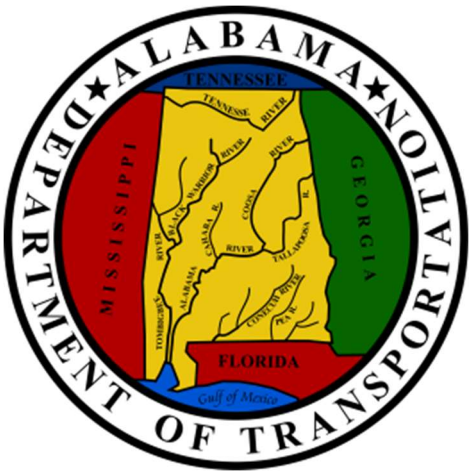
ALABAMA SERVICE & ASSISTANCE PATROL



Guidelines Manual

Version 1.0

ALABAMA SERVICE ASSISTANCE PATROL

ASAP

GUIDELINES MANUAL

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ASAP

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1. Introduction

Program History

The Alabama Service and Assistance Patrol (ASAP) program took to the interstates in the Birmingham, Alabama metropolitan area in June of 1997 and was originally under the supervision of the Alabama Department of Public Safety. Congestion Mitigation and Air Quality (CMAQ) funding administered by the Regional Planning Commission of Greater Birmingham (RPCGB), the Federal Highway Administration (FHWA), and ALDOT is used to facilitate the mission of reduced congestion in the states' urbanized area. The program expanded into the Mobile, Alabama area in the early 2000's as an assist to tunnel operations of the Wallace and Bankhead tunnels under the Mobile River.

Mission Statement

The mission of the ASAP program is to help facilitate a safe and efficient movement of people and goods by utilizing effective incident management strategies.

Vision

The vision of the ASAP program is to continue a pattern of excellence in service to motorists while continually growing in efficiency and effectiveness through training and technology.

Traffic Incident Management

The Federal Highway Administration (FHWA) states that Traffic Incident Management (TIM) consists of a planned and coordinated multi-disciplinary process to detect, respond to, and clear traffic incidents so that traffic flow may be restored as safely and quickly as possible. Effective TIM reduces the duration and impacts of traffic incidents and improves the safety of motorists, crash victims, and emergency responders. Safety Service Patrol programs like ASAP play a vital role in detection, response, and clearance of incidents impacting the roadways.

Executive Brief

A sustainable transportation system requires maintaining agencies to make the best utilization of limited funding and find ways to do “more with less”. Studies continue to illustrate that Safety Service Patrols (SSP) being involved in an organized Traffic Incident Management Plan are a positive return on investment. The ASAP program plays an important role in TIM through providing motorist assistance, clearing travel lanes of vehicles or debris, and assisting other stakeholders in clearing crashes and providing traffic control. The purpose of this manual is to provide a uniform set of guidelines for ASAP for use across the state in areas of operations, brand standards, training, equipment recommendations, and general guidance.

2. Authority

Legislature

The increase in awareness of benefits from programs such as traffic incident management and safety service patrols lead to innovative ways to make the programs more effective in their missions. As programs grow and expand services offered, states are finding laws governing how incidents are handled on the roadway. Revisions or new laws written are needed to assist agencies with protections to ensure safe, quick clearance operations are preserved in a hold harmless manor. The Alabama legislature sets policies concerning the operations of motor vehicles within the boundaries of the state. Once policies are approved by the house and senate they are sent to the Governor's office for approval signature. The policy becomes law with the Governor's signature and is recorded within Code of Alabama 1975 Title 32. The state legislature, in recent years, has passed new legislation concerning incident mitigation such as "move it, remove it" and "safe, quick clearance" to aid in incident management efforts. As the ASAP program continues to mature the department will continue to work with officials to address legislative needs of the program in the future.

- *Ideas for new legislation should be presented through the State TSM&O Administrators office for collaboration with ALDOT Legal and Community Relations bureau's. Submissions should be made in August to provide adequate time for the yearly regular session.*

2015-470 "Move It, Remove It"

Section 32-13-2(a). A law enforcement officer may cause a motor vehicle to be removed to the nearest garage or other place of safety under any of the following circumstances:

1. The motor vehicle is left unattended on a public street, road, or highway or other property for a period of at least 48 hours.
2. The motor vehicle is left unattended because the driver of the vehicle has been arrested or is impaired by an accident or for any other reason which causes the need for the vehicle to be immediately removed as determined necessary by the law enforcement officer.

2017-376 "Safe, Quick Clearance"

Section 32-10-1(c). Employees of the Alabama Department of Transportation or the Alabama State Law Enforcement Agency may move a vehicle, require a vehicle to be moved by the driver or with the assistance of a towing or recovery vehicle, or assist in the moving of a vehicle from a roadway under the jurisdiction of the Department of Transportation if the vehicle is disabled as a result of an accident, the disabled vehicle creates a traffic hazard or is obstructing traffic. A vehicle involved in an accident with injury to or death of any person may not be moved until directed by a law enforcement officer.

- *The SPO can move a crash vehicle from the travel lanes under certain circumstances to restore traffic flow as soon as safely possible.*

3. Stakeholders

Law Enforcement

Law enforcement agencies include State Police and Highway Patrols, County Police and County Sheriffs, Township and Municipal Police and other agencies which have officers sworn to enforce laws. On the scene of a traffic incident the duties of these officials include:

- Securing the incident scene
- Providing emergency medical aid until help arrives
- Safeguarding personal property
- Conducting accident investigations
- Serving as incident commander
- Supervising scene clearance
- Assisting disabled motorists
- Directing traffic

Jurisdiction of law enforcement agencies varies widely from state to state and even within a state. Typically, State Police and Highway Patrols have jurisdiction on State highways and county, and municipal police have jurisdiction off the State highway system. State Police and Highway Patrols have statewide coverage and many lack sufficient resources to adequately respond to incidents on State highways in urban areas. In many locations, State law enforcement agencies receive assistance from county and local agencies and in some cases local law enforcement has jurisdiction even on State highways.

Law enforcement agencies are first responders at traffic incident scenes, providing 24-hour emergency response and operating under a paramilitary command structure. At most traffic incidents, law enforcement officers act alone and are trained to make unilateral command decisions.

Fire

Fire and rescue services are provided by county and municipal fire departments, and by surrounding fire departments through mutual aid agreements. Typical roles and responsibilities at traffic incidents assumed by fire departments include:

- Protecting the incident scene
- Suppressing fires
- Providing emergency medical care
- Serving as incident commander
- Providing initial HAZMAT response and containment
- Rescuing crash victims from contaminated environments
- Rescuing crash victims from wrecked vehicles
- Arranging transportation for the injured
- Assisting in incident clearance
- Providing traffic control until law enforcement or DOT arrival

In most jurisdictions, the fire department is the primary emergency response agency for hazardous materials spills. Like law enforcement agencies, fire and rescue departments also operate as first responders under a well-defined command structure providing 24-hour emergency response. Unlike law enforcement, who operate individually for most duties, fire departments operate under a highly organized team structure with the close supervision of a commanding officer. Fire departments and emergency medical service providers (EMS) also act at the direction of one decision maker and may not respond individually to requests from other response agencies unless their command officer directs them to do so.

In most large urban areas, full time professional personnel staff fire and rescue departments. In many suburban and in most rural areas, volunteers primarily provide fire and rescue services.

Towing & Recovery

Towing and recovery service providers are responsible for the safe and efficient removal of wrecked or disabled vehicles, and debris from the incident scene. Their typical responsibilities include:

- Recover and remove vehicles from incident scene
- Protect victims' property and vehicles
- Remove debris from the roadway
- Provide other services, such as traffic control, as directed or under contract

Towing and recovery companies are secondary responders operating under a towing arrangement usually maintained by a law enforcement agency. Towing and recovery arrangements generally fall under one of two major types – rotation or contract. In rotation towing, a police department will maintain a list of prequalified companies and will rotate the call of those companies. In many locations, rotation lists are classified by specific company capabilities so that a company with only automobile towing equipment doesn't get called to a truck incident. Rotation lists may also be maintained by location zones so that companies closer to the incident scene will get called. In contract towing, companies are contracted to provide specific services on call. The contracts are often awarded through a bidding process and qualification requirements to bid may be more rigid than requirements for placement on a rotation list. Contracts may also be awarded on a zone basis to help enable response by the closest qualified company.

Towing and recovery companies that respond to highway incidents are indispensable components of all incident management programs. Even programs that include service patrols with relocation capability depend heavily on towing and recovery service providers. Challenges facing this industry are unique because they are not public agencies. As such, they must remain profitable to retain a skilled work force, purchase and maintain expensive and complex equipment, and to stay in business.

Emergency Medical Services

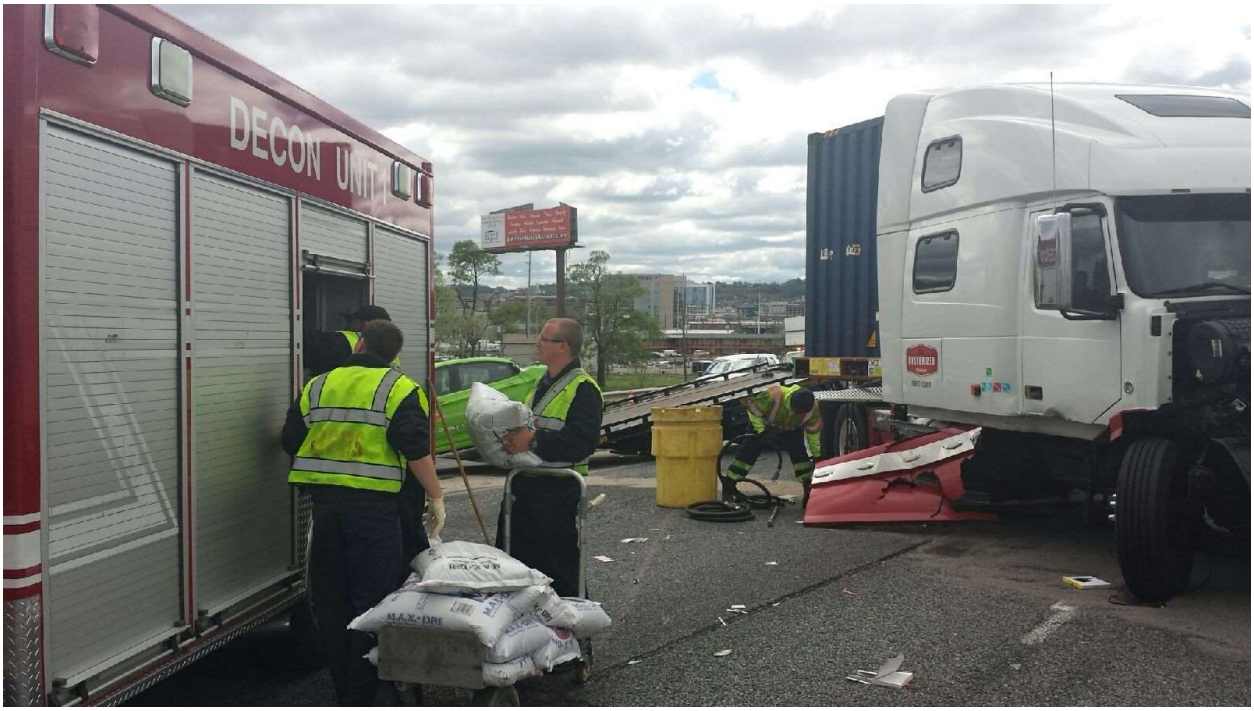
The primary responsibilities of EMS are the triage, treatment, and transport of crash victims. In many areas, fire and rescue companies provide emergency medical services. In some areas, other agencies or private companies provide these services to local jurisdictions under contract. Typical roles and responsibilities assumed by EMS at traffic incidents include:

- Providing advanced emergency medical care
- Determining of destination and transportation requirements for the injured
- Coordinating evacuation with fire, police and ambulance or airlift
- Serving as incident commander for medical emergencies
- Determining approximate cause of injuries for the trauma center
- Removing medical waste from incident scene

Emergency medical services have evolved as primary care givers to individuals needing medical care in emergencies. As with police, emergency medical personnel have a defined set of priorities. They focus on providing patient care, crash victim rescue, and ensuring the safety of their personnel.

Environmental Management/ Hazardous Material Contractors

In the event that a crash results in a spill or other threat to environmental health, an environmental clean-up contractor and the Alabama Department of Environmental Management may be involved in the mitigation process. Hazardous materials contractors operate in a number of regions in the United States. They are hired by emergency or transportation authorities to clean up and dispose of toxic or hazardous materials. Most common (and small quantity) engine fluid spills (oil, diesel fuel, gasoline, anti-freeze, etc.) can be contained and cleaned up without calling hazardous materials contractors.



4. Services

The services offered by the ASAP program can be categorized into the following:

- Traffic Management
- Motorist Assistance
- Preventative Maintenance
- Emergency Operations
- Work Zone Management

Incident Levels

There are four levels of incidents to which ASAP will respond:

Level 1 – Shoulder Assist: Incidents which do not encroach upon the travel lanes. The shoulder assist occupies the shoulder for less than 15 minutes. During the shoulder assist there are no lanes of the roadway blocked.

Level 2 – Roadway Assist for lane blocking incidents: incidents of short duration which occupy the travel lanes for up to 30 minutes.

Level 3 – Roadway Assist for lane blocking crashes or crashes involving injuries: incidents of short-term stationary nature which occupy the travel lanes for a time up to approximately two hours.

Level 4 – Roadway Assist for major property damage, spilling of hazardous materials, fatality, or criminal investigation: incidents consisting of major incidents which may necessitate closure of the entire travel lanes of the roadway for more than two hours.

It is established that ASAP will respond to Level 1 and Level 2 incidents using truck mounted lights, arrow boards, and channelizing cones. ALDOT will evaluate incidents based upon the length of estimated assist time, the amount of time necessary to deploy additional traffic control, and hazards to work crews and motorists. This evaluation will determine if the Level 1 or Level 2 incident should be upgraded to a Level 3 or Level 4. If an incident is upgraded to Level 3 or Level 4 ALDOT will assist ASAP by delivering and setting up a more extensive traffic control plan. The SPO should contact the shift supervisor if they determine an incident will exceed one hour or blocks the entire roadway.

Traffic Management

Traffic management includes disabled and abandoned vehicles, crashes, hazardous materials and traffic control. By clearing disabled/abandoned vehicles, performing traffic control, and keeping travel lanes open to traffic, the ASAP service patrol operator is an important part of maintaining an optimized highway network. The service patrol operator should consider themselves as ALDOT's emergency responder.

Disabled Vehicles

A disabled vehicle is an immobile vehicle due to some mechanical failure or crash. Vehicles can become disabled by tire failures, running out of fuel, cooling system failures, and other powertrain/drivetrain failures. These failures can become traffic management scenarios when they prevent the disabled vehicle from safely exiting the travel lanes onto the shoulder or other safe location as to not impede the flow of traffic. It is important for the safety of the disabled motorist that the vehicle be relocated to a safe location on the shoulder or offsite through push/pull/drag operations as quickly as possible.

Abandoned Vehicles

Objects abandoned on highways pose safety hazards and can restrict the response of emergency vehicles even if travel lanes are not impacted. Service Patrol Operators assist law enforcement with inspecting abandoned vehicles as they are detected. SPO's report vehicle and location information to the RTMC dispatch and will flag the vehicle with survey tape so other operators will know the vehicle has been inspected. The SPO should write the date on the flagging material so any law enforcement or other SPO will know when the vehicle was inspected. The SPO should check for the following scenarios without entering the vehicle: injured, sick, or incapacitated individuals; punched ignitions, damaged door locks, or broken windows with glass debris still in the vehicle.

If the vehicle or object isn't in a location requiring expedited removal, tag or flag it to notify other SPO's and law enforcement that the vehicle has been inspected and notify the RTMC of those actions. If the vehicle remains after the 48-hour time frame has expired, notify the RTMC so actions can be taken with law enforcement to have the vehicle removed.

Operations for removing abandoned vehicles in non-hazardous areas will vary from jurisdiction to jurisdiction. Concerted efforts should be made by the Region TSM&O staff to develop a relationship with the local police and ALEA leadership to expedite removal of abandoned vehicles through the tagging process.

Lane Inhibiting Crashes

Crashes that occupy all or portions of travel lanes thus leaving them unusable for traffic are defined as lane inhibiting crashes. Lane inhibiting crashes take away vital capacity of the roadway network and can quickly begin to form significant queues and delays. Clearing the travel lanes as quickly as possible can reduce the amount of recovery time and reduce the risk of secondary crashes. It is important that the SPO be timely and accurate when providing information to the RTMC concerning lane blockages for performance measure tracking and timely relay of information to the public.

Property Damage Only (PDO)

Property damage only crashes, more commonly known as “fender benders”, are crashes that typically result in damage to the motorists’ vehicles or ALDOT roadside assets. These crashes do not result in injury to the affected motorists and carry a range of damage from only scratches to an incapacitated vehicle. In years past the thought process was to not move these vehicles until law enforcement arrived on scene and begin the investigation/report process. This action would result in vehicles with minimal damage occupying a travel lane while waiting for law enforcement to arrive creating significant delay and queues greatly increasing the clearance time. Unfortunately for some motorists that mindset still exists. The response time of the SPO can greatly reduce the amount of time a lane is blocked due to a PDO crash. If the SPO can arrive on the scene, mark vehicle locations, and take photos these vehicles can be relocated to the shoulder quickly and the lanes of traffic can be reopened in a timely fashion. This will reduce the risk of secondary crashes and increase the safety for the SPO and officers working the active scene.

Injury

Injury crashes can be broken into two categories; incapacitating and non-incapacitating. Incapacitating crashes are when a victim must be helped or carried away from the scene of the crash. Non-incapacitating is when a victim has visible signs of injury but is able to walk away from the crash. The SPO shall not attempt to move vehicles from the roadway involved in an injury crash. The SPO should provide traffic control services and manage the queue while injured occupants are being treated and law enforcement performs their investigation. The SPO should stay in close contact with the incident commander and report information back to the RTMC for tracking and information dissemination purposes.

Fatality

Fatal crashes are typically severe crashes that result in long duration cleanups and investigations. These investigations may not always require long duration lane closures but often require a large presence on site for investigation purposes. This presence causes a distraction to travelers and will cause delays and queues to form around the investigation site. The SPO should provide traffic control while other responders perform their duties. Helping manage the queue through the duration of the investigation can help travelers safely navigate the area during the investigation. The SPO should stay in contact with the incident commander and provide timely updates to the RTMC for tracking and information dissemination purposes. The SPO shall not attempt to move vehicles involved in a fatal crash unless instructed to do so by law enforcement.

Hazardous Materials

Commercial vehicle incidents are one of the most challenging and dangerous tasks SPO's must manage, an incident that involves hazardous material cargo is even more perilous. The Department of Transportation defines a hazardous material as any item or chemical which can cause harm to people, plants, or animals when released by spilling, leaking, pumping, pouring, emitting, emptying, discharging, injecting, escaping, leaching, dumping or disposing into the environment. It is important that SPO's have knowledge of hazardous material placards that are required to be placed on vehicles transporting those materials and proper knowledge of approaching or containing a scene where certain hazards may be present. When at the scene of a truck crash where there is a spill or leak of an unidentified cargo, especially a placarded load, use the following guidance:

- Notify the RTMC immediately.
- Remain upwind until the potential hazardous material is identified.
- Remain clear of any hazardous cargo and the spill along with any vapors, fumes, or smoke.
- Identify the cargo from a safe distance using binoculars if needed and update the RTMC with the placard information so they can notify appropriate agencies.
- Check the drivers condition but only approach and assist as it is safe to do so.

- *The SPO should use the Emergency Response Guidebook (ERG) to identify potential hazardous material involved in an incident and report to the RTMC immediately.*

Traffic Control

Traffic control is a critical aspect of the SPO's duties and proper traffic control is the first step in providing a safe working environment for the SPO, other first responders, and the motorists. Traffic control requirements vary by factors such as speed of the roadway and number of lanes impacted in the closure. Illustrations of proper vehicle placement, device placement, and device spacing are provided in the appendix of this manual.

Event Management

During special events the ASAP program may be called upon to provide traffic management support. Events such as collegiate football games, races at Talladega Superspeedway, Airshows, and other large attendance single point gathering events can create an increased demand in motorist assist and traffic management services on routes to and from these events. Event start time and expected end time should be considered when developing schedules for handling these special events. Regions may request additional support during these events if additional equipment or manpower is unavailable in the region the event is located.

Motorist Assistance

Motorist assist includes tasks such as changing flat tires, providing fuel or other fluids, and other minor mechanical repairs. The SPO can provide these services with the safety features of the patrol vehicle and tools more suitable for providing quicker repairs to get the motorist back on the road and off the shoulder. The safety of the SPO and motorist is most important and motorist assist should take place in an area that is safe to do so. The SPO may need to relocate the vehicle to a safe location before providing assistance.

Extinguish Fire

While patrolling the SPO may encounter roadside vegetation and or vehicle fires. These fires can cause extensive property damage and cause severe delays from onlookers or impaired visibility across travel lanes. In the event these fires are detected and responded to soon enough the SPO may be able to extinguish the fire and lessen the property damage and potential impacts to traffic. The ASAP vehicle shall be equipped with a minimum of 2 ABC type fire extinguishers. The SPO shall be knowledgeable on proper fire extinguishing techniques to ensure safety for themselves and the effected motorists.

First Aid

The SPO should be trained in the basic application of first aid including cardiopulmonary resuscitation (CPR). This training is provided through the American Red Cross and is recertified every two years. Every ASAP response vehicle shall be equipped with a basic first aid kit containing typical bandages, ointments, burn cream, etc. capable of assisting with cuts, abrasions, or other minor injuries.

Absorbent/Fluid Spill Mitigation

Incidents occur in which vehicle fluids such as engine oil, coolant, hydraulic fluid, brake fluid, and fuel from a ruptured fuel tank spill into the roadway. Some petroleum-based fluids can damage asphalt surfaces with repeated or prolonged exposure. These fluids must be properly addressed before traffic can safely return to the effected travel lanes. Absorbent is used to absorb or contain fluid spills that can cause slick spots or damage the roadway or threaten to contaminate water sources. The ASAP Response vehicle shall be outfitted with a minimum of three 50-pound bags of absorbent and a spill kit. When evaluating a fluid spill the SPO should consider the following guidance:

- Identify the spill.
- Begin containing the fluid spill to keep it from spreading using absorbent or other means available.
- Try to stop saddle tank ruptures or catch spill in spill kit container. If unable to stop the leak request assistance.
- Advise other officials/cleanup personnel upon arrival of the extent and location of spills and remediation measure in place.
- Continue to advise the RTMC of spill status so they can make proper notifications.

When handling or dispensing absorbent the SPO should consider the following guidance:

- Wear proper PPE – safety glasses are mandatory
- Avoid stepping in spilled fluid
- Store absorbent in a dry location
- Dispense by hand until spill is evenly covered
- If needed, use push broom to spread over larger areas
- Sweep excess to shoulder but leave enough for traction
- DO NOT sweep absorbent onto grass/soil

Tire

Tire issues are a common cause for assistance calls. Flat tires and blow outs can cause serious disruptions or crashes. Tire issues should be approached as follows:

BEFORE providing any tire assistance;

- Inspect the flat tire AND the motorist's spare tire
- Advise motorist of any damage or defects
- Instruct motorist to turn off engine & engage parking brake
- Remove spare tires CAREFULLY to avoid damaging vehicle
- Bring all equipment with you to prevent multiple trips to truck
- Rolling Jack can lift most vehicles – use Bottle Jack for large vehicles
- Position jack & jack stand beneath a solid part of vehicle frame/axle
- Use wheel chocks and jack stands to stabilize and immobilize vehicle
- Socket/wrench must fit lug nuts to avoid stripping them
- Impact wrench loses torque as battery dies, use 4-way lug wrench or ½" drive breaker bar with deep well socket to confirm lug nuts are tight
- Clean all equipment & store it properly on ASAP truck after each use

- *Larger wheels and tires on some trucks and sport utility vehicles can be heavy, the SPO should utilize proper lifting techniques to minimize the risk of injuries.*

Fuel

ASAP will provide enough fuel for the stalled motorist to reach the next fueling station which is usually 1 gallon of regular unleaded or diesel. The demand for diesel in comparison to regular unleaded is low and concerns of diesel fuel sediment and gumming should be mitigated by use. There will be times where "repeat offenders" will call for service repetitively over the period of a few days because of the no charge service. It is acceptable to refuse service to these repeat offenders. The SPO should report the vehicle tag number back to the RTMC for recording purposes.

The Service Patrol Operators safety is top priority while performing these duties and should be approached as follows:

1. Assess surroundings and assure that you are a safe distance from roadway
2. Ask motorist to attempt an engine start
3. Ask motorist what fuel their engine requires (unleaded or diesel)
4. Retrieve fuel can and funnel from truck and return to vehicle
5. Remove cap from fuel tank and insert funnel
6. Carefully dispense fuel
7. Replace fuel tank cap and instruct motorist to attempt an engine start
8. Place absorbent over any spilled fuel
9. Collect equipment and return it to its proper stored space on truck
10. Instruct motorist to refuel completely at the nearest fueling station

Cooling Systems/Overheating Vehicles

Cooling system failures can leave a motorist stranded. ASAP can provide water to reduce engine temperature and get motorists back up and running to clear the roadway. Overheated engines can produce extremely hot steam. The SPO should always be mindful of the conditions and careful when opening hoods with steam visually exiting the motor compartment.

The Service Patrol Operators safety is top priority while performing these duties and should be approached as follows:

1. Put on all necessary PPE
2. Confirm overheated vehicle is OFF & emergency brake is ON
3. Check for steam & leaks under vehicle
4. Carefully raise hood & allow vehicle to cool
5. Check coolant levels & hoses and look for cooling system damage
6. Turn radiator cap a ½ turn to vent remaining steam
7. When ready, turn vehicle on to circulate water in cooling system
8. Pour water into coolant reserve tank (or directly into radiator)
9. Check temperature gauge to see if vehicle is operating within limits
10. Advise motorist to watch temperature gauge carefully & to seek long-term repair as soon as possible

Mechanical Assistance

The SPO shall be equipped with a tool kit to provide basic mechanical assistance. The SPO may need to provide basic mechanical repairs to help a motorist return on their journey. The SPO shall carry a basic mechanics tool set capable of assisting in small mechanical repairs such as hoses or belts. The tool kit should include flat and Phillips head screwdrivers, various pliers, ratchet and sockets (standard and metric), adjustable wrenches, combination wrenches, and hammers.

Jump Start

Dead or dying batteries can leave a motorist stranded. ASAP can provide a jumpstart to get motorists back up and running. The Service Patrol Operators safety is top priority and the disabled vehicle should be pushed or pulled out of the lanes of traffic before providing jump starts. These duties should be approached as follows:

1. Assess and continuously monitor on-coming traffic (relocate to safe location if needed)
2. Put on all PPE – work gloves & safety glasses are mandatory
3. Keep motorist away from traffic & from in between truck & vehicle
4. Review owner's manual & raise vehicle's hood to inspect dead battery
5. Instruct motorist to try to start their engine
6. Turn OFF engine and electrical components of disabled vehicle
7. Keep ASAP truck idling with arrow board & lights ON
8. Park and set emergency brake for both vehicles
9. Remove cover to external jumper hookup & retrieve jumper cables
10. Attach red (+) clamp to dead battery's red (+) terminal
11. Attach black (-) clamp to piece of grounded metal on disabled vehicle
12. Insert external jumper cable plug into hookup on ASAP truck bumper
13. Allow ASAP truck and charge dead battery for 5-10 minutes*
14. Start disabled vehicle & let engine run for 10-20 minutes*
15. Once vehicle starts & is fully charged, disconnect & store jumper cables and replace cover on external jumper hookup

*This time frame is only acceptable if the disabled vehicle is not impeding the flow of traffic and is in the safest location possible to allow for these charging times.

Called Wrecker

Some motorist assists will be beyond the scope of what ASAP can perform and will result in the vehicle needing a wrecker to remove it and transport to a repair shop of choice. When this situation arises the SPO can provide the use of a cell phone to the motorist so that a wrecker of their choice may be contacted. If no choice a provider can be selected from local availabilities.

Rescued Load

Sometimes motorists will fail to properly secure their load. This means furniture items, tools, mattresses, lumber, and other miscellaneous items make their way onto the roadway. It may be necessary for the SPO to provide traffic control and assist a motorist with retrieving and properly securing a load. In the event a load is lost from a tractor trailer rescuing the load can require the efforts of an outside group and can result in a lengthy closure that may require the SPO request district support for traffic control to allow the SPO to perform other assists or patrol.

Called for Assistance

The SPO will respond to or arrive on the scene of situations that will be out of their areas of expertise. In these scenarios the SPO will communicate through the RTMC a call for assistance. This includes medical emergencies where a motorist needs transporting to a hospital or other medical facility or roadside infrastructure that has been damaged and needs the attention of an ALDOT repair crew. In medical circumstances where time is of the essence the SPO should dial 911. Once help is on the way the SPO should update the RTMC.

Directions

Technology rapidly continues to change the way we drive. The use of in vehicle navigation devices and cell phones with built in turn by turn guidance has significantly reduced the number of motorists that rely on a paper map. The SPO should be prepared to give directions to segments of the population that do not utilize technology for navigational guidance therefore the SPO shall carry a small supply of State of Alabama Official Highway maps. It may be necessary to provide maps and navigational advice to motorist that are lost or may have required other services.

- *The SPO shall carry a supply of State of Alabama highway maps.*

Transported

If a motorist must be transported from an incident scene, the shift supervisor shall be contacted. If the shift supervisor is available in a timely manner they will provide transport of the motorists to the nearest safe location. If the supervisor is unable they may authorize the SPO to transport the motorists to the nearest safe location. The SPO shall contact the RTMC and provide the destination information, time at start, and mileage at the beginning of transport. Once transport is complete the SPO shall report to the RTMC the time and mileage.

- *The SPO shall contact the shift supervisor before transporting motorists for approval.*

Unable to Locate

The SPO will sometimes be dispatched to stalled motorist, disabled vehicles, or other scenes that they may not be able to find. With the increased knowledge of the program other motorists may call in for something they pass and assume someone needs assistance. This may not be the case and the motorist addresses whatever issue they have and move on resulting in the SPO searching for a hazard that no longer exists.

No Assistance

While the SPO is patrolling an assigned route, they may approach vehicles stopped on the shoulder. The motorist may not need assistance and may refuse any service when approached. This should be reported to the RTMC so a record of the stop can be recorded as a non-assist.

Preventative Maintenance

The SPO serves as a force multiplier for area maintenance crews. Providing services such as reporting damaged roadside assets and removing debris from the roadway, the SPO is an added asset for day to day maintenance activities that are public facing. Performing adequate preventative maintenance can prolong the life of some roadside infrastructure, reduce system downtime, and increase safety while reducing congestion.

Remove Debris

Debris on the roadway is a significant contributor to accidents and congestion. The SPO should always be observant for debris. Clearing any debris such as large tire treads left from blown tires, ladders or other tools dropped from an unsecured position is a top priority. The SPO's should report the debris removed and location to the RTMC. If possible, it should be stored in the ASAP vehicle until being disposed of at the end of the shift, if the debris is too large for safe transport in the ASAP vehicle the RTMC should notify district maintenance crews for removal from the roadside.

- *Debris should be removed from the travel lanes as quickly and safely as possible in efforts to prevent crashes or damage to vehicles.*

Report ALDOT Maintenance Deficiency

The Service Patrol Operator spends a large portion of their time traveling the roadway. This duty puts the SPO in a unique opportunity to act as a force multiplier for maintenance staff. The SPO should be diligent in observations for such maintenance deficiencies as listed in the following section and reporting them back to the RTMC so they may be addressed in a timely manner. If an ALDOT asset is damaged during an incident that the SPO is working, an ALDOT facilities damage report should be filled out. This will allow the department to have a record of the damage and will assist in the process of recovering losses for the damage. An example of the Facilities Damage Report is attached to the appendix of this manual.

Signage

Roadway signage is used to provide information to drivers. The MUTCD classifies signage into three categories: regulatory, warning, and guide. Regulatory signs (black on white) give notice of traffic laws or regulations. Warning signs (black on yellow) give notice of a situation that might not be easily apparent. Guide signs (white on green) show route designations, destinations, directions, distances, services, points of interest, and other geographical, recreational, or cultural information. The Service Patrol Operator should be monitoring the condition of roadway signage while on patrol. Signs that have been damaged, destroyed, or stolen should be reported to the RTMC so that appropriate crews can respond to make repairs or install replacements.

- *Damaged or destroyed signs or sign supports should be reported to the RTMC so that appropriate crews can respond to make repairs or install replacements.*

Guardrail

Guardrail provides protection to motorists for various conditions on the roadway. Guardrail should be kept serviceable and in good repair. The Service Patrol Operator should be monitoring the condition of guardrails along their patrol route. Damaged guardrails should be reported to the RTMC so that appropriate crews can respond with repair or replacement.

- *Damaged or destroyed guardrail should be reported to the RTMC so that appropriate crews can respond to make repairs or replacements.*

Pavement

Pavement is the surface that vehicles travel over. Pavements can suffer failure due to many various factors including weight from vehicles, weather conditions, age, damage related to a crash, etc. The Service Patrol Operator should be monitoring the condition of the pavement surface along their patrol route. Any adverse conditions in the pavement surface such as potholes or scratches/gouges suffered during a crash should be reported to the RTMC so that repair crews are notified.

- *Adverse conditions in the pavement surface such as potholes or damage related to a crash should be reported to the RTMC so that repair crews are notified.*

Front/Back Slope

The Service Patrol Operator should be monitoring the condition of the front or back slopes beyond the shoulder of their route. Any appearance of failure should be reported to the RTMC so that repair crews are notified.

- *Adverse conditions in slopes along the roadside should be reported to the RTMC so that repair crews are notified.*

Bridge

The Service Patrol Operator should be monitoring the condition of the bridge surfaces, railings, and median walls along their route. Any damage to the bridge surface or railings should be reported to the RTMC so that repair crews are notified.

- *Damaged bridge surfaces, railings, or structures should be reported to the RTMC so that appropriate crews can respond to make repairs or replacements.*

Drainage

The Service Patrol Operator should be monitoring the condition of drainage pathways along their route. Any adverse conditions such as water standing on the roadway/shoulders and clogged drains or ditches that could result in flooding during heavy rain events should be reported to the RTMC so that repair crews are notified and remedial measures can be applied.

Emergency Operations

During emergency situations the ASAP program may be called upon to provide traffic management support. Situations such as snow and ice events, hurricane evacuations along the coast, and strong thunderstorms or tornados that can create blocked highways or damage to infrastructure that leaves roadways impassable and motorists stranded. ASAP assists with real time information on roadway conditions to the RTMC and can reduce response times to hazardous conditions. During snow and ice events the ASAP response vehicle can be outfitted with a small spreader capable of dispersing Calcium Magnesium Acetate (CMA) to treat small "hotspots" that are known to cause problems. During hurricane evacuation operations such as contraflow exercises ASAP may be called upon to perform traffic management and motorist assistance duties to assist the mission of safe and timely evacuation. During strong thunderstorms or tornadic activity, the SPO may be called upon to assist in clearing the roadway of debris, as well as providing traffic control or other motorist assist.

Other

The SPO shall be observant of message board displays, cameras, radar vehicle detectors, damaged poles, striping, and other roadside assets for damage. Any damage should be reported to the RTMC so that appropriate maintenance crews can repair.

- *The SPO should be diligent in observing and reporting damaged/defected ALDOT roadside assets.*

5. Performance Metrics

Traffic Management
The ASAP program plays a significant role in the departments mission to effectively manage traffic on the highway network. Through tracking various information that is contained in this section we will better define how the ASAP program performs and continually work to increase effectiveness and efficiency while addressing equipment and staffing needs.

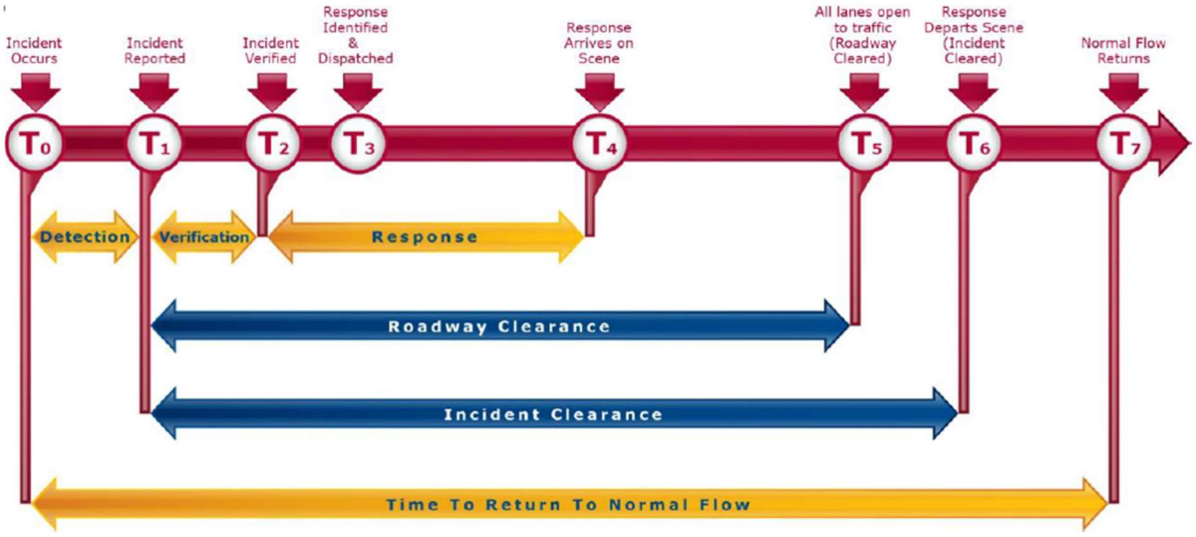
Response Time
Response time is defined as the time from an incident is verified to the time that response arrives on scene.

Roadway Clearance Time
Roadway clearance time is defined as the time between the first recordable awareness of the incident by a responsible agency and the first confirmation that all lanes are available for traffic flow.

Incident Clearance Time
Incident clearance time is defined as the time between the first recordable awareness of the incident by a responsible agency and the time at which the last responder has left the scene. The incident isn't considered terminated until traffic returns to normal.

Number of Events
The number of events is defined as the quantity of events the SPO responds to during a specified time. Events are crashes or other incidents that the SPO responds to over the period of their shift.

Secondary Events
Secondary events are defined as the number of unplanned incidents beginning with the time of detection of the primary incident where another incident occurs as a result of the original incident either within the incident scene or within the queue in either direction.



Motorist Assistance

The ASAP program plays a critical role in managing traffic by providing motorist assistance. Some motorist have roadside assistance through private organizations such as their insurance provider or AAA but wait times can be long which increases the time a hazard can be on the roadway or shoulder putting the motorist and fellow travelers at risk. This highlights reasons the services ASAP provides are a significant benefit to the motorists and the department.

Response Time

Response time is defined as the time from when an incident is verified to the time that response arrives on scene.

Roadway Clearance

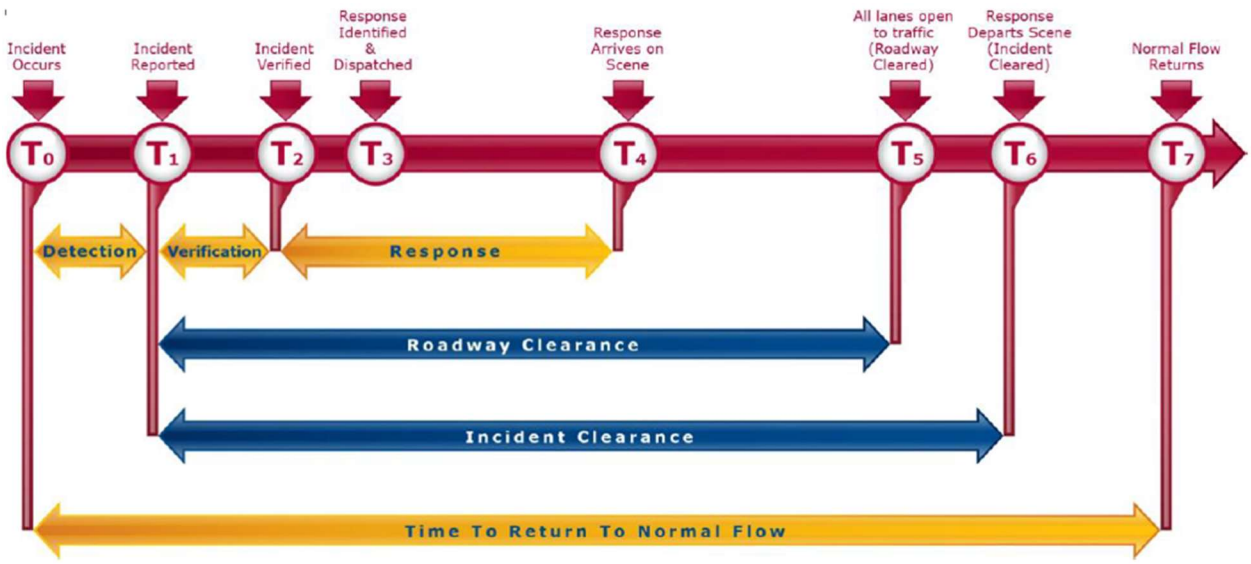
Roadway clearance time is defined as the time between the first recordable awareness of the incident by a responsible agency and the first confirmation that all lanes are available for traffic flow.

Incident Clearance

Incident clearance time is defined as the time between the first recordable awareness of the incident by a responsible agency and the time at which the last responder has left the scene. The incident isn't considered terminated until traffic has returned to normal flow.

Number of Contacts

The number of contacts is defined as the number of motorist assists the SPO performs during a specified time or segment of roadway.



6. Budgeting

Performance Standard

A performance standard can be defined as a management approved expression of the performance threshold(s), requirement(s), or expectation(s) that must be met to be appraised at a particular level of performance. For a SPO that standard is marked by how effective and efficient they are in locating and safely clearing disruptions to restore traffic flow.

An effective SPO:

- Detects incidents by continuously scanning both directions of travel while patrolling.
- Assists motorists with relocating their vehicles out of hazardous locations.
- Sets up temporary traffic controls and improves scene safety.
- Communicates incident details and traffic conditions to the RTMC.
- Establishes and maintains a close working relationship with the onsite incident commander or safety officer, law enforcement, fire and rescue personnel, and other TIM responders in a multi-agency response.
- Establishes and maintains close communication with RTMC staff.
- Works with fire-rescue and other responders to maintain as many open lanes as practicable.
- Clears and reopens travel lanes as the situation permits.
- Shortens the duration of incidents and prevents secondary crashes.

The SPO will be rated annually by his or her rating supervisor in accordance with State Department of Personnel rules. Utilizing preestablished criteria of expectations for the coming year of performance standards. These expectations of performance are discussed orally and recorded on the Form 40.

Labor

The labor portion of the budget should include enough manpower to adequately service the existing routes as well as any expected growth in additional routes and increased coverage of existing routes.

Equipment

The equipment portion of the budget should consider the equipment ASAP utilizes which the equipment bureau establishes rental rates for. This includes the response vehicle itself, air compressors, handheld blowers, etc. Consult the equipment manual for further details.

Materials

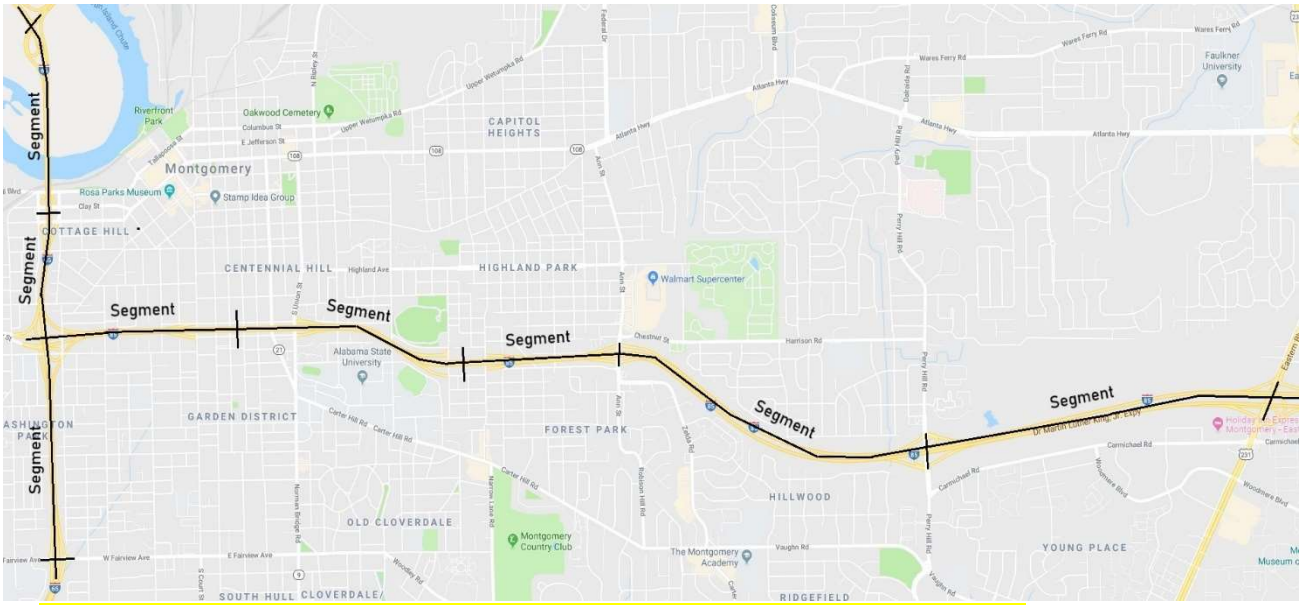
Materials used in the day to day operations of the ASAP program should be included in the routine maintenance budget. Materials such as absorbent, wattles, gasoline, disposable wipes, spray lubricants, marking paints, etc. should be included in the materials budget.

Daily Accomplishment

Daily accomplishment rates are established and tracked through RoadMAP. It is commonly referred to as Average Daily Production in the ALDOT Routine Maintenance Activities Performance Guidelines. This accomplishment for the ASAP program is defined by the number of events that the SPO responds to over the period of a work shift. Utilizing data available from the Birmingham program, an average daily production rate of 8 events/per SPO/per shift has been derived. Understanding that this rate has been derived from limited data in one geographic region of the state solidifies the need for accurate reporting from all areas as the program expands. It is important that all functions of the program be recorded accurately for purposes of reporting and program growth.

Segment

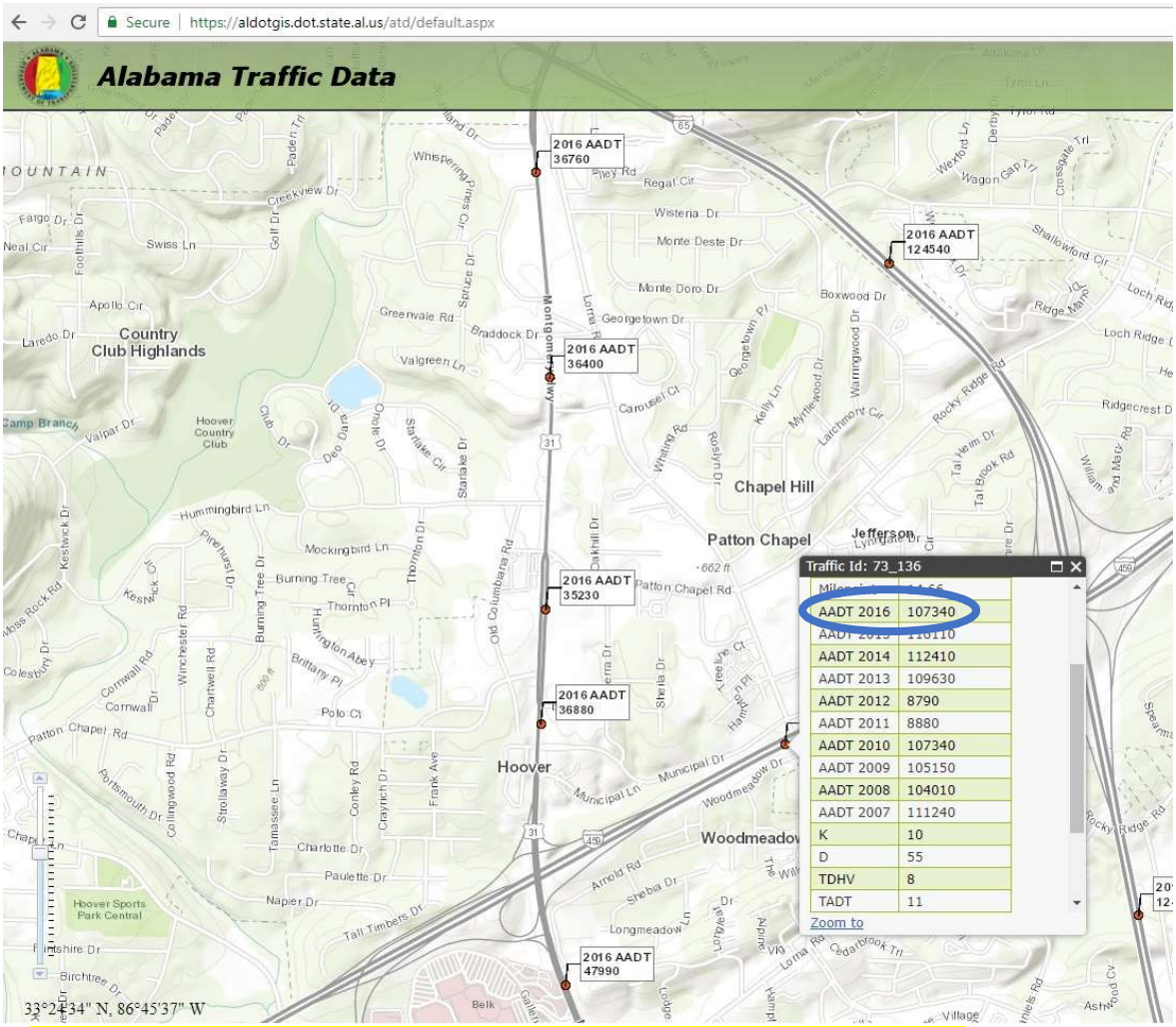
A segment refers to a section of roadway between two points. Segments are typically defined by mileposts or exit numbers. A grouping of segments defines a patrol route. Segments should be evaluated for inclusion in existing or the establishment of a new patrol route.



- Example – I-85 in Montgomery from the I-65 interchange to Exit 6 Eastern Blvd

AADT

AADT is the Average Annual Daily Traffic on a roadway segment. AADT can be obtained through the Department of Transportation's GIS based traffic database. AADT is one component to consider when evaluating a segment of roadway for inclusion in an existing or establishing a new patrol route. Data is updated yearly and contains the previous 10 years data. You should use the most recent data available when evaluating segments.



- *Traffic data is available at https://aldotgis.dot.state.al.us/atd/default.aspx*

TADT

TADT is the Average Daily Traffic in terms of Trucks on a roadway segment. TADT can be obtained through the Department of Transportation's GIS based traffic database and is reported as a percentage of the AADT. TADT should be considered when establishing routes, determining route lengths, and assigning daily patrols. This should be heavily considered when evaluating routes around manufacturing facilities or major port/terminal facilities for the maritime and railroad industries. Many manufacturing facilities utilize on demand systems for part distribution instead of on site component storage and delivery. Parts/components are stored in other warehouse facilities offsite and delivered through a time based on demand freight delivery system. When those deliveries are delayed by congestion this can result in costly downtime for manufacturers. In the image below the TADT is reported at 11% for this count station.

- *Traffic data is available at https://aldotgis.dot.state.al.us/atd/default.aspx*

Crash History

Crashes create a significant amount of non-recurring congestion on Alabama highways. The crash history over a given segment of roadway that should be researched when justifying patrol routes. Crash data should be considered over the previous 1-year period matching the year that the AADT was obtained. Crash data is compiled in the Critical Analysis Reporting Environment (C.A.R.E.) and can be accessed through the aladata safety portal. Access to the safety portal can be obtained by contacting the Safety section in design bureau. The Safety section will then authorize the Center for Advanced Public Safety at the University of Alabama to provide necessary links to the program and data via username and password. The data can be obtained by utilizing the search feature. Select the route you wish to obtain data from and then input a beginning and ending mile point. This data can also be obtained from the mapping feature and drawing a free hand box around the area of interest.

https://safetyportal.aladata.com/

Incident Factor Equation

The Pennsylvania Department of Transportation developed an equation to assist in mathematically determining route justification for their safety service patrol program. The equation provides an Incident Factor and includes the AADT, the annualized number of crashes over a predetermined segment, the length of the segment, and a constant. For the segment to receive further consideration the resulting Incident Factor should be 4 or higher. This equation is a good start for evaluating route justification, if a route does not achieve at least an IF of 4 it shouldn't be ruled out for inclusion. A level of engineering judgement should be exercised considering freight movement, construction zones, or other factors that the IF equation does not incorporate into calculation. The IF equation is included below. A spreadsheet has been developed for assisting in evaluation and record keeping and is available upon request.

$$IF = \frac{(AADT) \times (\text{average annual number of crashes/length of segment in miles})}{100{,}000}$$

Lane Miles
A lane mile is defined as a measure of the total length of traveled pavement surface. Lanes miles are calculated by taking the total center lane length in miles and multiplying by the number of lanes.

Length
The length of an ASAP patrol route will be flexible due to features such as interchange spacing or safe acceptable median openings to be used as turn-around points. Response times should be considered when determining route lengths. Routes that contain segments with heavier traffic volumes, increased crashes, or other factors can benefit from shorter routes allowing for additional patrols reducing response times.

Overlap
In ideal situations the patrol routes will have some degree of overlap at termination points. There may also be points of high crash rates or other reoccurring congestion that promote overlapping routes during peak operation to reduce response times ultimately reducing incident duration.

Sponsorship
Program sponsorship is becoming a common way for agencies to help offset the cost of providing a service patrol program. Many safety service patrol programs around the country have teamed up with private companies looking to provide roadside assistance services and found mutually beneficial agreements. Corporate sponsors gain advertising exposure while providing benefits to their current customers while gaining advertising space through logos placed on the service patrol vehicles, signs denoting coverage areas, informational handouts, and website pages.

Number of Exposures
The amount a sponsorship is worth to a sponsor is developed by the number of exposures the sponsor can achieve. Exposures can be gained through signing plans, sponsor logos applied to ASAP vehicles, sponsor logos displayed on the ALGO traffic page, etc.

Signage Plan
A signage plan can assist the program in developing exposures and identifying when motorists enter and exit coverage areas for the program. As with any sign application the MUTCD should be consulted for sign guidelines. The MUTCD provides guidance concerning size, placement, and appropriate colors.

Loss of Program Identity
A potential negative to program sponsorship is a feeling that the program loses the identity of a safety service patrol provided by the public agency and transforms into a privatized for-profit business. Some public operators of Safety Service Patrol programs have decided that the benefit of the additional revenue of sponsorship was not worth the loss of sharing branding of the program with a private for-profit business.

Loss of Positive Image from Ownership

A common message that safety service patrol providers share is the positive feedback that is received from the public about the service. Some agencies fear that by inviting in a sponsor they will be relinquishing certain aspects of control or sharing the brand of such a positive program with a private entity. Although the increased revenue from a sponsorship can be helpful in offsetting operational costs some agencies have chosen to forego the additional revenue to maintain the full benefit of the program brand.

7. Operators

Uniform/Personal Protective Equipment

The SPO's uniform is standardized to create continuity of the program around the state. There is a comfort level to motorists when the SPO arrives on scene and looks official and professional. Personal Protective Equipment (PPE) is provided for your protection and appropriate PPE shall be worn when performing relative tasks.

Clothing

The ASAP operator shall be supplied a uniform that is expected to be laundered and neat in appearance at the beginning of each shift. The uniforms will consist of pants and button down or polo style shirts.

- *The supplied service patrol operator clothing must be worn while on duty.*

Warm Season

During the warmer months the ASAP operator will be provided pants and short sleeve button down or polo style shirts. The pants shall be outfitted with enhanced visibility stripes around the legs to increase visibility.

- *No shorts may be worn while on duty.*

Cold Season

The SPO will be exposed to the elements while performing their duties. The SPO should be dressed appropriately for the elements and be prepared for extended periods of time subjected to colder temperatures. During the colder season the ASAP operators will be provided with an ANSI class 3 jacket with ALDOT labeling on the back.

Footwear

The Service Patrol Operator shall wear proper footwear while on duty. Proper footwear shall consist of dark colored boots with slip-resistant tread.

Medical-Grade Gloves

The Service Patrol Operator shall wear medical-grade latex gloves while handling biological pathogens (blood or other bodily fluids) or equipment contaminated with biological pathogens such as:

- Removal of animal carcasses
- Working in or near vehicles where bodily fluids are present

Used medical gloves must be disposed of in a sealed container marked “BIOHAZARD”.

Work Gloves

The Service Patrol Officer shall wear proper work gloves when performing operations that can result in such hand injuries as abrasions, lacerations, burns, or blisters.

Safety Glasses

The Service Patrol Operator shall wear safety glasses during operations that could result in eye injuries such as:

- Handling chemicals or other fluids that may splash into eyes
- Working with or near equipment that may kick up dust or other small particles.

Reflective Safety Vest

The reflective safety vest is a key component to the SPO's uniform. The ANSI Class 3 reflective safety vest provides high visibility colors for daytime operations and reflective strips for nighttime operations. Approved Class 3 reflective safety vest shall be worn whenever the Service Patrol Operator is outside of their vehicle.

Hard Hat

The Service Patrol Operator shall wear an approved hard hat when working in conditions that expose them to falling objects or flying materials.

Other/Miscellaneous

The SPO will find additional PPE or miscellaneous products that may be beneficial to have on the response vehicle. Items such as knee pads, bug spray, sunblock, wide brim hats, etc. If the SPO identifies additional PPE that is needed or desired the SPO should inform the ASAP program manager so they may determine the items availability.

Badging

The SPO shall wear their DOT issued photo ID while on duty. The badge should be clearly visible when interacting with motorists.

Name

The SPO's uniform shall be outfitted with the operator's name on the upper right area of the torso.

Logo

The SPO's uniform shall be outfitted with the Alabama Department of Transportation logo and the ASAP logo.

Location

The ALDOT logo shall be embroidered over the left pocket of the torso with the words "SERVICE PATROL OPERATOR" below the ALDOT logo. The ASAP logo shall be embroidered over the right pocket of the torso with the SPO's name below the ASAP logo.

Reflectivity

The SPO's uniform/PPE shall provide adequate reflectivity to meet ANSI Class 3 requirements for night time work.

Brochures/Comment Cards

The SPO shall carry brochures/comment cards with the ASAP logo and information on how the customer can provide feedback. The SPO shall give the motorist this card after the completion of the service and make them aware that we would appreciate their feedback.

Training

Training is a critical function of development as a SPO. Training is expected to be challenging in preparation for the demands and varying conditions the SPO will face while performing the SPO's duties. A standardized training program is currently under development.

Customer Service

The Service Patrol Operator is the face of the department and the ASAP program when they interact with the public while performing their duties. It is imperative that the SPO be professional and courteous while on duty. Incident scenes can be high stress environments and motorists that have been involved in a crash or are faced with a disabled vehicle can exhibit traits of anger and frustration. The SPO should remain calm, patient, and professional when faced with an irate motorist. Listen carefully and let them talk until they have completely vented. Offer help for the situation and suggest all options that are available. If a motorist would like to file a formal complaint record the details of their complaint along with their name and contact information. Notify the supervisor of the situation and provide corresponding documents to supervisor at the end of the shift.

Media Contact

The SPO will at times be on the scene of major crashes or other significant events that will attract media attention. The SPO should refrain from contact with the media and refer them to the incident commander's agency or the ALDOT region public information officer for further information.

Social Media

The SPO shall not share experiences, photos, or any other information pertaining to the duties performed by the SPO on any social media platform. The privacy of the public we serve shall be respected!

New Hire Training Program

SPO's go through an eight-week training and evaluation program consisting of classroom, field training, and field demonstrated exams. Before being assigned a truck and route of their own, at a minimum, all new hires should successfully complete the minimum operator requirements included in the appendix of this manual. A formal training program is under development.

ATSSA

The American Traffic Safety Services Association represents the road safety, traffic safety, and highway safety industry with effective legislative advocacy, traffic control safety training, and a far-reaching member partnership. ATSSA offers online and in-person training in several areas of traffic operations safety that could be beneficial for the SPO.

Online Flagger Certification

ATSSA offers an online flagger certification that includes why flagging operations are important, standard skillsets, proper flagging signals and procedures, and standard practices for various situations. The SPO should have a mastery of the proper process of manually directing traffic through flagging operations.

Incident Traffic Control for Responders

Incident traffic control for responders is a half day course designed for personnel who are involved with traffic control when responding to a roadway incident, such as police, fire and rescue workers, and tow truck operators. It covers the basic principles of incident management and considerations for traffic control in work zones, along with the concepts of temporary traffic control as presented in the MUTCD, a federal standard.

Maintenance and Short Duration Activities

The SPO may be asked to provide/assist with traffic control for some maintenance or short duration activities. These activities may be coordinated through the ASAP manager with district staff during normal operations or planned events. Events could be a short-term lane closure for a small clean up activity or rolling roadblocks to perform a slow-moving maintenance or construction activity.

IMSA

The International Municipal Signal Association is an organization that offers certification in various areas of public safety applications including work zone traffic control safety, roadway lighting, traffic signals, pavement markings, etc.

Work Zone Temporary Traffic Control Technician

IMSA offers certification in work zone temporary traffic control through an in-person classroom course with a certification exam given at the end of the instruction. Classes are usually offered twice a year in the State of Alabama and are typically one day of instruction and a written exam the following day. Certifications are good for two years and can be renewed based off completion of training hours achieved during the two-year certified time.

Push/Pull/Drag

Under safe quick clearance legislation discussed previously in this manual the department has the right to remove vehicles blocking lanes of traffic unless said vehicle was involved in a crash that resulted in injury or fatality. This legislation allows the SPO to use the ASAP response vehicle to push, pull, or drag a vehicle or object from the roadway. Extreme care should be shown to property when executing P/P/D.

Push - using the ASAP vehicles push bumper to push object or vehicle
Pull - using hooks, chains, etc. to move a vehicle operated by a motorist
Drag - using hooks, chains, etc. to move a vehicle or object not being operated by a motorist
The SPO should use the following procedure while exercising push/pull/drag operations:

Push/Pull/Drag Safety:

- Wear all necessary PPE – especially work gloves & safety glasses
- Deploy appropriate temporary traffic control (TTC), first
- Keep P/P/D area free of bystanders

Inspect Vehicle/Object BEFORE Using P/P/D:

- Determine if vehicle can move safely under its own power
- Determine if vehicle/object can be moved by ASAP truck
- Check under & around vehicle for occupants
- Look under & around vehicle for parts (e.g. gas tank) that may scrape the ground or prevent vehicle from being moved
- Check vehicle for damage & point out existing damage to motorist
- ASAP should seek to **cause NO additional damage** using P/P/D

P/P/D Equipment – all hooks, chains, straps, etc. should;

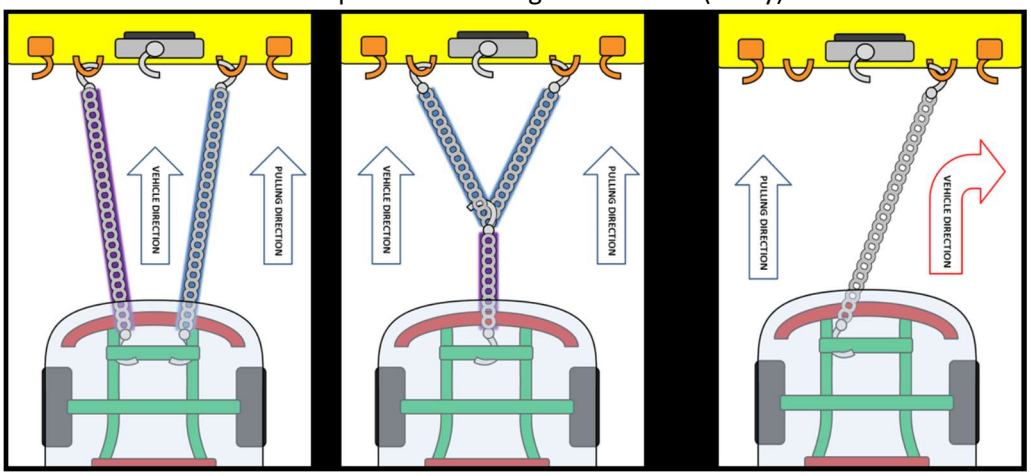
- Be inspected BEFORE being used for P/P/D
- NOT be used if damaged or NOT rated for load
- Be connected securely before any tension is placed on them
- Be connected securely only at solid points of the vehicle/object
- Only be connected to ASAP truck at approved points that can bear the full weight & tension of the vehicle/object being moved
- Be wiped clean & stored in a secure, dry location after each use

Moving the Vehicle/Object:

- Identify a relocation area before using P/P/D
- Maintain control of the ASAP truck & load while using P/P/D
- Vehicles/objects should be moved across as few lanes as possible and should always be relocated to the same side of the road

Communicate with Law Enforcement (LE) & Motorist:

- Law Enforcement – confirm that any crash investigation will NOT be impeded, discuss removal plan and receive consent to use P/P/D
- Motorist – advise them that their vehicle will be moved & assure that they understand their part in relocating their vehicle (if any)

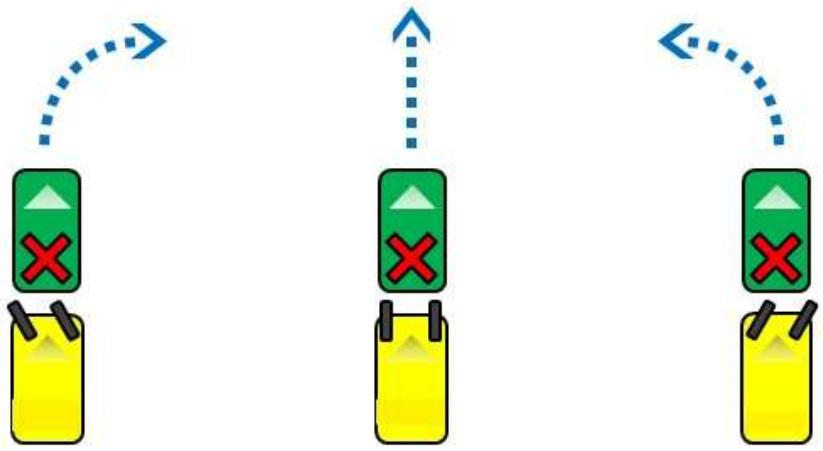


- *If exercising P/P/D at the scene of a property damage only lane inhibiting crash the SPO shall mark the tire locations of the vehicle(s) to be moved using marking paint before the vehicle is relocated from the travel lanes.*

The SPO should heavily consider requesting assistance from another SPO or law enforcement to assist with traffic control when exercising P/P/D. You should always consider the other motorist safety when assessing the situation.

Steering is often counter-intuitive when pushing a vehicle:

- Steer left to push vehicle/object to the right
- Steer right to push vehicle/object to the left



Hazardous Material

The Department of Transportation defines a hazardous material as any item or chemical which can cause harm to people, plants, or animals when released by spilling, leaking, pumping, pouring, emitting, emptying, discharging, injecting, escaping, leaching, dumping or disposing into the environment. The SPO should consider the following when responding to Hazmat situations;

Hazardous Materials (HazMat) put the following at immediate risk;

- Destruction of equipment or property
- Contamination of surrounding area or water sources
- Severe injury or incapacitation
- Death

ASAP drivers are NOT equipped or trained to handle or dispose of hazardous materials **– ASAP's role in HazMat operations** include;

- Helping identify hazardous materials
- Notifying TMC/Fire Dept. to send HazMat crews
- Deploying temp. traffic control to keep motorists out of HazMat areas
- Coordinating with responders & relaying info to RTMC dispatch

Hazardous Materials are grouped into CLASSES

- CLASS 1: Explosives
- CLASS 2: Compressed Gasses
- CLASS 3: Flammable Liquids
- CLASS 4: Flammable Solids
- CLASS 5: Oxidizers/Organic Peroxides
- CLASS 6: Poisons/Bio-Hazards
- CLASS 7: Radioactive Materials

- CLASS 8: Corrosives
- CLASS 9: Miscellaneous
- DANGEROUS

In addition to HazMat CLASSES, **all hazardous materials are assigned an individual 4-digit ID #**
When shipped or stored, hazardous materials can be identified by;

- Shipping documents kept in cab of transport vehicle or with driver
- Placards on containers & vehicles carrying hazardous materials
- Orange Panels on intermodal shipping containers (e.g. rail cars)

ASAP drivers should **assess potential HazMat scenes from a distance;**

- **DO NOT RUSH IN**
- Park far away and stay upwind & uphill if possible
- Locate shipping documents if accessible
- Use binoculars to search for HazMat placards or panels
- Refer to the ERG to identify materials & other response info
- ASAP drivers should **back away & call for help IMMEDIATELY if they begin to feel any adverse affects** while near a HazMat scene

Sections of the ERG:

- WHITE Pages explain how to use the ERG
- YELLOW Pages list hazardous materials in order by **ID #**
- BLUE Pages list hazardous materials in alphabetical order by **name**
- ORANGE Pages contain **Response Guides** for different materials
- GREEN Pages have Toxic Inhalation Hazard (**TIH**) response info

If a SPO knows the **name or 4-digit ID #** of a material, they can use the ERG to locate the **Response Guide** for that material which will tell;

- How material causes damage & what it reacts harmfully with
- Minimum safe distance (a.k.a. Evacuation or Isolation area)

If the material's name or ID # is unknown, use these Response Guides;

- **Guide # 111 –** for mixed loads/unidentified hazardous cargo
- **Guide # 112 –** for any cargo believed to be explosive

Traffic Incident Management Workshop

The Traffic Incident management workshop is offered at various times and places around the state. The class is a one-day workshop conducted at various times and locations around the state. An entry level SPO should complete this workshop as early as possible in the new hires tenor. This class presents an excellent opportunity for gaining important information concerning each stakeholder's role during active incident scene management as well as networking and rapport building opportunities.

- *For more information on TIM workshop training visit www.alabamatim.org*

National Incident Management System

The National Incident Management System (NIMS) provides a common, nationwide approach to enable the whole community to work together to manage all threats and hazards. NIMS applies to all incidents, regardless of cause, size, location, or complexity. The 3rd edition NIMS document was released in October of 2017 and is available at www.fema.gov.

ICS-100: Introduction to the Incident Command System

ICS 100, Introduction to the Incident Command System, introduces the Incident Command System (ICS) and provides the foundation for higher level ICS training. This course describes the history, features and principles, and organizational structure of the Incident Command System. It also explains the relationship between ICS and the National Incident Management System (NIMS). This course will prepare you to; explain the principles and basic structure of the Incident Command System (ICS), describe the NIMS management characteristics that are the foundation of the ICS, describe the ICS functional areas and the roles of the Incident Commander and Command Staff, describe the General Staff roles within ICS, and Identify how NIMS management characteristics apply to ICS for a variety of roles and discipline areas.

ICS-200: ICS for Single Resources and Initial Action Incidents

ICS 200 is designed to enable personnel to operate efficiently during an incident or event within the Incident Command System (ICS). ICS-200 provides training on and resources for personnel who are likely to assume a supervisory position within the ICS. ICS 100 is a prerequisite to ICS 200.

Processes

Communication

Effective communication is the key to safe and efficient incident clearance. Communication between the SPO and the RTMC or other stakeholders is mission critical. The SPO must be able to communicate effectively with other stakeholders and the public in a professional manner. 10 codes have been a common means of communication in emergency response actions and dispatching of responders, however these codes commonly vary from responders and jurisdictions. These discrepancies in meaning between agencies and locations can cause confusion and misinformation during a unified response. Under the National Incident Management System (NIMS) the use of plain language is required for communication. This means using terms such as "affirmative" instead of the traditional 10-4 in 10 code language. The RTMC operators and SPO's will use

RTMC

The Regional Traffic Management Center is an operational hub for the regions surface transportation system. The RTMC monitors CCTV, data provided by roadside sensors or other crowdsourced outlets, other stakeholders radio communications, and weather outlets that influence the operations of the region's transportation system. The RTMC will be the SPO's main point of contact while performing their duties. They will dispatch the SPO to incidents or motorist assist and the SPO will provide information to the RTMC as often as necessary. The RTMC collects information and inputs it into the states Advanced Traffic Management Software (ATMS) concerning performance metrics discussed previously in the manual. It is important that the SPO be accurate and timely with the information provided to the RTMC.

Stakeholders

The SPO will need to communicate with various stakeholders while on the scene. This may be in the form of relaying information back if the SPO is the first responder on the scene or receiving information for needed changes in traffic control or other assistance. How well the SPO can interact and communicate with other stake holders can have a direct impact on the safety of everyone on the incident scene.

Plain Language/Communication with Public

It is imperative that the Service Patrol Operator communicate with the RTMC, onsite emergency response personnel, and the public in a clear concise manor. The SPO should use plain language in communication with the public and other incident responders. In the desire for unified command response and transitioning from the use of 10 codes, plain language shall be used by the RTMC staff and SPO's. The public is likely to not understand abbreviations or other jargon used in common place on incident scenes. The use of the phonetic alphabet can be helpful when spelling out terms during communication in noisy environments where information may be misinterpreted. A copy of the phonetic alphabet is included in the appendix.

8. Equipment

Vehicle

The ASAP response vehicle is the rolling office of the ASAP operator. The vehicle should be kept in a clean and organized condition and cleaned out after each shift. Before starting a shift, the SPO should perform an inspection of the vehicles fluid levels, lighting systems, and materials onboard to confirm the truck is ready for service. An ASAP truck equipment set-up page and a daily inspection check list is provided in the appendix of this guideline. To meet the demands placed on the patrol vehicle it shall be a one-ton pickup with single rear wheels.

Engine Size

The ASAP response vehicle shall be equipped with a large V8 engine. Due to the extreme run time and the high torque demands placed on the vehicle in performing push/pull/drag operations the engine shall be diesel.

Cab Size

The ASAP response vehicle shall be an extended cab as to offer the SPO additional dry space for storage and essential job-related equipment. As the program grows consideration should be given to including a crew cab in the fleet for the supervisor position to aid in transporting.

Bed Design

The ASAP response vehicle shall be outfitted with a service body bed. This style bed provides various compartments for organized storage of tools and equipment necessary for the SPO to carry out duties. The bed shall be made of aluminum to conserve weight and shall be component type to aid in returning the truck to full service in the event the bed portion of the truck is damaged in a crash. Each region should consider stocking an extra bed to have one in stock and ready to install when an existing bed in service is damaged.

Push Bumpers

The ASAP response vehicle shall be equipped with a wraparound type push bumper. The push bumper shall be equipped with a grille guard that is capable of mounting various accessories such as emergency lights, sirens, or automotive service connectors (jumper cables). The push bumper shall include a heavy rubber faceplate. The push bumper shall have the ability to mount a recovery winch of up to 15,000 lbs. with the fairlead being recessed as to not interfere with the ability to push a vehicle without damaging it.

Electronic Horn / Public Address System

The ASAP response vehicle shall be equipped with an electronic horn that doubles as a public address system.

Color/Badging

The ASAP response vehicle shall be purchased base white. The vehicle will be wrapped with a logo and branding design. The rear of the vehicle shall contain alternating striping between reflective red and yellow at a 45-degree angle.

Lighting

The ASAP response vehicle shall be equipped with amber and red emergency lighting. This lighting shall be mounted on the front, rear, and roof of the vehicle. The roof shall contain a light bar displaying white and amber lighting and be capable of front and rear directional control. The vehicle shall also be outfitted with adjustable spot and flood lighting.

Message Board

The ASAP response vehicle shall be equipped with a foldable message board mounted in the bed of the truck. The board shall be capable of displaying chevron arrows used to direct motorists to change lanes. The message board shall be capable of displaying preprogrammed messages such as merge left, slow down, merge right, lane closed, etc.

Shovels

The ASAP response vehicle shall be equipped with both round point and transfer shovel.

Push Broom/Push Magnet

The ASAP response vehicle shall be equipped with a 24-inch-wide push broom. This broom will allow the SPO to assist in sweeping debris from the roadway at accident scenes or assist in spreading oil dry. The response vehicle shall also be equipped with a push magnet capable of picking up shall metallic debris such as nails capable of deflating tires or other hazards.

Tape

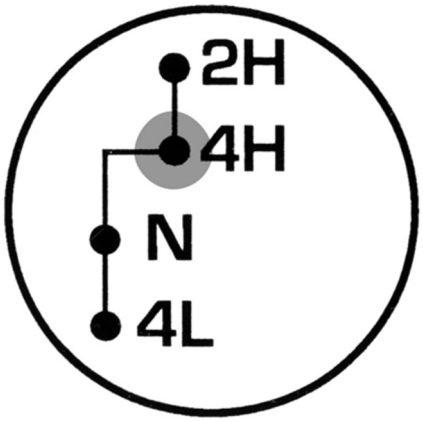
The ASAP vehicle shall be equipped with a minimum 2 rolls of both duct tape and electrical tape.

Winch

The ASAP response vehicle shall be outfitted with a 15,000-pound recovery winch mounted within a push bumper capable of completely storing the fairlead within the bumper to protect vehicles when being pushed.

Drivetrain

The ASAP response vehicle shall be 4-wheel drive selectable between 2 high, 4 high, and 4 low. During normal operations the truck should remain in 2 high. 4-wheel drive applications are useful during special weather events such as snow and ice or performing push/pull/drag operations. Some trucks will come with manual locking hubs. If your response vehicle is equipped with manual locking hubs you will have to exit the vehicle and twist the dial located in the center of the front tires to the “lock” position before placing the vehicle into 4-wheel drive operations. The procedure will need to be reversed when returning to 2-wheel drive operations.



Hydraulic Jack/Jack Stands

The ASAP response vehicle shall be equipped with an aluminum rolling floor jack capable of lifting 3 tons and a bottle jack capable of lifting 12 tons. The truck shall be outfitted two 3-ton jack stands.

Wheel Lift

The ASAP response vehicle shall be equipped with a wheel lift tow device. The device shall be capable of 4-way remote control operation of in-out and up-down functions. This device will increase safety for the operators and efficiency in clearing the roadway while reducing risks of property damage claims.

Air Compressor

The ASAP response vehicle shall be equipped with an electric powered air compressor capable of inflating a truck tire and powering an impact wrench. The compressor shall be outfitted with a retractable hose real assembly complete with a 50-foot hose.

Cones

The ASAP response vehicle shall be equipped with a minimum of twenty-seven (27) 36-inch reflective cones for traffic control purposes. Cones should remain in good repair with effective reflectivity levels and should be replaced when appropriate.

Canisters

The ASAP response vehicle shall be equipped with a minimum of two 5-gallon canisters of regular gasoline red in color, one 5 gallon can of water blue in color, and one 5 gallon can of diesel fuel yellow in color.

Portable Jump Box

The ASAP vehicle shall be outfitted with a portable jump box capable of jumping off commercial vehicles.

First Aid Kit

The ASAP response vehicle shall be equipped with a first aid kit containing basic first aid supplies such as bandages of various sizes and shapes and creams/ointments.

Other Miscellaneous Equipment

The ASAP response vehicle shall be equipped with other miscellaneous equipment to aid in performing job duties such as:

- electric flares
- 2,000 watt inverter
- disposable wipes
- spray lubricants
- marking paint
- starter fluid
- a tire plug kit

An ASAP truck equipment set-up list is provided in the appendix of this document. Consideration should be given to carrying throwable life preservers for survivors of suicide attempts by jumping from bridges. Snow chains should be available at the shop in cold weather months for added traction if snow and ice conditions exist.

Truck Inspection

At the beginning of each shift the SPO shall conduct a thorough check of the response vehicle and the equipment on it. The SPO should refill all fluids, canisters, and depleted supplies at the end of their shift so that the next shift inherits a vehicle that is ready for duty. To assist the SPO in standardizing the truck inspection a check list has been created and is contained in the appendix of this document. This document should be completed by the SPO daily prior starting patrols for that day and provided to the shift supervisor by the end of shift for record keeping.

Traffic Management

Truck Mounted Message Board

The truck mounted message board is a vital tool for traffic management to disseminate information or guide traffic in the queue safely and efficiently through an incident scene. Messages displayed should be clear, short, and concise. The SPO should always make visual verification that the message board is displaying the proper imagery or information upon exiting the vehicle to ensure the approaching traffic being handled appropriately.

Cones

Cones are used to delineate the areas of an active scene as well as direct the traveling public safely through the incident scene. Proper taper lengths and cone placement is critical to the safe guidance of motorists. Documentation on proper cone spacing and placement for various scenarios is in the appendix of this manual. The SPO should always keep the motorist's safety in mind when accessing the possible duration of an incident scene and whether to place cones to assist with traffic control. The SPO should adopt a mindset of "when in doubt, put'em out!"

Signs

The ASAP response vehicle should be outfitted with temporary static signs that state “Emergency Scene Ahead” or “Incident Ahead” as seen below. The SPO may not necessarily use the signs except in cases of long duration incidents or limited sight distance scenarios where advanced warning beyond the capabilities of the onboard dynamic message sign.

Strobe Lights

The ASAP patrol vehicle shall be equipped with amber and red strobe lights. These lights shall be located in the front and rear of the vehicle. Those located on the top of the vehicle shall be clear and amber and equipped with directional controls as to allow the operator to only activate lights that would be visible from the rear or the front at a single time.

Cameras

Images provided by cameras are important to the mission of the RTMC. The ASAP patrol vehicle shall be equipped with forward, rear, and driver facing cameras. Forward facing cameras can provide images and video of incident scenes in front of the ASAP response vehicle. Rear facing cameras can provide images to traffic queues, and driver facing cameras provides an element of safety for drivers while transporting motorist. The SPO should clean the camera lenses prior to starting each shift. As artificial intelligence and machine learning concepts continue to migrate in the transportation industry these cameras can be utilized to assist in data collection for various other routine maintenance functions as well.

Mobile Remote Weather Information Station

The ASAP supervisor vehicle shall be equipped with a removable mobile remote weather information station (MRWIS) capable of reporting real time road weather information back to the RTMC. The information provided back to the RTMC can be valuable to area operations engineers in determining priority in deploying winter weather countermeasures. If area budgets allow, the entire area fleet of ASAP trucks should be considered for MRWIS.

Tablet
As the ASAP program and the statewide Advanced Traffic Management System (ATMS) deployment functionality grows, modules for electronically collecting information from SPO's is under consideration. This would require an investment in a tablet/laptop device to allow the SPO to input the requested information in the field and provide real time information concerning conditions back to the RTMC or other connected stakeholders.

Communications
Southern Linc
The SouthernLinc two-way radio is the SPO's main source of contact with the RTMC. The SouthernLinc shall be programmed for a talk group that is utilized in normal event management so that other operators are aware of what information is being passed between operators and the RTMC. It shall also be programmed for direct contact with the RTMC or other operators for private conversations.

DOT 2-way Radio
The ASAP response vehicle shall be outfitted with a DOT 2-way radio. It should be programed for DOT and DPS channels. The likelihood of using this radio setup on a day to day basis is minor but in times of a network outage there is a possibility of the SouthernLinc network not being able to support the communications needs leaving the SPO cut off from communications. This radio system will create a redundant system of reliable communications.

Cellular
The ASAP response vehicle is a mobile operation and requires wireless access to provide valuable information such as feeds from a remote pan-tilt-zoom camera, mobile remote weather information system, or other device tracking information systems. Decisions for which mobile device carrier to use should be made at the local level based on service availability and reliability. The region should contact Telcomm staff for advisement and assistance in securing new service and upgrades.

Modem
The ASAP response vehicle shall be outfitted with a modem capable of working with multiple network carriers and supporting multiple devices with the ability to add future growth of laptop/tablet technology as the program continues to grow and capabilities with the ATMS continue to expand.

Telephone
The SPO shall be provided a mobile phone to assist in execution of duties. Coverage availability and reliability in the region should be a driving factor in determining what carrier network to pursue.

Connected Autonomous Vehicle
Technology changes rapidly and connected and autonomous vehicles are no exception. The ASAP program should always be poised to adapt to the latest technologies and practices to provide the best service to our customers as possible. Vehicles are becoming "connected" to roadside infrastructure and other vehicles to gain and provide information concerning vehicle operations and roadway conditions among others.

On-Board Unit

Connected vehicles require an “on-board unit” often referred to as an OBU. OBU’s are used to transmit and receive information to and from roadside infrastructure such as Dedicated Short-Range Communications (DSRC) devices along the roadside or other vehicles OBU’s. These devices can alert drivers to adverse weather conditions, signal timing and phasing information, and sudden stop conditions or other roadway hazards. In the future OBU’s will become common vehicle components on vehicles delivered from the manufacturer but the program should continue to monitor technology advances to determine if aftermarket retrofits would be of benefit to the program.

Appendix

A. Phonetic Alphabet
B. ASAP Truck Inspection Checklist
C. ASAP Lane Closure Measurements and Diagrams
D. ASAP Truck Equipment Set-up Document
E. ASAP Radio Procedures Example Document
F. Facilities Damage Report Example
G. Truck Ordering Information (coming at later date)
H. Sources of Information
I. Minimum Operator Training Requirements

Appendix A. Phonetic Alphabet

A – Adam
B – Boy
C – Charles
D – David
E – Edward
F – Frank
G – George
H – Henry
I – Ida
J – John
K – King
L – Lincoln
M – Mary
N – Nora
O – Ocean
P – Paul
Q – Queen
R – Robert
S – Sam
T – Tom
U – Union
V – Victor
W – William
X – X-ray
Y – Young
Z – Zebra

Appendix B. Truck Inspection Check list

ALABAMA SERVICE ASSISTANCE PATROL

ASAP

GUIDELINES MANUAL

ASAP Truck Inspection Check List

NAME: _____TRUCK:_____DATE:_____

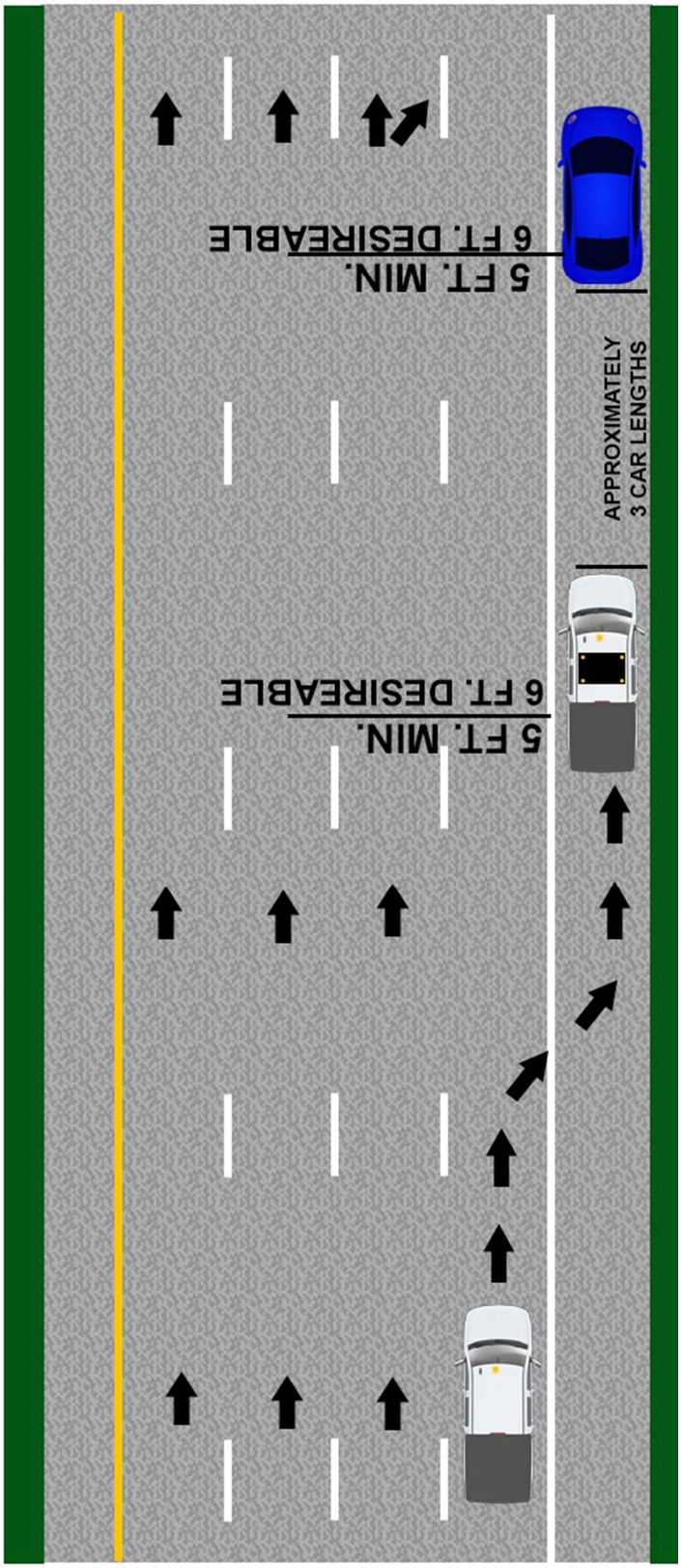
1. Truck sign out list initialed	YES NO	9. Five fire extinguishers on truck If five not on truck, list how many in box to right	YES NO
2. Fluid levels:		10. Tire plugging supplies on truck:	
All good, circle OK once	OK	If all listed are on truck circle yes once	YES
Oil	OK LOW	Air chuck	YES NO
Brake	OK LOW	Air gauge	YES NO
Transmission	OK LOW	Plugs	YES NO
Power steering	OK LOW	Plug insert tool	YES NO
Coolant	OK LOW	Probe rasp tool	YES NO
Washer	OK LOW	Plug glue	YES NO
3. Lights functioning:		11. Miscellaneous tools:	
All functioning, circle yes once	YES	If all listed are on truck circle yes once	YES
Head lights	YES NO	Two tire chocks	YES NO
Brake lights	YES NO	Bolt cutter	YES NO
Turn signals	YES NO	Fire ax	YES NO
Parking lights	YES NO	Crow bar (pry bar)	YES NO
Hazard lights	YES NO	Sledge hammer	YES NO
Emergency Strobes (front, cab, rear)	YES NO	Funnel	YES NO
Notes:		Flare Kit (electric)	YES NO
		Tow chain & tow strap	YES NO
4. Message board functioning properly	YES NO	12. Oil dry, two bags, if no, how many:	YES NO
5. Tire air pressure	OK LOW	13. Tire changing equipment:	
If low, problem with tire corrected	YES NO	If all listed are on truck circle yes once	YES
Notes:		Floor jack	YES NO
		Bottle jack	YES NO
		Air Impact Wrench	YES NO
		20v Impact Wrench	YES NO
		Four-way lug wrench	YES NO
		Lug Locking Master Key Set	YES NO
6. Exterior of truck clean	YES NO	14. Truck Bed: If all listed on truck circle yes once	YES
Did you wash truck	YES NO	Gas containers (3)	YES NO
		Diesel container (1)	YES NO
		Blue water container (1)	YES NO
		Two shovels (flat head, pointed head)	YES NO
		Push broom (street broom)	YES NO
		Push magnet	YES NO
		Traffic cones (27)	YES NO
7. Interior of truck clean and neat	YES NO	15. Battery booster (jump box)	YES NO
Did you clean interior of truck	YES NO	Charged and operational	YES NO
8. New damage to truck (not reported)	YES NO	16. Booster (jumper) cables	YES NO

This is to certify that the above is a true and factual accounting of the inspection of the listed ASAP truck for the date indicated.

Operator signature: _____

3rd Edition, Form Revised: July 30, 2019 / Robert Turner, SPO-Supervisor

Appendix C. Lane Closure Measurements and Diagrams

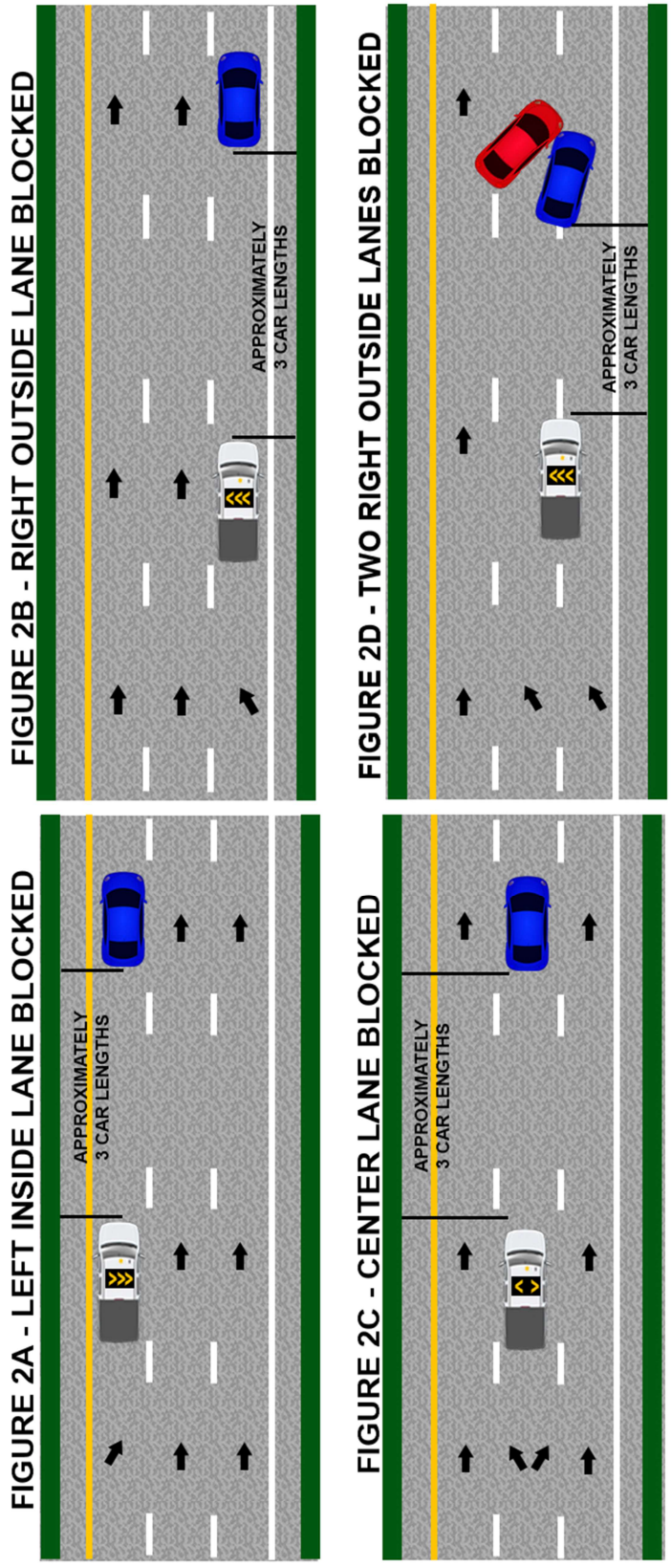


LEVEL 1- SHOULDER ASSIST

FIGURE 1- PLACEMENT OF A.S.A.P. VEHICLE TO PROTECT SITE

LEVEL 2- ROADWAY ASSIST

FIGURE 2- INITIAL PLACEMENT OF A.S.A.P. VEHICLE TO PROTECT SITE



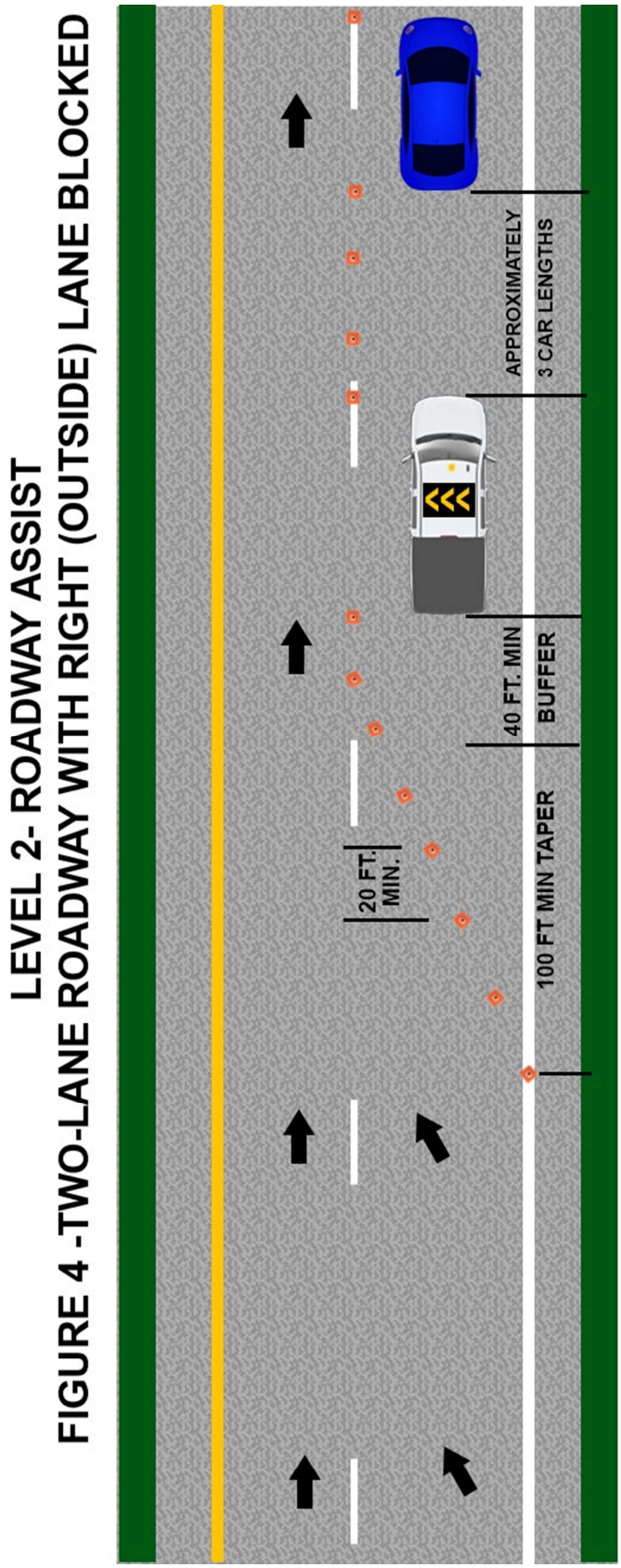


FIGURE 4 -TWO-LANE ROADWAY WITH RIGHT (OUTSIDE) LANE BLOCKED
LEVEL 2- ROADWAY ASSIST

LEVEL 2- ROADWAY ASSIST
FIGURE 4A-TWO-LANE ROADWAY WITH LEFT INSIDE LANE BLOCKED

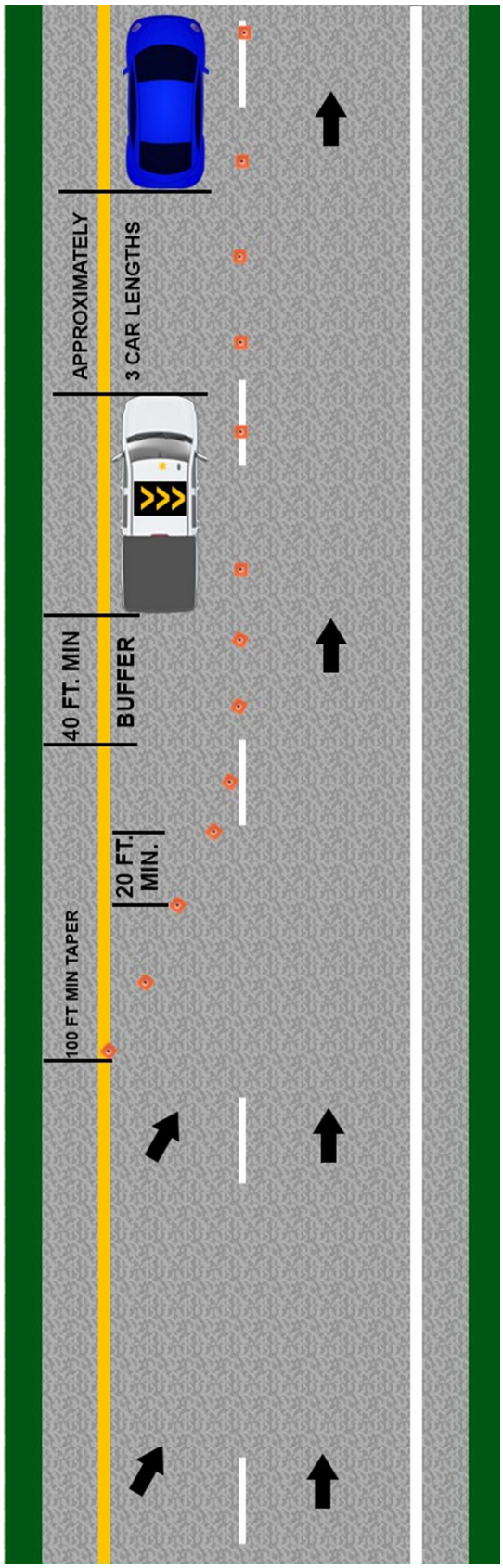
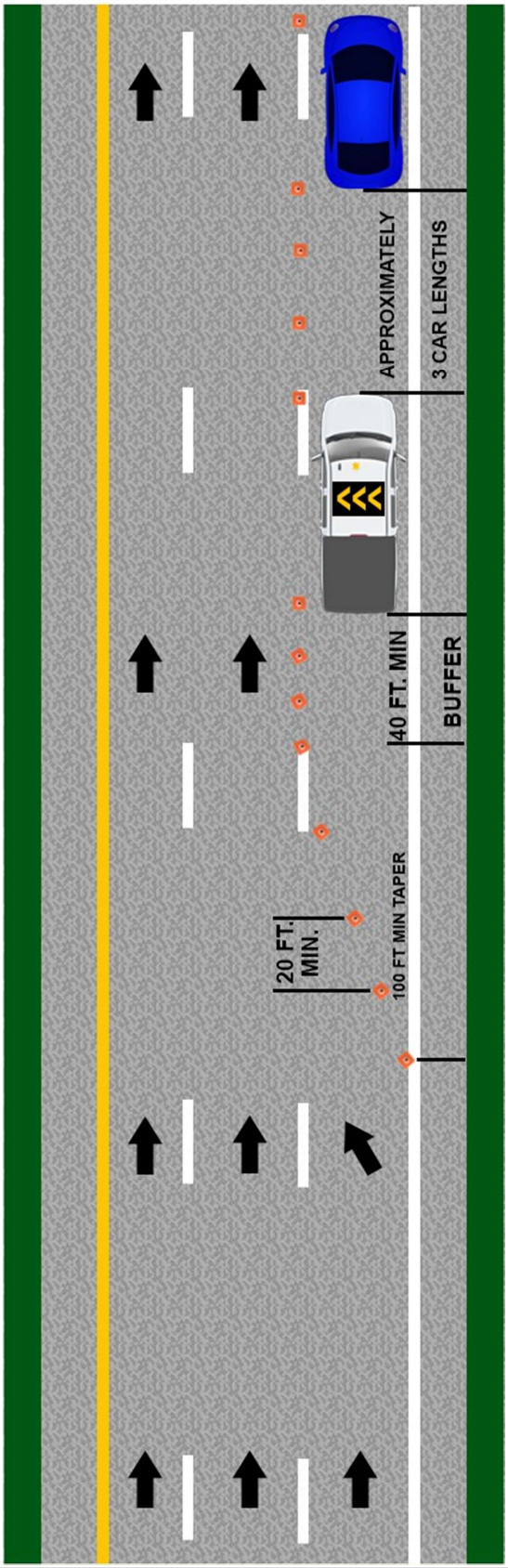
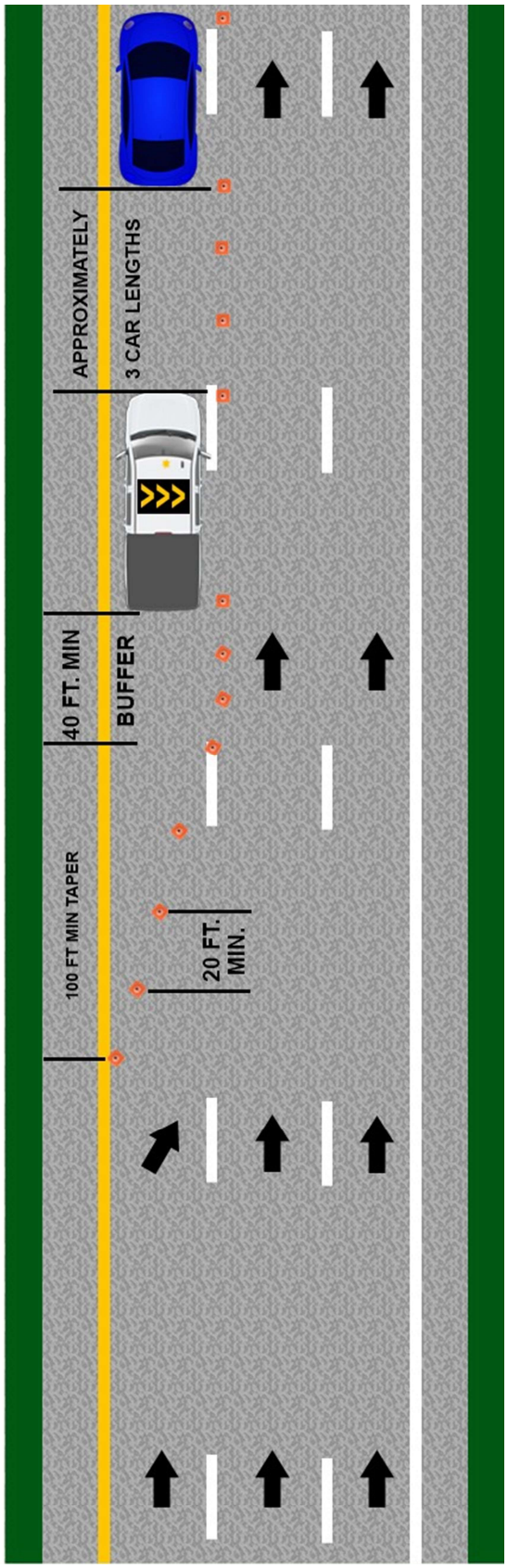


FIGURE 5 -THREE-LANE ROADWAY WITH RIGHT (OUTSIDE) LANE BLOCKED

LEVEL 2- ROADWAY ASSIST

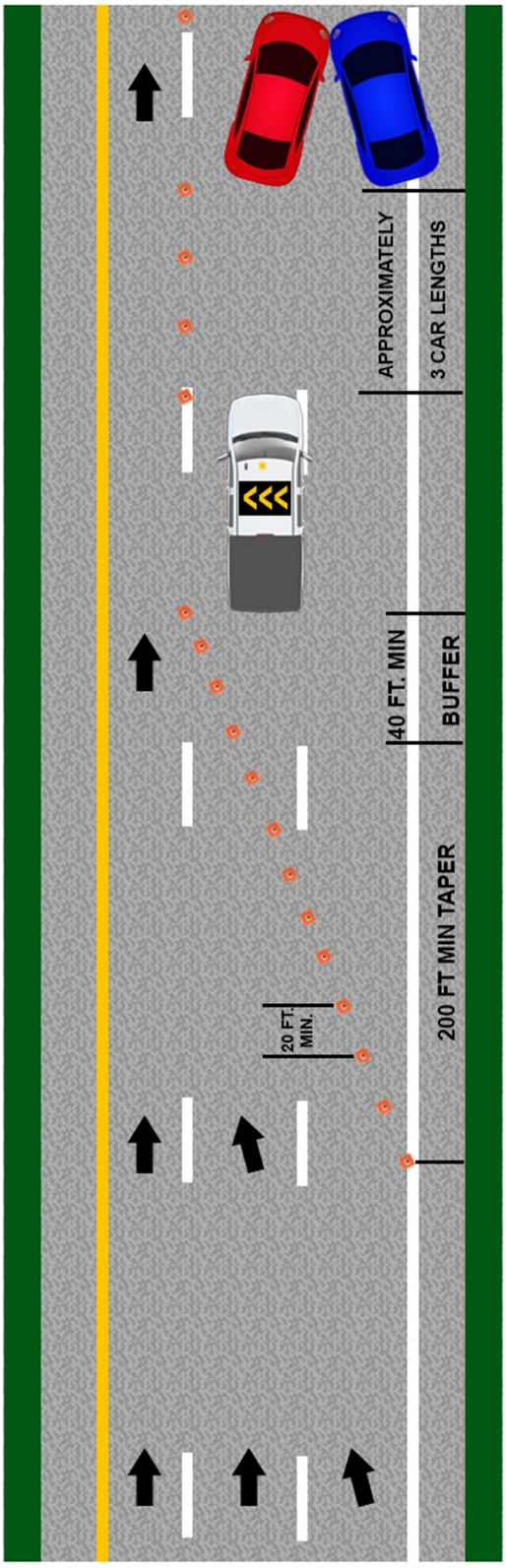


LEVEL 2- ROADWAY ASSIST
FIGURE 5A-THREE-LANE ROADWAY WITH LEFT (INSIDE) LANE BLOCKED

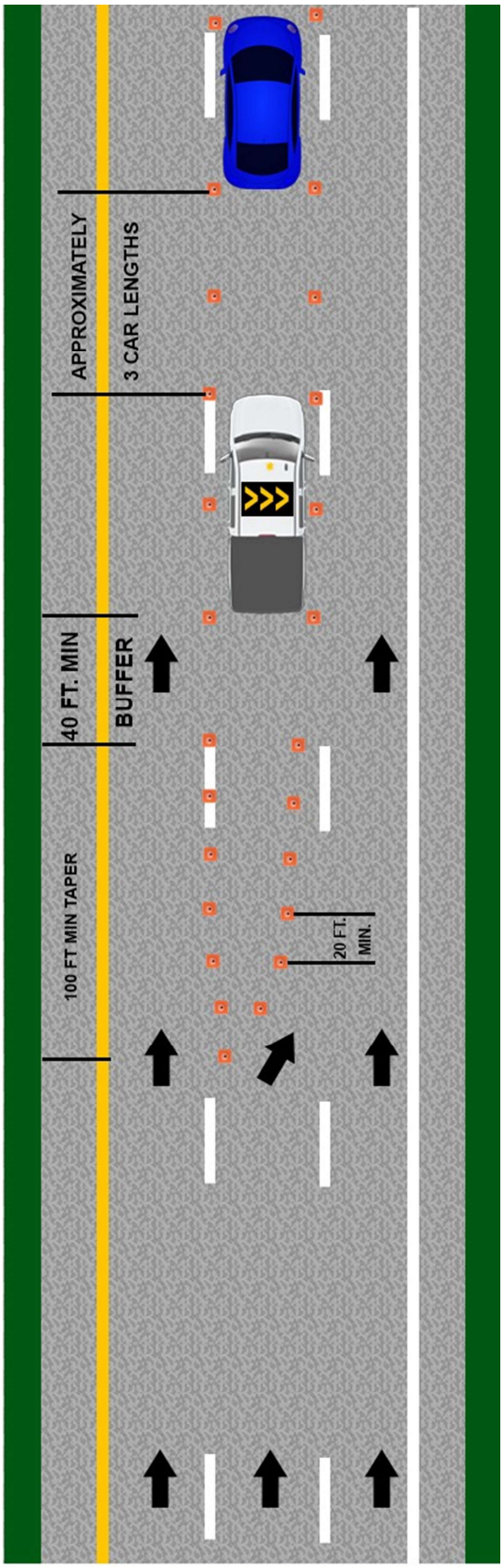


LEVEL 2- ROADWAY ASSIST

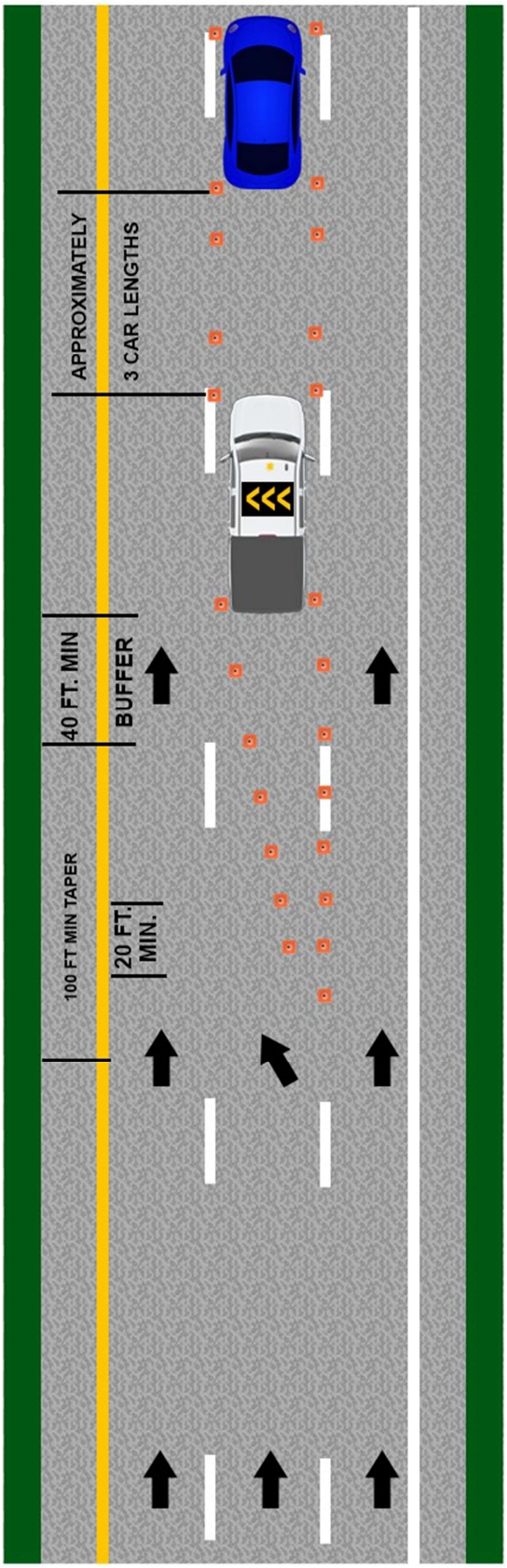
FIGURE 5B -THREE-LANE ROADWAY WITH TWO RIGHT (OUTSIDE) LANES BLOCKED



LEVEL 2- ROADWAY ASSIST
FIGURE 5C-THREE-LANE ROADWAY WITH CENTER LANE BLOCKED
(CHANNELIZED TRAFFIC TO THE RIGHT OF THE INCIDENT)

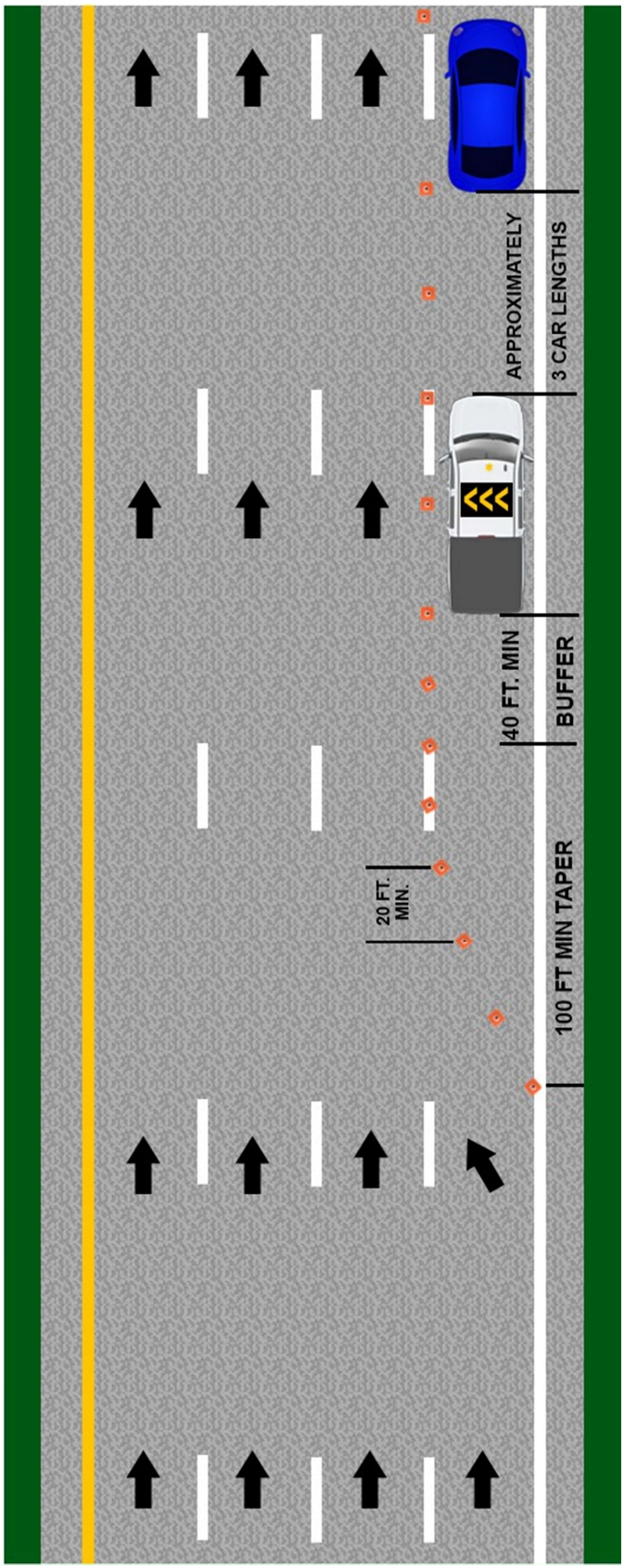


LEVEL 2- ROADWAY ASSIST
FIGURE 5D-THREE-LANE ROADWAY WITH CENTER LANE BLOCKED
(CHANNELIZED TRAFFIC TO THE LEFT OF THE INCIDENT)



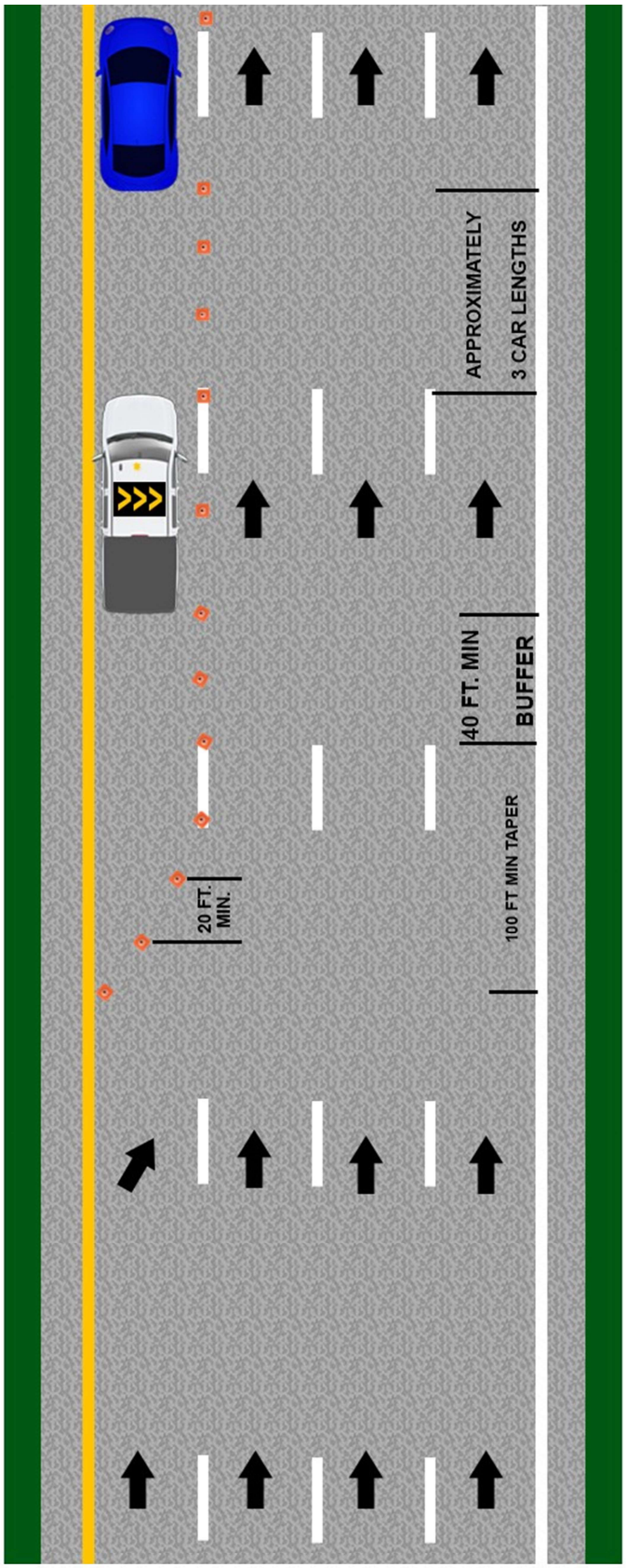
LEVEL 2- ROADWAY ASSIST

FIGURE 6 -FOUR-LANE ROADWAY WITH RIGHT (OUTSIDE) LANE BLOCKED



LEVEL 2- ROADWAY ASSIST

FIGURE 6A -FOUR-LANE ROADWAY WITH LEFT (INSIDE) LANE BLOCKED



LEVEL 2- ROADWAY ASSIST
FIGURE 6C -FOUR-LANE ROADWAY WITH ONE CENTER LANE BLOCKED
(CHANNELIZE TRAFFIC TO THE RIGHT OF THE INCIDENT)

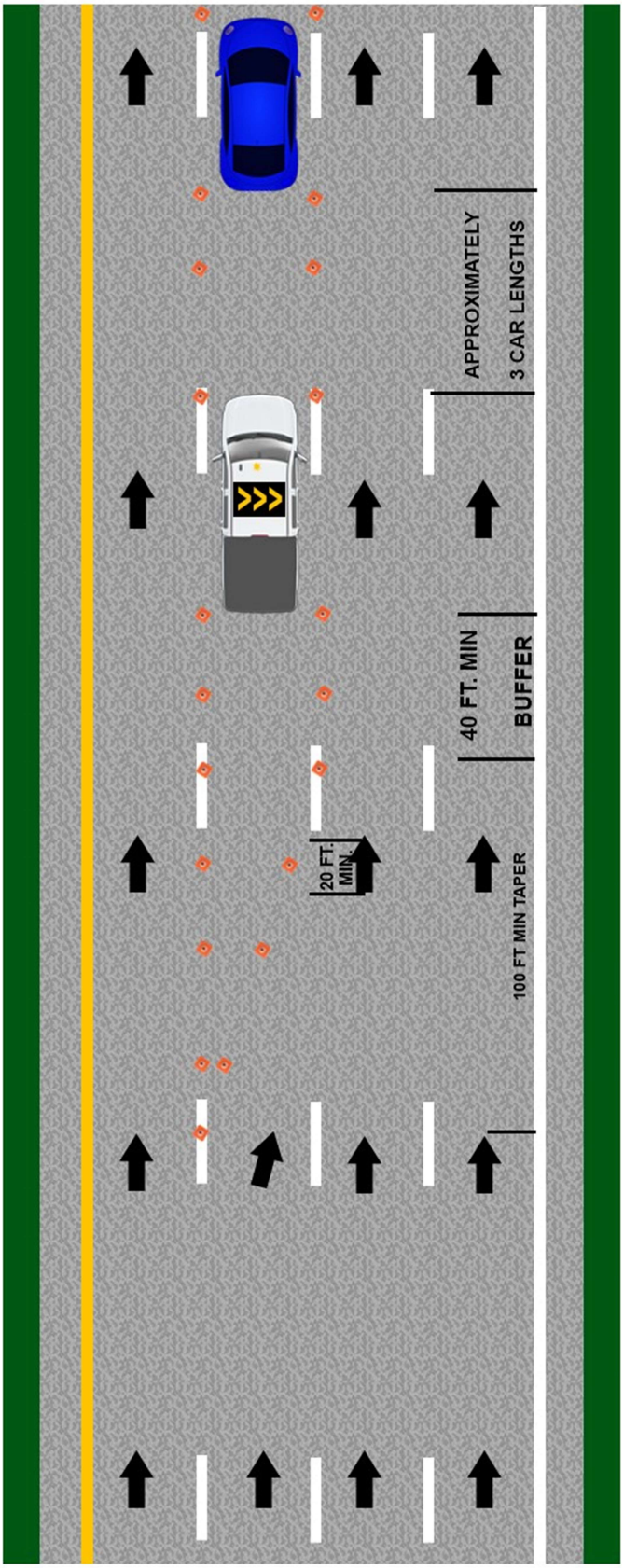
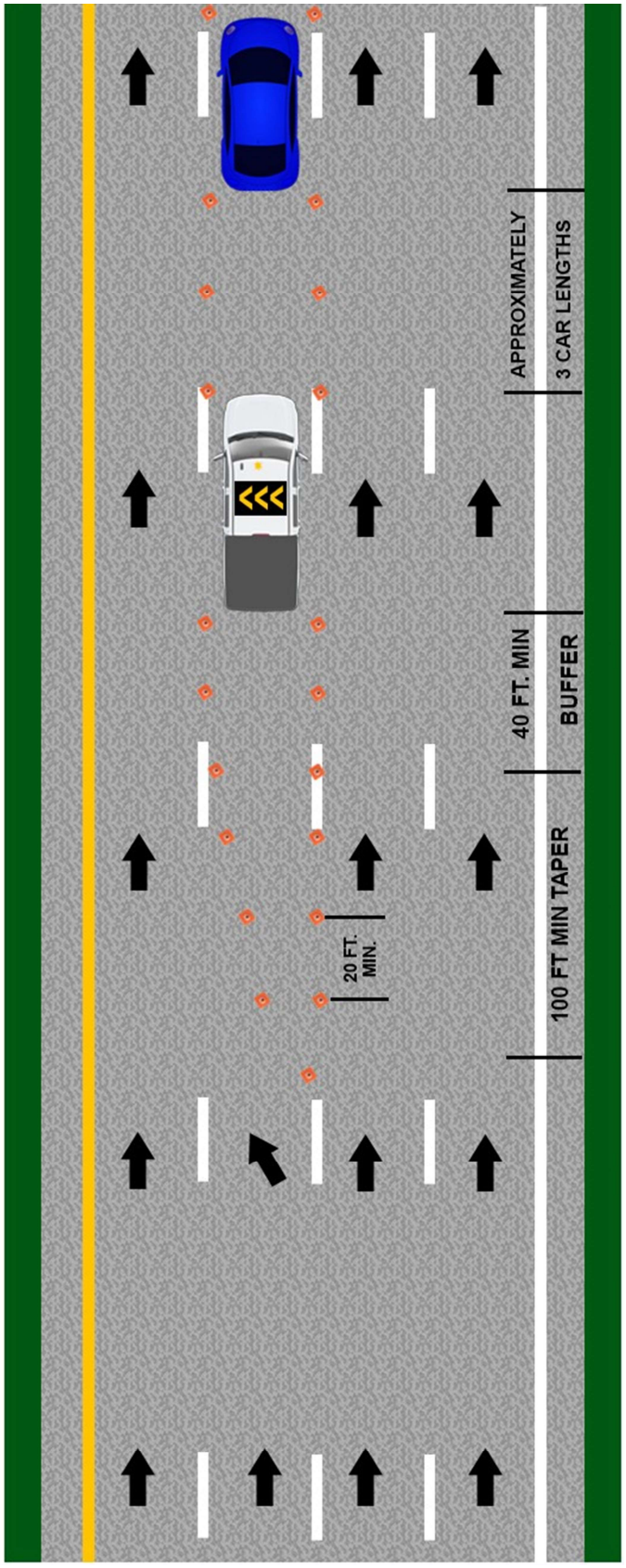


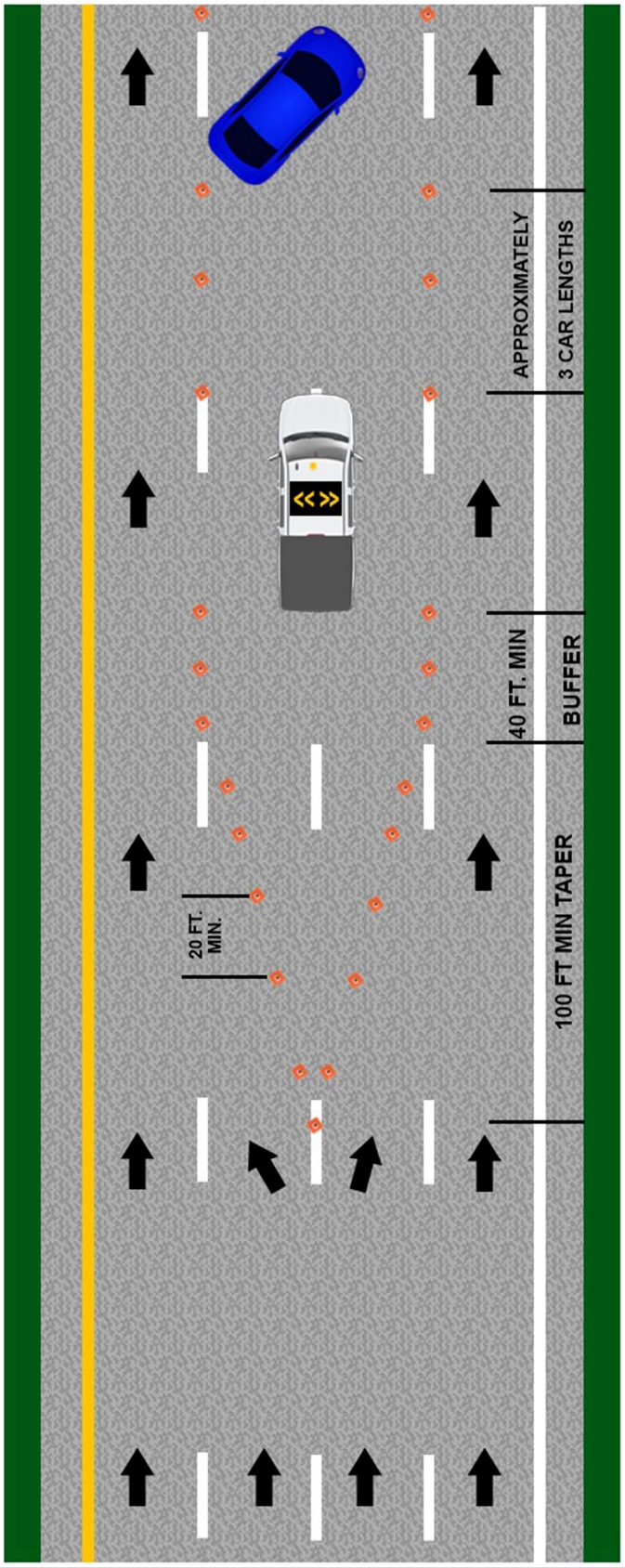
FIGURE 6D -FOUR-LANE ROADWAY WITH ONE CENTER LANE BLOCKED
(CHANNELIZE TRAFFIC TO THE LEFT OF THE INCIDENT)

LEVEL 2- ROADWAY ASSIST



LEVEL 2- ROADWAY ASSIST

FIGURE 6E -FOUR-LANE ROADWAY WITH TWO CENTER LANES BLOCKED



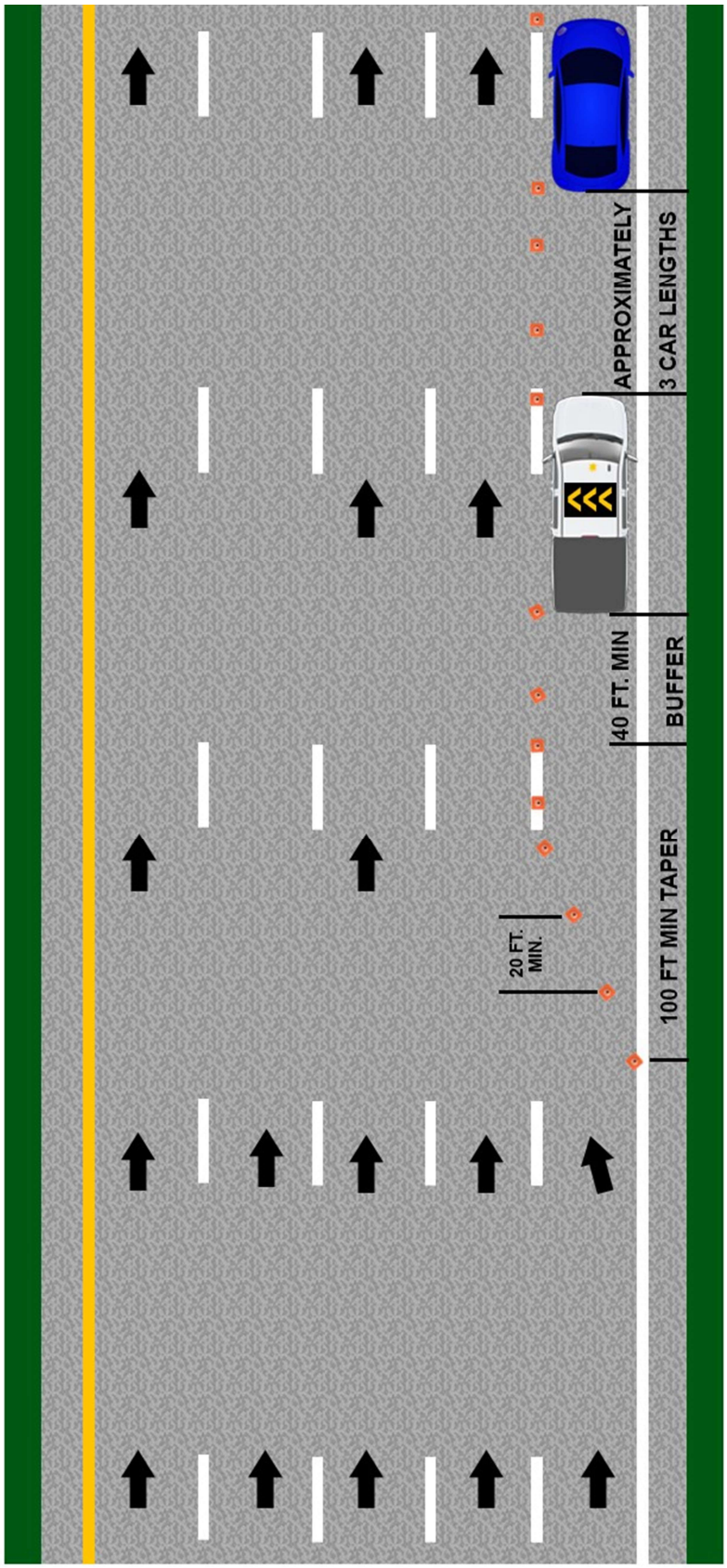
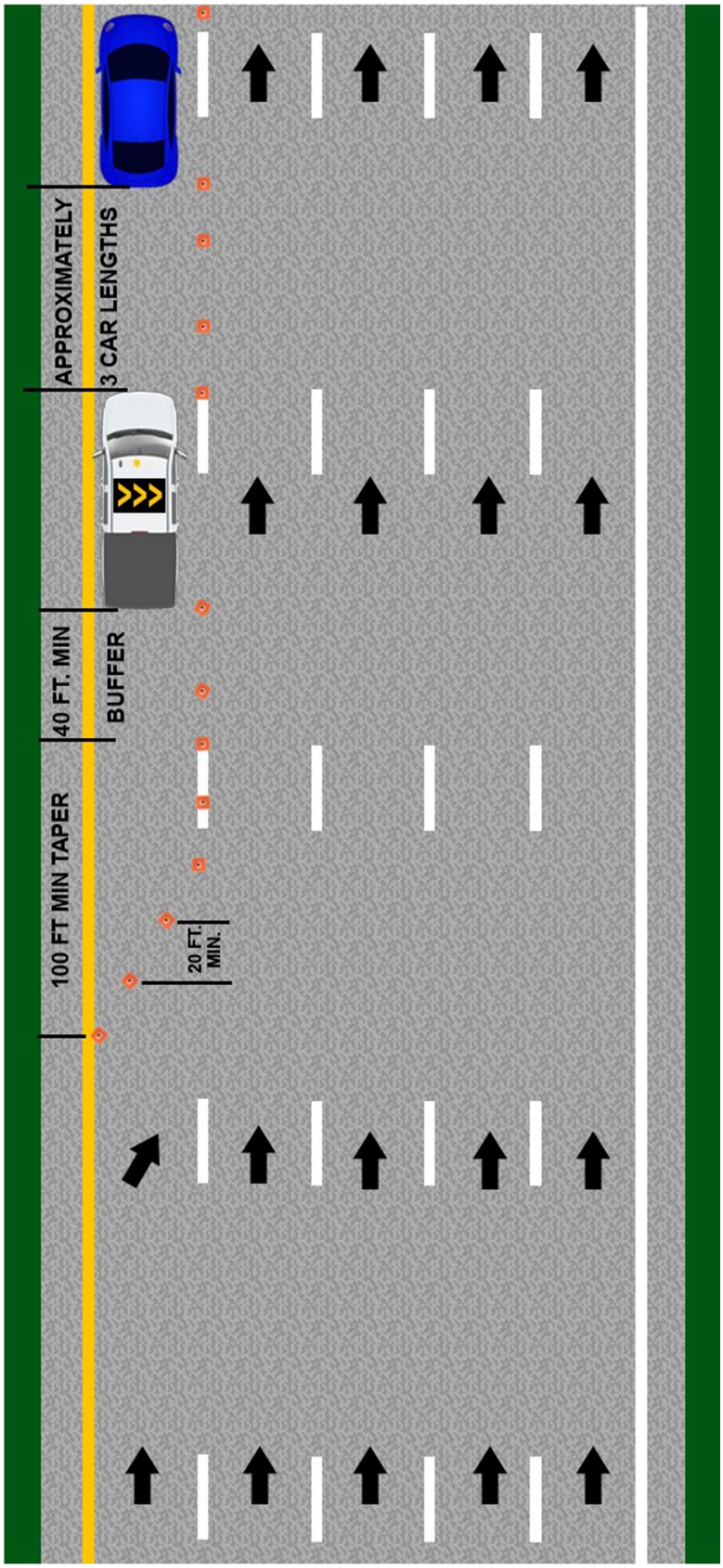


FIGURE 7 -FIVE-LANE ROADWAY WITH RIGHT (OUTSIDE) LANE BLOCKED

LEVEL 2- ROADWAY ASSIST

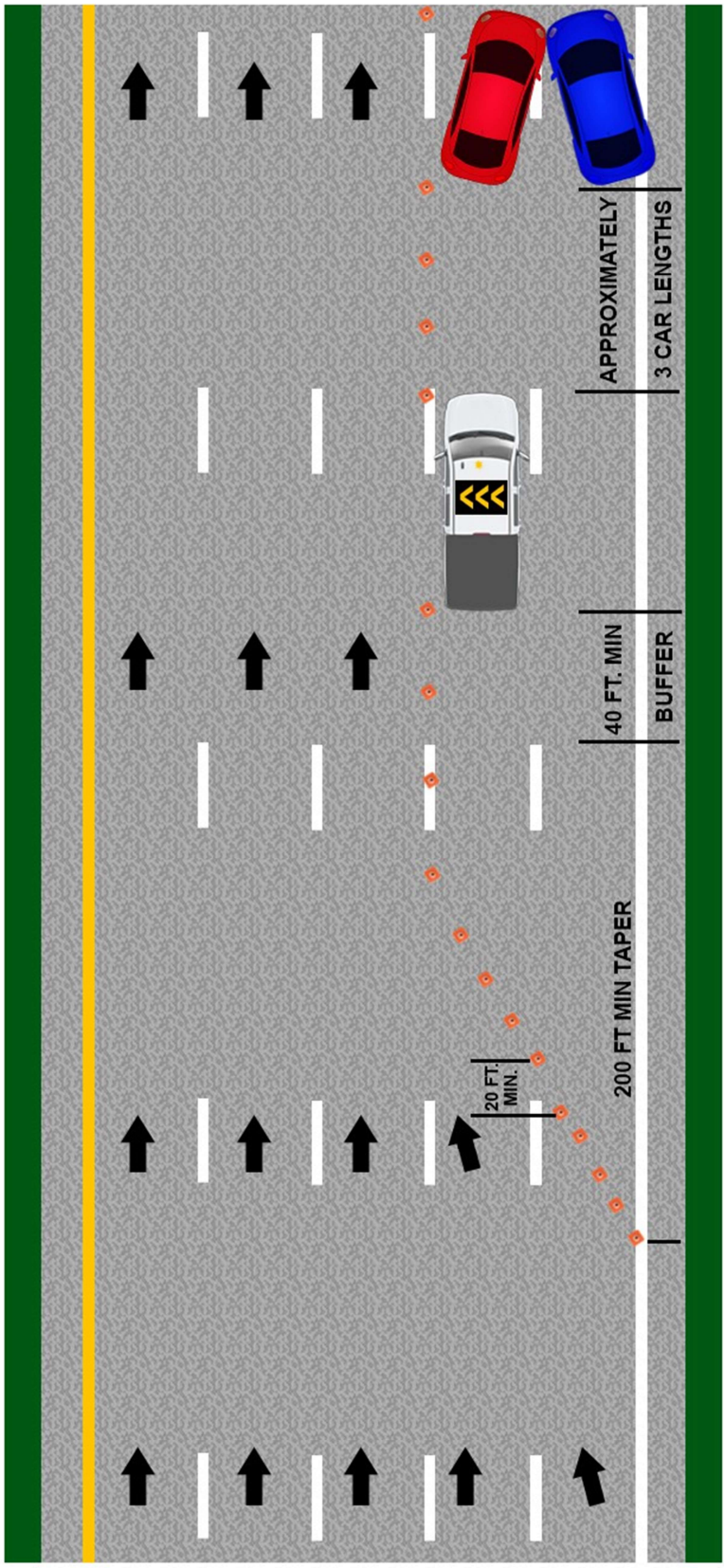
LEVEL 2- ROADWAY ASSIST

FIGURE 7A -FIVE-LANE ROADWAY WITH LEFT (INSIDE) LANE BLOCKED



LEVEL 2- ROADWAY ASSIST

FIGURE 7B -FIVE-LANE ROADWAY WITH TWO RIGHT (OUTSIDE) LANES BLOCKED



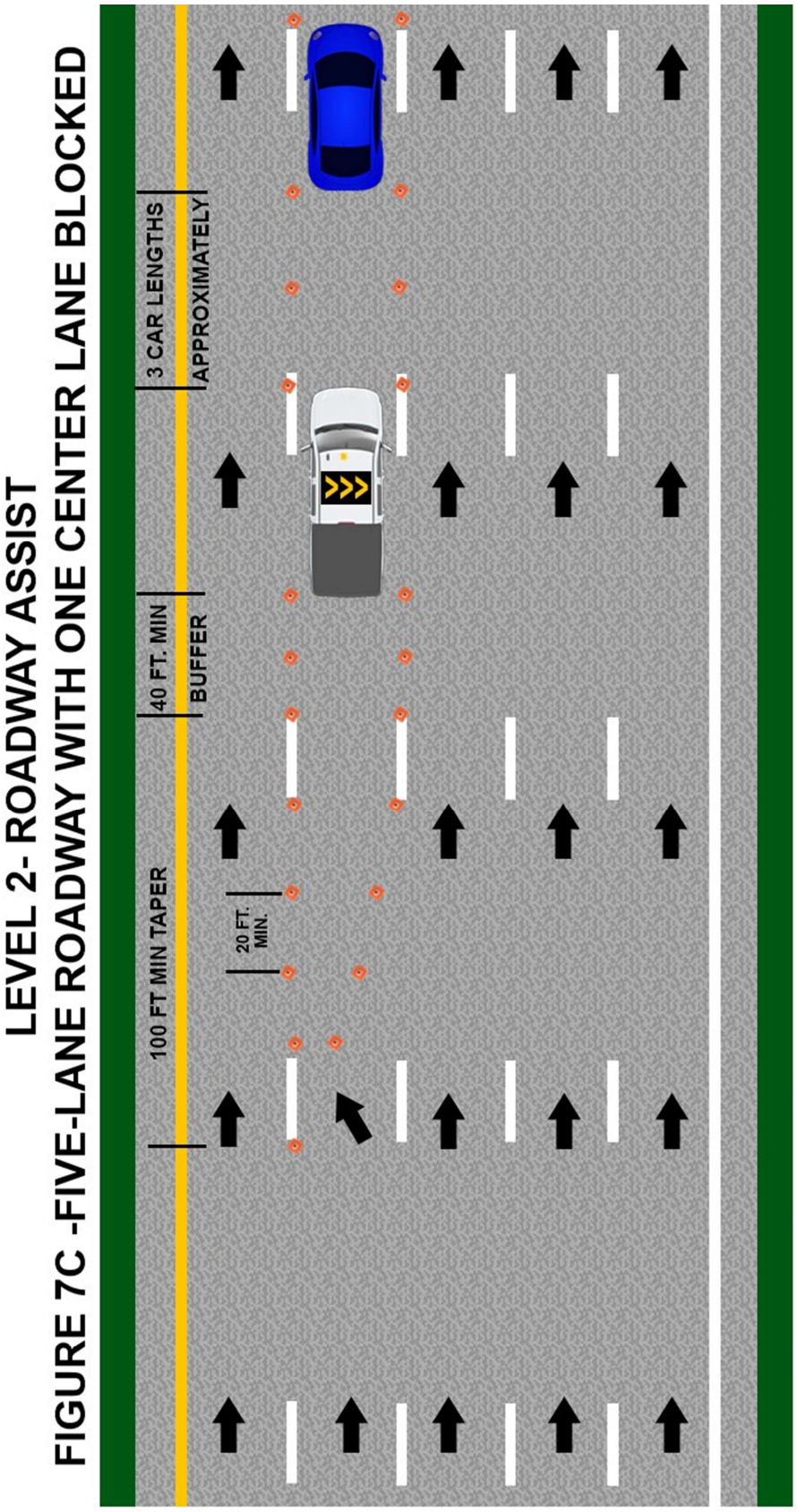
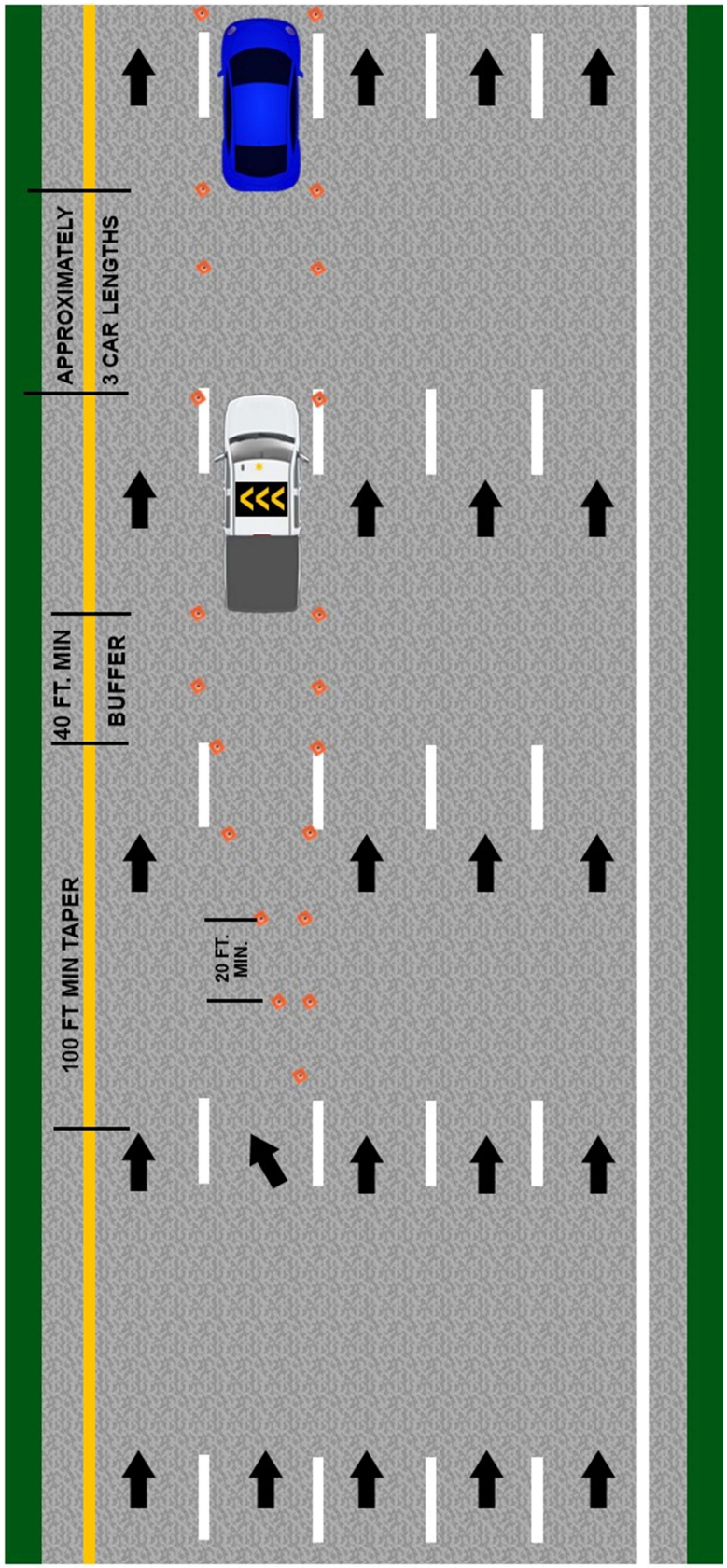

LEVEL 2- ROADWAY ASSIST
FIGURE 7C -FIVE-LANE ROADWAY WITH ONE CENTER LANE BLOCKED
3 CAR LENGTHS
APPROXIMATELY
40 FT. MIN
BUFFER
100 FT MIN TAPER
20 FT.
MIN.

FIGURE 7D -FIVE-LANE ROADWAY WITH ONE CENTER LANE BLOCKED (CHANNELIZE TRAFFIC TO THE LEFT OF THE INCIDENT)

LEVEL 2- ROADWAY ASSIST



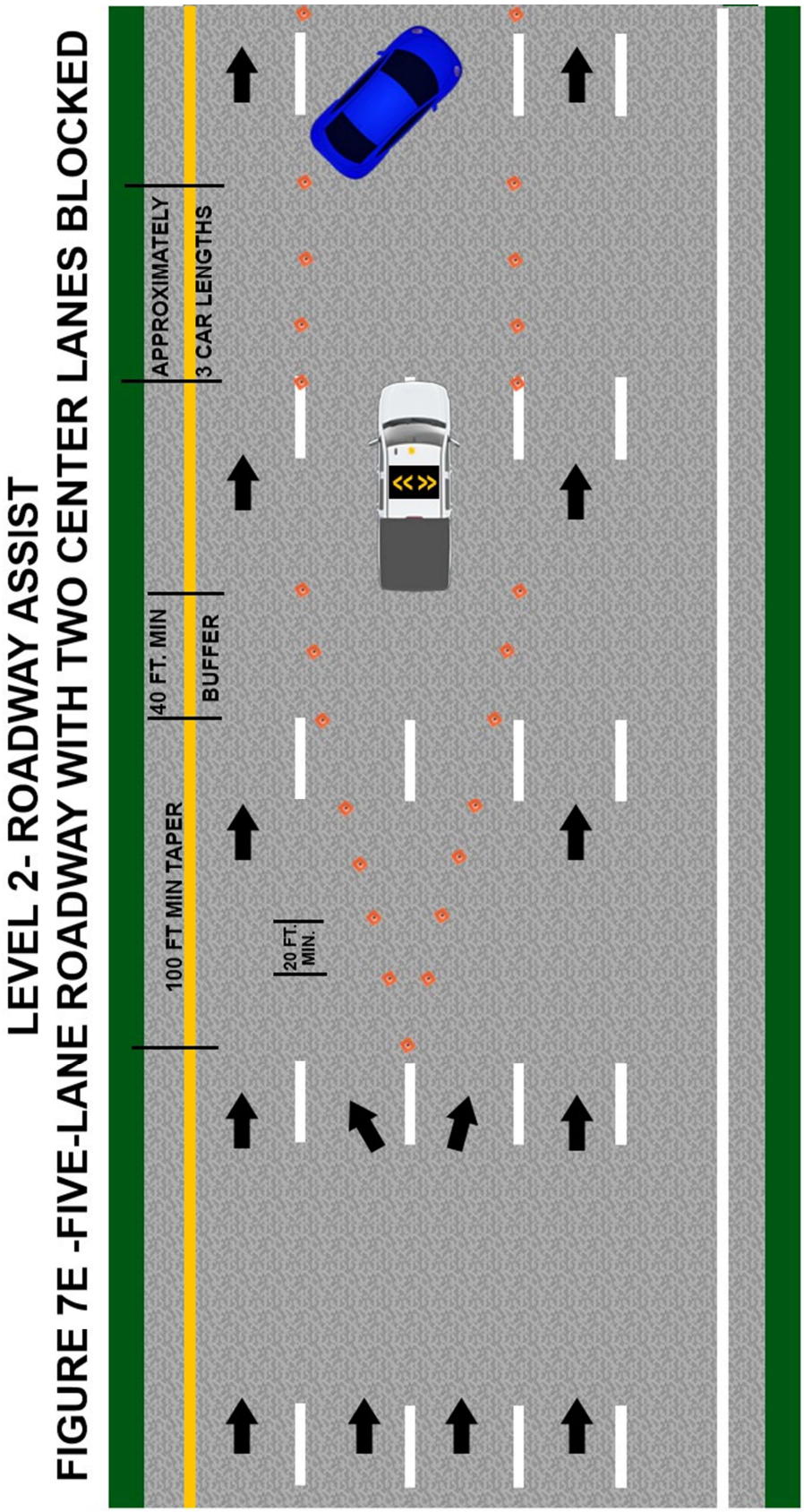
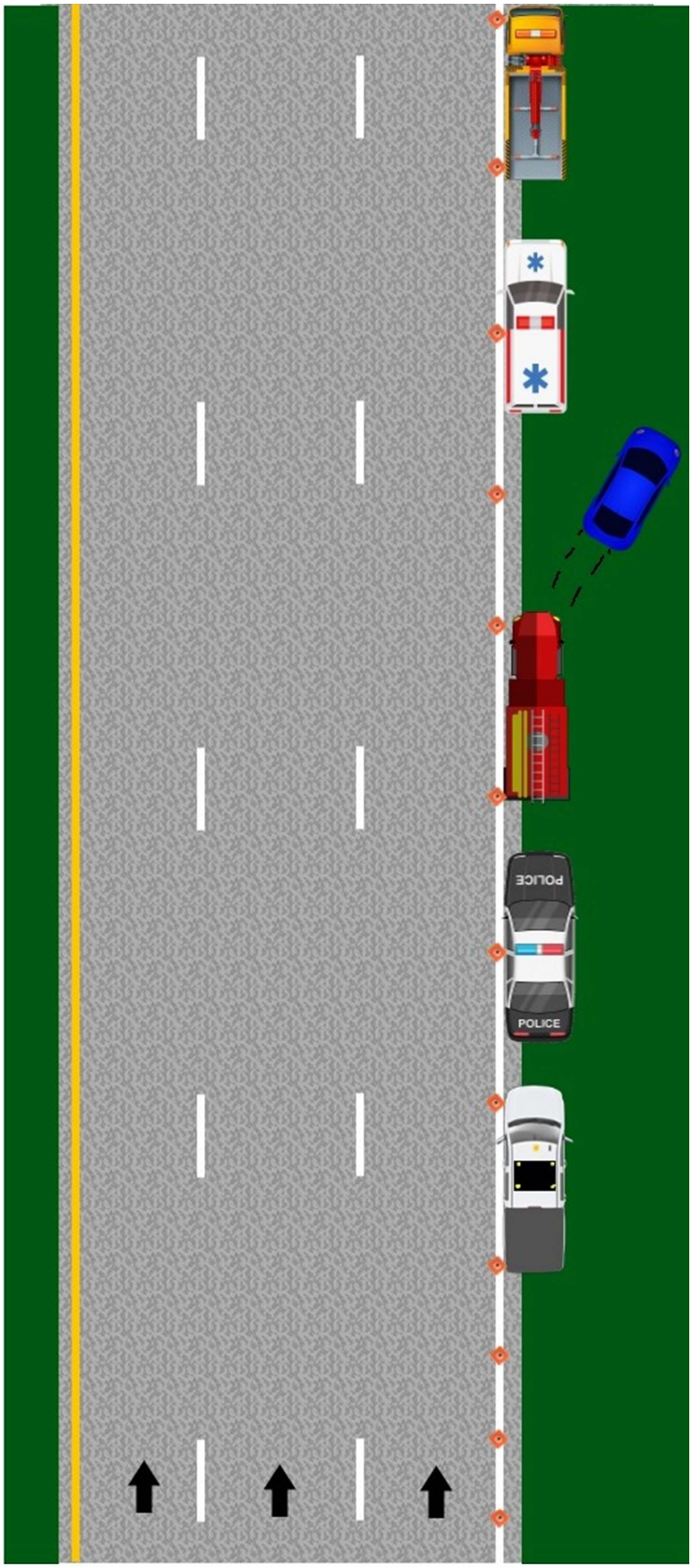


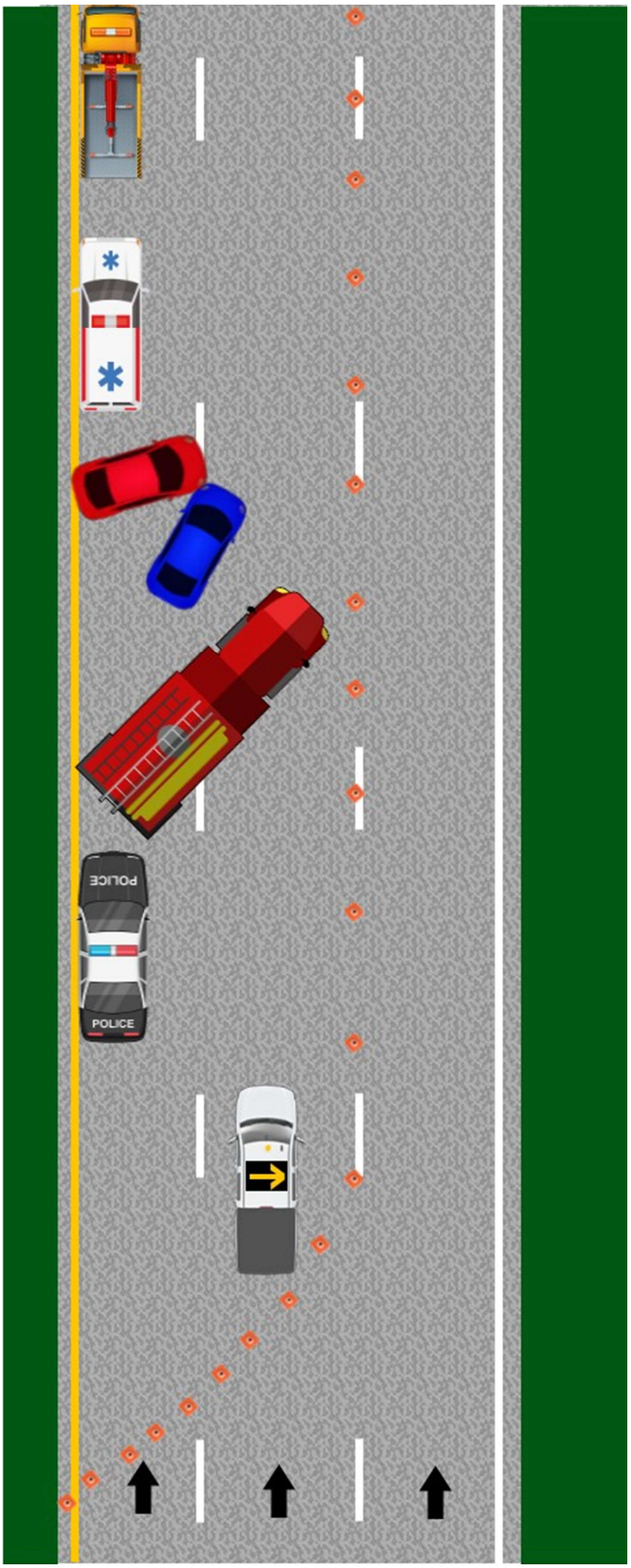
FIGURE 7E -FIVE-LANE ROADWAY WITH TWO CENTER LANES BLOCKED

LEVEL 2- ROADWAY ASSIST

PROPER STAKEHOLDER PLACEMENT FOR SHOULDER CLOSURE INCIDENT



PROPER STAKEHOLDER PLACEMENT FOR LANE CLOSURE INCIDENT



Appendix D. Truck Equipment Set-up Document

ASAP Truck Equipment Set-up

Driver's Side (left) Compartments

Front:

- ✓ Floor and Bottle Jacks
- ✓ Four-way lug wrench
- ✓ Air ½" drive Impact wrench
- ✓ Lug Locking Master Key Set
- ✓ Tire plugging equipment: plugs, plug insert tool, probe rasp tool and plug glue
- ✓ Vehicle chocks (tire)

Middle:

- ✓ Bolt Cutter
- ✓ Fire ax
- ✓ Crow Bar (pry bar)
- ✓ Sledge hammer
- ✓ Handle to floor jack
- ✓ Spare metal clamps & miscellaneous parts
- ✓ Extra rubber bungee cords

Rear:

- ✓ Tow chain
- ✓ Yellow tow strap
- ✓ Funnel
- ✓ Fire Extinguishers
- ✓ WD-40 lubricant
- ✓ Engine starting fluid
- ✓ Glass cleaner

Passenger's Side (right) Compartments

Front:

- ✓ Air chuck
- ✓ Air gauge
- ✓ Air compressor
- ✓ Inverter
- ✓ Charger for 20v Impact Wrench (Optional)

Middle:

- ✓ Flare Kit (electric)
- ✓ First Aid Kit
- ✓ Safety gloves (chemical resistant)
- ✓ Baling (repair) wire
- ✓ Cable Ties 11" (Nylon)
- ✓ Duct tape
- ✓ Vinyl electrical tape
- ✓ Booster (jumper) cables
- ✓ Miscellaneous tools on truck, pliers, screw drivers, deep well sockets, etc.

Rear:

- ✓ Two 50 lb. bags of oil dry
- ✓ Snow chains (issued for emergencies only)

Rear Truck Bed

- ✓ Orange Traffic Cones (27 cones, three stacks of 9 cones)
- ✓ Spare Tire
- ✓ Two shovels (flat head, pointed head)
- ✓ Push broom
- ✓ Push magnet
- ✓ 3 gas containers
- ✓ 1 diesel container
- ✓ 1 blue water container
- ✓ Emergency spill kit (yellow container)

Truck Cab

- ✓ Booster (jump) box
- ✓ 20v ½" Drive Impact Wrench
- ✓ SPO personal tool box

Note: Cones are stacked on the driver's side (left) side of the truck bed. Water, gas and diesel containers are stored on the passenger's side (right) side of the truck bed. For additional clarification, consult a SPO-Supervisor.

New truck version revised: July 31, 2019
Robert Turner, SPO-Supervisor

Appendix E. Radio Procedures Document

ASAP Proper Radio Procedures

ALDOT Regional TMC Initiated calls to Service Patrol Operator:

Example 1: TMC SP30 – STOP – (SP30 answers) SP30 459 North MM 26 – STOP – TMC SP30 crash, 459 South MM 11 lane 1, blocked – STOP – SP30 understood (SP30 arrives at crash) SP30 TMC – STOP – TMC SP30 or go ahead – STOP – SP30 on scene, lanes 1 and 2 blocked, Hoover Fire and Police on scene two vehicles: tractor trailer, Ford F-150 – STOP – TMC understood (20 minutes later) SP30 TMC update – STOP – (wait for reply from TMC and then proceed) – TMC go ahead – STOP – (SP30 proceeds) TMC ambulance and fire units left scene, wrecker on scene lane 1 blocked, lanes 2 and 3 open – STOP – TMC understood SP30 (25 minutes later) SP30 TMC – STOP – TMC SP30 or TMC says go ahead – STOP – SP30 left scene – STOP – (TMC replies) understood

Example 2: TMC SP30 – STOP (TMC waits for reply) – (SP30 answers) SP30 459 South MM 21 – STOP – TMC SP30 motorist assist, 459 South MM 18 inside shoulder silver Toyota Camry, flat tire – STOP – SP30 TMC understood

(SP30 arrives at motorist assist vehicle) SP30 TMC – STOP – TMC SP30 or go ahead – STOP – SP30 on scene – STOP – TMC understood (22 minutes later SP30 completes tire change and is ready to go) SP30 TMC – STOP – (wait for TMC reply) TMC SP30 or go ahead – STOP – SP30 left scene – STOP – (TMC replies) understood

Example 3: TMC SP30 – STOP – (SP30 answers) SP30 20 East 141 – STOP – SP30, debris, 20 West MM 139 lane two an eight foot 6 x 6 – STOP – (SP30 answers) – understood (a few minutes later SP30 arrives at the debris and contacts TMC) SP30 TMC – STOP – (wait for TMC reply) – go ahead – STOP – on scene – STOP – (SP30 drags 6 x 6 to shoulder) SP30 TMC – STOP – (wait for TMC reply) – go ahead – STOP – SP30 left scene – STOP – TMC understood

Service Patrol Operator initiated calls to ALDOT Regional TMC:

Example 1: SP30 TMC on break – STOP – (wait for TMC to reply) – TMC SP30 or TMC says go ahead – STOP – 59 exit 143 Chevron – STOP – TMC responds with understood (25-30 minutes later SP30 has completed break) SP30 TMC – STOP – TMC go ahead SP30 – STOP – in service – STOP – (TMC replies) understood

Example 2: SP30 TMC crash, lane blockage – STOP – TMC says go ahead or simply TMC SP30 – STOP – (SP30 now replies) 65 South MM 245 lane 2, blocked, no injuries confirm law enforcement enroute, three vehicles: blue Honda Accord, silver Ford Escape, red Kia Optima – STOP – TMC understood – (eight minutes later) – TMC SP30 – STOP – (SP30 replies) SP30 – STOP – (TMC gives information) SP30 State Troopers enroute – STOP – (SP30 replies) understood (38 minutes later the crash is cleared from lane 2 and SP30 has picked up the cones for the one lane closure) SP30 TMC – STOP – (TMC answers) go ahead – STOP – (SP30 replies with) left scene – STOP – (TMC answers) TMC understood

Example 3: SP30 TMC motorist assist – STOP – TMC says go ahead or simply TMC SP30 – STOP – (SP30 now gives details) 22 West MM 84 Silver Toyota Tacoma outside shoulder, flat tire – STOP – (TMC replies) understood (20 minutes later when SP30 has resolved problem with Tacoma) – SP30 TMC – (TMC replies) go ahead – STOP – (SP30 replies with) left scene – STOP – (TMC replies) understood

By: Robert Turner-SPO-Supervisor / edition 2, revision 01-04-201

ACCURACY

The most important aspect of all communications within emergency response and law enforcement is accuracy.

- Accuracy must be accomplished at both ends of communications
- Your response is based on the accuracy of information the ATS-Operators receive and forwards to you in the field
- Once on the scene, the accuracy of supplemental information you provide to the ATS-Operators, SPO-Supervisor and other SPOs is just as important

BREVITY

- The quality of the conversation is more important than the quantity
- Brevity is necessary to insure the availability of the radio system to all units, especially those that may have an emergency

COURTESY

- ***Listen*** to the radio a few seconds before you key the microphone to talk
- ***Be polite*** – leave the attitude at home
- ***Share and share alike*** – we must take turns talking on the radio
- ***Be patient*** – some requests for information or action take time

CLARITY

- Always convey simple and logical conversation
- Always use short sentences and proper phonetic alphabet where applicable

PHONETIC ALPHABET

- Many alphabet letters sound alike or can be confused during radio transmissions; the use of the phonetic alphabet helps clarify information
- It helps prevent the ATS-Operator or SPO from asking the other to repeat the information in question

RADIO PROCEDURES

- Listen before speaking
- Think about what you are going to say before you transmit
- Press the activation button and pause a moment, then speak in a clear voice
- Remain calm
- Don’t mumble, shout or talk too fast
- Develop an “ear” for the radio and always listen closely
- Know what is going on
- Use the phonetic alphabet when applicable
- Use words which are simple and easy to understand
- Maintain good physical fitness so you won’t become winded when under stress

Appendix F: Facilities Damage Report *Example*

ALDOT FACILITIES DAMAGE REPORT	
INCIDENT INFORMATION	
DATE	
TIME	
LOCATION (HWY & MP)	
LAW ENFORCEMENT AGENCY	
OFFICER'S NAME	
ACCIDENT REPORT NO.	
ASAP OPERATOR'S NAME	

NOTIFICATION OF INCIDENT

DEWAYNE EHLERS-DISTRICT ENGINEER-JEFFERSON COUNTY
OFFICE PHONE: (205) 581-5702, RADIO NO. 3100

RUSSELL TAYLOR-DISTRICT ENGINEER-BLOUNT/ST CLAIR COUNTY
OFFICE PHONE: (205) 274-2112, RADIO NO. 3200

WILLIAM TODD CONNELL-DISTRICT ENGINEER-SHELBY COUNTY
OFFICE PHONE: (205) 668-0173, RADIO NO. 3500

Information Received By: _____

Date _____ Time _____

ROADWAY ITEMS DAMAGED DUE TO INCIDENT Description (hole in bridge deck sign knocked down, etc.)

LOCATION OF DAMAGED ITEMS	
INTERSTATE/HIGHWAY	
DIRECTION	
MILEPOST	
RELATION TO CROSS STREET	
OTHER	

Appendix G: Truck Ordering Information

Will be added when finalized.

Appendix H: Minimum Operator Training Requirements

a. Current CPR Certification.
b. First Aid Certification.
c. Temporary Traffic Control (Maintenance of Traffic)
d. Incident Command System – ICS-100.
e. Basic Incident Command System for Initial Response – ICS-200.
f. Hazardous Materials Awareness
g. SHRP2 Traffic Incident Management Responder.

Appendix I: Sources of Information

North Carolina Department of Transportation IMAP program
Tennessee Department of Transportation HELP program
USDOT FHWA Field Operations Guide for Safety/Service Patrols
USDOT FHWA Service Patrol Handbook
USDOT FHWA Safety Service Patrol Priorities and Best Practices
Manual on Uniform Traffic Control Devices (MUTCD)
Mr. Robert Turner, Birmingham Area ASAP Supervisor
Travelers Marketing www.safehighways.org