Public Information Officers.

It will be the role of WSDOT Maintenance, WSDOT Incident Response Teams, WSF Operations Center, WSDOT sponsored Service Patrols and WSP to provide the TMC's and the public with accurate and timely information on the status of emergency responses and traffic conditions.

Reference: Chapter 2 of the WSDOT Traffic Manual (M 51-02). Policy on the use of VMS, Policy on the use of HAR.

Action: WSDOT TMCs will work with WSP Districts to develop standard operating procedures for use of HAR, VMS, Hotlines, the Internet, etc.

ii) Media

Policy: It is the policy of WSP and WSDOT that press releases affecting the other agency will be shared with the affected agency prior to their release.

b) Service Patrols

Policy: During peak congestion periods, on some of the most heavily traveled freeways, roving service patrols will assist motorists by clearing lane-blocking debris, disabled vehicles and their occupants, and resolving other problems within the ability and scope of the WSP and WSDOT.

Roles: WSDOT TMC managers will administer day-to-day management of WSP Agreements and Registered Tow Truck Operators (RTTO) Contracts for these Service Patrol services. In addition, WSP will provide some service patrols using cadets.

Reference: WSDOT Agreement GCA - 1932; GA Procurement Contract 13199; Service Patrol Study, Nov. 14, 1998; Evaluation of Service Patrol Program, August, 2001 draft.

Action: Working with WSP, the Washington Tow truck Association (WTTA), and the WSDOT TMC in the Tacoma area, initiate a pilot test of "expedited tow, or instant dispatch", as recommended in the November, 1998 Study. Also, WSDOT will advertise for a "renewable term" RTTO contract through the Dept. of General Administration. Finally, WSDOT and WSP will jointly develop a plan for education legislative membership on the decision package to expand service patrols.

c) Enforcement processes

Policy: The quality of life in Washington State is heavily dependent upon the free movement of people and vehicles. The WSP and the WSDOT share the responsibility for achieving and maintaining the degree of order necessary to make this free movement possible. Implicit in the objective of facilitating the movement of people on the interstate and state route systems and state designated ferry routes, is the overriding concern for their safety.

The WSP, in cooperation with the WSDOT, support enforcement processes that facilitate the efficient movement of people and vehicles that travel on the interstate and state route, and state designated ferry route, systems. This includes, but is not limited to the necessary enforcement of traffic laws and regulatory signs (i.e. HOV and Required Traction Devices), the investigation of traffic collisions, and the direction of traffic to facilitate the safe and expeditious movement of vehicles and pedestrians.

Roles: In order to obtain compliance with traffic laws, provide the necessary and appropriate driver education, and to develop driver awareness of the causes of traffic collisions, WSP officers issue warnings, infraction notices, cites, or arrests traffic violators. WSP officers are aware of and sensitive to the fact that these enforcement processes can contribute to traffic congestion.

Action: WSP officers will take the necessary steps to mitigate the traffic congestion caused by enforcement processes whenever possible.

d) Incident response

Policy: The WSP and WSDOT will collaborate to respond to incidents and coordinate all public and private resources in this effort to work toward clearing incidents within 90 minutes. It is the policy of WSP and WSDOT to effectively use resources to expedite responding to incidents, efficiently and effectively conduct needed investigations, and reduce highway lane and state designated ferry route closures to a minimum.

Action: WSP will begin conversations with emergency medical services and fire districts to explore ways to reduce highway incident blockage time.

i) Road Ranger Program

Policy: The WSDOT will deploy Road Rangers on congested freeways and highways where and when incidents cause significant congestion. These well-coordinated, strategically positioned, fleet and qualified staff will rove in a service patrol mode (see above) during the hours of the day when congestion occurs and will respond to incidents when they occur.

Roles: During major incidents (incidents lasting 30 minutes or more), the priorities for Road Rangers are to first, coordinate with WSP, emergency responders, and second, provide traffic control for a safe incident zone, and third, provide incident and traffic condition information to the TMC for traveler information.

If funded in the WSDOT budget request, the WSP will deploy the helicopter to respond to serious incidents with an estimated clearance time of 45 minutes or more to first, expedite investigations of incidents, and second, provide incident information and traffic condition information to dispatch centers and TMCs, and third, provide a tool for traffic management.

Reference: IRT manuals, procedures, training to be identified.

Action: WSP and WSDOT Identify where and when Road Rangers and the helicopter should be deployed and jointly support funding to implement needed resources.

ii) Hazardous material handling

Policy: On all state and interstate highway corridors and in other political subdivisions that have designated the State Patrol as Incident Commander, the first arriving Trooper at the scene of a collision involving hazardous material will assume the role of Incident Commander. Other "first responders" will be trained to recognize hazardous materials and follow procedures to ensure qualified clean-up resources are available to expedite the removal of hazardous materials. The policy of WSDOT and WSP is to coordinate the removal of hazardous materials within the targeted time frame of 90 minutes.

Roles: WSDOT Traffic Office, WSF and WSP Field Operations will work with Department of Ecology and/or the USCG as appropriate/necessary to identify how hazardous material clean-up will be accomplished within the time needed to meet the target of clearing incidents within 90 minutes. WSF must also work with both the WSP and the U.S. Coast Guard, who has ultimate authority over WSF actions in a hazardous materials spill on a vessel.

Troopers and other first responders will attempt to identify the hazardous material, divert traffic, isolate and evacuate the area and deny entry. The trooper or other first responder will also make initial notifications necessary to deal with the incident; including fire, EMS, Department of Ecology, etc. Under the Unified Command System, troopers will then direct a coordinated response to the incident with assistance of other agencies at the scene.

Hazardous material incidents occurring at weigh stations will result in the immediate closure of the weigh station, isolation of the vehicle, evacuation of the area and denying of entry. Assistance will be requested and the first trooper arriving on the scene will assume Incident Command.

Action: The WSDOT Traffic Office will share this joint operations policy statement with DOE and U.S. Coast Guard to explore the options available to achieve the 90 minutes clearance time goal for hazardous materials.

iii) Tow truck use

Policy: It is the goal of both agencies that all incidents be cleared from the roadway and shoulder within 90 minutes. In order to achieve this objective, the right tow equipment (capable, certified, qualified operator), at the right price (contract, rotational list, etc.), will always be available at the time needed.

DOT/WSP will work together to address policy issues surrounding incidents where major clean up is required. Issues that need to be addressed are:

- Is there a way to reimburse tow companies for the "extras" which are associated with removal of materials from the scene?
- Does DOT have equipment available around the State to help the tow companies with the clean up?
- Since insurance companies do not always cover all costs, how will tow companies be reimbursed for cleanup?

Roles: WSP will initiate any changes necessary to their existing tow truck usage arrangements with the tow industry to ensure effective tow assistance

References: Existing rotational contract(s); certification requirements; tow categories/capabilities vs. estimated vehicle weights chart, and WAC's.

Action: WSDOT's Regional Administrators and WSP's District Commanders will develop tailored incident response and tow truck usage for each region of the state. In all but rare exceptions, the WSP tow truck rotation list will be used. The WSDOT Traffic Office will evaluate the need to expand tow-away zones around the state. In conjunction with tow operators, WSP will re-evaluate the opportunity of including pay incentive clauses to current tow contracts.

iv) Accident clearance and civil liability (Damaged Load Clearance)

Policy: Traffic congestion caused by incidents has an enormous economic cost to society. This cost is often much greater than the value of trying to salvage a damaged load of cargo involved in a crash. It is the policy to remove the collision debris (and cargo) for the purpose of opening traffic lanes as a higher priority over attempting to salvage portions of the cargo. Salvage operations will be scheduled during non-peak hours of travel.

Roles: WSDOT Maintenance and Traffic Offices will develop and train its forces on a Damaged Load Clearance Policy in coordination with WSP, WSDOT Risk Management

and the Attorney General. WSDOT Maintenance and Incident Response will coordinate with WSP during individual incidents to implement this policy. WSDOT will work with communications and regions to provide information about this policy to the trucking associations.

Action: WSP and WSDOT will develop a "Damaged Load Clearance Policy." Also, both agencies will support passage of legislation to implement rapid movement of damaged but drivable vehicles (e.g., SB 5961, "Steer It – Clear It").

v) Using technology to expedite investigations

Policy: Every effort will be made, in a coordinated fashion, to achieve all responders' objectives at incident scenes and to have roadways open and/or ferries operating in less than 90 minutes. Technology which reduces the scene investigation time will be part of achieving this goal. Therefore, WSP and WSDOT will aggressively pursuer new technologies to expedite investigations.

Roles: WSP, with assistance from WSDOT (traffic control, equipment, survey technologies, etc.) will take the lead in evaluating candidate technologies.. The WSDOT Design Office Computer Aided Engineering Branch provides training and some support to the State Patrol for total stations and other survey technologies that they use to collect data at accident and crime scenes.

Action: WSP will take the lead in forming a joint task force to identify procedures for reducing accident investigation time to achieve the 90 minute goal of clearing incidents.

vi) Incident Command System

Policy: WSP and WSDOT agree to use the Incident Command System (ICS) for all highway incidents and disaster management activities that warrant its use.

In the event of an incident necessitating emergent response on a ferry or at a terminal, WSF will use the ICS as the response organization. The ICS will be set up in the WSF EOC at the Colman Dock in Seattle.

Roles: WSP will provide joint agency and industry ICS training to facilitate communication and accomplishment of joint objectives.

e) Event planning

Policy: Periodically events are held on state highways or on WSF ferries by municipalities or other organizations or private entities. It is the policy to allow such events on non-limited access facilities provided that the transportation effects of the event are well publicized and a traffic control strategy is developed by the event organizer and approved in advance.

Roles: WSDOT HQ Traffic Operations Office, WSF Operations Center and Region Traffic Engineers' Offices approve events with coordination with State and Local law enforcement, allowing for adequate public communications lead-time. WSP is often asked by event organizers to provide police services during events at the expense of the event organizer.

Reference: Traffic Manual Chapter 7; MOU with WSP for special events/filming.

f) Disaster Response

Policy: The Washington State Comprehensive Emergency Management Plan (CEMP) establishes the policy under which all state agencies will respond to emergencies and disasters.

Action: The WSP and WSDOT agree to enhance existing procedures that will provide additional protection measures for the traveling public and the transportation system. Specifically, WSP and WSDOT will meet at least annually to discuss opportunities for improvement in disaster response and to establish cooperative partnerships with other emergency response agencies to increase our effectiveness. Lead participants for setting up the annual meeting will be Terry Simmonds (WSDOT) and Steve Kalmback (WSP). Separate meetings will be held for WSF. WSF has worked with WSP in the past to conducted exercises as part of disaster response planning, with other organization participation such as the US Coast Guard.

g) Winter driving

Policy: WSP and WSDOT acknowledge that proper communications, signage, and enforcement are key to providing safe motorist travel during the winter season. Each agency will respond to requests for service by the other with a joint commitment to enhancing motorist safety and mobility.

Action: WSP and WSDOT agree to hold a "Winter Summit" meeting before each winter season to discuss tactical response plans and to discuss any changes from the previous winter. In addition, WSP and WSDOT agree to hold a "Winter Debrief" meeting in the spring to discuss challenges and opportunities from the past winter and develop action plans for the upcoming winter. Lead participants for setting up the summits are Brian Ziegler (WSDOT) and Lowell Porter (WSP).

4. Work Zone Safety

Policy: Each day, highway workers are placed in hazardous circumstances working near traffic. Their safety and the safety of the traveling public is the top priority of WSDOT and WSP. It is the policy to achieve the highest level of safety in work zones through working together to maintain or improve work zone safety in those areas that will benefit from combining the expertise and resources of both agencies.

Roles: WSDOT will develop effective work zone strategies to ensure the safety of workers and the traveling public. WSP will enforce existing and new regulations in work zones based on methods to most effectively encourage motorists to traverse work zones in a safe manner.

WSP and WSDOT will work together through the Work Zone Safety Task Force to:

- Enforce traffic regulations in work zones
- Coordinate work zone strategies
- Develop and provide work zone training
- Develop and implement public information/education strategies
- Develop and support work zone safety legislation
- Develop and support new technologies to aid work zone safety
- Communicate work zone safety issues and provide recommendations
- Update procedures and standards
- Combine resources such as funding, equipment and workforce
- Address worker safety and security issues

References:

- WSDOT Instructional Letter, IL 4008.00
- WSDOT/WSP Agreement, GC 9131
- WSDOT Executive Order, E 1001.00
- WSDOT Policy Statement, P 2002.00
- WSDOT Manual, M 54-44
- Guidelines for WSP Traffic Control Assistance in Work Zones
- Guidelines for Security in Work Zones
- WSP Field Checklist, WSDOT Form 421-045 EF
- Proposed Procedures for WSP Traffic Control Assistance in Work Zones
- RCW's, section 46.61, several work zone-directly related (.015, .215, .527, etc.)
- RCW's, section 47.48, several work zone-indirectly related (closures, speeds,etc.)
- Directive, D 55-20, Reduced Speed in Maintenance and Construction Zones

Action: Currently, WSDOT and WSP are working together on a pilot project that will help to define new more effective procedures. The results of the pilot project will be reported in spring/summer of 2002, recommendations will be made and existing agreements and guidance will be updated.

Also, WSDOT may some day be delivering an expanded highway construction program. This will require an increased commitment of WSP resources to provide acceptable safety levels in more work zones. Therefore, WSDOT and WSP will jointly approach the legislature for the necessary increase in WSP resources.

5. Commercial Vehicles

a) Weigh Stations

Policy: The WSP and WSDOT agree that there is a need for fixed and portable weighing sites throughout the state. These sites include Plug and Run sites as well as other locations without permanent in-ground scales.

Roles: The role of the WSP is to identify where the portable weighing sites should be located and the role of the WSDOT is to prepare paved and level sites for conducting portable weighing events.

b) Permitting and Weight Enforcement (include curfews)

Policy: The WSDOT and the WSP recognize the need to move over-legal size loads as well as the need for a permitting process to regulate over-legal moves in order to provide for the safety of the motoring public, preserve the infrastructure and assist industry in completing their move.

Roles: RCW 46.44.090 authorizes the Department of Transportation to issue permits, authorizing the permits to operate or move a vehicle of a size or weight exceeding the maximums specified by law. The Washington State Patrol is one of several agents appointed by WSDOT to assist in issuing oversize and overweight permits. The State Patrol is charged with responsibility of enforcement of oversize and overweight permit use.

RCW 46.44 charges the WSP with enforcement of size and weight laws. Five permanent Port of Entry scales located on the interstate system are operational 24 hours per day, 7 days per week. Forty-seven other permanent scales are located throughout the state and operated on an as-needed basis. Portable scales are utilized in locations without scales as well as scale by-pass routes.

Action: WSP will also continue to work with DOT in selling permits at the Port of Entries. In collaborative manner we will work to streamline process through the use of technology and provide the best service possible to the trucking industry. The WSDOT and WSP also recognize the need to meet regularly, typically monthly, to review the relationship of administration and enforcement of the State's vehicle size and weight laws and rules. The WSDOT and the WSP jointly share in the preparation of the State's annual certification to FHWA, certifying that both state and federal law have been properly applied and enforced on the national highway system.

c) Commercial Vehicle Safety Inspections

Policy: Commercial vehicle safety inspections are required by the federal government. Also, a commercial vehicle examination (CVE) program conducted at WSF vehicle terminals, which supports both the safety and security of WSF is an integral and important part of the WSP vessel and terminal security program.

Roles: The Washington State Patrol performs safety inspections on commercial vehicles traveling in the state. Inspections are conducted by WSP at three inspection buildings located at the Ridgefield, Bow Hill, and Cle Elum weigh stations. Level 1, 2 and 3 inspections are also performed in weigh station parking lots and safe, designated roadside areas throughout the state. Vehicles with severe violations may be placed out of service until repairs are made.

Action: WSDOT will continue to advocate for use of its highway construction funding to build necessary commercial vehicle safety inspection facilities.

d) CVISN / WIM

Policy: It is the policy of the WSP, WSDOT, DOL and the Washington Trucking Associations (WTA) that the CVISN and WIM program will provide a framework for "architecture" that will enable government agencies, the motor carrier industry, and other parties engaged in CVO safety assurance and regulation to exchange information and conduct business transactions electronically. The goal of the CVISN program is to improve the safety and efficiency of commercial vehicle operations.

The Washington State Patrol, Washington State Department of Transportation, the Department of Licensing and the Washington Trucking Associations are jointly participating in a program to increase safety and to protect the states' highway infrastructure and enhance the movement of freight by mobility of commercial motor vehicles. The program is entitled "CVISN" (Commercial Vehicle Information Systems and Networks). Additionally, the agencies have installed weigh-in-motion (WIM) at each of these scale facilities in order to weigh trucks while they are traveling on the mainline freeway system. Together these programs are also designed to check credential and safety information on a commercial vehicle at freeway speeds. If the truck is safe and legal, it is permitted to stay on the mainline and bypass weigh stations. The Washington State Patrol is responsible for installation and maintenance of the weigh-in-motion scales at sixteen high traffic volume weigh station sites.

Roles: The role of WSP will be to manage the weigh in motion systems and act as the end line user of the roadside screening systems. The role of DOL is to manage the electronic credentialing component of CVISN and the role of WSDOT is to manage the overall program and act as the system architect, selling of transponders, and database

management. The role of the WTA, the private sector partner, is to market the overall CVISN/WIM program to the motor carrier industry.

References: Weigh Station Memorandum of understanding (between WSP and WSDOT) and DIS Information Technology Feasibility Study.

Action: The actions items for the 01-03 biennium are to deploy CVISN/WIM at three or four sites, Everett southbound, SeaTac north and southbound, and, if time and funds permit, Kelso southbound.

6. Joint Facilities

Policy: WSDOT and WSP will work collaboratively to assure that joint support facilities needs are identified and met economically, service to the public is enhanced, environmental impact is minimized, and investment in support facilities (buildings and related sites) is maximized. WSDOT and WSP will provide integrated workplaces that meet joint agency strategic goals.

Action: To support the vision stated above, the two agencies agree to:

- Coordinate Agency Capital Plans to facilitate new joint facilities development.
- Modify existing facilities to accommodate both agencies' missions.
- Exchange facilities where shifting operational requirements allow.
- Share vehicle fueling facilities.
- Outreach to other development partners that can help leverage lower cost / higher efficiency facilities, and
- Simplify inter-agency facilities agreements.
- Meet monthly to identify joint facility opportunities and develop facility security plans.

7. Wireless Communication

Policy: The WSP and the WSDOT agree to support a shared vision to create a coordinated and integrated wireless transportation communications for the safe, effective, and efficient protection of the traveling public. The agencies mutually agree it is their joint goal to implement a statewide wireless mobile communications network that is fully interoperable between agencies and workgroups to provide needed services to our field forces and support groups to benefit the citizens of this State.

The WSP and WSDOT provide public safety communications to many public safety organizations. These organizations include local, state, and federal public safety agencies whose missions encompass the protection of life and property. This joint vision is consistent with the development of a Statewide Interoperability Executive Committee (SIEC). In particular, the SIEC will be working for the sharing of resources to create the

basis of an intergovernmental wireless public safety network. Resource may include, but not be limited to spectrum, facilities, equipment, staff, and systems.

The WSP and the WSDOT agree to view their respective wireless communication systems as a single wireless system to plan for and foster interoperability among existing wireless networks and future wireless development that meets the requirements of local, state, and federal public safety.

Roles: To support the vision as stated above, the two agencies agree to:

- Improve public safety wireless communications by addressing each of the five issue areas of interoperability – coordination and partnerships, funding, spectrum, standards and technology, and security.
- Listen to, learn from, and collaborate with local and state public safety officials to improve communications interoperability.
- Encourage the implementation of interoperability by developing short-term action plans that support the long-term strategy of developing and sharing a statewide transportation wireless communication system.

8. Washington State Ferries

Policy: The safety and security of passengers and crews onboard ferries and at the terminals leading to the ferries is a primary concern of both the WSDOT and WSP. The WSP is the law enforcement agency with primary responsibility for terminal traffic management on the designated state highways, vessel and terminal security, and emergent incident response for all criminal events such as assault, DUI, bomb threats or other acts of terrorism. In carrying out these roles, any of the possible activities listed in the table below may be used singularly or collectively in an effort to fulfill these responsibilities.

Roles: The WSP will work cooperatively with the Washington State Ferries to ascertain the most appropriate and cost effective use of resources. The WSP has committed to perform the following functions at WSF terminals and onboard vessels:

Activity	Resources	Particulars
Terminal traffic control and on scene presence	Dedicated Vessel and Terminal Security (VATS) troopers.	Direct/control vehicle/passenger traffic at various terminals typically focused on high passenger/vehicle density locations.
Random vessel boardings/ferry rides	Two trooper teams; at various times throughout WSF's daily operating period	Onboard presence in general passenger spaces or located in pilothouse. Focus on high passenger density routes and times.
Random vehicle inspections at terminals	Existing and/or supplemental Vessel and Terminal Security (VATS) troopers	Consensual vehicle inspections conducted on random intervals. Again, focus on high passenger density routes and times.
Commercial vehicle enforcement (CVE) exams	Dedicated CVE troopers possessing vehicle inspection training/skills	Random vehicle searches focused on commercial trucks at high volume terminals and times.
Bomb dog team sweeps	Bomb dog teams from East and West Puget Sound Districts	Random team sweeps at various WSF terminals focused on high passenger and vehicle traffic
Other visible uniformed presence	Supplemental WSP troopers	At various locations (terminal and vessel) dictated by WSP operational tempo
Emergency response	Any combination of resources list above	Response level and dedication of resources is situational, depending upon the circumstances presented.

9. Transportation System Security

Policy: WSP and WSDOT are committed to transportation system security and agency preparedness.

Roles: WSP is responsible for transportation system security.

Action: The WSP and the WSDOT jointly agree to develop a plan to enhance the security of the transportation system for the benefit of the traveling public and protection of the infrastructure. This plan will identify high cost/high consequence locations on the transportation system which warrant extra protection measures. This plan will include, but not limited to, (1) periodic routine patrols by WSP, (2) thorough WSP enforcement of signed no parking-tow zones, (3) increased monitoring of traffic cameras by WSDOT, and (4) scheduled random drive-by inspections of key transportation facilities by WSDOT maintenance employees. The plan will address threat levels and a joint

escalating response commensurate with the threat level. Lead participants are Terry Simmonds (WSDOT) and Dave Karnitz (WSP).

WSF, U.S. Coast Guard, and WSP will be charter members of the WSF Security Committee aimed at assuring the secure operations of WSF during normal and heightened states of terrorist/criminal threats.

10. Safety Rest Areas

Policy: It is our intent that the WSDOT and the WSP will work together to ensure that operations of the Safety Rest Areas are conducted to maximize the public health, safety, and enjoyment of these very popular sites.

Roles: WSDOT has responsibility for operations and maintenance of Safety Rest Areas and WSP has responsibility for enforcement of laws and regulations.

Actions: Safety Rest Area maintenance and operations will be an agenda topic at each annual joint meeting to determine if any operational or enforcement emphasis areas are necessary to benefit the users of the Safety Rest Areas.

11. Policy Performance Measures

WSDOT and WSP will coordinate the development of performance measurements that involve activities reported on by both agencies before submittal to OFM and the Legislature. Both agencies will work collaboratively to develop joint measures for incident response and clearance times.

12. Policy training

Each agency commits to provide resources and expertise to share this policy internally and with key constituencies.

13. Policy Update Process

This policy will be reviewed annually at the WSP/WSDOT joint meeting. In advance of that meeting, each agency will survey internally to identify accomplishments that will be reported at the annual meeting.

14. Appendices

a) Key Personnel Contacts

b) Tables of Organization

Appendices omitted:

Appendix A — Key Personnel Contacts
Appendix B — Tables of Organization

APPENDIX C.3

State Open Roads Policies

CONNECTICUT

This agreement made this 2nd day of November, 1995 by and between the Department of Transportation (DOT) and the Department of Public Safety (DPS) establishes a policy for State Police and DOT personnel to remove vehicles from roadways and restore a safe and orderly flow of traffic following a motor vehicle accident or incident on a state highway.

Nothing in this policy is meant to inhibit or interfere with the authority of fire officials under Section 7-313e of the Connecticut General Statutes. Therefore, whenever any fire department responds to and takes action at the scene of an emergency, the implementation of this policy shall be coordinated with the fire chief or fire officer-in-charge.

Both agencies agree that public safety has the highest priority and it must be addressed at all times.

PURPOSE: To enable the safe movement of traffic.

To minimize the congestion cost of highway incidents.

To prevent the occurrence of secondary accidents.

GENERAL: When an incident occurs on a Connecticut limited access state highway and the travel portion is totally or partially blocked, the Connecticut State Police, in cooperation with the on-scene Department of Transportation representative, shall reopen the roadway as soon as possible on a priority basis.

Members of the State Police will conduct their required investigation in as expedient a manner as possible, considering the severity of the collision and the quality of their investigation. Lengthy investigations will require investigators to work diligently in an attempt to minimize traffic delays. This may mean that certain "non-critical" portions of an investigation can be conducted at a later time when traffic congestion is non-existent (i.e., non-peak periods).

In circumstances in which it is determined that cargo or a vehicle is blocking the highway or portion thereof so as to constitute a traffic hazard or obstruction to the free movement of traffic, the Department of Transportation and/or the State Police on-scene representatives may direct the removal/relocation of the cargo or vehicle from the travel portion of the highway. Such representatives shall document the reasons for ordering the removal of the cargo and/or vehicle.

In order to avoid traffic congestion or obstructions to the free movement of traffic which may create a safety hazard, delays in the reopening of a highway caused by a company dispatching additional trucks and/or equipment will not be allowed.

If commercial help does not arrive in a reasonable time or is unable to correct the situation, the Department of Transportation will assign the necessary equipment and personnel to reopen the road or lane as soon as possible.

Every effort will be made to remove all material to a safe location in the shortest time possible, using whatever equipment is necessay.

In witness whereof, each party hereto has caused this document to be executed in its name and on its behalf by its duly authorized officer or agent as of this day and year first above written.

J. William Burns
Commissioner
Department of Transportation

Date: November 2, 1995

Kenneth H. Kirschner
Commissioner
Department of Public Safety

Date: Oct 16, 1995

FLORIDA

State of Florida

"OPEN ROADS POLICY"

Quick Clearance for Safety and Mobility

This agreement by and between the Florida Highway Patrol (FHP) and the Florida Department of Transportation (FDOT) establishes a policy for FHP and FDOT personnel to expedite the removal of vehicles, cargo, and debris from roadways on the State Highway System to restore, in an URGENT MANNER the safe and orderly flow of traffic following a motor vehicle crash or incident on Florida's roadways.

Whereas: Public safety is the highest priority and must be maintained especially when injuries or hazardous materials are involved. The quality of life in the State of Florida is heavily dependent upon the free movement of people, vehicles, and commerce. The FHP and FDOT share the responsibility for achieving and maintaining the degree of order necessary to make this free movement possible. Agencies have the responsibility to do whatever is reasonable to reduce the risk to responders, secondary crashes, and delays associated with incidents, crashes, roadway maintenance, construction, and enforcement activities.

The following operating standards are based on the philosophy that the State Highway System will not be closed or restricted any longer than is absolutely necessary.

Be it resolved: Roadways will be cleared of damaged vehicles, spilled cargo, and debris as soon as it is safe to do so. It is understood that damage to vehicles or cargo may occur as a result of clearing the roadway on an urgent basis. While reasonable attempts to avoid such damage shall be taken, the highest priority is restoring traffic to normal conditions. Incident caused congestion has an enormous cost to society.

Florida Highway Patrol Responsibilities

Members of FHP who respond to the scene of traffic incidents will make clearing the travel portion of the roadway a high priority. When an investigation is required, it will be conducted in as expedient a manner as possible considering the severity of the collision. Non-critical portions of the investigation may be delayed until lighter traffic conditions allow completion of those tasks. The FHP will close only those lanes absolutely necessary to safely conduct the investigation. The FHP will coordinate with FDOT representatives to set up appropriate traffic control, establish alternate routes, expedite the safe movement of traffic at the scene, and restore the roadway to normal conditions as soon as possible.

Whenever practical, damaged vehicles on access controlled roadways will be removed to off ramps, accident investigation sites, or other safe areas for completion of investigations to reduce the delays associated with motorists slowing to "gawk." Tow trucks will be requested as soon as it is evident that they will be needed to clear the roadway. FHP will assure that all authorized tow operators have met established competency levels and that the equipment is of appropriate size, capacity, and design to meet all standards of the State of Florida.

The FHP will not unnecessarily cause any delay in reopening all or part of a roadway to allow a company to dispatch its own equipment to off-load cargo or recover a vehicle or load that is impacting traffic during peak traffic hours or creating a hazard to the public. The FHP and FDOT will cooperate in planning and implementing clearance operations in the most safe and expeditious manner.

Florida Department of Transportations Responsibilities

When requested by FHP or other emergency agency, FDOT will respond and deploy resources to major traffic incidents 24 hours a day, 7 days per week. Each FDOT District will develop and implement response procedures to meet the goal of providing initial traffic control within **30 minutes** of notification during the assigned working hours of each maintenance yard, and **60 minutes** after hours.

The FDOT, in coordination with FHP, will upgrade traffic controls, determine detour routes, and discuss clearance strategies. When requested, FDOT will provide temporary traffic controls to ensure a safe work zone for all responders and the motoring public.

The FDOT, in cooperation with the FHP, will determine and deploy the necessary heavy equipment and manpower to reopen the roadway if there is a delay in clearing the travel lanes, or if the task is beyond the capabilities of the wrecker service on scene. If cargo or spilled loads [non-hazardous] are involved, FDOT will make every effort to assist in the relocation of the materials in the shortest possible time, using whatever equipment necessary. All such materials or any vehicles relocated by FDOT will be moved the minimum possible distance to eliminate traffic hazards.

FDOT personnel will document all hours and equipment used for traffic control, roadway clearance, and debris clean up. FDOT will place traffic control devices at the scene should any damaged vehicles or cargo remain on the shoulder adjacent to the travel lanes for removal at a later time.

The FDOT and FHP will continually work together to ensure that the needs of motorists on state roadways are being met in the most professional, safe, and efficient manner.

Therefore, it is agreed as follows:

The FHP and the FDOT will evaluate and continually update and modify their operating policies, procedures, rules, and standards to assure they are consistent with this **"OPEN ROADS POLICY"** agreement.

FHP, together with FDOT, will research, evaluate, and conduct training in the most advanced technologies, equipment, and approved methods for the documentation and investigation of crash or incident scenes. FHP, using these techniques, will prioritize the investigative tasks and reopen travel lanes upon completion of tasks that must be conducted, without the impediment of traffic flowing.

Roadways will be cleared as soon as possible. It is the goal of all agencies that **all incidents be cleared from the roadway within 90 minutes of the arrival of the first responding officer.** This goal being made with the understanding that more complex scenarios may require additional time for complete clearance.

It is further agreed that:

FHP and FDOT will actively solicit and enlist other state, county, and local agencies, political subdivisions, industry groups, and professional associations to endorse and become party to this **"OPEN ROADS PHILOSOPHY"** for the State of Florida.

In witness whereof, each party hereto has caused this document to be executed in its name and on its behalf by its duly authorized Chief Executive.

By: _____
Thomas F. Barry, Jr., P.E.
Secretary
Florida Department of Transportation

Date: 10/30/02

By: _____
Col. Christopher Knight
Director
Florida Highway Patrol

Date: 11-1-02

Reviewed By:

_____
Agency's General Counsel Office

_____ 10/31/02
Agency's General Counsel Office

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MARYLAND

INTERAGENCY AGREEMENT
MD/SHA-MSP
REMOVAL OF VEHICLES FROM ROADWAY

This agreement made this 26th day of October, 1990, by and between the Maryland State Highway Administration (SHA) and the Maryland State Police (MSP) is to provide guidance for State Police, and State Highway personnel in removing vehicles from roadways in certain situations to maintain a safe and orderly flow of traffic.

WITNESSETH: Whereas, the SHA is proposing to remove certain vehicles from the roadway on an urgent basis following collisions or where vehicles are abandoned and are causing a hazardous situation to exist.

I. General:

Whenever a road or lane is closed or partially blocked by an accident and traffic delays or safety problems may occur, the Resident Maintenance Engineer or his Representative, in cooperation with the police officer in charge, should reopen the roadway as soon as possible ON AN URGENT BASIS. This recognizes that public safety is the highest priority and must be secured, especially if injuries or hazardous materials are involved. It is understood that damage to vehicles or cargo may occur as a result of clearing the road on an urgent basis. While reasonable attempts to avoid such damage should be made, the highest priority is public safety.

II. Procedure/Requirements - SHA

A. General

The Resident Maintenance Engineer or his representative is to assign the necessary equipment and manpower to reopen the road or lane as soon as possible.

If materials being transported are involved, the SHA will make every effort to relocate the materials in the shortest possible time, using whatever equipment is necessary. All such materials will be relocated as short a distance as possible, but not be placed so as to present a traffic hazard.

The Resident Maintenance Engineer or his representative is to prepare a list of the personnel and equipment used and the work hours involved so that the owner of the vehicle and/or cargo can be billed for the work. Appropriate warning devices (barricades, signs, arrowboards, etc.) are to be placed on the scene should either the damaged vehicle(s) or cargo remain adjacent to a lane or on the shoulder.

B. Hazardous/Flammable/Exploding Materials

No attempt is to be made by State Highway Administration personnel/equipment to move any hazardous or flammable or explosive material for any reason. If SHA is first on the scene and cargo content is not readily identifiable, the Resident Maintenance Engineer or his representative will contact the proper authorities to ascertain if special measures should be taken.

As soon as the public safety has been secured then reopening of the roadway is to proceed as described under "GENERAL" in this agreement.

III. MSP Duties and Responsibilities

Members of the Maryland State Police who are the on-scene motor vehicle collision investigators will work in cooperation with other Emergency Service Personnel and members of the MD State Highway Administration who are at the scene.

Members of the State Police will conduct their required investigation in as expedient a manner as possible, considering the severity of the collision and the quality of their investigation. Lengthy investigations will require investigators to work diligently in an attempt to minimize traffic delays. This may mean that certain "non-critical" portions of an investigation be conducted at a later time when traffic congestion is non-existent (i.e., non-peak periods).

It should be understood that as fire and rescue service personnel complete their required tasks of extrication, administration of medical assistance and removal of the injured, the Maryland State Police Officer in Charge may choose to release them unless a HAZMAT situation exists.

This will also hold true for allied police personnel, additional troopers and members of the State Highway Administration as each complete their required functions, returning the roadway to normal as soon as possible.

Members of the Maryland State Police shall not unnessarily cause a delay in the reopening of a roadway in allowing a company to dispatch (an) additional truck(s) for immediate off-loading where this action will result in additional back ups or hazardous circumstances during peak traffic periods.

IV. Liability Issues

Maryland State Highway Administration's policy for the immediate removal of certain vehicles from roadway's on an URGENT BASIS, utilizing available resources, recognizes that public safety is of the highest priority. Furthermore SHA realizes that damage to vehicles or cargo contained therein may occur as the result of their clearing the roadway, and SHA assumes liability under these circumstances for said damage, should that become an issue. SHA's liability under these circumstances would be no greater than they might expect from negligence etc. on the part of snow equipment operations. As outlined in the "Limits of Liability" portion of the MD Tort Claims Act, SHA is only responsible for the first $1,000.00 in damages and the Maryland State Treasurers office would cover any additional damages under the State's Self-Insurance Program. SHA would not automatically be liable for damages resulting from clearing the roadway unless there was clear evidence on the Administration's part, that negligence was used in said operation.

In Witness Whereof, each party hereto has caused this agreement to be executed in its name and on its behalf by its duly authorized officer or agent as of this day and year first above written.

07/19/90

Bishop L. Robinson
Secretary
Public Safety and
Correctional Services

Richard H. Trainor
Secretary
Maryland Department of
Transportation

7/24/90

Col. Elmer Tippett
Superintendent
Maryland State Police

Hal Kassoff, Administrator
MD State Highway Administration

TENNESSEE

INTERAGENCY MEMORANDUM OF UNDERSTANDING
BETWEEN THE
TENNESSEE DEPARTMENT OF SAFETY (DOS), INCLUDING THE TENNESSEE HIGHWAY PATROL (THP) AND COMMERCIAL VEHICLE ENFORCEMENT (CVE), AND THE TENNESSEE DEPARTMENT OF TRANSPORTATION (TDOT)

Relative to

URGENT CLEARANCE OF HIGHWAY INCIDENTS AND SAFETY AT INCIDENT SCENES

This memorandum of understanding by and between the parties named above is to provide guidance for personnel representing DOS (THP, CVE) and TDOT relative to incidents on Tennessee highways, including crashes and spilled cargo, to ensure public safety, promote safe and orderly flow of traffic, protect the safety of emergency responders, and restore the roadway to full capacity as soon as possible following an incident.

WHEREAS, traffic congestion is a growing problem in Tennessee, especially on the controlled-access highways which carry the highest traffic volumes, and

WHEREAS, when congestion increases, so do the costs—in wasted time, fuel and money, missed schedules and late deliveries, increased air pollution and road rage, and

WHEREAS, national studies have shown that about 60% of all congestion is related to incidents (e.g., crashes, stalled vehicles, debris, special events, road work) rather than inadequate roadway capacity, and

WHEREAS, national studies have shown that up to 20% of all collisions on controlled-access highways are "secondary," attributable to an earlier incident that has not been fully cleared, and

WHEREAS, emergency responders are especially at risk at the scene of incidents on high-speed, controlled-access roadways, and

WHEREAS, DOS (THP, CVE) and TDOT have responsibilities and resources to address the problems caused by highway incidents.

NOW, THEREFORE, BE IT RESOLVED THAT:

The purpose of this memorandum is to facilitate joint efforts to alleviate the growing problems associated with incidents on Tennessee's roadways, especially the controlled-access roadways, by emphasizing URGENT AND SAFE CLEARANCE of highway incidents.

1

DOS (THP and CVE) Responsibilities

1. THP, with the assistance of CVE when necessary, will conduct investigations in as expedient a manner as possible considering the severity of the incident. Investigators will work diligently to minimize traffic delays. When possible non-critical aspects of an investigation shall be conducted away from the immediate scene or at a another time when the impact on traffic would be less.

2. At the scene of non-injury collisions, THP and CVE officers will quickly relocate vehicle(s) from the travel lanes and conduct investigations as far from the roadway as practical.

3. Troopers will encourage and assist other emergency responders in clearing incident scenes as soon as possible after their respective duties have been performed so as to reduce distractions for motorists (gawking) and restore the roadway to more normal conditions.

4. When one or more lanes of a controlled–access highway is blocked, THP will call for a wrecker capable of removing the vehicle or cargo as quickly as possible. If the "zone wrecker" does not have the capability to quickly clear the roadway, THP will call for the closest wrecker that has the needed capability. The THP Dispatcher will determine the estimated time of arrival (ETA) and advise the responders at the scene.

5. If the owner of a vehicle or the cargo blocking a roadway requests that a specific towing company be contacted to remove the vehicle or cargo, THP will only approve the request if there is reason to believe that the requested company can respond as quickly as other available towing companies with comparable equipment.

6. THP will not allow a lane to be blocked for the sole purpose of transferring non-hazardous cargo from one vehicle to another unless no other reasonable alternative is available.

7. In the enforcement of state laws and regulations, THP with the assistance of CVE will try to minimize the impacts on traffic, especially during peak commuting periods, and will not block or restrict lanes except as necessary for safety.

8. CVE will seek assistance from the trucking industry to continue encouraging proper loading of cargo and proper operating procedures to minimize incidents caused by truck rollovers.

9. The DOS will include information in the Tennessee Driver's Handbook and other DOS publications instructing motorists about applicable laws and emphasizing the need for urgent clearance.

TDOT Responsibilities

10. Within the areas served by *HELP*, TDOT will dispatch *HELP* trucks to incident scenes when requested by THP or CVE. Whenever possible TDOT will also dispatch *HELP* trucks outside of the normal service areas when requested by THP.

11. TDOT will install reference markers, signs and other FHWA-approved markings as requested by DOS to allow quicker location of incidents and to facilitate investigation and reporting of incidents.

12. Whenever possible, TDOT will provide equipment and personnel to facilitate quick removal of vehicles, cargo and debris from the roadway.

13. When requested, TDOT will assist in establishing temporary detours and associated traffic control.

14. When requested, TDOT will provide space, if available, for emergency storage of vehicles, cargo or debris to facilitate prompt reopening of the roadway.

15. TDOT will designate a primary contact person(s) and alternates for each of TDOT's Regions and Districts to work with the THP on the use of TDOT equipment and personnel, storage space and other matters to promote "quick clearance."

16. TDOT will strive to minimize the traffic impacts of highway construction and maintenance and will consult with DOS (THP and CVE) about ways to accomplish that objective.

17. TDOT will place information regarding quick clearance on the Official State Highway Map and other publications, including the TDOT web page.

18. TDOT will erect signs at strategic locations on controlled access highways advising motorist that, following non-injury crashes, vehicles should be driven to the shoulder.

Shared Responsibilities

19. All the parties hereto will work together at incident scenes to promote urgent clearance, safety for motorists and emergency responders, and thorough investigations as required by the circumstances.

20. TDOT will explore funding opportunities for a Statewide Incident Management Plan and DOS, (THP and CVE) will assist in preparing and implementing the plan.

21. DOS, (THP, CVE) and TDOT will meet periodically to discuss experiences with incident management and to work toward improvements. Working sessions will be held at least annually in each of TDOT Region Offices with THP, CVE, TDOT and other state and local agencies to discuss incident management and related issues.

22. TDOT and THP (and CVE and other agencies as needed) will meet for a de-briefing within ten (10) working days following any incident that requires complete closure of an Interstate highway (in one or both directions of travel) for more than three (3) hours and following any incident that requires closure of one or more lanes for more than six (6) hours. The purpose of the meeting will not be to find fault or to assign blame but to identify opportunities for improvements in procedures, training or allocation of resources. A one-page report will be prepared jointly by the representatives of THP and TDOT and forwarded through the chain-of-command to the Commissioners of DOS and TDOT within one month of the date of the incident.

23. DOS (THP, CVE) and TDOT will actively promote the idea of "quick clearance" and will seek the cooperation of other law enforcement and emergency response agencies, trucking companies, towing operators, and the news media throughout Tennessee.

24. DOS (THP, CVE) and TDOT will work together to advise motorists that, following a non-injury accident on a controlled-access highway, motorists should steer their vehicles out of the travel lanes and stop at a safe location on the shoulder.

25. THP, CVE and TDOT will position emergency equipment at incident scenes so as to minimize the impacts on traffic flow and to avoid blocking or restricting lanes unnecessarily. Further, the parties will limit the use of emergency lights if practical at incident scenes to minimize distractions to motorists. The parties will also encourage other emergency responders to position their equipment and use emergency lights in the same manner.

26. All of the parties will work together to identify and apply new technologies and new operating procedures that might reduce the time required to respond to incidents and restore roadways to normal operating conditions as soon as possible.

27. For incidents involving hazardous material all of the parties will work together with the Tennessee Emergency Management Agency (TEMA) and other responsible agencies. Once public safety has been assured the priority will shift to restoring the roadway to full capacity as soon as possible.

28. THP and/or CVE will notify the designated TDOT contacts of any situation that calls for closing any lane(s) of an Interstate highway for more than thirty (30) minutes and will try to consult with TDOT in advance about alternatives to minimize the impact of traffic.

29. The parties hereto understand that damage to vehicles or cargo may occur as the result of clearing the roadway on an urgent basis. Reasonable efforts should be made to avoid such damage, but the priority will be to restore full roadway capacity in an expedient manner.

30. All of the parties will advise their personnel of this Agreement and promote implementation at every level of their organizations. THP and CVE will incorporate

the provisions of this agreement into General Orders, and TDOT will distribute Advisory Memorandums to personnel in Headquarters, Regions, Districts and County Offices.

AGREED AND EXECUTED BY:

Date: 09 12 01
Commissioner of Safety

Date: 9-12-01
Commissioner of Transportation

Date: 09-12-01
Colonel,
Tennessee Highway Patrol

Date: 9-12-01
Chief Engineer, TDOT

Date: 9/12/01
Major,
Commercial Vehicle Enforcement

Date: 9-12-01
Assistant Chief Engineer
(Operations), TDOT

5

WISCONSIN

Interagency Freeway Incident Clearance Policy Statement

The Traffic Incident Management Enhancement (TIME) Program is a regional partnership to maintain the safe and efficient movement of traffic on the freeway system in Southeastern Wisconsin. Continuing population growth and increases in traffic volumes contribute to hazardous driving conditions, congestion, delay, and air pollution. Traffic incidents are events that reduce roadway capacity or cause unexpected heavy traffic. Traffic Incidents aggravate the problem of traffic congestion and have serious safety and economic effects.

Most traffic incidents are minor, but many are major and involve personal injuries, fatalities, or hazardous materials spills. Both major and minor traffic incidents contribute to a significant impact on traffic flow and every effort should be made to clear them as quickly and safely as possible. Incident-related delay accounts for more than half of all highway congestion. When an incident occurs, each minute it takes to respond to and clear can add five minutes of delay and also dramatically increases the likelihood of secondary crashes.

Public safety and transportation agencies that manage the freeway system have a responsibility to do whatever is reasonable to reduce the delays associated with traffic incidents. In 1998, the Wisconsin State Legislature revised state laws pertaining to the clearance of traffic incidents and crashes on all Wisconsin roadways. Known as the Incident Clearance Law (Wisconsin Act 258), these state statutes provide for safer conditions for motorists involved in crashes; help reduce the occurrence of secondary crashes by removing obstructions from the highway; and shorten the amount of time required to restore normal traffic flow after an incident has occurred. The following policy defines the responsibilities of agencies involved in incident clearance in order to comply with the guidance of Wisconsin Act 258 and the philosophy that our freeways will not be closed or restricted for any longer than is absolutely necessary.

Safe Quick Clearance Philosophy

1. While clearing an incident as quickly as possible must be treated as a high priority; the safety of incident responders and of the public will not be compromised. The safety of all concerned in an incident, including responders, motorists, and victims, must always be the number one priority in clearance.

2. Whenever a freeway or lane is partially closed, or blocked by a crash or incident, law enforcement and transportation agencies will make every reasonable effort to open the roadway as soon as possible ON AN URGENT BASIS while maintaining and protecting the safety of responders and the public.

It is critical for freeways to be cleared as soon as initial investigative needs are met and hazardous cargo removed. It is understood that damage to vehicles or cargo may occur as a result of aggressively clearing the roadway. Reasonable measures should be taken to avoid such damage, however our priorities are to maintain the safety of respondents, victims, and the general public; to restore traffic to a normal flow and prevent further hazardous conditions from developing, consistent with the provisions of Act 258.

Law Enforcement Agencies

Law enforcement personnel who patrol the freeway and respond to the scene of traffic incidents will make clearing the roadway a priority. In the event of a crash and subsequent investigation, it will be conducted as quickly as possible, considering the severity of the incident. Lengthy investigations will require prioritization of tasks, diligent use of resources, and due consideration of alternate routes to reduce traffic delay. Non-critical portions of the investigation may be delayed until lighter traffic conditions allow for expedited completion of those tasks. Law enforcement officers and state and local transportation representatives will cooperate to establish necessary lane closures, determine alternate routes, expedite movement of traffic, and restore the freeway to normal as soon as possible.

January 7, 2002

Whenever practical, damaged vehicles will be moved to Crash Investigation Sites or other areas, out of view of mainline traffic for completion of investigations. Gateway Patrols or appropriate tow and recovery services will be requested as soon as it is evident that they will be needed to clear the roadway.

Law enforcement will not unnecessarily delay reopening all or part of a roadway to allow any company to dispatch their own equipment to off load, reload or remove one of their own vehicles that is impacting traffic.

On-scene Incident Commanders will coordinate with other emergency response agencies to establish a protocol for emergency vehicle response, parking, and traffic control at freeway incident scenes. The TIME Resource Manual should be referenced to assist Commanders and other incident responders.

State and Local Transportation Agencies

State and local transportation agencies or other maintenance personnel, including Traffic Response Units (TRU), in consultation with the on-scene Incident Commander, will establish traffic control, determine alternate routes, and coordinate support from the WisDOT Traffic Operations Center (TOC) as required. It is understood that transportation agency personnel who respond to incident scenes have traffic management and traveler information as their first priorities. Transportation agency personnel have no hazardous materials responsibilities or authority. Transportation agency personnel in cooperation with the Incident Commander and other law enforcement officers will determine the necessary equipment and other resources required to reopen the freeway or lanes as soon as possible. If materials being transported are involved, transportation agencies will make every effort to clear the traveled way in the shortest possible time, using whatever equipment is necessary. All such materials or vehicles will be relocated off the freeway to eliminate traffic hazards. Such activities could involve pushing the materials to the side of the roadway.

Transportation agency responders will place traffic control and/or warning devices at the scene should any damaged vehicles or cargo remain adjacent to the lane or shoulder for removal at a later time. Transportation agency personnel will document all hours and equipment used to clear the incident to seek reimbursement from the causing party. The TIME Resource Manual should be referenced for appropriate traffic control and other guidelines.

Transportation Agencies will continue to work together with Law Enforcement to ensure that the needs of motorists on the region's freeways are being met in the most professional and efficient manner.

Les Fafard, District Director District 2, WisDOT	Mike Brown, Highway Commissioner Fond du Lac County
Larry Zarletti, Sheriff Kenosha County	Fred Patrie, Highway Commissioner Kenosha County
Robert Bereiter, District Commander District 2, Wisconsin State Patrol	Leverett Baldwin, Sheriff Milwaukee County Sheriff

January 7, 2002

David Pichette, District Commander
District 3, Wisconsin State Patrol

Jack Theusch, Sheriff
Washington County

Gary Pucker, Sheriff
Fond du Lac County

William Kruziki, Sheriff
Waukesha County

Maury Straub, Sheriff
Ozaukee County

Richard A. Bolte, Director
Waukesha Public Works

Robert R. Dreblow, Highway Commissioner
Ozaukee County

Jack Pitrof, Chief
Menomonee Falls Police Department

William L. McReynolds, Sheriff
Racine County

David Graves, Sheriff
Walworth County

Glen Lampark, Director
Racine County Public Works

Brian Dupont, Highway Commissioner
Walworth County

January 7, 2002

Page 3 of 3

APPENDIX C.4

Arkansas State Highway and Transportation Department "Move It" Brochure

MOVE IT . . .

Have you ever been involved in a motor vehicle accident and left your car in a lane rather than moving it? This is a pretty common habit in Arkansas. However, when you leave your car on the road, you contribute to traffic congestion which can cause other accidents.

According to Arkansas law if you have a non-injury accident, do not wait for the police before moving the vehicles involved.

If the vehicles can be driven, move them to a safe location and then contact the police and exchange the necessary information. It's not just a good thing to do, it's the Arkansas law! So the next time you're involved in a non-injury accident and your vehicle can be moved – MOVE IT!

Q & A

QUESTION:

I've just had an accident – what do I do?

ANSWER:

- Check for injuries. Notify the nearest police station, sheriff's office, state trooper or emergency medical service immediately if anyone is injured or killed.
- If there are no injuries and your car can be driven, move your car off the roadway and notify the proper law enforcement agency.
- Safely warn oncoming traffic of the accident or hazard to prevent other accidents.
- Give your name, address, vehicle license plate number and driver's license number to anyone else who was involved in the accident. Get the same information from others involved in the accident. You may want to obtain additional information including phone number, vehicle identification number, vehicle description and insurance information. You may also want to get the names, addresses and phone numbers of any witnesses.

It's the law in Arkansas

Ark. Code Ann. 27-53-102

(a) (1) The driver of any vehicle involved in an accident resulting only in damage to a vehicle which is driven or attended by any person shall immediately stop the vehicle at the scene of the accident, or as close thereto as possible, but shall immediately return to and in every event shall remain at the scene of the accident until he has fulfilled the requirements of 27-53-103 (Duty to give information and render aid.)

(2) Every such stop shall be made without obstructing traffic more than is necessary.

(b) An accident of this nature shall include all accidents which occur upon the streets or highways, upon the parking area of private business establishments, or elsewhere throughout the state.

(c) (1) The driver shall remove his vehicle from the roadway, except that the driver may leave the vehicle in the roadway if the vehicle is disabled or there is a visible or apparent injury to a person.

(2) The removal of a vehicle from the roadway pursuant to this section shall not constitute an admission of liability nor a wavier of a claim for personal injury.

APPENDIX C.5.1

Columbus (OH) Division of Police Quick Clearance Policy

QUICK CLEARANCE POLICY

Definition

A planned and coordinated action to detect and remove roadway obstructions as quickly and as safely as possible, in order to restore the normal flow of traffic.

Policy

On the freeway system, all personnel will utilize a quick clearance policy. In instances where a vehicle other than a commercial motor vehicle has been involved in a property damage or injury accident, that vehicle will be removed from the active roadway as soon as safely possible. The preferred course of action is to remove all vehicles from the freeway system and then complete all necessary paperwork.

When encountering roadway obstructions involving commercial motor vehicles, officers will have a plan before attempting to clear the roadway of the commercial motor vehicle. This plan will constitute at the least, input from the senior on-scene Traffic and Engineering personnel (ODOT or City of Columbus), a traffic supervisor and a representative from the involved towing company.

Under no circumstances will officers attempt to move a motor vehicle when the following circumstances exist:

1. A vehicle carrying HAZMAT has overturned or received significant structural damage.
2. The vehicle is involved in a fatal or potential fatality.

In the instances above, approval must be obtained by the proper fire officials, the Accident Investigation Unit or both before moving the vehicle.

In the course of implementing this policy additional damage may be caused to the vehicle being moved. Officers will weigh this additional damage against the safety to the rest of the motoring public, if the vehicle is not moved. Additional damage to vehicles and the roadway is acceptable *if it is necessary for the safety of the motoring public.*

COLUMBUS DIVISION OF POLICE

APPENDIX C.5.2

Ohio QuickClear Best Practices Guide

Developed by the
Ohio Lane Closure Protocol Committee:

AAA Ohio
Buckeye State Sheriffs' Association
Ohio Association of Chiefs of Police
Ohio Department of Public Safety
Ohio Department of Transportation
Ohio Environmental Protection Agency
Ohio Fire Chief's Association
Ohio Fire Marshall's Office
Ohio Trucking Association
Towing and Recovery Association of Ohio

March 2003

Premise

Traffic incidents are causing thousands of hours of congestion delay annually, and increasing the risk of secondary crashes. The problem will become worse as traffic on the state highway system grows. Given their authority to fully or partially close travel lanes, local public agencies must recognize the impact on traffic flow, and the importance of clearing the scene and reopening the road. These best practices were developed to promote efficient incident management in Ohio.

Preface

In August 2002, the directors of the Ohio Departments of Public Safety and Transportation convened a working group of stakeholders with the mutual goal of reducing the duration of incident-related road closures. The working group has developed a checklist for incident responders, and this best practices guide for incident management.

The guide was developed from a literature review of other state and local agencies, Federal Highway Administration workshops, and input from numerous local Ohio agencies experienced with response to traffic incidents, clearance and recovery, and traffic management.

It is impossible, and not even preferable, to suggest a one-size-fits-all approach to traffic incident response: each incident is unique in its character and hazards. However, there are some preferred practices to protect the scene, to manage traffic, and to clear an incident efficiently. This guide reviews those best practices so that local agencies can adopt approaches for more rapid incident clearance. To be successful, all agencies must develop a mind-set that includes the restoration of traffic flow in incident management decision making.

Introduction

Transportation analysts estimate that more than half of all congestion delay is caused by incidents: weather, crashes, spilled loads or disabled vehicles. Quickly clearing such incidents is universally regarded as the most effective approach to reducing congestion.

Traffic incidents and their related congestion create safety hazards. A Minnesota study found that 13 percent of all peak-period crashes were in a backup from a previous incident–a so-called "secondary" crash.[1] A 1995 study in California found that each time a traffic accident occurred on the freeway, the potential for a secondary crash increased by at least 600 percent.[2]

Emergency response personnel are at risk of being struck by passing vehicles as they work an incident scene. In 1997, nearly 40 percent of all law enforcement officers who died in the line of duty, died in traffic.[3] The longer an incident is in place, the longer incident responders are vulnerable and exposed to injury.

In summary, traffic incidents pose three primary concerns:

- Traffic congestion delay, including delay to emergency responders;
- Increased risk of secondary crashes;
- Risk to incident responders.

"Incident management" is a term for the response, management and clearance of traffic incidents. The goal of efficient incident management is to:

- reduce the duration of traffic incidents, without compromising effective investigation by law enforcement agencies;
- protect traffic incident responders by limiting their time at a scene;
- reduce the risk of secondary crashes;
- manage traffic around incidents to reduce congestion delay, and minimize the amount of traffic flowing past the incident scene.

While efficient incident clearance is a laudable goal, in practice clearing incidents involves numerous local agencies. Sometimes, the work of these agencies impedes the quick clearance of traffic incidents, resulting in inordinate delay. And, communication and coordination are always a challenge when working with multiple entities.

The following is a guide to the best practices in incident management, which have been used effectively by other agencies. The first part outlines the best practices for each entity involved in incident management. The last part outlines incident scene command issues and the role of planning and major incident reviews.

Best Practices by Agency

Transportation Agencies

The mission of transportation agencies like the Ohio Department of Transportation is to provide safe and efficient roads. Relevant to incident management, transportation agencies respond to major incidents in order to repair damaged roadway and assist with traffic control.

As the traffic volume on state highways increases, there is an acute need for incident-related traffic management and the quick restoration of capacity. Transportation agencies are the only entity with the scope and expertise to effectively handle this need.

To improve incident management, the best practices for transportation agencies are to:

- Develop response protocols for freeway closures, which include pre-planned diversionary routes and traffic control in coordination with local public agencies. Meet with police, fire and other local officials before incidents to review such plans;
- Install urban freeway reference markers at 2/10th-mile increments, which will allow cellular telephone callers to report incident locations with greater accuracy.
- Deploy freeway service patrol vehicles to remove debris from travel lanes and assist motorists broken down on the freeway shoulder or in travel lanes; include arrow boards to assist with traffic control for incidents;
- Create video links from traffic management centers, to share with law enforcement and fire/rescue agencies. These video images can be used to minimize the amount of fire apparatus dispatched to a scene;
- Participate in the incident command system to communicate with fire and police agencies and advocate for the prompt clearance of the scene;
- Set up safe traffic control around the crash scene, divert traffic upstream of an incident through the use of changeable message signs, and provide traffic information to the media and general public.

Law Enforcement

Law enforcement agencies are usually the first on the scene of a traffic incident, whether it is a broken down vehicle or major crash with personal injuries. Typically, these agencies direct traffic, conduct accident investigations, serve as incident commander, safeguard personal property and supervise scene clearance.

As the first responder to an incident, a law enforcement officer usually establishes an incident command system – authority that is shared with and sometimes superceded by fire and emergency medical personnel responding to the scene. Even if fire agencies assume command of an incident scene, that command usually returns to law enforcement when the rescue operations phase is complete.

It is most often the case that law enforcement officers request and direct the operation of towing and salvage companies, which are usually under contract to local governments and called out on a rotational basis.

The best practices for law enforcement agencies are:

- Meet with fire and transportation agencies to review predetermined incident response plans;
- Within the unified incident command system, communicate with transportation agencies to establish traffic management/detours, and direct a partial or complete reopening of the roadway as quickly as possible;

Figure 1 - Freeway Reference Marker

- For accident investigations, efficiently collect evidence and survey scene using Total Station equipment or aerial surveying;

- For minor (non-injury) crashes, have dispatchers provide guidance to drivers on local policy for moving vehicles from travel lanes, and exchanging information as per state law.

Fire and Emergency Medical Agencies

Traffic incident response is only a small portion of the many responsibilities of fire and rescue agencies. At the traffic incident scene, fire and emergency medical agencies' first priority is the protection, rescue and treatment of the victims, followed closely by the protection of personnel at the incident scene. If fire agencies are involved in a rescue/treatment operation, incident command will shift to that agency until fire/rescue operations are complete.

Fire and emergency medical agencies handle traffic control differently, depending on preference and experience. Some agencies completely close all lanes of traffic for any type of incident, resulting in inordinate traffic congestion.

There are also inconsistent practices in handling crashes involving hazardous material. If agencies are inexperienced with haz mat, they are more likely to order a complete shutdown of travel lanes; in Ohio, this has been done even in cases of minor diesel fuel spills from tractor trailer rigs.

Best practices for fire and emergency medical agencies are:

- Dispatching the minimum amount of equipment necessary to reduce the exposure of personnel at the scene. (Fire agencies can be aided by the receipt of video images from DOT traffic management cameras);

- Effective training in the identification of hazardous materials, to avoid lengthy lane closures for material that does not pose a threat to people or the environment;

- Effective training in temporary traffic control around incidents, in order to keep lane(s) of traffic open when possible;

- Effective communication as part of the incident command system, so that partner response agencies are aware of progress in rescue efforts, can make correct decisions regarding traffic management and provide traveler information to local media.

Towing and Recovery

At a traffic incident scene, towing and recovery companies are responsible for the safe removal of vehicles from the scene, protection of victims' property and vehicles, and removal of debris from the roadway. Companies vary in their equipment and ability to perform different types of salvage operation.

Generally, towing companies are under contract to municipalities, which establish a roster of companies which respond to traffic incidents on a rotational basis. When a tow is required, the law enforcement officer notifies the dispatcher, who in turn notifies the towing company.

Commercial vehicle recovery involves unique considerations. Most importantly, commercial vehicle loads might still have value and there is an implicit right to salvage such cargo, which can delay the prompt reopening of travel lanes.

For recovery of some commercial loads, specialist companies are called in to handle a certain material, such as the case with a hazardous material or fuel spill. Other times, the trucking company or owner of the cargo will want to dispatch their own vehicles and personnel for the salvage operation. Involvement of such "third-party" recovery teams often take inordinate amounts of time, depending on the distance of the company from the incident.

Incidents involving hazardous materials, fuel spillage and other pollutants may require oversight by the Ohio Environmental Protection Agency (OEPA) Emergency Response and local hazmat where available. First responders involved with such an incident should call the OEPA Emergency Response Hotline at 800-282-9378.

Best practices for towing and recovery include:

- Pre-qualification of towing companies by municipalities, so the towing company called to an incident scene has the capability to handle the vehicles involved;

- Training law enforcement in the Towing & Recovery Association of America's vehicle identification guide, to ensure the correct equipment can be requested and dispatched to the incident;

- Weighing the cost-benefit of calling in third-party recovery teams, if their distance/time of travel will have excessive impact on the amount of time lanes remain closed;

- Move commercial vehicles or trailers to the roadside or shoulder to restore as many travel lanes as possible, as soon as possible; then perform any necessary salvage operations after the peak hour.

Figure 2 - Vehicle Identification Guide

TRAA VEHICLE IDENTIFICATION GUIDE©

CLASS 1 • LIGHT-DUTY • (6,000 lbs. or less GVW - 4 tires)*

CLASS 2 • LIGHT-DUTY • (6,001 - 10,000 lbs. GVW - 4 tires)*

Classes 1 and 2 include passenger vehicles, light trucks, minivans, full size pickups, sport utility vehicles and full size vans.

CLASS 3 • MEDIUM-DUTY • (10,001 - 14,000 lbs. GVW - 6 tires or more)*

CLASS 4 • MEDIUM-DUTY • (14,001 - 16,000 lbs. GVW - 6 tires or more)*

CLASS 5 • MEDIUM-DUTY • (16,001 - 19,500 lbs. GVW - 6 tires or more)*

CLASS 6 • MEDIUM-DUTY • (19,501 - 26,000 lbs. GVW - 6 tires or more)*

Classes 3 through 6 include a wide range of mid-size vehicles, delivery trucks, utility vehicles, motorhomes, parcel trucks, ambulances, small dump trucks, landscape trucks, flatbed and stake trucks, refrigerated and box trucks, small and medium school and transit busses.

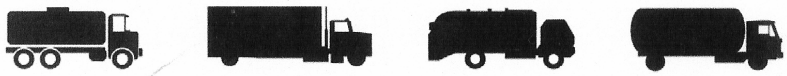
Information Needed To Correctly Dispatch Towing and Recovery Units:

- Year, Make and Model of Vehicle to be Towed or Recovered
- DOT Classification (Class 1 – 8 based on GVW)
- Location of Vehicle
- Type of Tow (impound, accident, recovery motorist assist, etc.)
- Additional Vehicle Information
  - 2 wheel drive, 4 wheel drive, all wheel drive
  - damage to vehicle, tire condition
  - vehicle loaded or empty
  - cargo contents
  - does the vehicle have a trailer
  - are the keys with the vehicle

Note: Any vehicle may carry hazardous materials. Advise if placarded.

* ***Note:*** The Gross Vehicle Weight Rating (GVWR) of the vehicle to be towed or recovered can be found on the identification label on the vehicle's driver's side doorframe. The number of pounds listed on the label can then be compared with the DOT Classification Vehicle Type Chart for the correct DOT class.

CLASS 7 • HEAVY-DUTY • (26,001 - 33,000 lbs. GVW - 6 tires or more)*



CLASS 8 • HEAVY-DUTY • (33,001 lbs. and over GVW - 10 tires or more)*

Illustrations: © T.T. Publications/Vehicle Identification Guide: ©TRAA

Classes 7 and 8 include a wide range of heavy vehicles, large delivery trucks, motor coaches, refuse trucks, cement mixers, all tractor trailer combinations including double trailers.

Policies that Support Better Incident Management

While individual agencies can make changes to improve the efficiency of incident clearance, there is a web of underlying policies–generally at the local level–which impact the operations of local law enforcement. Adopting best practices at the local level can reduce the risk of traffic incidents, reduce incident duration and restore traffic flow as quickly as possible. Particular issues and associated best practices are presented below.

1. Vehicles broken down/abandoned on the freeway shoulder create a risk to passing traffic.[4] Some jurisdictions allow vehicles to remain on the freeway shoulder for 72 hours or more before being towed to an impound lot. Best practices are to:

   Adopt law or policy to limit the time that vehicles can remain on freeway shoulder (e.g., Columbus, Ohio limits to three hours);

   Allow DOT personnel to assist law enforcement with tagging abandoned vehicles, so that their duration on the freeway shoulder is tracked as accurately as possible.

2. Most of the driving public is indoctrinated to remain with their vehicles after a traffic incident until law enforcement officers arrive to perform a proper investigation. In practice, this can be very dangerous, especially on urban freeways. When there is a property damage traffic crash with no injuries, and the vehicles are mobile, it is far safer for drivers to exchange information (driver's and owner's name/address, driver's license number, vehicle license plate number, insurance information) and move their vehicle to the shoulder or exit ramp if a police officer must report. Best practice is for:

   Municipalities to adopt "steer-clear" statutes or policies, with signs directing motorists to move fender-benders to the roadside (see sample sign and photo in Figure 3).

3. As stated above, local governments establish contracts with towing companies for call-out to traffic incident scenes. Such contracts sometimes lack specificity as to qualification for handling different types of wrecked vehicles. Best practices are to:

   Pre-qualify towing companies, so the towing company called to an incident scene has the capability to handle the vehicles involved;

   Train law enforcement in the Towing & Recovery Association of America's vehicle identification guide, to ensure the correct equipment can be requested and dispatched to the incident.

Figure 3 - "Steer Clear" Sign

Pre-Incident Planning, Incident Command and Major Incident Review

Repeatedly in the course of developing these best practices, it was revealed that communication is the key to improving incident management practices. Often, agencies are unaware of the impacts their operations have on traffic or the value of communicating incident information, which can be relayed to the public. Thus, this section reviews pre-planning, on-scene command, and post-hoc incident reviews to outline the best practices in communication.

- *Pre-Incident Planning* brings agencies together to review policies and best practices, so that all incident management operations can be carried out efficiently and safely when the need arises. The best practices for pre-incident planning are:

Transportation agencies should pre-plan diversion routes, so that traffic control and detours are arranged as efficiently as possible when the need arises. Such pre-planning should include a review of practices for incident command (outlined below), communication with local media, etc.;

Transportation agencies should have equipment on-hand to handle traffic control, such as arrow boards, portable message signs, etc.;

All agencies involved in incident management should meet regularly to review a transportation agency's pre-planned diversionary routes and review best practices and policy.

- *Incident Command.* The incident command system (ICS) is a universally-recognized management approach for the command, control and coordination of incident response, including traffic crashes. The ICS establishes the on-scene organizational structure to coordinate the efforts of individual agencies as they work to stabilize the incident scene and protect life, property and the environment.

The ICS can be as large or as small as necessary to manage an incident, and incident command can change depending on the type and size of an incident. For traffic incidents, law enforcement agencies will generally be first on the scene and establish command. If the accident scene requires fire, rescue or emergency medical agencies, however, incident command might shift to those agencies while rescue is taking place. At some point, scene command almost always reverts back to law enforcement to supervise the towing, recovery and clearance of vehicles and debris. Best practices are to: Communicate with transportation agencies in the incident command structure, so that proper decisions can be made regarding traffic management;

Assess and request the proper towing equipment in parallel with other activities, so that towing and salvage can begin as soon as possible;

Provide regular updates to the media, who can help inform the public about road closures, detours and expected duration of the incident.

- *Major Incident Review.* It is unfortunate, but certain, that major traffic incidents will plague Ohio for the foreseeable future. Just as certainly, some incidents will not be handled as efficiently as possible, leading to increased exposure of incident responders, more traffic congestion delay and secondary crashes. Best practices are:

In an environment of mutual professional respect, hold meetings after major traffic incidents to review performance, decisions, policies or procedures that conflicted with the goal of efficient incident management;

Communicate the meeting results so as to resolve conflicts in future traffic incidents.

(Footnotes)

1 I-35 Incident Management and the Impact of Incidents on Freeway Operation. Minnesota Department of Transportation, January 1982.

2 Intelligent Transportation Systems Impact Assessment Framework: Final Report. Volpe National Transportation Systems Center, September 1995.

3 "National Police Week Observed May 10 - 16, " The Police Chief. International Association of Chiefs of Police, May 1998.

4 A study of Washington State roadways revealed an average of 450 shoulder collisions annually over a seven year period. (Source: Traffic Incident Management Handbook. Federal Highway Administration, 2000.)

APPENDIX C.6.1

Illinois DOT – District 1 Policies and Procedures for Handling an Overturned Semi-Tractor Trailer

Illinois Department of Transportation

Memorandum

To:	Emergency Traffic Patrol Employees
From:	John G. Mitchell
Subject:	Policies and Procedures Article 4.14
	Expressway Operations. Overturn Semi-Tractor Trailer
Date:	June 3, 1999

In determining what action is to be taken in regards to an overturn tractor-trailer, the following factors should be considered:

1. Amount of damage to the vehicle and trailer.
2. Type of load/trailer/cargo/haz-mat.
3. Weight of load.
4. Integrity of trailer.
5. Weather conditions.
6. Time of day. Duration time of recovery efforts.
7. Lane closure or blockage.
8. Safety to public and emergency responders.

Possible course of actions to be considered:

1. Uprighting
2. Relocating by dragging entire vehicle.
3. Use of air cushions.
4. Offloading.
5. Private recovery firms.

Supervisor course of action:

1. Consider all possible recovery efforts.
2. Make a decision based on factors stated above with safety as top priority.
3. Consult with other agency supervisors on the scene and/or ETP manager.
4. Removal and/or relocating of the unit in question should be the nearest/safest area possible.

All attempts to recover from the incident should be done using all available and necessary manpower and equipment including that of other agencies of government that are on the scene or could be called to the scene.
Again consider all factors present and take the best and safest possible course of action.

APPENDIX C.6.2

Guidelines for the

Mitigation Of Accidental Discharges Of Motor Vehicle Fluids (Non-Cargo)

Draft—Not Approved For Implementation

Note: The following guidelines were prepared to outline steps that can be taken by early responders to motor vehicle crashes to reduce the confusion and subsequent delays in re-opening roadways when spilled vehicle fluids are involved. Refer to the existing policies in place for dealing with

Purpose, Goal and Objectives

These guidelines were developed by the multi agency, Florida Statewide Traffic Incident Management Program (TIMP) to clarify the goals, objectives and processes for clearing the highway of spilled motor vehicle fluids resulting from crashes and other vehicle incidents. The guidelines were reviewed and indorsed by the Florida Department of Transportation (DOT), Florida Department of Environmental Protection (DEP), and Florida Highway Patrol. The content of these guidelines is based on and consistent with the open letter to Fire-Rescue Departments and other response agencies from the Department of Environmental Protection dated June 14, 2002.

Spilled vehicle fluids are generally petroleum products, and most commonly are crank-case engine oil or diesel fuel, but they may also include transmission, hydraulic, or other fluids. Typically, absorbed vehicle fluids rarely fail the Toxicity Characteristic Leaching Procedure (TCLP) and thus are **usually not hazardous wastes.**

The goal is to provide guidance to responders and assist them in meeting the primary Incident Management goal of the Open Road Policy (ORP), namely to clear the incident scene within 90-minutes of the arrival of the first responder. In many incidents involving this level of spill, this goal can be far exceeded if these guidelines are followed.

The objectives of these guidelines are to:

- Provide specific procedural guidance for spilled vehicle fluid cleanup, and;
- Provide a reference for the disposal of spill materials.

Definitions

For the purposes of these guidelines, the following definitions apply:

- Absorbent materials are any materials, manufactured or natural that may be used to absorb spilled fluid, and may include commercial absorbents, saw dust, floor sweep, peat moss, absorbent pads, sand, clay or even topsoil.
- Cargo means the commercial (or other) materials being transported by the motor vehicle. Materials that are an intrinsic part of the vehicle itself are "non-cargo", even if the vehicle is a commercial vehicle.
- Commercial vehicle is one that carries cargo of commercial materials for pay, and may include, but not limited to, small, medium and heavy trucks; panel trucks and vans; tractor-trailers; commercial busses.
- Hazardous materials (HAZMAT) are materials posing immediate life-threatening danger to people and property, as defined in the US DOT "North America Hazardous Materials Guidebook"
- Private vehicle is any vehicle that is used for the personal transportation of its occupants on a not-for-hire basis, and may include, but not be limited to, passenger cars and cycles, vans and SUVs, motor homes and recreational vehicles, and busses used for private purposes.
- Responders may include fire rescue, wrecker operators, Road Rangers, contractors, and DOT or local highway agencies.
- Responsible party is the entity having dominion over the product prior to the spill, not necessarily the party responsible for the accident.
- Spill means the expulsion of any vehicle fluids upon the roadway itself or the abutting areas that cause an immediate threat to traffic by hindering its normal operation in any way (covering surfaces causing slicks, dripping onto traffic below, etc.).
- Vehicle fluid, or simply fluid(s), are non-cargo liquid materials that are spilled from the vehicle, such as gasoline, diesel fuel; motor oil; coolants; transmission, brake and hydraulic fluids. These may originate from the engine, drive train, fuel tanks, wheel assemblies, compressors, air handlers or any component of the vehicle, including tractor and trailer, as applicable.

Scope

These guidelines only apply to spilled motor vehicle fluids from private and commercial vehicles used for the operation of the vehicle. They do not apply to any hazardous material cargo spill.

.

The full extent of these guidelines cover crashes involving commercial vehicles. Spilled fluids from **passenger vehicle** crashes are exempt from regulation with respect to removal and reimbursement, but should be routinely cleaned up by responders and/or vehicle owners in accordance with this guideline for clearance.

Clearance Procedure

In situations involving the spillage of vehicle fluids on a roadway from both **commercial vehicles** and **private vehicles**, the preferred clean-up method is to soak up as much material as possible using absorbent materials. Also, move the absorbent materials out of the travel lanes and store at the roadside, preferably well off the shoulder**.** In some cases the material may be containerized and placed in the damaged vehicle(s) for removal by the towing company. **Note DOT and other crash-scene responders may apply absorbents and sweep off travel lanes regardless of the quantity** It is **not** necessary to await a licensed clean-up contractor.

Clean up normally involves the use of granular absorbents or vermiculite, floor sweep, peat moss, pads and booms, clay or topsoil. In limited situations, sand can also be used but it is better suited for increasing friction than to be used as an absorbent. If immediately available, an alternative method for dealing with the thin film that may remain after absorbents are used is to apply a light dusting with Portland cement.

Defensive efforts can include containment or diking, soil berming, and stopping the leak at the source. These efforts not only limit the size of the release, but also can help prevent the spilled material from entering storm drains. Pails, buckets, kiddy pools, as well as hand transfer pumps are typical items used to contain and limit diesel fuel spills on roadways.

The Responsible Party [RP] is accountable for vehicle fluid spillage, including the final removal and proper disposal of absorbents and if needed the subsequent site remediation. If the RP does not or cannot handle this responsibility in a timely manner, the governing authority [State of Florida, County, City, etc.] will initiate disposal and the responsible party will be billed. **Clean-up actions taken by early responders do not affect or limit this responsibility.**

> Responders should be aware that it often takes several hours for a clean-up contractor to arrive on-scene. Therefore, priority should be given to re-opening the travel lanes. In many cases lanes can be re-opened with a minimal effort using available absorbents applied by on-scene personnel.

Additional or incidental material spilled during the relocation of the vehicle out of the travel lanes of the roadway can be cleaned up and moved to the roadside with the other absorbents used at the scene. *The responsible party remains accountable!*

Absorbent material moved out of travel lanes may be bagged in heavy-duty trash bags, wrapped or 'diapered' in plastic sheeting, or containerized in pails or barrels. The material should be well off the travel portion of the roadway and can remain there a reasonable time to allow for disposal by the responsible party or a contractor, [paid by

the responsible party]. The material may also be placed in the damaged vehicles and removed by the towing company.

The containers used to hold the material should be tagged and clearly marked to indicate the type of absorbent used and the material that was spilled. It is also desirable to indicate the responsible party. Care should be taken not to overload the containers used to store the absorbents. If trash bags are used, double bag and limit each bag to about 15 pounds.

The reportable quantity of 25 gallons does not automatically prevent or limit on scene actions to mitigate the spill. In fact **prompt intervention is encouraged** to limit the congestion impact and prevent the high probability of secondary incidents as a result of extended traffic blockage**. It is very important that every effort be made to limit the amount time the spilled fluids are in contact with asphalt pavement.**

Traffic cones or other readily identifiable methods should be used at the site to mark the location of the material for later retrieval.

Spill clean up by a fire department; highway agency, wrecker operator, roadway contractor or the responsible party should be limited to spills of a magnitude within their capabilities. However, *no responder is restricted from taking prompt action to stop the spill at its source, to contain and limit the size of the spill, to limit the damage to the pavement surface, and to prevent any flammable material from catching fire*.

Vehicle fluid spills, which have soaked into soil, will require cleanup but may be completed at a later date by the responsible party. Care must be taken to locate any underground utilities prior to the excavation of contaminated soil.

Disposal options for non-hazardous fuels, oils, and other vehicle fluids include, but not limited to:

- Thermal treatment at a permitted soil burner
- The use of an approved oil hauler for liquids
- Incineration at a local landfill incinerator
- And delivery to a local Household Hazardous Waste Facility. (Some limitations may apply)

Responders should have 'Right to know' instruction for handling these vehicle fluids and have completed the "Awareness" level of Hazardous Material

Summary

A quick-reference of these guidelines are included on the next page.

NOTIFICATION and REPORTABLE QUANTITIES

Florida DEP has adopted the US Environmental Protection Agency reportable quantity of 25 gallons for spilled petroleum products. The notification requirement can be met by calling the State Warning Point, who will contact DEP's Bureau of Emergency Response (BER).

STATE WARNING POINT [800] 320-0519, 24 hours, 7 days

When calling be prepared to give the location, type of fluid spilled, RP name, address and phone number.

Vehicle Fluid Spill Clean-Up Guidelines

Quick Action Guide

- Identify spill as a vehicle fluid
- Stop leaking material at the source
- Contain and limit spill from spreading
- Apply available absorbents
- Sweep material off travel lanes
- Second application if necessary
- Gradually restore traffic flow
- ID RP and mark location of material
- Assure proper notification made, State Warning Point 800/320-0519

APPENDIX C.6.3

Minnesota Incident Management Coordination Team Guidelines for Disabled Vehicle/PDO Crash Removal

Disabled Vehicle

The majority of incidents on the freeway system are disabled vehicles. If a Highway Helper is available, some disabled vehicles can be fixed quickly. In other situations, the vehicle must be towed. All disabled vehicles should be moved to the shoulder (preferably the right shoulder) or pushed out of the traveled lane.

Law Enforcement:

BLOCKING

- Protect the scene by proper placement of squad utilizing emergency lights to the rear.
- If **unoccupied** blocking:
  - Immediately call MSP Dispatch for a Zone Tow for rapid removal.
  - Complete impound document and notify MSP Dispatch with appropriate vehicle identification information.
- If **occupied** blocking:
  - Coordinate with the motorist a method and site to push the vehicle onto a non-blocking location.
  - Work with motorist for a quick removal from the right of way after clearing vehicle from lane of traffic by contacting Highway Helper, tow truck or other appropriate parties.

NOT BLOCKING – No Hazard

- If **unoccupied**:
  - Run registration checks and mark the vehicle with freeway paint or red tag document to monitor time frame which vehicle has been abandoned.
  - First available opportunity, remove vehicle from roadway using State Patrol General Order Guidelines, which reference this type of incident *(currently 2 hour grace period on controlled access freeway).*
- If **occupied:**
  - Work with motorist for a quick removal from the right of way by contacting Highway Helper, tow truck or other appropriate or requested parties.

Towing Operator:

BLOCKING—STATE PATROL NOT ON SCENE

- When traffic conditions allow, position tow truck behind the blocking vehicle so that the warning lights can protect the scene until help arrives.
- If **unoccupied** blocking:
  - Wait until law enforcement arrives on the scene and then position the tow truck for removal of the vehicle.
  - If traffic conditions allow the removal of the vehicle before the Patrol arrives, remove the vehicle and tow to the nearest safe location (usually the right shoulder).
  - Notify the Patrol of your location.

- If **occupied** blocking:
  - If the owner of the vehicle gives consent to move the vehicle, move the vehicle to a safe place.
  - If the owner does not give you consent to remove the vehicle, stand by until the Patrol arrives.

NOT BLOCKING – Hazard

- If **unoccupied**:
  - Position your truck so that its warning light will protect the scene.
  - Wait until the Patrol arrives on the scene.
  - Communicate with the trooper about the towing procedures.
  - Position the tow truck for the removal of the vehicle.

- If **occupied:**
  - Protect the scene by positioning your tow truck so that the warning lights will warn oncoming traffic.
  - Advise the owner of the vehicle that the Patrol is on its way.
  - If the owner of the vehicle gives consent to remove the vehicle, begin the towing process if it can be done in a safe manner.
  - If the owner does not give you consent to remove the vehicle, stand by until the Patrol arrives.

These events may differ considerably due to traffic, weather, time of day, and road conditions.

Highway Helper:

BLOCKING

- If first to arrive and traffic conditions allow, protect the scene by proper placement of vehicle utilizing emergency lights to the rear and/or chevron arrow and notify TMC.
- If **unoccupied** blocking:
  - Immediately call for a Zone Tow for rapid removal.
- If **occupied** blocking:
  - Coordinate with the motorist a method and site to push the vehicle to a non-blocking location.
  - Work with motorist for a quick removal from the right of way after clearing vehicle from lane of traffic. Render assistance, call for tow truck or transport motorist to off-freeway location.

NOT BLOCKING – No Hazard

- If **unoccupied**:
  - Mark the vehicle with freeway paint or red tag document to monitor time frame which vehicle is abandoned.
- If **occupied:**
  - Work with the motorist for a quick removal from the right of way by rendering assistance, calling for a tow truck or transporting motorist to an off-freeway location.

Fire Service:

Usually not a responding agency – Contact MSP Dispatch for driver assistance.

Mn/DOT Maintenance:

Usually not a responding agency – Contact DOT Maintenance Dispatch for driver assistance.

Crash – Property Damage

Property damage crashes are very common during stop and go congestion. These are usually rear-end crashes and the drivers will usually relocated their vehicles to the shoulder before law enforcement arrives.

Law Enforcement:

- Upon arrival, protect the scene by utilizing squad car with emergency lights activated to the rear.
- Once it is determined that there are no injuries to party, attempt to move vehicles onto the same side of the roadway of possible (either all on right shoulder or all on left shoulder).
- If needed, request further assistance for traffic direction and scene protection and/or utilize additional traffic control devices such as cones or flares.
- Call for Zone Tow immediately if vehicles have been rendered immovable due to damage. Advise Tow through Dispatch of any special tow equipment that will be needed.
- Obtain necessary information from involved parties.
- Maintain control of involved parties allowing them to remain in their respective vehicles or in the safety of the squad car.
- Review physical evidence at scene and take photos, if necessary.
- Have MSP Dispatch contact Mn/DOT Dispatch if there is any roadway or structural damage to state property.
- Clear scene as quickly as possible and consider completing follow-up paperwork off the freeway.

Towing Operator:

PATROL NOT ON SCENE

- If traffic conditions allow, protect the scene by using rear facing warning lights on tow truck.
- Check for injuries.
- If the vehicle needs to be towed and it can be done in a safe manner, then with the owner's consent tow the vehicle to a safe place and advise the Patrol of the location.
- If towing cannot be done in a safe manner protect the scene by the use of flares, flags or cones.

PATROL ON SCENE

- Position tow truck so the towing process can begin.
- Coordinate with MSP trooper for vehicle removal and communicate how to best reenter traffic flow.

Highway Helper:

- If first to arrive, protect the scene by utilizing vehicle with emergency lights and/or chevron arrow activated to the rear and notify TMC.
- Once it is determined that parties are not injured, attempt to move vehicles onto the same side of the roadway if possible (either all on right shoulder or all on left shoulder)
- Provide additional traffic control using cones or flares.
- Coordinate all activities with MSP Trooper once they arrive and clear the scene when no longer needed.

Fire Service:

Usually not a responding agency – Contact MSP for driver assistance.

Mn/DOT Maintenance:

- Usually not a responding agency – Report to Mn/DOT Dispatch for driver assistance.
- If Mn/DOT Maintenance should come across an accident and no other responders have arrived, they should protect the scene, call Mn/DOT Dispatch, check for injuries and render first aid as possible. Coordinate all activities with MSP Trooper once they arrive and clear the scene when no longer needed.
- Mn/DOT employees are allowed to help contain and clean up motor vehicle's own liquids. Sorbent products, and as a last option sand, may be used to contain liquids such as radiator, transmission and hydraulic fluids as well as engine oil, gasoline and diesel fuels at the scene. Mn/DOT employees involved in such activities must have annual "Right-To-Know" training dealing with these liquids.

APPENDIX C.6.4

Washington State Patrol
Instant Tow Dispatch
2502 112th Street East
Tacoma Washington 98445

Summary/Overview

The Washington State Patrol, Washington State Department of Transportation and local tow companies are implementing a test program called "Instant Tow Dispatch". The purpose of this program is to better serve the motoring public by the timely removal of blocking collisions or disabled vehicles on Interstate 5, State Route 16 and State Route 512 in specified high traffic areas.

The program will be tested for six months and then evaluated by WSP and WSDOT to determine its effectiveness.

This program will involve the monitoring of (WSDOT) cameras that are already in place and functional. Collisions/disabled vehicles observed by these cameras that are blocking one or more lanes of travel will have one tow truck dispatched immediately to the scene. WSP Communications will dispatch a tow truck from the current rotational list that is in effect. The collision/disabled vehicle dispatch information to the appropriate zone responsible for that area will not change. **Only vehicles observed by the cameras will have an instant tow dispatched.**

By dispatching one tow truck, it is anticipated the Trooper and the tow truck should arrive at approximately the same time. This would save valuable time and reduce prolonged traffic backups due to the obstructions.

Tow truck drivers that arrive at a collision scene prior to the Trooper will not relocate the vehicles. Tow truck drivers may position their vehicles to protect the scene until the Trooper arrives and provides further guidance. Disabled vehicles should be removed from the freeway and WSP Communications advised of the location.

The focus area for the "Instant Dispatch Tow" will be as follows:

Interstate 5- Northbound and Southbound between mileposts 127 (SR 512) and 136 (Port of Tacoma Road).

State Route 512- Eastbound and Westbound between Steele Street and Interstate 5.

State Route 16- Eastbound and Westbound between Interstate 5 and the Narrows Bridge.

Operational Hours

The proposed hours of Instant Tow Dispatch are as follows:

Monday –Friday 9:30 AM to 2:30 PM and 6:30 PM to 5:30 AM

Saturday/Sunday and Holidays- 24 Hours

- **Service Patrol hours are 5:30 AM to 9:30 AM and 2:30 PM to 6:30 PM**
- **Service Patrol will be utilized during its normal patrol hours unless they are unavailable**

WSP Responsibilities

Communications: Monitor the traffic in the focus area using the WSDOT cameras provided. In conjunction with appropriate zone notification for collisions or blocking disabled vehicles, activate one instant tow.

Tow trucks not utilized will be returned to the top of the rotational list.

Troopers: Provide timely and accurate information indicating arrival time at the scene, when roadway was reopened and if the instant tow was used or not needed.

If the tow truck is not utilized, advise communications to return the tow truck back to the top of the rotational list.

WSDOT RESPONSIBILITIES

Create and maintain an accountability form to be used by the tow truck drivers to record vehicle/driver information, location information, times, dates etc.

Maintain the existing cameras and advise WSP Communications when or if cameras become inoperative.

Maintain statistical information from the Tow companies indicating the number of "Dead Runs" and actual tows off the roadway.

Compile monthly statistics to be used for future evaluations

Tow Companies/Drivers Responsibilities

Provide one tow truck for instant dispatch upon request from WSP Communications. Additionally advise WSP if a tow truck is not immediately available so that the request can then be made of the next Tow Company in rotation.

Maintain a log of actual tows used and "Dead Runs".

Fax report forms to WSP Tacoma Communications daily. (253) 536-4360

Drivers Responsibilities:

Collision Scenes-Upon arrival at a collision scene, DO NOT MOVE THE VEHICLES prior to the Troopers arrival. Driver may position the tow truck in the roadway to protect the scene. If injuries are obvious, contact your dispatch to relay the information to the WSP Communications Center.

Disabled Vehicles-Tow vehicles off the roadway to the next exit ramp or appropriate safe location.

Complete the accountability form that is provided from WSDOT.

APPENDIX C.7

Delaware Valley Regional Planning Commission Experince in Interagency Communications

At one time, the I-95 Corridor Coalition and their Delaware Valley Highway Operations Group (DVHOGs) had a project dealing with an 800 MHz radio system. They completed an operational test in which agencies used an 800 MHz radio system to improve interagency communications. While the project showed there are definite advantages to agencies being able to directly communicate on a common channel, the project also showed the 800 MHz system was not the ideal way to do this.

Since that project was approved, a number of I-95 Corridor Coalition agencies have became part of Nextel's Direct Connect system. Direct Connect allows Nextel customers to communicate with one another via a two-way radio feature. With Direct Connect there is no need to dial a number and multiple users can communicate at the same time. Nextel's system provides coverage in most of the Delaware Valley, something the 800 MHz radio systems did not.

At that time, the Delaware Valley Regional Planning Commission (DVRPC), as part of our ongoing effort to foster agency-to-agency communications, provided some of our ITS monies that were designated for planning activities to fund an incubator project that provided Nextel phones to various transportation operating agencies. In July 2002, DVRPC purchased 30 Nextel phones, and agreed to pay the service plan for a two-year period that includes a certain number of pooled minutes. This allows for a sharing of minutes under the plan.

The phones were distributed to approximately nine different agencies. Agencies received multiple phones that were distributed to various divisions within in each agency. The different divisions included the Commanders, Police Chiefs, Managers, Shift Supervisor, Police Officers, Radio Dispatchers, Emergency Service Patrols and Incident Management Response Teams.

Agencies Receiving Nextel Phones:
Burlington County Bridge Commission
Delaware River and Bay Authority
New Jersey Department of Transportation
New Jersey State Police
Pennsylvania State Police
Philadelphia Police Department and Highway Patrol
Philadelphia Streets Department
Salem County Emergency Services
Salem County Office of Emergency Management

In addition to distributing the phones, DVRPC also created a Delaware Valley Highway Operations Group Nextel Telephone Directory. This directory not only includes those phones that were distributed, but it listed other existing Nextel phone numbers from these agencies and other agencies who already had Nextel Phones.

Other Agencies included with in the Directory:
Delaware River Port Authority
Pennsylvania Department of Transportation
Port Authority Transit Corporation

Provided by:
Christopher W. King

Senior Transportation Planner
Delaware Valley Regional Planning Commission
The Bourse Building
111 S. Independence Mall, East
Philadelphia, PA 19106

APPENDIX C.8.1

Sample Public-Private Towing Regulations and Contracts

CINCINNATI (OH) WRECKER AND TOWING RULES AND REGULATIONS FOR POLICE ROTATION WRECKERS

WRECKER AND TOWING RULES AND REGULATIONS FOR POLICE ROTATION WRECKERS

Promulgated by the City Manager under authority of Section 869.21, C.M.C.
Revised 08/24/2001

The City of Cincinnati, in its concern for the safe and efficient operation of wreckers within the City limits, hereby promulgates the following rules and regulations concerning wrecker licensing. Every person, firm, or corporation licensed under Section 869-7, Cincinnati Municipal Code, will be governed by the following rules and regulations.

I. Information Requirement, Wrecker Inspections, and Restrictions.

A. Information required by the Impound Unit and Police Chief:

1. Every Cincinnati Police Division rotation wrecker company will submit to the Impound Unit the name and home address of the owner, the location of it's storage facility, telephone number or numbers of the location where the wrecker or wreckers will be maintained, and a description of the type of service said wrecker company is equipped to render

2. The rotation wrecker company will submit to the Cincinnati Police Division the name, address, SS #, and DOB of all persons employed in the towing or storage operation and any additional information as required by the Cincinnati Police Division.

3. Notice in writing to the Police Impound Unit Commander must be made of any change in the information contained in Section I.A.2.

B. No person, firm, or corporation, on the Cincinnati Police Division wrecker rotation list regulated under Section 869-7, Cincinnati Municipal Code, or their agents or employees shall respond to the scene of an accident unless dispatched as herein provided or engaged by a third person having a direct interest in the vehicle or vehicles involved.

II. Wrecker and Equipment Requirements.

A. Every wrecker and wrecker operator must meet the following minimum requirements:

1. Every wrecker and impounding premise shall be made available for inspection upon request of the Police Division, including all billing records from Cincinnati Police Division rotation tows, to insure compliance with these rules and regulations.

2. Each wrecker shall be tested every 12 months by a certified inspector designated by the Police Division. Testing and inspection will begin July 1 of each year. Inspections shall be valid until July 31 of the following year. The Police Division may make additional tests and inspections at anytime.

   a. Equipment specified in Police Division Form 271 shall be required and inspected and/or tested.

3. The name of the towing company and its address or telephone number will be permanently painted or affixed on the left and right sides of the wrecker. The name and address or telephone number shall be readily visible to the public and consist of letters and numbers of at least four inches in height. All wrecker equipment and wrecker personnel will maintain a professional appearance.

4. The Cincinnati Police rotation sticker (i.e., PR) shall be affixed to the lower right corner of the windshield of the wrecker. Any expired police rotation sticker shall be promptly removed. Any police rotation sticker shall be destroyed whenever the wrecker is disposed of or the towing company's issued rotation sticker is revoked. Removal is the responsibility of the wrecker owner.

B. Minimum Capacity of all Wreckers.

1. Any wrecker of less than 10,000 pounds gross vehicle weight (GVW) with dual rear wheels cannot be issued a City of Cincinnati Towing License.

Classification	Manufacturer's Rated Capacity (GVW)
Regular Wrecker	10,000 lbs. GVW
Heavy Duty Wrecker	50,000 lbs. GVW

2. The manufacturer's capacity of the winch, winchline, crane, and boom shall meet or exceed the following:

Classification	Capacity of Winch, Winchline,* Crane & Boom
Regular Wrecker	5,000 lbs. (power)
Heavy Duty Wrecker	50,000 lbs. (power)

*Single line capacity, flexible hoisting rope, 6 x 37, improved plow steel, is recommended.

3. The manufacturer's rated capacity shall meet or exceed the following:

Wrecker Size	Cable Size (meeting above rated capacity)
Regular Wrecker	5/16 inch or larger
Heavy Duty Wrecker	5/8 inch or larger

C. Anyone contemplating additions or changes in wrecker equipment may request assistance from the Impoundment Unit Supervisor to assure himself of meeting minimum requirements.

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III. Regulations Regarding Police Rotation Tows or Moves.

A. Security requirements at the storage facility shall, at a minimum, meet the following standards:

Fencing: Eight feet high completely enclosing the facility.
Office: Must be attended during company's normal hours of operation.
Telephone: Service must be registered at the actual location of the facility.
Lighting: Of sufficient intensity to provide for security of the stored vehicles and the personal safety of the persons responding to the facility for release.
Capacity: Capable of storing at least 15 vehicles.

B. Rotation wreckers will be employed to remove vehicles involved in accidents, to impound vehicles under Section 513-1, Cincinnati Municipal Code, to move certain vehicles where impoundment is not necessary, to legally impound any vehicle, or to remove other heavy objects necessary to police investigations, such as safes.

C. In order to expedite removal of vehicles blocking traffic, creating hazardous conditions, blocking private drives, etc., and to minimize lost police officer man hours waiting for wrecker service, rapid wrecker response is necessary. Therefore, a wrecker operator:

1. Will not accept a run unless the wrecker operator can respond immediately. Thirty minutes is the maximum response time day or night.

2. Will not refuse a tow or move when dispatched.

3. Must respond from a point within the wrecker operator's district off assignment except at the discretion of the Impound Unit Supervisor. District assignments may vary according to need.

D. A vehicle removed by a wrecker under Section 869-7, Cincinnati Municipal Code, shall not be taken outside the corporate limits of the City of Cincinnati for storage without written permission of the owner or operator of the vehicle removed.

E. Payment for services will be made on a monthly basis after receipt of a claim voucher(s) from the towing operator.

F. Definitions.

1. A "Move Only" is defined as "a vehicle moved from one location to another within the immediate vicinity when impoundment is not intended."

2. A "Regular Tow" is defined as "capable of being removed by a single boom tow, or a roll back tow."

3. A "Special Event Tow" is defined as "when tow operator remains with police officer for a specified period of time towing or moving vehicles as need arises. (e.g. snow emergencies, parade details, etc.)

G. All wrecker storage facilities will post a sign approved by the Cincinnati Police Division Impound Unit Commander. The sign will state the set rotation fees established by these wrecker rules and regulations for auto accident tows and will be clearly visible to all customers. The lettering on the sign must be one inch in height.

H. **Fees paid by the City of Cincinnati are as follows:**

1. Move Only: $15.00 Regular Duty; $45.00 Heavy Duty

2. Regular Tow: $35.00 an hour. One hour minimum, then increments of fifteen minutes rounding to the higher dollar up to $35.00; i.e.,
   01-15 = $09.00
   16-30 = $18.00
   31-45 = $27.00
   46-00 = $35.00

3. If it is necessary to use a heavy duty wrecker, add $65.00 to the regular tow fee of $35.00 for the first one hour minimum, then increments of fifteen minutes rounding to the higher dollar up to $100.00; i.e.,
   01-15 = $25.00
   16-30 = $50.00
   31-45 = $75.00
   46-00 = $100.00

4. Special Event Tow: $20.00 per tow or $35.00 per hour, whichever is greater.

5. If a heavy object, such as a safe is handled, the fee shall be the same as for a regular tow, $35.00.

6. If an extra wrecker is required to "right" or remove the vehicle, charge $35 for the first hour (labor included), and $35.00 an hour labor in increments of fifteen minutes rounding to the higher dollar up to $35.00 for every hour after the first hour.

7. The Impoundment Unit Supervisor will verify all charges above regular tow fees. In extenuating circumstances or extreme cases where additional equipment or labor is required, adjustments may be made to the fee upon review, and with concurrence of the Impoundment Unit Supervisor or his immediate supervisor.

I. Fees to be charged for rotation tows by rotation wreckers when the vehicle is taken to and stored at the rotation wreckers lot are as follows:

1. Follow section 513-7 of the Cincinnati Municipal Code; i.e., basic impoundment charge of $90.00 (includes initial $35.00 tow fee), $12.00 per day storage fee (includes day of impoundment), and additional $50.00 fee charged on any motor vehicle the owner has willfully failed to claim within 120 hours after the notice of impoundment has been mailed, or personally given to the registered owner. (ALS and Auto Recoveries are excluded from the $50.00 fee)

2. Fees after the one hour minimum; follow the fee schedule in section III H 2 of this document.

3. Fees for heavy duty tows; add $60.00 to the basic impoundment charge of $90.00 for a total of $150.00 for the one hour minimum. Fees after the one hour minimum; follow the fee schedule in section III H 3.

4. Follow section 4513.61 of the Ohio Revised Code.

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IV. Administration of Chapter 869, Cincinnati Municipal Code.

A. The following regulations govern the Department of Safety and the Department of Finance relative to the administration of Chapter 869, Cincinnati Municipal Code.

1. All information solicited in Section I.A.1 will be investigated, catalogued, and filed in the office of the Police Division's Impoundment Unit and utilized to provide for the efficient dispatch of wrecking and towing equipment licensed under said chapter.

2. Positions on the police rotation towing list are assigned by the Impound Unit Commander and are based on the needs of the Cincinnati Police Division. The list or schedule of available wreckers maintained at Police Communications Section will be classified according to police district boundaries. Additions or deletions to the police rotation list are done at the discretion of the Police Division.

3. A rotation wrecker will be dispatched by police personnel to any location in the police district in which the wrecker's business, equipment and storage facilities are situated, except at the discretion of the Impound Unit Commander.

   a. The police dispatcher may, if wreckers are unavailable in a certain district, utilize a wrecker(s) from another district(s).

   b. While the purpose underlying the dispatching of rotation wrecking or towing equipment is that of providing an emergency service, the scheduling of such dispatching will equitably distribute the calls for such service among wrecker rotation companies registered in a common police district.

4. The Police Chief or the Police Chief's designee shall have the authority to remove a company from the police rotation towing list for a period of seven days or less if the wrecker(s) and storage facility are not maintained or operated as required by these rules and regulations, or Chapter 869 of the Cincinnati Municipal Code. Repeat violations may result in the Police Chief or the Police Chief's designee removing the driver or the wrecker company from the police rotation list, including, but not limited to, permanent removal.

5. The following will also be considered as a basis for removal from the police rotation towing list:

   a. Post accident damage to a motor vehicle towed by the wrecker company and/or the company's failure to cooperate with the damage claimant.

   b. Missing or exchanged parts, accessories, or property.

   c. Any unnecessary delay, intimidation, threats of excessive charges or any other means which denies the owner or the owner's authorized agent prompt possession of the property.

   d. Non-compliance with professional conduct and appearance as deemed appropriate by the Impound Unit Commander.

e. The company or the company's employee operating a wrecker in violation of Ohio law or local law.

1. Any violation of Chapter 45 of the Ohio Revised Code or Title V titles "Traffic Code" of the Cincinnati Municipal Code which occurs during the operation of a licensee's wrecker and which results in two points being placed against the wrecker operator's driver's license pursuant to Ohio Revised Code Section 4507.021 shall be cause for temporary removal of the licensee's participation in the police rotation towing list for a period not exceeding seven days. Violations which result in the imposition of four or more points pursuant to Ohio Revised Code Section 4507.021 against the wrecker operator's driver's license shall be cause for the permanent removal from the police rotation list.

f. Repeated violations of these rules and regulations by the company and/or the company's employees.

B. Appeal of Suspension

1. When a company is removed from the police rotation towing list, the company may appeal the removal to the Impoundment Unit Supervisor within 10 days after written notification of such removal. The Police Chief or the Police Chief's written designee will conduct a hearing, concerning the matter, and may sustain, reduce, or eliminate any removal or recommendation for revocation.

APPROVED:

John F. Shirey
City Manager

9/27/01
Date

Greg Baker
Director of Safety

9/21/01
Date

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CONNECTICUT DEPARTMENT OF PUBLIC SAFETY

REGULATIONS FOR OPERATING A WRECKER ROTATIONAL SYSTEM

DEPARTMENT OF PUBLIC SAFETY

REGULATIONS CONCERNING THE OPERATION OF A ROTATIONAL SYSTEM FOR SUMMONING WRECKERS

The Regulations of Connecticut State Agencies are amended by adding Sections 29-23a-1 to 29-23a-17, inclusive, as follows:

(NEW) **Sec. 29-23a-1. Definitions.**

As used in Sections 29-23a-1 to 29-23a-17, inclusive:

(1) "GVWR" means gross vehicle weight rating;

(2) "Light-duty service wrecker operator" means a wrecker operator with a wrecker of 11,000 pounds or greater GVWR and a one-car carrier of 14,500 pounds or greater GVWR;

(3) "Heavy-duty service wrecker operator" means a wrecker operator with two wreckers of 31,000 pounds or greater GVWR and boom capacity of 25 tons and 20 tons, respectively; and

(4) "Wrecker operator" means a wrecker operator participating in the rotational system established by Sections 29-23a-1 to 29-23a-17, inclusive.

(NEW) **Sec. 29-23a-2. Equipment Requirements for Light-duty and Heavy-duty Service Wrecker Operators.**

(a) A wrecker of the type referred to in subdivision (2) of Section 29-23a-1 shall be equipped with a single winch and wheel lift. Such winch shall have a minimum capacity of 8,000 pounds.

(b) In addition to the requirements set forth in subdivision (3) of Section 29-23a-1, a heavy-duty service wrecker operator shall have available at least one wrecker with an under-reach axle lift. Such wrecker shall be capable of towing a loaded tractor-trailer unit. This requirement may be satisfied by a third dedicated under-lift vehicle without a boom. A heavy-duty service wrecker operator shall also have available sufficient auxiliary equipment to right overturned vehicles and perform other vehicle recovery operations.

(c) A wrecker operator shall not tow a motor vehicle if the load the towed vehicle places on the wrecker boom assembly exceeds the wrecker's rated boom capacity, or if the weight of the wrecker and the load exceeds the maximum weight rating of the wrecker's axle assemblies as set forth in subsection (b) of Section 14-267a of the Connecticut General Statutes.

(NEW) **Sec. 29-23a-3. Rotational System for Summoning Wreckers.**

State police troop commanders may prepare separate rotational lists for light-duty and heavy-duty service wrecker operators for each municipality within the geographical area covered by each state police troop. If there is no wrecker service within municipal

borders, the troop commander shall establish a rotational list of wrecker operators from adjoining municipalities.

(NEW) **Sec. 29-23a-4. Placement on Rotational Lists.**

(a) A wrecker operator seeking placement on any rotational list shall apply to the troop commander of the state police troop whose jurisdiction includes the municipality where the wrecker operator's business is located.

(b) A wrecker operator may hold only as many places on a rotational list as it has locations licensed by the Commissioner of Motor Vehicles under authority of sections 14-51 to 14-65j, inclusive, of the Connecticut General Statutes, and Sections 14-63-1 to 14-63-49, inclusive, of the Regulations of Connecticut State Agencies.

(c) The state police troop commander or his or her designee shall confirm that each wrecker operator is able to provide prompt and efficient service and meets all requirements of sections 14-12(h), 14-51 to 14-65j, inclusive, and 14-66 of the Connecticut General Statutes, and Sections 14-63-1 to 14-63-49, inclusive, of the Regulations of Connecticut State Agencies, which pertain to vehicle safety and mechanical standards, dealer/repairer licensing and wrecker licensing.

(NEW) **Sec. 29-23a-5. Performance Standards.**

Wrecker operators shall be available 24 hours per day, seven days per week, and shall respond to calls for service on limited-access highways no later than 20 minutes after notification by state police, 30 minutes in all other locations. Where traffic conditions warrant, required response times may be reduced at the discretion of the state police troop supervisor on duty or his or her designee. Where a shorter response time is required, the wrecker operator shall be so advised when notified of the call for service.

(NEW) **Sec. 29-23a-6. Qualification of Drivers.**

Six months after the effective date of Sections 29-23a-1 to 29-23a-17, inclusive, drivers for wrecker operators participating in the state police rotational system shall successfully complete the National Driver Certification Program of the Towing and Recovery Association of America or a certification program approved by the Commissioner of Public Safety. Thereafter, drivers shall be certified in accordance with the provisions of this section six months after they begin work for a wrecker operator participating in the state police rotational system. Drivers who can demonstrate that they have at least 10 years of experience operating wreckers need not be certified. Applicants may prove that they have the requisite experience by providing the Commissioner of Public Safety with an employment history.

(NEW) **Sec. 29-23a-7. Operation of the System.**

(a) The state police troop supervisor on duty or his or her designee shall use rotational lists to arrange the towing or transportation of disabled motor vehicles if the vehicle owner or operator is incapacitated, unavailable or leaves the procurement of wrecker service to the trooper at the scene.

(b) If the vehicle owner or operator is present and able to respond, the trooper shall inquire whether he or she wishes to choose a wrecker service. If he or she wishes to do so, the troop shall notify the wrecker operator selected, except as set forth in subsection (c) of this section.

(c) If the wrecker operator chosen in accordance with subsection (b) of this section cannot be contacted, or is unable or unwilling to respond within the response times set forth in Section 29-23a-5, the next available wrecker operator on the rotational list for the type of towing operation required shall be summoned to the scene to provide service.

(NEW) **Sec. 29-23a-8. Emergencies.**

(a) In the event of emergency, the state police troop supervisor on duty or his or her designee shall determine the most expeditious method of obtaining wrecker service. In making such determination, consideration may be given to weather conditions, traffic density and speed, the number of other calls for police services and the availability of police personnel.

(b) If a wrecker operator is summoned out of rotational sequence due to an emergency, the wrecker operator summoned shall be considered to have received its next rotational call.

(NEW) **Sec. 29-23a-9. Responsibilities of Wrecker Operators.**

(a) All wrecker operators shall meet the response times set forth in Section 29-23a-5. The wrecker operator receiving the call for service shall perform the required service. The call for service may not be delegated to another wrecker operator.

(b) Wrecker operators shall promptly and efficiently remove from the roadway designated vehicles, associated debris and spills of fluids used in vehicle operations, such as gasoline, oil or antifreeze. Vehicles shall be removed to the wrecker operator's place of business, an alternate storage location approved by the Commissioner of Motor Vehicles, a location requested by the vehicle owner or operator, or a facility under state police control in furtherance of a criminal investigation. Debris shall be removed to the wrecker operator's place of business, unless directed otherwise by state police, or employees of the Connecticut Departments of Environmental Protection or Transportation.

(c) The wrecker operator shall obtain the approval of the trooper at the scene prior to departing from the scene of the call for service. The trooper at the scene shall confirm that the roadway has been substantially cleared of all debris prior to releasing the wrecker operator from the scene.

(d) The wrecker operator shall be responsible for safe removal of the vehicle, its contents and occupants, except where an occupant cannot be legally transported, an arrest has been made or where other arrangements have been made for transportation of occupants. Where the wrecker operator cannot transport all vehicle occupants because of occupancy limitations in the wrecker, the trooper at the scene may assist in providing transportation. Where the trooper at the scene cannot assist in providing transportation, the state police troop supervisor on duty or his or her designee shall make such arrangements as are necessary to safely remove vehicle occupants from the roadway. In order to minimize the likelihood that the wrecker operator cannot transport vehicle occupants because of occupancy limitations, the wrecker operator shall not respond with passengers to a call for service.

(e) The wrecker operator shall provide the troop with a telephone number allowing contact on a 24-hour, seven-day-per-week basis. No more than one such number

each for normal duty hours and other than normal duty hours shall be accepted by the troop.

(f) A wrecker operator shall notify the appropriate troop before responding to a request for service not transmitted by state police, if such call causes the wrecker operator to perform the service on a road under state police jurisdiction.

(g) A wrecker operator shall notify the troop whenever a vehicle is removed from the highway pursuant to a rotational call for service, if there is no trooper at the scene at the time the vehicle is to be removed from the highway.

(h) In addition to the equipment required by section 14-66 of the Connecticut General Statutes, a light-duty service wrecker operator responding to a scene shall be equipped with communications equipment, such as a two-way radio or wireless telephone, a second rear spot light, three triangle reflectors and shovels, brooms and any other equipment necessary to clear the roadway of debris.

(i) In addition to the equipment required by section 14-66 of the Connecticut General Statutes, a heavy-duty service wrecker operator responding to a call for service shall be equipped with communications equipment, such as a two-way radio or wireless telephone, a second rear spot light, a total of 10 flares, 10 triangle reflectors, two shovels (one round, one square), one heavy-duty push broom, two pry bars, one bolt cutter, 10 large T-bolts and shut off fittings for buses. Heavy-duty service wrecker operators shall also be capable of providing air to the towed vehicle to facilitate brake system operation.

(j) Vehicle storage facilities shall be used and maintained in accordance with section 14-66 of the Connecticut General Statutes and Sections 14-63-34 to 14-63-37b, inclusive, of the Regulations of Connecticut State Agencies.

(NEW) **Sec. 29-23a-10. Discharge from a Scene.**

(a) Whenever the trooper at the scene finds that the wrecker operator is incapable of safe removal of the vehicle, or that the actions of the wrecker operator are a hazard to any person or property, he or she may order that the wrecker operator leave the scene.

(b) Whenever a wrecker operator is ordered from the scene, the trooper who took such action shall submit a written report to the troop commander regarding the circumstances of the incident and the reasons for discharge of the wrecker operator from the scene.

(NEW) **Sec. 29-23a-11. Additional Equipment at the Scene.**

When the wrecker operator at the scene of a call for service determines that additional equipment is necessary to effectuate removal of the vehicle, the wrecker operator shall inform the trooper at the scene that additional equipment is necessary. If the wrecker operator cannot obtain the necessary equipment within a reasonable time of such notification, then the trooper at the scene shall inform the state police troop supervisor on duty or his or her designee of the additional equipment requirements. Such equipment then may be obtained from the nearest known provider able to furnish the equipment requested. The provisions of this section shall not relieve a wrecker operator of the obligation to respond to a call for service with the equipment required by subsections (h) or (i) of Section 29-23a-9.

(NEW) **Sec. 29-23a-12. On-site Repairs.**

The trooper at the scene of a call for service may request that the wrecker operator provide on-site repairs including, but not limited to, starting the vehicle's ignition or changing a tire. The wrecker operator may refuse to perform such repairs if he or she reasonably believes that remaining at the site is likely to result in unnecessary risk of physical harm or property damage.

(NEW) **Sec. 29-23a-13. Troop Procedures for Summoning Wreckers.**

(a) The state police troop supervisor on duty or his or her designee shall contact wrecker operators by telephone in accordance with the requirements of this section. If there is no answer after 10 rings, or the person placing the call encounters a busy signal, the number shall be dialed a second time to ensure that it is correct. If there is no answer a second time, the call shall be logged and the next wrecker operator on the rotational list shall be contacted. In the event of a busy signal, the state police troop supervisor on duty or his or her designee shall attempt to reach the wrecker operator two more times after the initial call before contacting the next wrecker operator on the rotational list. If the state police troop supervisor on duty or his or her designee placing the call reaches an answering service, answering machine or pager system, he or she shall leave a message. Where traffic conditions require a more immediate response, the state police troop supervisor on duty or his or her designee may contact the next wrecker operator on the list after the first call is met with a busy signal, answering service, answering machine or pager system. Any wrecker operator that cannot be reached when contacted shall be placed at the end of the rotational list.

(b) It shall be the responsibility of the wrecker operator to contact the troop and confirm receipt of a call for service received by an answering service, answering machine or pager system. If the wrecker operator does not confirm receipt of the call for service within 10 minutes of notification by state police, or sooner if traffic conditions warrant, the state police troop supervisor on duty or his or her designee may treat the call as if there had been no answer. Where traffic conditions make it impracticable to wait 10 minutes, the wrecker operator who cannot be reached in a timely manner because of the use of an answering service, answering machine or pager system shall be placed at the end of the rotational list.

(NEW) **Sec. 29-23a-14. Unsatisfactory Service.**

The trooper at the scene of a call for service who observes unsatisfactory service by a wrecker operator shall file a written report of such unsatisfactory service with the troop commander.

(NEW) **Sec. 29-23a-15. Waiver.**

The Commissioner of Public Safety shall grant variations or exemptions from, or approve equivalent or alternate compliance with, Sections 29-23a-1 to 29-23a-17, inclusive, where strict compliance with such provisions would entail practical difficulty or unnecessary hardship or is otherwise adjudged unwarranted, provided any such variation, exemption, approved equivalent or alternate compliance shall, in the opinion of the Commissioner of Public Safety, secure the public safety.

(NEW) **Sec. 29-23a-16. Removal from List.**

(a) A wrecker operator may be removed from one or more rotational lists for failing to meet the requirements of Sections 29-23a-1 to 29-23a-17, inclusive, or for violating any statute or regulation concerning the operation of a motor vehicle repair, towing, or storage facility, or any statute or regulation concerning the operation of a motor vehicle.

(b) Before a wrecker operator may be removed from a rotational list, the state police troop commander responsible for such list shall forward to a hearing officer designated by the Commissioner of Public Safety to conduct removal proceedings a written complaint specifying the reasons that removal is sought. Removal proceedings shall be conducted as required by Section 29-23a-17.

(NEW) **Sec. 29-23a-17. Hearings.**

Proceedings to remove a wrecker operator from any rotational list shall be conducted in accordance with the requirements of Chapter 54 of the Connecticut General Statutes, the Uniform Administrative Procedure Act, and the regulations of the Department of Public Safety concerning hearings, Sections 29-2-1 to 29-2-10, inclusive.

STATEMENT OF PURPOSE: To establish regulations for the operation of a rotational system for summoning wreckers pursuant to Section 29-23a of the Connecticut General Statutes.

VIRGINIA DOT CITY/REGION-BASED LICENSE

INVITATION FOR BIDS

I. PURPOSE

The purpose of this Invitation for Bids is to establish a contract with one or more qualified contractor(s) to provide all labor, equipment, and qualified personnel to perform wrecker service to remove vehicles from the HOV Diamond Lanes and HOV Reversible Roadway System in the cities of Chesapeake, Norfolk, and Virginia Beach. The wrecker service shall be on call twenty-four (24) hours a day, seven (7) days a week, and shall drop the disabled vehicle at the closest exit off the roadway in a safe location at the times and frequencies specified herein.

II. LOCATION OF WORK – Towing Limits

I-64 HOV Diamond Lanes: From Battlefield Blvd. Interchange in Chesapeake to the I-64/I-264/Route 44 Interchange in Virginia Beach. Disabled vehicles shall be towed at no expense to the motorists if disabled anywhere on the mainline section of roadway (Monday – Friday) westbound from 5:00 a.m. to 8:30 a.m.; and eastbound from 3:00 p.m. to 6:00 p.m.

I-64 HOV Reversible Roadway System: Disabled vehicles shall be towed at no expense to the motorist at all times on the reversible roadway including all associated ramps and flyovers.

Route 44 Shoulder and HOV Diamond Lanes: From Rosemont Road to the I-64/I-264/Route 44 Interchange, disabled vehicles shall be towed at no expense to the motorist if disabled anywhere on the mainline section of roadway(Monday-Friday) westbound from 4:00 a.m. to 9:30 a.m.; and eastbound from 2:00 p.m. to 7:00 p.m.

I-564 HOV Diamond Lanes: From I-64 to the runway tunnel, disabled vehicles shall be towed at no expense to the motorist if disabled anywhere on the mainline section of roadway(Monday- Friday) westbound from 5:00 a.m. to 8:30 a.m. and eastbound from 3:00 p.m. to 6:00 p.m.

III. EQUIPMENT

The wrecker shall be equipped with overhead emergency lights, rear floodlights, wheel lift, and all other standard safety items required for wreckers. Sufficient hand and/or power tools to provide services as outlined in Section IV must also be provided on each wrecker.

IV. APPLICATION

The wrecker shall be operated by a knowledgeable and qualified operator who possesses a valid Virginia Driver's license for the type and size of wrecker being operated. The Contractor shall ensure that employees are identifiable by uniform and safety vest. The wrecker shall be immediately available to remove stalled or damaged vehicles from the HOV Diamond Lanes and HOV Reversible Roadway System. Towing will consist of moving the disabled vehicle to the nearest exit from the freeway and dropping the vehicle in a safe location. The contractor will not be permitted to charge or accept money from motorists for towing the vehicle from point of break down to nearest exit/safe location. The wrecker services will be responsible for any damages resulting from the removal or towing of accident/disabled vehicles from the roadway to include but not limited to the vehicle being towed, the bridge structure and its appurtenances, other vehicles, etc. saving harmless the Commonwealth of Virginia and its employees.

Response Services

The wrecker service will be en route no later than five (5) minutes after being called and arrive at the vehicle to be towed within twenty (20) minutes. Under no circumstances will a vehicle involved in an accident be removed or disturbed until the Virginia State Police, or other law enforcement agency, gives approval for towing. Contractor will pickup, sweep roadway and remove all debris in the roadway resulting from the vehicle accident prior to leaving the scene of the accident.

The wrecker service will supply the Department with documentation, verifying each service call for payment. This documentation should consist of the service ticket issued at the time of towing. The ticket shall be completed in its entirety including date, time, location of pickup and drop off, towing operators name (printed) complete customers name and signature, mailing address, phone number or if military, where stationed or name of ship, name and type of vehicle, license plate (number and state). Any tickets received that are incomplete or illegible will not be processed for payment. The decision to not pay an illegible or incomplete ticket will be at the discretion of the Department.

The Department will pay the wrecker service as stated herein for the quoted rate per size of of vehicle per tows as follows:

Vehicles Van/ sport utility vehicle size or smaller

Vehicles larger than a van/ sport utility vehicle

This price shall be full compensation to the contractor for furnishing, operating, and maintaining all materials, labor, tools, equipment, and incidentals necessary to complete the work.

In the event the Motorist requests the Contractor to carry the disabled vehicle beyond the nearest exit/safe location, the motorist shall only be responsible for the additional towing cost from nearest exit/safe location to the requested drop off point. This additional towing cost to the motorist will be charged at the established rate per mile quoted on the pricing schedule. The Contractor shall be equipped and capable of accepting payment from the motorist for extended towing services in any form: cash,check, or credit card. If the Department finds that any towing operator has encouraged a motorist by intimidation or pressure to pay in cash, that towing operator shall not be allowed to perform further services of this contract. If after the Department has requested that said towing operator no longer perform services for this contract, and the operator is found to continue performing service, the Department reserves the right to refuse payment for those services.

Storage

Any vehicles that are towed to the Contractor's compound for storage shall be stored for the first forty-eight (48) hours at no cost to the motorist. Any additional twenty-four (24) hours intervals shall be billed to the motorist at the quoted price on the Pricing Schedule per twenty-four (24) hour intervals. The twenty-four (24) hour period will begin at the time of pick-up as indicated on the Contractor's ticket.

V. SPECIAL TERMS AND CONDITIONS

Renewal of Contract

This contract may be renewed by the Purchasing Agency for a period of four successive one-year periods only under the terms and conditions of the original contract except as stated in 1., 2., 3., and 4 below. Such written notice shall be given (approximately 90 days) prior to the expiration date of each contract period.

1. If the Purchasing Agency elects to exercise the option to renew the contract for an additional one-year period, the contract price(s) for the additional one year shall be the contract prices of the original contract increased/decreased by no more than the percentage increase/decrease of the "services" category of the CPI-W section of the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available, as mutually agreed by the Purchasing Agency and the contractor.

2. If during the first one-year renewal the Purchasing Agency elects to exercise the option to renew the contract for the second additional one-year period, the contract price(s) for the second additional one-year period shall be equal to the contract price(s) of the first one-year extension period increased/decreased by no more than the percentage increase/decrease of the "services" category of the CPI-W section for the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available, as mutually agreed by the Purchasing Agency and the contractor.

3. If during the second one-year renewal the Purchasing Agency elects to exercise the option to renew the contract for the third additional one-year period, the contract price(s) for the third additional one-year period shall be equal to the contract price(s) of the second one-year extension period increased/decreased by no more than the percentage increase/decrease of the "services" category of the CPI-W section for the Consumer Price Index of the United States Bureau of Labor Statistics for the latest twelve months for which statistics are available, as mutually agreed by the Purchasing Agency and the contractor.

4.If during the third one-year renewal the Purchasing Agency elects to exercise the option to renew the contract for the fourth additional one-year period, the contract price(s) for the fourth additional one-year period shall be equal to the contract price(s) of the third one-year extension period increased/decreased by no more than the percentage increase/decrease of the "services" category of the CPI-W section for the Consumer Price Index of the United States of Labor Statistics for the latest twelve months for which statistics are available, as mutually agreed by the Purchasing Agency and the contractor.

Quantities

The quantities of tows listed are approximate and are to be used for bidding purposes only. There will be no additional compensation allowed for overruns or underruns to these estimates.

Award

VDOT will make the award to the lowest responsive, responsible bidder based on a total lump sum basis. The purchasing office reserves the right to conduct any test it may deem advisable to make all evaluations. The Commonwealth also reserves the right to reject any or all bids, in whole or in part, to waive informalities and to delete items prior to making the award, whenever it is deemed in the sole opinion of VDOT to be in its best interest.

Certificate of Insurance

The successful bidder shall maintain at all times during the performance of the contract, Worker's Compensation, General liability, and Property Damage Insurance with an insurance carrier licensed in the Commonwealth of Virginia. The limits of this insurance must not be less than $500,000. A certificate of insurance showing this coverage must be submitted prior to an award. It will be required within 14 days after request. VDOT and the Commonwealth of Virginia shall be named as an additional insured and waived subrogation on all Workers' Compensation. Such insurance policies shall not be cancelled by the Contractor or insurance carrier without thirty (30) days prior written notice to VDOT. In the event the Contractor fails to maintain the insurance required, VDOT may cancel, terminate, and / or void the contract. VDOT reserves the right to approve or reject the insurance provider and will give notice of acceptance to the Contractor via a written purchase order.

Insurance Coverage and Limits Required:
1. Worker's Compensation – Statutory requirements and benefits.
2. Employer's Liability _ $100,000
3. Commercial General Liability - $500,000 combined single limit. The Commonwealth of Virginia is to be named as an additional insured with respect to the services being procured. This coverage is to include Premises/Operators Liability, Products and Completed Operations Coverage, Independent Contractor's Liability, Owner's and Contractor's Protective Liability and Personal Injury Liability.
4. Automobile Liability - $500,000.

APPENDIX C.8.2

Connecticut Department of Public Safety
Inspection Guidelines for Private Towing Companies

Basic Inspection Guide Lines

INSPECTION PREPARATION:

The wrecker operator must apply to a state police troop commander who shall arrange for an inspection of all wreckers, equipment and facilities to ensure compliance with the requirements of this program.

The wrecker operator (business) must have ready for inspection, the wrecker(s) and documented proof of qualified drivers. Copies of all certification will be accepted. A copy of the Dealer and Repairer License will be included in the wrecker rotation file.

THE FOLLOWING DOCUMENTS WILL BE INSPECTED.:
Examine operator license for: (14-36)

- License status.
- Class, endorsements, and restrictions.
  For qualifying operators, as defined by 391.11 of FMCSR., medical examiner's certificate and any waivers if required will be inspected.

Qualification of driver as required by these regulations: (Sec. 29-23a-6)
Check for proof of either:

- Ten years of experience operating wreckers;

  (or)

- Certification from an approved training program in towing and recovery.
  Note: Issues concerning the qualification of drivers shall be brought to the attention of the wrecker inspection supervisor.

Check the vehicle for:
The vehicle to be inspected must be registered as a "wrecker."

NOTE: ***In addition to the "wrecker" registration, the vehicle may display an apportioned plate for use in commercial operations.***

- Verify that the vehicle's V.I.N. number matches the registration.
- Verify that the registration address matches the address listed on the Dealer/ Repairer license.

  NOTE: ***No equipment, other than equipment registered to the address listed on the Dealer/ Repairer License, will be inspected.***

CHOOSE THE WRECKER INSPECTION SITE:

The wrecker inspection should be done at the address listed on the Dealer **/** Repairer license.

- The inspecting trooper will verify this address with the business location.
- No inspections will be conducted, except as noted under selecting a safe location, on facilities other than at the address listed on the Dealer/ Repairer License.

  NOTE*: All deficiencies shall be reported to the Department of Motor Vehicles, Dealer and Repairer Division.*

A safe location, preferably a paved, level surface away from traffic, should be chosen.

NOTE: *Should the address site hinder or prohibit the safe inspection of equipment, inspections may be conducted at a site chosen by the inspecting trooper. The inspecting trooper should consider the operation of the service wrecker when conducting off-site inspections. If an off-site inspection is conducted, the inspecting trooper will ensure that a site inspection is also completed to verify the business address.*

- Place chock blocks in position beginning on the driver's side, one in the front and one behind the drive axle tires or between the axles.
- Have the operator turn the engine off in first gear or leave in Park position.
- Inform the driver of what you will be doing.

For those service wreckers that meet the definition of a commercial motor vehicle, (Sections 14-163c and 14-1 [11]), a complete MCSAP Inspection, Level 1 or 5, will be performed by a certified trooper.

A copy of this report shall be retained with the inspecting file.

THE INSPECTION WILL INCLUDE:

LIGHTING: (Sec. 14-96)

- Systematically check headlights, tail lamps, stop lamps, turn signals, four way flashers, clearance and ID lamps, side marker lamps, and rear registration plate lamp for operation, proper color, mounting and visibility.

In addition the following lighting is also required:

- Flashing (amber) lights: (Sec. 14-66)
  Two will be mounted not less than eight feet from the road surface to base of light near the rear most portion of cab.

  NOTE: ***Adjustable mounts for required lighting is accepted. These should be inspected for proper height. Any additional (amber) flashing or revolving light used on a legally registered wrecker needs no additional permits.***

- Two (2) rear operational spotlights. ((Sec. 29-23a-9(h) and 14-66)

MARKINGS: (Sec. 14-66(b), Regulations)
Each wrecker will display:

The name and address
(or)
The name and telephone number

of the licensee on the two front doors in letters and numerals of at **least 3 inches in height and of proportional width.**

- The wrecker will be marked with the exact name as listed on the Dealer / Repairer license.
- If the address is displayed, it must match the address as listed on the Dealer / Repairer license.
- If the wrecker falls under the federal regulations, valid Interstate Commerce Commission, (ICC), (or) Department of Transportation, (DOT) numbers must also be displayed in accordance with 390.21 of the FMCSR

Tires, Wheels, and Rims: (Secs. 14-98, 14-98a)

- Check tires for overall conditions of proper inflation, tread depth, sidewall separation, exposed cord or fabric, and any contact with any part of vehicle.
- Check wheels and rims for slippage in clamp area, unseated locking rings, broken or missing lugs, studs, or clamps, broken or bent rims.

Frame and Body:

- Check for corrosion fatigue missing cross members, cracks in frame, and missing or defective body parts.

Fuel Tank(s):

- Check for loose mounting, leaks, and other damage.

Exhaust System: (Sec. 14-80(d))

- Check system for leaks and broken or loose mounts.
- Check that fuel lines, electrical wires or any other combustible parts of the vehicle are not in contact with or charred by the exhaust system.

Steering System: (Sec. 14-80)

Have the driver rock the steering wheel and check key components.

- Observe for movement in the pitman arm, steering gearbox, and tie rod ends.
- Check for loose, worn, bent, damaged, or missing parts.
- Check for loose bolts, nuts, and any welded repairs.

Suspension:

- Check for indications of misaligned, shifted, cracked or missing springs, shackles, bolts, frame mounts, and checked or missing U-bolts.

Brakes: (Sec.14-80h)

- Check for missing, inoperative, contaminated (with oil or grease), cracked or leaking parts in the system.
- Check the operation of the parking brake.

Equipment Requirements:
In addition to the minimum requirements under Sec. 14-66, C.G.S., Wreckers, and service wreckers certified for use with the Department of Public Safety Wrecker Rotational System shall be equipped with the following:

> **Note:** ***No service wreckers will be inspected for use within the respective class unless they meet the minimum GVWR and winch ratings.***

Light-duty service wrecker operator shall have:

- One wrecker of 11,000 GVWR or greater, with a single winch capacity of at least 8,000 lbs. and a wheel lift. (Sec. 29-23a-1(2), Sec. 29-23a-2-[a])

  and
- One-car carrier of 14,500 GVWR or greater. (Sec. 29-23a-1(2))
- Communications, such as two-way radio or wireless telephone. (Sec.29-23a-9[h])
- Three flares. (Sec 14-66) and three triangle reflectors. (Sec.29-23a-9[h])
- Shovel, broom and any other equipment necessary to clear debris from scene. (Sec.29-23a-9[h])

Heavy-duty service operator shall have:

Two wreckers of 31,000 lbs. or greater GVWR. (Sec. 29-23a-1(2)) with boom capacities of:

- **25 tons**

  and
- **20 tons,** respectively. (Sec. 29-23a-1[3])
- At least one wrecker with shall be equipped with under-reach axle lift. Such wrecker shall be capable of towing a loaded tractor trailer unit. (Sec. 29-23a-2[b])

  > **NOTE:** ***This requirement may be satisfied by a third dedicated under-lift vehicle without a boom.***
- Communications such as a two-way radio or wireless telephone. (Sec. 29-23a-9 [l])
- A second rear spotlight. (Sec. 29-23a-9 [i])
- Ten flares and (10) triangle reflectors. (Sec. 29-23a-9 [i])
- Two shovels, one round and one square. (Sec. 29-23a-9[l])
- One heavy-duty push-broom. (Sec. 29-23a-9[i])
- Two pry bars. (Sec. 29-23a-9(i))
- One pair bolt cutters. (Sec. 29-23a-9[i])
- Ten large T-bolts and shut off fittings for buses. (Sec. 29-23a-9[i])
- The capability of providing air to the towed vehicle to facilitate the brake system. (Sec. 29-23s-9[i])
- Sufficient auxiliary equipment available to right overturned vehicles and perform other vehicle recovery operations. (Sec. 29-23a-2-[b]) This equipment will be listed on the Wrecker Service Information Summary.

COMPLETION OF THE INSPECTION:

After completing the inspection the trooper shall;

- Inform the driver that the inspection is complete.
- Point out and explain all defects and violations to the driver and/or owner.
- Complete the required inspection forms. In addition to any MCSAP inspection reports completed for qualifying vehicles, the following reports are required:

  Wrecker Information Summary, DPS-884-C, shall list all information pertinent to the service wrecker.

  Wrecker Service List of Qualified Drivers, DPS-884-C1, shall list all drivers who are certified under this program.

  Wrecker Vehicle Inspection Report, Light Duty, DPS-888-C (Rev.10/99), shall be used to record all light-duty service wrecker inspections.

  NOTE*: A space has been provided for the MCSAP inspection report number.*

  Wrecker Vehicle Inspection Report, Heavy Duty, DPS-888-C-1(Rev.10/99), shall be used to record all heavy-duty service wrecker inspections.

  NOTE*: A space has been provided for the MCSAP inspection report number.*

  Wrecker Inspection Decal

- First determine that the service wrecker operator meets the definition of specific class, i.e., "Light-duty or Heavy-duty".

  NOTE*: All service wreckers should be inspected before an inspection decal is awarded to insure that the service wrecker operator has the required vehicles. Vehicles subjected to Waiver/ Modification requests will not be considered until approved.*

- A "Wrecker Inspection Decal" will be awarded to those service wreckers that pass inspection and are certified for service under these regulations.
- The inspecting trooper shall affix the decal to the outside lower left-hand corner of the rear window, behind the operator's head. The decal shall not obstruct the operator's vision.
- Whenever a certified wrecker is sold, modified to different specifications, or is no longer in use by the service wrecker operator, or the service wrecker operator is no longer participating with the wrecker rotation system, the wrecker inspection decal will be returned to the troop.

- A copy of all inspection reports shall be forwarded to:

  Department of Motor Vehicles
  Dealer and Repairer Division
  60 State Street
  Wethersfield, Connecticut 06161

APPENDIX C.9.1

Agreement for the Transportation and Movement of Deceased Persons from Roadways (Florida)

AGREEMENT
TRANSPORTATION and MOVEMENT
OF DECEASED PERSON(S)
FROM ROADWAYS
DRAFT As of 3/19/03

This agreement by and between the Florida Highway Patrol (FHP), local Law Enforcement, the Florida Department of Transportation (FDOT), Local Fire Rescue and the Office of the Medical Examiner covering Districts 7 and 24 (Volusia and Seminole County), establishes an agreement with FHP, FDOT, Law Enforcement, Local Fire Rescue and the Office of the Medical Examiner to expedite the removal of deceased persons from the scene of an incident, when the incident restricts the free movement of traffic on the State Highway System, thereby restoring, in an URGENT MANNER the safe and orderly flow of traffic following a motor vehicle crash or incident on Florida's roadways.

The Office of the Medical Examiner agrees to facilitate the **immediate** transportation and/or movement of deceased persons from the scene of the incident in the case of traffic crash fatalities. Deceased persons still located inside a vehicle(s) may be moved to the shoulder of the roadway or to another location for further investigation. The Office of the Medical Examiner agrees to allow the transport of any such person(s), where death is quite evident, to the Office of the Medical Examiner for the removal of the person(s) from their vehicle(s), if such space is available at the Medical Examiner's facility. If the person(s) are transported while still inside the vehicle(s), the Office of the Medical Examiner will make arrangements with the Local Fire Rescue to assist with the extrication of the person(s) from the vehicle(s). One important exception, if there are more than 3 victims inside of the crash vehicle, this vehicle must remain at the scene of death until the arrival of the Office of the Medical Examiner. For ejected person(s), unless otherwise directed by the Office of the Medical Examiner, an ejected person(s) located in the roadway shall remain until the Office of the Medical Examiner arrives at the scene or gives approval to move the ejected person(s).

The Office of the Medical Examiner shall except notification of traffic crash fatalities from other agencies, such as the Florida Department of Transportation.

If the crash is determined to be a hit and run fatality and considered to be a homicide, the investigating Law Enforcement Officer will make the ultimate decision as to whether or not the person(s) should be transported while still inside the vehicle(s) or removed by the Office of the Medical Examiner at the scene.

This agreement has been made so that person(s) of traffic crashes are not public spectacles and do not create further traffic hazards to Florida's roadways.

_____ Date_____

Jason Byrd, Ph.D.
Medical Examiner's Office
Director of Operations

_____ Date_____

Captain Robert Duncan
Florida Highway Patrol
Troop D
DeLand District Commander

_____ Date_____

Michael Snyder, P.E.
Florida Department of Transportation
District 5 Secretary

APPENDIX C.9.2

Guidelines for Ambulance Service Personnel Reference to Human Deaths Falling Under the Oklahoma Medical Examiner Statute

GUIDELINES FOR AMBULANCE SERVICE PERSONNEL REFERENCE TO HUMAN DEATHS FALLING UNDER THE OKLAHOMA MEDICAL EXAMINER STATUTE

The laws of Oklahoma require that the scene of death of any person coming under purview of the medical examiner be preserved and not be disturbed until authorized by the medical examiner making the investigation (Title 63, O.S., Section 940). Bodies of persons obviously dead at the scene must, therefore, not be disturbed or transported until legally authorized. Parenthetically, it should be noted that Oklahoma Law does NOT require pronouncement of death by a licensed practitioner of the healing arts, but rather only requires certification of the death.

One important exception to the above is transporting dead bodies from the scene of death in the case of a road traffic fatality. The operating policy of the Office of the Chief Medical Examiner allows for the transport of any such victim, even though death is quite evident, to the nearest emergency facility. This exception has been made so that bodies of road traffic accident victims are not public spectacles and do not create further traffic hazards.

This exception holds true, if the accident is a hit-run fatality it will be considered a homicide. In this case the investigating law enforcement officer will make the ultimate decision as to whether or not the body should be transported immediately, under this condition.

In NO case will the investigating law enforcement officer retain the ambulance service at the scene for extended periods of time while making the decision to transport. As mentioned above the emergency medical care personnel should remove themselves from the scene, so as to be available for emergency care of living patients, their primary responsibility.

Transportation of pronounced dead bodies, other than given above, should be carried out by funeral home transportation. If a conflict between ambulance service personnel and law enforcement regarding the transportation of the dead evolves, please contact the Oklahoma State Department of Health, Emergency Medical Service Division.

OSDH/EMS November 1991

APPENDIX C.9.3

Fatalities on Virginia Roads

The following letter was sent by Dr. Fierro to all Virginia Medical Examiners:

July 15, 2002

TO: Virginia Medical Examiners

FROM: Marcella F. Fierro, M.D, Chief Medical Examiner

SUBJECT: Fatalities on Virginia Roads

The OCME recently participated in a meeting with the Seaboard/Statewide Incident Management (SIM) Committee in Virginia Beach, Virginia on July 11, 2002 regarding the management of bodies at vehicle fatality scenes.

The local Medical Examiner need not to go to the scene of every motor vehicle accident, although a scene visit is advisable for multiple vehicle, multiple fatality, unusual or suspicious accidents. Also a scene visit is advised if suicide or homicide is suspected. Ask local law enforcement agencies to provide you with early notification and routes of travel so you can respond to a scene in a timely manner. Although each accident is unique and interpretation of injuries is often easier after a scene visit, roadway fatality cases can usually be properly documented without a scene visit.

If a body in the roadway constitutes a traffic hazard to other vehicles, police, or rescue personnel, it is advisable to give speedy permission to the investigating officer to move the body to a safer location, such as a hospital morgue, a local funeral home, or discreetly to the side of the road. You may obtain from the investigating officer the scene diagrams or photographs to assist in investigation and placement of the bodies as they were found. Ask the investigating officer to preserve medical evidence, physical evidence, shoes, and clothing for later forensic examination as needed.

Procedures for the management of traffic deaths are best worked out locally, beforehand, between the Medical Examiner and law enforcement to avoid delays in the movement of bodies when the Medical Examiner is not immediately available.

Effective communication between you and your local law enforcement, fire and EMS agencies will assist in meeting the primary objectives of public safety and service. If you find that you are having difficulty in obtaining the information you require to complete the investigation, please contact your district office for assistance.

APPENDIX C.10

Virginia Post Incident Analysis Procedure

POST INCIDENT ANALYSIS

(PIA)

For use by:

Police (state and local)
Fire (salaried and volunteer)
Rescue (salaried and volunteer)
Towing & Recovery
VDOT

Date: 7-16-2001

Management of an incident will only be effective when there is an ongoing process of evaluation. The Post Incident Analysis (PIA) is the recreation of events that occurred to

review and assess the process, procedures and operations performed to identify the effectiveness and weaknesses during the incident time frame.

Purpose
The purpose of the Post Incident Analysis is to:

- reinforce effective operations
- identify areas of improvement for future operations
- share results with others seeking opportunities to be more effective

The analysis in not used to criticize or discipline any persons or actions taken during the incident. All participants in the analysis process must be truthful and candid in an effort to determine operational or management areas that need improvement.

General

A. Any of the responding agencies or supporting agencies can initiate a post incident analysis.

B. The initiator of the critique is responsible for:

- ensuring that all responding agencies, supporting agencies and agencies in the responding areas are invited to the meeting
- setting the meeting date, time and location
- issuing the necessary materials, such as, "Jog Memory Checklist"
- gathering all materials after the analysis
- writing the final report to be distributed

C. The analysis should be conducted as soon after the incident as possible, to ensure that the details are still fresh in each participant's mind. The forms should be filled out immediately after the incident is complete, preferably within 5 business days with an internal or individual agency analysis. The all agency analysis should be conducted no later than 30 days following the incident. Valuable information can be lost after 30 days.

D. It is always best to have a facilitator present to conduct the analysis meeting who, preferably, is not one of the responders. A list of facilitators can be found on the last page.

Analysis Session
A. Review incident activities in chronological order of events.

B. Follow the Memory Jogger format as you go through the session.

C. Participants should come prepared:

- bring their filled out copy of the "Jog Memory Checklist"
- be ready to actively participate in the discussion
- bring an open mind, being candid and open to suggestions

D. Several forms can be utilized before the session is started and after:

- Memory Jogger Checklist
- Incident Commander Input Form
- Supporting Unit/IMS Officer Input Form
- Facilitator Narrative Description
- Miscellaneous forms as used by participating agencies

E. The facilitator has a critical role during the analysis session. (See Facilitator's Guide)

Lessons Learned

A. The Post Incident Analysis will provide a wealth of information that can be used to improve future incident operations.

B. The facilitator is responsible for filling out the After Action Report.

C. The After Action Report consists of:
- background or summary of events
- initial findings
- lessons learned
- summary of the analysis

D. The After Action Report is sent to:
- The original is sent to the Host Agency to disseminate to analysis attendees
- A copy is sent to VDOT, Special Operations Director, Maintenance Division, 1401 E. Broad St., Richmond, Virginia 23219. The Director will edit the report to remove names, etc. The Director will also maintain a file of the information and disseminate the information to SIM members for learning opportunities utilizing the resources in VDOT's Transportation Emergency Operations Center.

Facilitator's Guide

Remember: The Post Incident Analysis is not a session for judgmental criticizing. When conducted properly, it is a valuable discussion of the events of an incident that can be used to enhance the operations of all those involved.

A. Remind all participants of the purpose of the PIA and encourage them all to:

- be candid, honest and clear about the information presented
- have open minds to allow everyone to participate
- accept suggestions for improved operations
- avoid blaming, being negative or accusing in your review
- offer ideas and helpful suggestions

B. Have participants present the incident activities in chronological order based on the arrival sequence.

C. Utilize the Memory Jogger format and follow until all critical operations and factors have been covered.

D. Challenge the participants to ensure that effective decisions and operations are discussed and reinforced.

E. The facilitator should review and discuss objectively decisions and operations that should be improved. Emphasize the training opportunities, not as mistakes or disciplinary issues. Ask questions.

F. Allow participants to be candid; however, do not allow the discussion to turn into a judgmental or chastising situation. Encourage a positive review, keeping in mind that the goal is to seek improvement.

G. The facilitator should end the discussion by summarizing the incident, the lessons learned and the operations that worked well.

H. The facilitator is responsible for completing the After Action Report.
The report should include the following:

- Background and circumstances surrounding the incident
- Initial findings and plan of action taken
- Decisions made, tactics used, and overall strategy
- Lessons learned
- Recommendations to improve future operations

Memory Jogger Checklist

Thank you for accepting the invitation to participate in the Post Incident Analysis. By filling out the form below, you will be able to jog your memory regarding various aspects of the event. Filling the form out is strictly voluntary and you need to only fill out the parts that apply.

Agency: _____
Name: _____

Date of Incident: _____
Name of Incident Commander: _____
Agency of Incident Commander: _____

Who notified you of the incident, when and how?

_____

When did you arrive on the scene? _____

What resources did you provide? _____

_____

Was the Unified Incident Command established? _____

Were the communications effective or do they need to improve?

_____

Was a Public Information Officer at the scene? _____

Were you made aware of detours or other traffic changes regarding the incident? _____

Was funding and authority for decisions available or hindered? _____

_____

What were the constraints that you experienced or saw? _____

_____

What were the impacts of any areas that need improvement? _____

_____

What suggestions can you offer to assist in improving operations? _____

_____

Incident Commander Input Form

Note: This report should only be completed by the incident commander.

Incident Date: _____

Name: _____

Agency: _____

Notification Time: _____

Describe the situation upon your arrival to the scene:

_____
_____
_____
_____

What plan of action did you use to combat the situation when you took command?

_____
_____
_____

Describe any changes made during the process? _____

_____
_____

Describe any assignments made to achieve the Plan of Action:

_____
_____
_____
_____

List any orders given:

_____
_____
_____
_____

Briefly explain any problems encountered, including type and how resolved:

_____
_____
_____
_____

Explain any organizational problems that you encountered:

_____
_____
_____

Recommendations:

_____

_____
_____
_____
_____
_____

Draw the Incident Management Organization of the incident after all units were working:

Supporting/Unit Incident Management Officer Input Form

Agency: _____

Name: _____

Incident Date: _____

Notification Time: _____

Arrived on the scene: _____

Describe the situation upon your arrival:

_____
_____
_____
_____

Briefly describe your function in the incident: _____
_____
_____

How did you determine the strategies for the incident? _____

Orders received or decisions made: _____
_____
_____

Resources assigned to you: _____
_____
_____
_____

Briefly describe any problems that you encountered including the type and how you resolved them: _____
_____
_____
_____
_____
_____
_____

Facilitator Narrative Description

I. Incident Data

Date/Time of Incident: _____
Emergency Type: _____
Describe the incident situation upon arrival of the first unit: _____
_____
_____
_____

II. Strategy

Describe the strategy used: _____
What was the plan of action: _____

_____

_____

_____

III. Tactics

What was the tactical sequence: _____

_____

_____

_____

IV. Problems Encountered:

_____

_____

_____

_____

_____

V. Recommendations and Conclusions

_____

_____

_____

_____

_____

_____

_____

After Action Report

This report is to address the findings of the post incident analysis, the problems encountered, lessons learned, and set forth recommendations for improvement in future operations. The format should be in chronological order as events of the incident occurred.

Format for the After Incident Report:

Background

This section is to include a brief in-depth account of the events that occurred at the incident. Present any pertinent information regarding the incident situation.

Initial Findings

Describe the situation on arrival of the first appropriate Department resources and their initial actions. This section should include a description of the following on arrival of the first command level officer: description of the situation, his/her primary objectives upon taking command and the initial assignments made. Also included in this section, should be a description of the following when the incident commander assumes command: description of the situation, his/her strategy, objectives, and assignments made.

Lessons Learned

A complete and accurate description of issues/problems that occurred with sufficient details to provide a source of information. Whenever possible, this section should also include recommendations to overcome issues or corrective actions to problems to eliminate reoccurrence at future operations.

Summary

It is very important to remember that complete and accurate information is paramount to this as any other critical report. The After Action Report constitutes a separate document relevant to the events of an incident and as such demands special attention by its author. In this document, the author sets forth the facts of the incident, addresses the issues/problems and makes recommendations for change or denotes the need for changes in Department operational methods/procedures.

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APPENDIX C.11.1

Location Reference Markers

In areas where mobile phone service is available, motorists using mobile phones report most incidents. Typically, the speed and quantity of the calls is excellent, but the quality of the information provided is lacking. Motorists, especially on limited access facilities, generally have only a vague idea of their location. Inaccurate location reporting slows responder response to incidents. One technique that has recently been developed and has been shown to be effective in improving the accuracy of motorist information is Location Reference Markers.

Location Reference Markers are in use in several areas of the country, including Ohio, Kentucky, Wisconsin, and Indiana. Location Reference Markers received the 2001 ITS America award for "Deployment Shown to Save Lives." The Miami-Dade Expressway Authority is preparing plans to deploy Location Reference Markers on all of their facilities.

Location Reference Markers are used in place of the standard milepost marker system. Location Reference Markers are typically placed at 0.1 or 0.2 mile intervals. The panels have white letters on a blue background, nominal size of 18"x48", and provide the following information in a vertical format:

- Cardinal Direction (N, S, E or W)
- Shield with Route or Road Number
- Mile number
- Tenths mile number

Where direction of travel is separated by barrier, Location Reference Markers are median mounted back-to-back. They may be installed on lighting poles where spacing permits, or they may be post-mounted on either the median or right side.

Reported installation costs range from $140 to $200 per assembly. If maintenance is estimated at 15% for knockdowns, mowing, etc., the annual maintenance cost will be approximately $30 per assembly. Maintenance is assumed to be less for Location Reference Markers mounted on barrier walls, lighting poles, or behind guardrail.

Source: Florida DOT, October 2002.

APPENDIX C.11.2

Complex Interchange Ramp Marker System (Virginia)

This Complex Interchange Ramp Marker System utilizes a unique combination of numbers and letters which are placed at intervals along the right edge of an Interchange ramp. The system would be similar to the "1/10 mile" mile markers already approved and adopted by VDOT for the Interstate system. The Complex Interchange Ramp Marker System will allow the motorist to give an accurate and specific location to the dispatcher when reporting an incident in a complex interchange.

- Each ramp designation bears the number of the Interstate exit number (**75** for example)
- A letter follows indicating ***the direction of Interstate travel*** (**N** for NB, **S** for SB, etc.)
- Ramps and loops entering **and** exiting are assigned numbers in sequence (**1**,**2**, **3** etc. as in **N1**, **N2**, **N3**, etc.)
- Where there is more than one ramp entering **or** exiting the main line within the same exit number, the first ramp is **75 N1**, the second ramp is **75 N2**, the third would be **75 N3**, etc. without regard to whether it is an **exiting or entering** ramp (numbered consecutively).
- A frontage road (collector-distributor roadway) would carry the designation **75N** its entire length; all ramps entering **and** exiting the frontage road would be signed consecutively **75 N1**, **75 N2**, …. **75N"X"**.
- Ramps or loops for movements exclusively into and out of reversible HOV lanes are further identified with the designation **HOV** and are numbered consecutively in one direction from one end of the HOV system to the other.
- A single ramp that splits into two ramps would be signed **75 N"X"** and **75 N"X+1"**

It is important to remember the following points:

- All ramps are numbered with the exit number of the interchange *they serve* (i.e., **75**)
- All ramps are numbered consecutively in the direction of travel ***on to or off of the Interstate*** (i.e., **N, S, E, W;**)

Examples:

- Two closely spaced, cloverleaf interchanges served by a single "frontage road" would have the following designations for traffic entering or exiting the northbound direction of travel:
- The frontage road would carry the designation **75 N** it entire length
- The first ramp, **on or off**, would carry the designation **75 N1**
- The next ramp, **on or off**, would carry the designation **75 N2**
- The third ramp, **on or off**, would carry the designation **75 N3**
- The fourth ramp, **on or off**, would carry the designation **75 N4**
- The remaining ramps, **whether on or off**, would carry the designation **75 N5**, **75 N6, 75 N7 and 75 NX** ***in the direction of Interstate travel.***

- All ramps, **exiting from or entering to** the ***southbound direction of travel***, would carry the designation **75S, 75S1, 75S2**, etc.
- In urban areas where interchanges are less than a mile apart, i.e., Exits 43A, 43B, 43C, etc, the ramps for northbound traffic entering or exiting the Interstate would have the following designations:
- The first ramp would carry the designation **43 N1**
- The second ramp would carry the designation **43 N2**
- The third ramp would carry the designation **43 N3**
- Any other ramps within that interchange would carry the designations **43 N (or S) 4**, **43 N (or S) 5** and **43 N (or S) 6** ***in the direction of travel.***

APPENDIX C.11.3

TRAA Vehicle Identification Guide

TRAA VEHICLE IDENTIFICATION GUIDE©

CLASS 1 • LIGHT-DUTY • (6,000 lbs. or less GVW - 4 tires)*

CLASS 2 • LIGHT-DUTY • (6,001 - 10,000 lbs. GVW - 4 tires)*

Classes 1 and 2 include passenger vehicles, light trucks, minivans, full size pickups, sport utility vehicles and full size vans.

CLASS 3 • MEDIUM-DUTY • (10,001 - 14,000 lbs. GVW - 6 tires or more)*

CLASS 4 • MEDIUM-DUTY • (14,001 - 16,000 lbs. GVW - 6 tires or more)*

CLASS 5 • MEDIUM-DUTY • (16,001 - 19,500 lbs. GVW - 6 tires or more)*

CLASS 6 • MEDIUM-DUTY • (19,501 - 26,000 lbs. GVW - 6 tires or more)*

Classes 3 through 6 include a wide range of mid-size vehicles, delivery trucks, utility vehicles, motorhomes, parcel trucks, ambulances, small dump trucks, landscape trucks, flatbed and stake trucks, refrigerated and box trucks, small and medium school and transit busses.

CLASS 7 • HEAVY-DUTY • (26,001 - 33,000 lbs. GVW - 6 tires or more)*

CLASS 8 • HEAVY-DUTY • (33,001 lbs. and over GVW - 10 tires or more)*

Classes 7 and 8 include a wide range of heavy vehicles, large delivery trucks, motor coaches, refuse trucks, cement mixers, all tractor trailer combinations including double trailers.

Information Needed To Correctly Dispatch Towing and Recovery Units:

- Year, Make and Model of Vehicle to be Towed or Recovered
- DOT Classification (Class 1 – 8 based on GVW)
- Location of Vehicle
- Type of Tow (impound, accident, recovery motorist assist, etc.)
- Additional Vehicle Information
  - 2 wheel drive, 4 wheel drive, all wheel drive
  - damage to vehicle, tire condition
  - vehicle loaded or empty
  - cargo contents
  - does the vehicle have a trailer
  - are the keys with the vehicle

Note: Any vehicle may carry hazardous materials. Advise if placarded.

*** Note:*** The Gross Vehicle Weight Rating (GVWR) of the vehicle to be towed or recovered can be found on the identification label on the vehicle's driver's side doorframe. The number of pounds listed on the label can then be compared with the DOT Classification Vehicle Type Chart for the correct DOT class.

Illustrations: © T.I. Publications/Vehicle Identification Guide: ©TRAA

Law enforcement communications with towing and recovery operators describing an incident and the vehicles involved can insure quick and efficient clearing of these scenes and less disruption to traffic flow. In an effort to standardize communications, the towing industry is adopting the federal vehicle class standards as outlined herein.

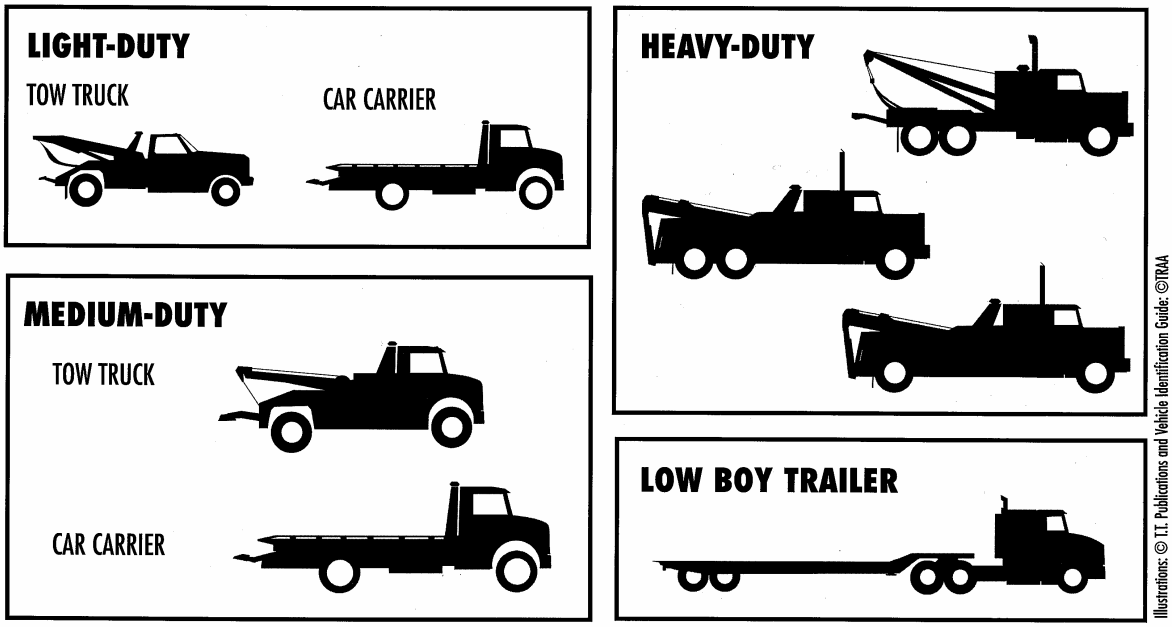
VIN CODES

The year of the vehicle is critical information for towing operators in order for them to reference correct towing procedures. The diagrams on the front are examples of classifications. The following information about vehicle identification numbers affixed to the chassis will help determine the vehicle's year. As noted, the vehicle's year, identified by a letter or number in the VIN sequence, is the eighth character from the right.

EXAMPLE 1995 VIN NUMBER: 1P8ZA1279SZ215470

1980.....A	1987.....H	1994.....R	2001 1	2008 8
1981.....B	1988 .....J	1995.....S	2002 2	2009 9
1982.....C	1989.....K	1996 .....T	2003 3	2010.....A
1983.....D	1990 L	1997.....V	2004 4	2011.....B
1984.....E	1991 .....M	1998.....W	2005 5	2012.....C
1985 .....F	1992.....N	1999.....X	2006 6	
1986 .....G	1993.....P	2000.....Y	2007 7	

TOW TRUCK/CAR CARRIER CLASSIFICATION



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