Final Guide
Research Project GC 8719, Task 24
Incident Response Guide

INCIDENT RESPONSE GUIDE

Office Reference

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This study was conducted in cooperation with the U.S. Department of Transportation, Federal Highway Administration.

16. ABSTRACT

This guide is a resource document for use by departments of transportation, state patrol offices, and other agencies that respond to incidents. It will serve as a resource and training document. It describes response steps and techniques appropriate under specific situations and lists the procedures for requesting additional equipment and staff, as well as resources and contacts. The guide was produced for use in the Puget Sound area, but it can be adapted to other urban and rural areas if the resource information is changed to be appropriate for those locations.

The guide is one of two produced under this project. While this is intended to be an office reference/training guide for incident response personnel, the second document is a field guide for use by those personnel while they are on duty.

17. KEY WORDS	18. DISTRIBUTION STATEMENT
Incident response, incident training, incident reference guide, highway accidents	No restrictions. This document is available to the public through the National Technical Information Service, Springfield, VA 22616

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None	None	93	

Contents

REFERENCE MATERIALS

Numerous studies have shown that incidents can have serious impacts on traffic. More specifically, incidents cause congestion. By the year 2000, approximately 70 percent of all urban freeway congestion will be caused by incidents. In 1984 Seattle motorists experienced 18.4 million hours of delay, of which 58 percent was caused by freeway incidents. A California study showed that every minute of blockage during an off-peak period on the freeway results in 5 minutes of congestion. However, in the peak periods congestion can rise as high as 50 minutes for each minute of blockage!

District 1's Incident Response Team comprises two incident response engineers who are based at the Traffic Systems Management Center (TSMC) and a group of maintenance technicians from the various maintenance area offices. This incident response field guide is specifically designed for the greater Seattle area in District 1 and is intended to provide an effective resource for you, the incident respondent.

Your primary function is to respond to any disruptive incident in the district and to relieve the congestion quickly with the safest methods possible. Roadway incidents can range from spilled debris, car fires, and blocked ramps to jack-knifed semis, hazardous material spills, and fatality accidents. You are trained to handle all of these situations and many more. Typically you respond 24 hours a day to incidents that will block a lane for an hour or more.

This incident response guide outlines the appropriate steps to take in the event of an incident and all of the appropriate contacts in the area. Procedural guidelines, general information, a contact list, and reference material are among the subjects that you will find most useful in the course of your work.

- The procedural guidelines section comprises a list of acronyms, communication charts, day and nighttime procedures, and roadway closure reports.
- The general information section includes items such as district and maintenance maps, device spacing guidelines, training programs, and vehicle and equipment requirements.

- Emergency contacts are also important for efficient incident response; therefore, the guide contains a list of all possible responding agencies' phone numbers.
- Within the reference material section is a review of incident response procedures and equipment usage.

Other agencies also play an integral role in the incident response process. The Washington State Patrol takes charge of all incidents on state highways and is responsible for the investigation of the incident. Hazardous material clean-up is the responsibility of the Department of Ecology, while the Fire Department and other emergency medical respondents take care of all fire and first aid assistance.

To maintain this manual's effectiveness over time, modifications should be made to reflect changes in the operations and procedures of the Incident Response Program. Below are listed the last dates that items in this manual were revised.

Item	*Source*	*Revision Date*
VMS and HAR site maps	VMS and HAR Systems Manual by WSDOT	Jan. 1990
Names of the Incident Response Engineers	Highway Radio Operator	Oct. 1990
Phone Numbers in the Contact List	Highway Radio Operator	Oct. 1990
Material Storage Site Contents	Incident Response Engineer	Oct. 1990
Incident Response Vehicle Equipment	Incident Response Engineer	Oct. 1990
Authorized OSCCR agencies	Communications & Warning Officer, DEM Olympia, WA SCAN 234-5255	Oct. 1990
Lines of Communication Charts (Day and Night)	Incident Response Engineer	Dec. 1990

Contents

Specific procedures must be followed in the event of an incident on the state highway system. This section outlines those procedures, the personnel to contact, and any additional information necessary to perform the task. In addition, this section also contains communication charts that display the lines of communication within District 1 during an incident. Since incident response procedures vary by time of day, the procedures and communication charts and procedures are separated by day and night for clarity.

APCO ..... Associated Public-Safety Communications Officers, Inc., Northwest Chapter

ATSSA ..... American Traffic Safety Services Association

DA ..... District Administrator

DEM ..... Washington State Department of Emergency Management

DOE ..... Washington State Department of Ecology

EM ..... Emergency Management

EPA ..... United States Environmental Protection Agency

ESCA ..... Emergency Services Coordinating Agency

FHWA ..... Federal Highway Administration

HAR ..... Highway Advisory Radio

HAZMAT ..... Hazardous Materials

IRE ..... Incident Response Engineer

KA ..... (not an acronym) Third Party Reimbursement Account for District 1

ME ..... Medical Examiner

MP ..... Mile Post

MUTCD ..... Manual on Uniform Traffic Control Devices

OSCCR ..... On Scene Command and Communication Radio Network

PAO ..... Public Affairs Office

SR ..... State Route

TEF ..... Transportation Equipment Fund

TSM ..... Traffic Systems Management

TSMC ..... Traffic Systems Management Center

USDOT ..... United States Department of Transportation

VMS ..... Variable Message Sign

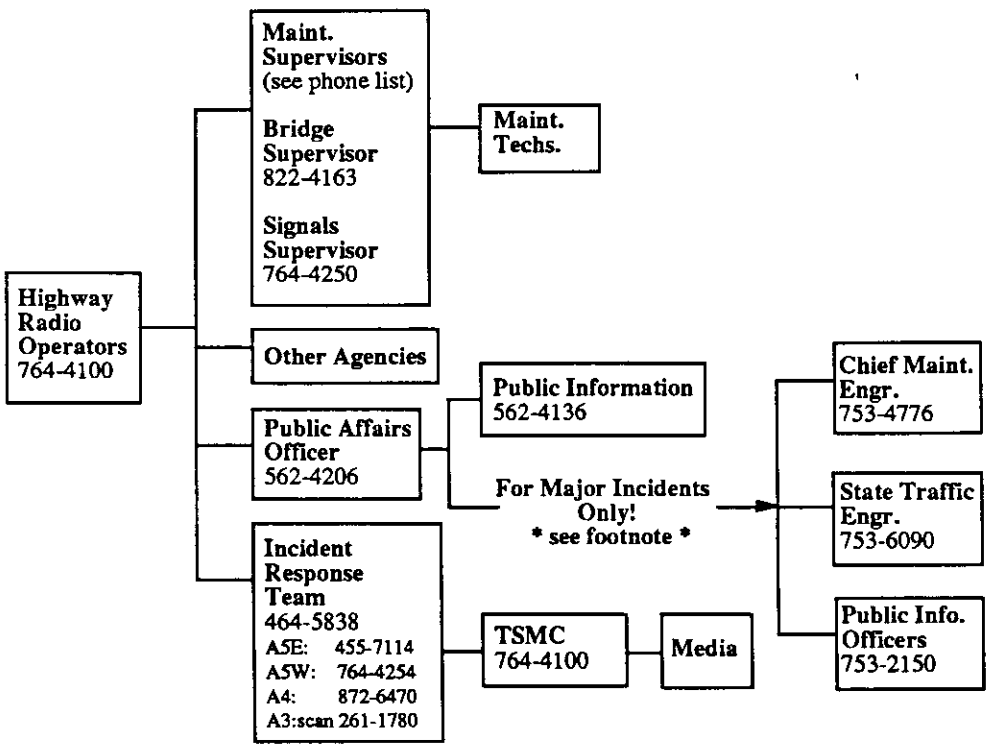
WSDOT ..... Washington State Department of Transportation

WSP ..... Washington State Patrol

Incident Response: Daytime

7:30 AM to 4:00 PM
Maintenance Units

WSDOT District 1 Incident Response: Lines of Communication



Other Agencies may include:

Fire Department	Department of Ecology
Police Department	Municipalities
Washington State Patrol	Media
Tow Truck Companies	

* Contact the Olympia office only if the anticipated incident duration is 4 or more hours.

Procedures Summary

1. WSDOT or any other emergency agency dispatch calls the Highway Radio Operator requesting incident response.

2. The Highway Radio Operator informs the Incident Response Team, Maintenance Area Office, and the Public Affairs Officer that an incident has occurred.

   The WSP Radio Operator gives the responding WSP Trooper's number to the Incident Response Team Leader.

3. Members of the Incident Response Team respond to the incident in their trucks.

   The Maintenance Supervisor (or a representative) responds in a truck if necessary.

4. While en route, members of the Incident Response Team communicate with the WSP Trooper by radio to obtain all pertinent details about the incident.

5. Members of the Incident Response Team and the Maintenance Area Supervisor (or a representative) develop a plan of action on the way to the incident scene.

6. The Maintenance Area Supervisor (or a representative) calls in additional maintenance technicians and equipment to the scene if necessary.

7. WSDOT personnel set up traffic control.

8. The Incident Response Team calls the Highway Radio Operator with traffic control information.

9. The Highway Radio Operator notifies selected personnel that specific traffic control has been established.

10. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticipated duration is 4 or more hours) The Public Affairs Officer informs selected personnel that an incident has occurred and about any types of traffic control in effect.

11. As the prime DOT spokesperson, a representative of the TSMC contacts the media regarding traffic control and traffic conditions. All other questions regarding the incident should be referred to WSP.

12. WSDOT personnel clear the roadway as required.

13. The Incident Response Team Leader gets "Responsible Party" information from the WSP for KA.

    All Incident Response Team members must keep a log of their own time for KA.

14. The Incident Response Team informs the Highway Radio Operator that the incident has been cleared.

15. The Highway Radio Operator notifies selected personnel that the incident has been cleared.

16. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticipated duration is 4 or more hours) The Public Affairs Officer informs the Chief Maintenance Engineer, State Traffic Engineer, and Headquarter's PAO that the incident has been cleared.

17. The Incident Response Team Leader fills out two reports.

18. The Incident Response Team and/or Maintenance and WSP personnel discuss the incident immediately after to improve future incident response.

Incident Response: Daytime

7:30 AM to 4:00 PM
Maintenance Units

Procedure	*Contact*	*Additional Information*
1. WSDOT or any other emergency agency dispatch calls the Highway Radio Operator requesting incident response.	**Highway Radio Operator** Seattle, Station 10 24 hours/day 764-4100 SCAN 443-4100	The requestor provides information such as: • the exact incident location • number of lanes closed • any detours needed • type of incident • number of vehicles and types of vehicles involved • number of injured and/or fatalities • anticipated duration of closure • any other pertinent details

Procedure	*Contact*	*Additional Information*
2. The Highway Radio Operator informs the Incident Response Team, Maintenance Area Office, and the Public Affairs Officer that an incident has occurred. ⬇	**Incident Response** Lloyd Showalter Incident Response Engineer • By radio: #1087, use high or low band system • By cellular phone: 949-7880 • By pager (through Highway Radio only): #145 Roger Steinert Incident Response Engineer • By radio: #1088, use high or low band system • By cellular phone: 940-3150 • By pager (through Highway Radio only): #149 **Maintenance Areas** *Area 5 East* 455-7114 *Area 5 West* 764-4254 *Area 4* 872-6470 ⬇	If possible, the Highway Radio Operator should also relay alternate routes to the scene when congestion is heavy. In addition, Incident Response Team members should become familiar with alternate routes to high volume corridors in their respective areas. This way, these alternate routes can be relayed to personnel responding from other areas. ⬇

Procedure	*Contact*	*Additional Information*
2. continued		
	Area 3 SCAN 261-1780	
	Public Affairs Public Affairs Officer • By phone: 562-4206 or SCAN 638-4206	
The WSP Radio Operator gives the responding WSP Trooper's number to the Incident Response Team Leader.	**District 1** Lloyd Showalter J701	Communication is by radio: high band system only over an on-state frequency.
	Area 5 East J702	The Incident Response Team Leader relays the information to the team on a need-to-know basis.
	Area 5 West J703	
	Area 4 J704	You must use J numbers when communicating with the WSP.
	Area 3 (not set up yet) J705	Areas 3, 4, and 5 are not permanently assigned to a specific person because these areas rotate their personnel.

Procedure	*Contact*	*Additional Information*
3. Members of the Incident Response Team respond to the incident in their trucks.		
The Maintenance Supervisor (or a representative) responds in a truck if necessary.	**Maintenance** Maintenance Supervisor of the area in which the incident occurs. SEE MAINTENANCE AREA MAP AND PHONE LIST	If additional maintenance technicians are needed, the Maintenance Supervisor calls them as necessary from his Maintenance Area Office.
4. While en route, members of the Incident Response Team communicate with the WSP Trooper by radio to obtain all pertinent details about the incident.		The IRT may verify incident details, as well as obtain new incident observations made by the WSP Trooper. (See list of information in Procedure 1)

Procedure	*Contact*	*Additional Information*
5. Members of the Incident Response Team and the Maintenance Area Supervisor (or a representative) develop a plan of action on the way to the incident scene.	**Incident Response** Lloyd Showalter 949-7880 Roger Steinert 940-3150 **Maintenance** *Area 5* 949-8997 OR 949-8996 *Area 4* 949-8944 *Area 3* 356-2089 OR 356-2097 *Area 2* No cellular phones currently available. *Area 1* No cellular phones currently available.	Communication is by cellular phone.

Procedure	*Contact*	*Additional Information*
6. The Maintenance Area Supervisor (or a representative) calls in additional maintenance technicians and equipment to the scene if necessary.	SEE MAINTENANCE DIVISION PHONE LIST	Conditions for additional personnel are as noted: a. If it is a major incident that requires additional heavy duty equipment, loaders, sand, or other materials. b. If the accident scene clean-up and recovery must be delayed to off-peak hours (to reduce the impact to motorists). c. When follow-through signing must be set up along the detour route. d. If additional traffic control becomes necessary. A list of available heavy equipment is located in this manual under *General Information - Equipment from Maintenance Area Offices.*

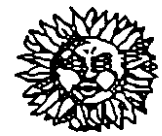
Procedure	*Contact*	*Additional Information*
7. WSDOT personnel set up traffic control.		Incident Response Personnel and the Maintenance Technicians may work together. Refer to the *Traffic Control* section of this manual if necessary.
8. The Incident Response Team calls the Highway Radio Operator with traffic control information.	**Highway Radio Operator** Seattle, Station 10 24 hours/day 764-4100 SCAN 443-4100	The Highway Radio Operator relays the information to the flow console at the TSMC. The TSMC activates the VMS and HAR systems as necessary. Short-term incidents are < 2 hours. Long-term incidents are > 2 hours.

Procedure	*Contact*	*Additional Information*
9. The Highway Radio Operator notifies the personnel at right that specific traffic control has been established.	**Maintenance Area Office** See Maintenance Division Phone List **Public Affairs Officer** 562-4206 or SCAN 638-4206 **Traffic Systems Manager** 562-4251 **Roadway Maintenance Engineer** 562-4271	
10. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticipated duration is 4 or more hours) The Public Affairs Officer informs the personnel at right that an incident has occurred and about any types of traffic control in effect.	**Chief Maintenance Engineer** 753-4776 or SCAN 234-4776 If the Chief Maintenance Engineer is unavailable, contact the Assistant Secretary of Operations 753-6014 or SCAN 234-6014	

⬇

Procedure	*Contact*	*Additional Information*
10. **continued**		
	State Traffic Engineer 753-6090 or SCAN 234-6090 **Headquarter's PAO** 753-2150 or SCAN 234-2150	Notify the State Traffic Engineer when the incident involves **road damage.** Do not contact this person for situations that involve fatalities or other types of accidents.
11. As the prime DOT spokesperson, a representative of the TSMC contacts the media regarding traffic control and traffic conditions. All other questions regarding the incident should be referred to WSP.		
12. WSDOT personnel clear the roadway as required.		

Procedure	*Contact*	*Additional Information*
13. The Incident Response Team Leader gets "Responsible Party" information from the WSP for KA. All Incident Response Team members must keep a log of their own time for KA.		KA is a third party damages account to which charges are assessed when state property has been damaged by a motorist. Funds are taken out of this account to pay for clean-up, repairs, labor, and materials until the "responsible party" can be charged appropriately.
14. The Incident Response Team informs the Highway Radio Operator that the incident has been cleared.	• By phone Highway Radio Operator Seattle, Station 10 764-4100 SCAN 443-4100 • By radio Highway Radio Operator high or low band systems	



Procedure	*Contact*	*Additional Information*
15. The Highway Radio Operator notifies the personnel listed at right that the incident has been cleared.	**Maintenance Area Offices** See Maintenance Division Phone List **Public Affairs Officer** 562-4206 **Traffic Systems Manager** 562-4251 **Roadway Maintenance Engineer** 562-4271	

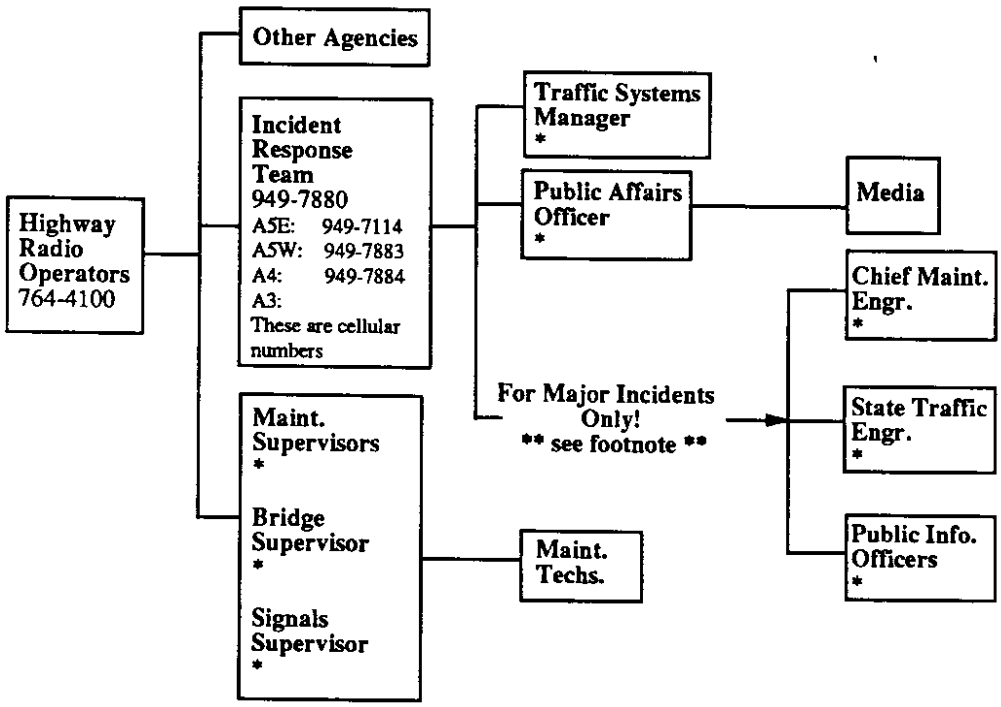
Procedure	*Contact*	*Additional Information*
16. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticipated duration is 4 or more hours) The Public Affairs Officer informs the Chief Maintenance Engineer, State Traffic Engineer, and Headquarter's PAO that the incident has been cleared.	**Chief Maintenance Engineer** 753-4776 or SCAN 234-4776 If the Chief Maint. Engr. is unavailable, contact the District Administrator. (509) 562-4020 or SCAN 638-4020 **State Traffic Engineer** 753-6090 or SCAN 234-6090 **Headquarter's PAO** 753-2150 or SCAN 234-2150	Notify the State Traffic Engineer when the incident involves **road damage**. Do not contact this person for situations that involve fatalities or other types of accidents.

Procedure	*Contact*	*Additional Information*
17. The Team Leader of the Incident Response Team fills out two reports.		1. Unplanned Roadway Closure Report 2. Seattle Radio Room Unplanned Road Closure Report Refer to the example copy and explanation of each report in this manual if necessary.
18. The Incident Response Team and/or Maintenance and WSP personnel discuss the incident immediately after to improve future incident response.		See the *Incident Response Debriefing* section of the manual for reference. Critiques or debriefing information should be passed on to all Incident Response team members for future reference.

Incident Response: Nighttime

4:00 PM to 7:00 AM
Inc. Resp. Team

WSDOT District 1 Incident Response: Lines of Communication



Other Agencies may include:

Fire Department	Department of Ecology
Police Department	Municipalities
Washington State Patrol	Media
Tow Truck Companies	

*Notify the Highway Radio Operator to call these people at home or else obtain their home phone numbers.

** If the anticipated incident duration is 4 hours or more, then the incident is classified as "major."

Procedure Summary

1. WSDOT or any other emergency agency dispatch calls the Highway Radio Operator requesting incident response.

2. The Highway Radio Operator informs selected personnel that an incident has occurred.

   The WSP Radio Operator gives the responding WSP Trooper's number to the Incident Response Taam Leader.

3. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticiapted duration is 4 or more hours) The Highway Radio Operator calls the Roadway Maintenance Engineer, the Public Affairs Officer, and the Traffic Systems Manager.

4. Members of the Incident Response Team respond to the incident in their trucks from home.

   The Maintenance Supervisor responds in a truck from home.

5. While en route, members of the Incident Response Team communicate with the WSP Trooper by radio to obtain all pertinent details about the incident.

6. Members of the Incident Response Team and the Maintenance Area Supervisor (or a representative) develop a plan of action on the way to the incident scene.

7. The Maintenance Area Supervisor (or a representative) calls in additional maintenance technicians and equipment to the scene as necessary.

8. WSDOT personnel set up traffic control.

9. The Incident Response Team calls the Highway Radio Operator with traffic control information.

10. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticipated duration is 4 or more hours or that cause major road damage) The Highway Radio Operator calls selected personnel at home, notifying them that an incident has occurred.

11. The Incident Response Team Leader acts as the prime DOT spokesperson to the media.

12. WSDOT personnel clear the roadway as required.

13. The Incident Response Team Leader gets "Responsible Party" information from the WSP for KA.

    All Incident Response Team members must keep a log of their own time for KA.

14. The Incident Response Team informs the Highway Radio Operator that the incident has been cleared.

15. The Incident Response Team notifies the Public Affairs Officer and the Traffic Systems Manager thatthe incident has been cleared.

16. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticipated duration is 4 or more hours or that cause major road damage) The Highway Radio Operator notifies selected personnel that the incident has been cleared.

17. The Incident Response Team Leader fills out two reports.

18. The Incident Response Team and/or Maintenance and WSP personnel discuss the incident immediately after to improve future incident response.

Incident Response: Nighttime

4:00 PM to 7:00 AM
Inc. Resp. Team

Procedure	*Contact*	*Additional Information*
1. WSDOT or any other emergency agency dispatch calls Highway Radio Operator requesting incident response.	**Highway Radio Operator** Seattle, Station 10 24 hours/day 764-4100 SCAN 443-4100	The requestor provides information such as: • exact incident location • number of lanes closed • any detours needed • type of incident • number of vehicles and types of vehicles involved • number of injured and/or fatalities • anticipated duration of closure • any other pertinent details

Procedure	*Contact*	*Additional Information*
2. The Highway Radio Operator informs the personnel at right that an incident has occurred. ⬇	**Incident Response** Lloyd Showalter Incident Response Engineer • By phone: (home)	Notify the Highway Radio Operator to call these people directly or obtain their home phone numbers.
	Roger Steinert Incident Response Engineer • By phone: (home)	If possible, the Highway Radio Operator should also relay alternate routes to the scene when congestion is heavy.
	Area 5 West 764-4254 • By radio: #1533 • By cellular phone: 949-7883 • By pager (through Highway Radio only) #148	In addition, Incident Response Team members should become familiar with alternate routes to high volume corridors in their respective areas. This way, these alternate routes can be relayed to personnel responding from other areas. ⬇
	Area 5 East 455-7114 • By radio: #1550 • By cellular phone: 949-7882 • by pager (through Highway Radio only) #146	
	Area 4 872-6470 • by radio: #1440 • by cellular phone: 949-7884 ⬇	

Procedure	*Contact*	*Additional Information*
2. continued		
	• by pager (through Highway Radio only) #147	
	Area 3 SCAN 261-1780	
	Maintenance Maintenance Supervisor of the area in which the incident occurs. • By phone: (home)	
The WSP Radio Operator gives the responding WSP Trooper's number to the Incident Response Team Leader	**District 1** Lloyd Showalter J701	Communication is by radio: high band system only over an on-state frequency.
	Area 5 East J702	The Incident Response Team Leader relays all information to the team on a need-to-know basis.
	Area 5 West J703	
	Area 4 J704	You must use J numbers when communicating with the WSP.
	Area 3 (not set up yet) J705	Areas 3, 4, and 5 are not permanently assigned to any specific person because these areas rotate their personnel.

Procedure	*Contact*	*Additional Information*
3. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticipated duration is 4 or more hours) The Highway Radio Operator calls the Roadway Maintenance Engineer, Public Affairs Officer, and Traffic Systems Manager.	**Roadway Maintenance Engineer** • By phone: (home) **Public Affairs** Public Affairs Officer • By home phone • By cellular: 949-8798 **TSMC** Traffic Systems Manager • By phone: (home)	Notify the Highway Radio Operator to call these people directly or obtain their home phone numbers. Information for the PAO: • what happened • the impacts on traffic • where (cross streets) • when it happened • when it will be clear • what needs to be done to clear the roadway • other agencies involved
4. Members of the Incident Response Team respond in their trucks from home. The Maintenance Supervisor responds in a truck from home.		If additional maintenance technicians are needed, the maintenance supervisor calls them at home as necessary. These additional maintenance personnel drive to their Maintenance Area Office to pick up a truck and then respond to the incident scene.

Procedure	*Contact*	*Additional Information*
5. While en route, members of the Incident Response Team communicate with the WSP Trooper by radio to obtain all pertinent details about the incident.		The IRT may verify incident details, as well as obtain new incident observations made by the WSP Trooper. (See list of information in Procedure 1)
6. Members of the Incident Response Team and the Maintenance Area Supervisor (or a representative) develop a plan of action on the way to the incident scene.	**Incident Response** Lloyd Showalter: 949-7880 Roger Steinert: 940-3150 **Maintenance** *Area 5* 949-8997 OR 949-8996 *Area 4* 949-8944 *Area 3* 356-2089 OR 356-2097 *Area 2* No cellular phones currently available *Area 1* No cellular phones available.	Communication is by cellular phone.

Procedure	*Contact*	*Additional Information*
7. The Maintenance Area Supervisor (or a representative) calls in additional maintenance technicians and equipment to the scene as necessary.	SEE MAINTENANCE DIVISION PHONE LIST	Conditions for additional personnel are as noted: a. If the incident is major enough to require additional heavy duty equipment, loaders, sand, or other materials. b. If the accident scene clean-up and recovery must be delayed to off-peak hours (to reduce the impact to motorists). c. When follow-through signing must be set up along the detour route. d. If additional traffic control becomes necessary. A list of available heavy equipment is located in this manual under *General Information - Equipment from the Maintenance Area Offices*.

Procedure	*Contact*	*Additional Information*
8. WSDOT personnel set up traffic control		Incident Response Personnel and the Maintenance Technicians may work together. Refer to the *Traffic Control Section* in this manual if necessary.
9. The Incident Response Team calls the Highway Radio Operator with traffic control information.	**Highway Radio Operator** Seattle, Station 10 764-4100 SCAN 443-4100	The Highway Radio Operator activates the HAR and VMS systems as required.

Procedure	*Contact*	*Additional Information*
10. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticipated duration is 4 or more hours or that cause major road damage.) The Highway Radio Operator calls the personnel at right at home, notifying them that an incident has occurred.	**Chief Maintenance Engineer** (home #) **State Traffic Engineer** (home #)	**In the morning,** contact the Chief Maintenance Engineer. Notify the Highway Radio Operator to call these people directly or obtain their home phone numbers.
11. The Incident Response Team Leader acts as the prime DOT spokesperson to the media.		The Incident Response Team Leader can inform the media about road closures or types of traffic control implemented. All other comments regarding further details about the incident scene must be directed to the WSP. Incident Response Team members should refer all media questions to the Team Leader or the WSP.

Procedure	*Contact*	*Additional Information*
12. WSDOT personnel clear the roadway as required.		
13. The Incident Response Team Leader gets the "Responsible Party" information from the WSP for KA. All Incident Response Team members should keep a log of their own time for KA.		KA is a third party damages account to which charges are assessed when state property has been damaged by a motorist. Funds are taken out of this account to pay for clean-up, repairs, labor, and materials until the "responsible party" can be charged appropriately.

Procedure	*Contact*	*Additional Information*
14. The Incident Response Team informs the Highway Radio Operator that the incident has been cleared.	• By phone Highway Radio Operator Seattle, Station 10 764-4100 SCAN 443-4100 • By radio Highway Radio Operator high or low band systems	
15. The Incident Response Team notifies the Public Affairs Officer and the Traffic Systems Manager that the incident has been cleared.	**Public Affairs Officer** (home #) **Traffic Systems Manager** (home #)	Notify the Highway Radio Operator to call these people directly or obtain their home phone numbers.

Procedure	*Contact*	*Additional Information*
16. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticipated duration is 4 or more hours or that cause major road damage.) The Highway Radio Operator notifies the personnel at right that the incident has been cleared.	**Chief Maintenance Engineer** (home #) **State Traffic Engineer** (home #)	Notify the Highway Radio Operator to call these people directly or obtain their home phone numbers.
17. The Team Leader of the Incident Response Team fills out two reports.		1) Unplanned Roadway Closure Report 2) Seattle Radio Room Unplanned Road Closure Report Refer to the example copy and explanation of each report in this manual if necessary.

Procedure	*Contact*	*Additional Information*
18. The Incident Response Team and/or Maintenance and WSP personnel discuss the incident immediately after to improve future incident response.		See the *Incident Response Debriefing* section of this manual for reference. Critiques or debriefing information should be passed on to all Incident Response team members for future reference.

Unplanned Roadway Closure Report

Responsibility: Incident Response Team Leader

After every incident, you must fill out an Unplanned Roadway Closure Report. This report is submitted to the Roadway Maintenance Engineer for "total roadway closure" or "one direction closure of a divided freeway" exceeding 30 minutes.

If a major incident involves potential closure of 3 hours or more, complete the front page as soon as possible after you have arrived at the incident scene. Relay this information to the Highway Radio Operator, who will contact the Roadway Maintenance Engineer.

Conditions

- Indicate the location of the incident. SR = State Route
  MP = Mile Post (this is the most important information)
- Check off the appropriate weather and road conditions.
- Specify the time that the DOT arrived and the time the road was closed.
- Estimate the duration of the closure.
- Provide a brief description of the incident.

Closure Information

- Check one of the appropriate closure options.

Reasons for Closure

- Check all the options that apply.
- If the incident is a HAZMAT spill, obtain the ID number from DOE or look on the vehicle's placard for material identification.
  Usually the Police or WSP requests a road closure.
  Check all vehicle types that are involved.
  Count the total number of vehicles involved.

Clean-up and Traffic Control

- If this is a HAZMAT spill, identify the material spilled and its approximate quantity.
- If clean-up is required, fill out all necessary details regarding the equipment used.
- Be sure to identify who has taken responsibility for the clean-up (i.e., DOE, Fire Department, WSP).
- List WSDOT's role (usually traffic control).
- State whether traffic control or detours were needed.
- List all the agencies involved.
- Note how WSDOT was notified (by radio or phone).
- Tell whether state property was damaged.
- KA is necessary on all damages assessed to be greater than $200.00.
- List the names of all WSDOT employees on the scene.
- Obtain pertinent information about the motorists involved, if applicable.
- List the time the roadway was opened.
- Get the Maintenance Supervisor's initials on the report.

Incident Response Activity List

- Note the time that traffic control started and ended.
- Check off all equipment used at the incident scene.
- Describe how the clean-up was conducted, noting the equipment, the time clean-up started and the time it ended.
- Check off which traffic investigation method was used, if applicable.
- Were any pictures taken?
- Was the medical examiner notified?

Additional Comments

- Write down any other pertinent comments about the incident as necessary.

FROM: _____, MS _____

TO: District Maintenance Engineer, MS 119

UNPLANNED ROADWAY CLOSURE REPORT

Instructions for use:
To be filled out and submitted to the District Maintenance Engineer for 'Total Roadway Closure' or 'One Direction Closure of a Divided Freeway' exceeding 30 minutes in length.
For major incidents involving a potential closure of 3 hours' or more, complete the front page as soon as practical after arriving at the incident scene. Relay this information to Highway Radio who will in turn contact the District Maintenance Engineer.

CONDITIONS: Date of incident _____
Location of incident: SR ___ M.P. _____ County: _____
General Location:
(Distance from an Interchange or Major Landmark) _____
Weather: Rain _ Snow _ Wind _ Clear _ Cloudy _ Fog _
Road Condition: Dry _ Wet _ Ice _ Snow _
Time DOT arrived at the Scene: ____ Time Road Closed: ____
Expected Duration of Closure: ___
Brief Description of the Incident:
_____
_____

CLOSURE INFORMATION:
(Check one) _ Single Lane.....Direction __
_ Single Direction.....Direction __
_ Both Directions (Total Closure)
_ Ramp (Total Closure) Direction __

REASONS FOR CLOSURE:
_ Accident - Single Vehicle
_ Accident - Multiple Vehicle
_ Fatal Accident Investigation
_ Hazardous Material Spill ID# _____
_ Non-Hazardous Material Spill
_ Police Activity _____
_ Other: What? _____

Who requested closure? _____

Vehicles Involved (Check as many as appropriate):
Auto _, Motorcycle _, Truck _, Van _, Tanker _, Tractor-Semi _
Pickup Truck _, Pedestrian _, Bicycle _
Number of Vehicles Involved: ___

CLEAN-UP AND TRAFFIC CONTROL:
If Material Spill:
What was spilled? _____
Volume of spill (Initial Estimate) _____
Clean-up Required? Yes _ No _
If 'Yes',
what DOT equipment was used (Sweeper, Loader, Sander, etc.)?
_____
what Non-DOT equipment was involved in clean-up (Class 3 Wrecker, etc.)?
_____
Who is taking responsibility for clean-up? _____
What is DOT's role? _____

Unplanned Roadway Closure Report
continued

Traffic Control required? Yes _ No _ Detour Required? Yes _ No _
Other Agencies involved? (Check as many as appropriate)
_ WSP _ County Emergency Service
_ Fire Department _ County Police
_ Dept. of Ecology _ City Police
_ Other _____

How was DOT notified of the closure? _____
State Property damaged? Yes _ No _ KA to be set up? Yes _ No _
Names of DOT Employees Involved: _____
_____
_____
_____

Name of Driver _____ Trailer License # _____
Driver's License # _____ Insurance Company _____
Vehicle Model _____ Tow Company _____
Vehicle License # _____

Time Roadway Open: ____

Report Prepared By: _____ Date: _____
Area Superintendent Initial: _____

INCIDENT RESPONSE ACTIVITY LIST: Traffic Control _ Time Started: ____ End: ____
Equipment Used:
Diapers _ Boom _ Flares _ Portable Lights _
Absorbents _ Rollup Signs _ Mobile Phone _
Push Bumpers _ Variable Message Signs _
HAR _ Other _____

Clean Up Required:
Truck Cargo _ Off Loaded Yes _ No _ By Crane _ Hand _ Other _
Time Started: ____ Completed: ____
Clean Up Delayed to Off Peak? Yes _ No _

Traffic Investigation Unit: Tape _ Total Station _
Arrived At Scene: ____ Work Completed: ____
Pictures Attached? Yes _ No _
Medical Examiner Notified: ____ Arrived: ____

ADDITIONAL COMMENTS:

Unplanned Roadway Closure Report

Seattle Radio Room

Responsibility: Incident Response Team Leader

After every incident, you must fill out the Seattle Radio Room, Unplanned Road Closure Report. The Highway Radio Operator is also responsible for this function.

Conditions

- Specify the State Route (SR), Mile Post (MP), County, and nearest major landmark of the incident scene.
- Provide a description of the incident.
- Define any hazardous materials present.
- Note when the DOE was notified.

Response Information

- List the radio number of each maintenance person on the scene and the time he or she was requested. In addition, note the time that he or she arrived on the scene.
- If any additional maintenance crews were required, list the unit's number and time it was in service.
- List any additional DOT equipment required.

Initial Closure Information

- List who closed the roadway.
- Specify which lanes were closed and by whom (lane one is the right hand lane).

WSDOT Closure Information

- List who requested the road closure and when.
- Indicate whether the road closure was total.
- Indicate which lanes were closed and when they were reopened.

- Indicate any on- or off-ramps that were closed and the time they were reopened.
- List any detour information if necessary.

Notes

- List any additional comments that pertain to the incident.

Unplanned Roadway Closure Report
Seattle Radio Room

continued

SEATTLE RADIO ROOM
UNPLANNED ROAD CLOSURE REPORT

DATE: _____ COMM SPEC PREPARING REPORT _____
TIME RADIO ROOM ADVISED _____

LOCATION AND ACCIDENT INFORMATION

LOCATION OF INCIDENT: SR _____ MP _____ COUNTY _____

_____ MI. / FT. FROM _____
(INTERCHANGE, BRIDGE, OR LANDMARK)

ACCIDENT DESCRIPTION _____

HAZARDOUS MATERIAL YES / NO _____ (ID#) DOE ADV YES / NO
DOE ADV BY _____
NONHAZARDOUS MATERIAL YES / NO _____ (ID#) TIME DOE ADV _____

RESPONSE INFORMATION

	TIME IN SERVICE		TIME AT SCENE	
1ST	_____	TIME _____	_____	TIME _____
2ND	_____	TIME _____	_____	TIME _____
3RD	_____	TIME _____	_____	TIME _____
4TH	_____	TIME _____	_____	TIME _____
5TH	_____	TIME _____	_____	TIME _____

ADDITIONAL MAINT. CREW REQUIRED YES / NO
UNIT _____ TIME I/S _____
UNIT _____ TIME I/S _____
UNIT _____ TIME I/S _____

DOT EQUIPMENT REQUIRED _____

INITIAL CLOSURE INFORMATION

HAS ROAD BEEN CLOSED BY NON DOT AGENCY YES / NO

NORTHBOUND / WESTBOUND			SOUTHBOUND / EASTBOUND		
LANE 1 CLOSED	_____	BY _____	LANE 1 CLOSED	_____	BY _____
LANE 2 CLOSED	_____	BY _____	LANE 2 CLOSED	_____	BY _____
LANE 3 CLOSED	_____	BY _____	LANE 3 CLOSED	_____	BY _____
LANE 4 CLOSED	_____	BY _____	LANE 4 CLOSED	_____	BY _____

TIME DOT ASSUMED CLOSURE _____

continued

DOT CLOSURE INFORMATION

CLOSURE REQUESTED BY _____ AT _____

TOTAL CLOSURE YES / NO _____ (DIRECTION) TIME CLOSED _____ TIME OPEN _____

(IF TOTAL CLOSURE SKIP TO "ONRAMP CLOSED")

_____ (NUMBER) LANES CLOSED _____ (DIRECTION)

NORTHBOUND / WESTBOUND				SOUTHBOUND / EASTBOUND			
LANE 1 CLOSED	_____ (TIME)	OPENED	_____ (TIME)	LANE 1 CLOSED	_____ (TIME)	OPENED	_____ (TIME)
LANE 2 CLOSED	_____ (TIME)	OPENED	_____ (TIME)	LANE 2 CLOSED	_____ (TIME)	OPENED	_____ (TIME)
LANE 3 CLOSED	_____ (TIME)	OPENED	_____ (TIME)	LANE 3 CLOSED	_____ (TIME)	OPENED	_____ (TIME)
LANE 4 CLOSED	_____ (TIME)	OPENED	_____ (TIME)	LANE 4 CLOSED	_____ (TIME)	OPENED	_____ (TIME)

ONRAMP CLOSED YES / NO _____ (IDENTIFY ONRAMP) TIME CLOSED _____ TIME OPEN _____

ONRAMP CLOSED YES / NO _____ (IDENTIFY ONRAMP) TIME CLOSED _____ TIME OPEN _____

OFFRAMP CLOSED YES / NO _____ (IDENTIFY OFFRAMP) TIME CLOSED _____ TIME OPEN _____

OFFRAMP CLOSED YES / NO _____ (IDENTIFY OFFRAMP) TIME CLOSED _____ TIME OPEN _____

DETOUR YES / NO _____ (DETOUR ROUTE)

_____ (DETOUR ROUTE)

_____ (DETOUR ROUTE)

NOTES

TIME	TEXT

Contents

When you call in the status of an incident scene, make sure to properly define it by using these standard definitions.

Roadway Open

The roadway is open if traffic control has been established and traffic is getting by the scene. On a two-way facility, both directions of traffic must be moving.

Roadway Closed

The roadway is closed if traffic is not moving past the incident scene. On a two-way facility, the roadway is defined as closed even if traffic is blocked in only one direction. This is called a single direction closure.

Roadway Clear

The roadway is clear if the incident has been removed and traffic has returned to normal operation.

Standard traffic control schemes may not be possible to set up in every emergency situation. One of your goals is to make every effort to conform to accepted standards. However, when conditions prohibit their use, you are allowed to do whatever is necessary to clear the incident as soon as possible.

Furthermore, in situations where additional personnel are available to assist with the traffic control, you should make every effort to inform motorists as early as possible of the upcoming incident. Arrowboards placed far enough ahead of the queue will forewarn motorists of the incident and give them an opportunity to exit the freeway.

Where available and applicable, the HAR and VMS systems should also be used to provide motorists with advance warning about incidents and restricted conditions.

Taper Formula

L= W x S for 45 mph or greater
L= (W x S2)/60 for 40 mph or less

where
L= Minimum desired taper length
W= Width of offset
S= Posted speed limit

Length and Device Spacing for Lane Closure Tapers

Speed Limit (mph)	Minimum Taper Length			Min. # Cones (*) for Taper of 12 ft Lane	Max. Cone Spacing in Feet	
	Lane Width in ft.				Along taper/After taper	
	10	11	12			
20	70	75	80	5	20	40
25	105	115	125	6	25	50
30	150	165	180	7	30	60
35	205	225	245	8	35	70
40	270	295	320	9	40	80
45	450	495	540	13	45	90
50	500	550	600	13	50	100
55	550	605	660	13	50	100
60	600	660	720	14	50	100
65	650	715	780	16	50	100

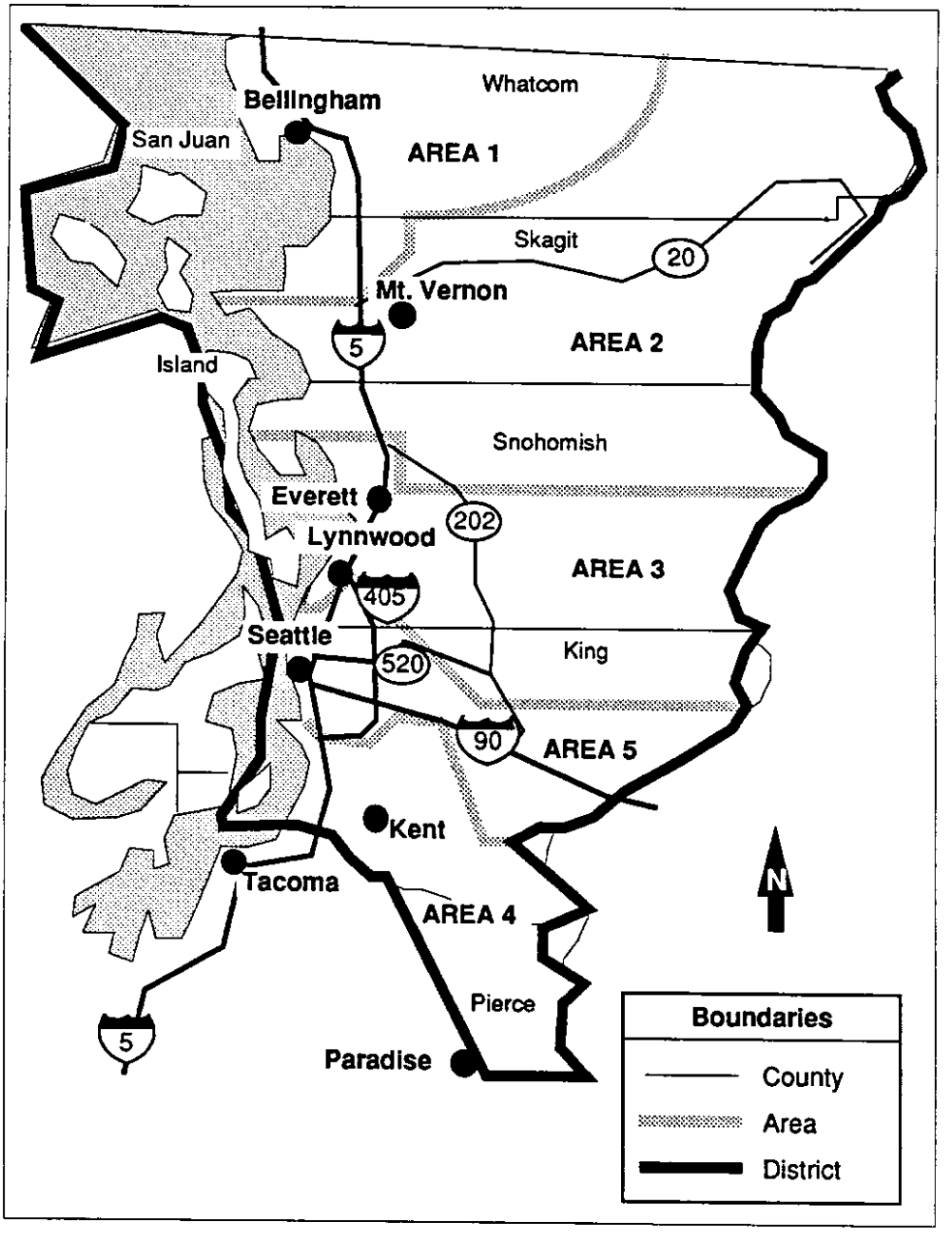
* *white reflective sleeves over traffic cones should be used for nighttime separation of two-way traffic along the centerline.*

For Reference

Manual on Uniform Traffic Control Devices (MUTCD)
1988 Edition
USDOT and FHWA

ATSSA Guide for Work Area Traffic Control (American Traffic Safety Services Association)
1984, 2nd Edition
Russell M. Lewis, Ph.D., P.E.

WSDOT District 1 Maintenance Areas



Maintenance area office locations are under *Contact Lists* on pages 3-3 through 3-5.
Locations of maintenance sheds and equipment are on pages 2-5 through 2-6.

Area	*Address*	*Equipment*
Area 1	Bellingham Area Office 512 Sunset Drive Bellingham, WA 98225	
Maple Falls	7516 Mt. Baker Hwy/SR 542 Maple Falls, WA	Trucks, loader, 1-1/2 c.y. track mounted excavator, 5 ton knuckleboom crane on flatbed truck.
Custer	Stockpile site only	
Shuksan	14600 Mt. Baker Highway	Loader
Alger	I-5 1 mile east of freeway	Truck and pickup
Area 2	Mt. Vernon Area Office 1783 Cedardale Road Mt. Vernon, WA 98273	
Arlington	521 S. Olympic Arlington, WA 98223	Front end loader
Coupeville	610 W. SR 20 Coupeville, WA 98239	Front end loader
Hazel	31509 Hwy SR 530 E. Arlington, WA 98223	Front end loader
Newhalem	502 Newhalem St. SR 20 Newhalem, WA 98283	Front end loader
Sedro Woolley	901 Bennett Sedro Woolley, WA 98284	Front end loader

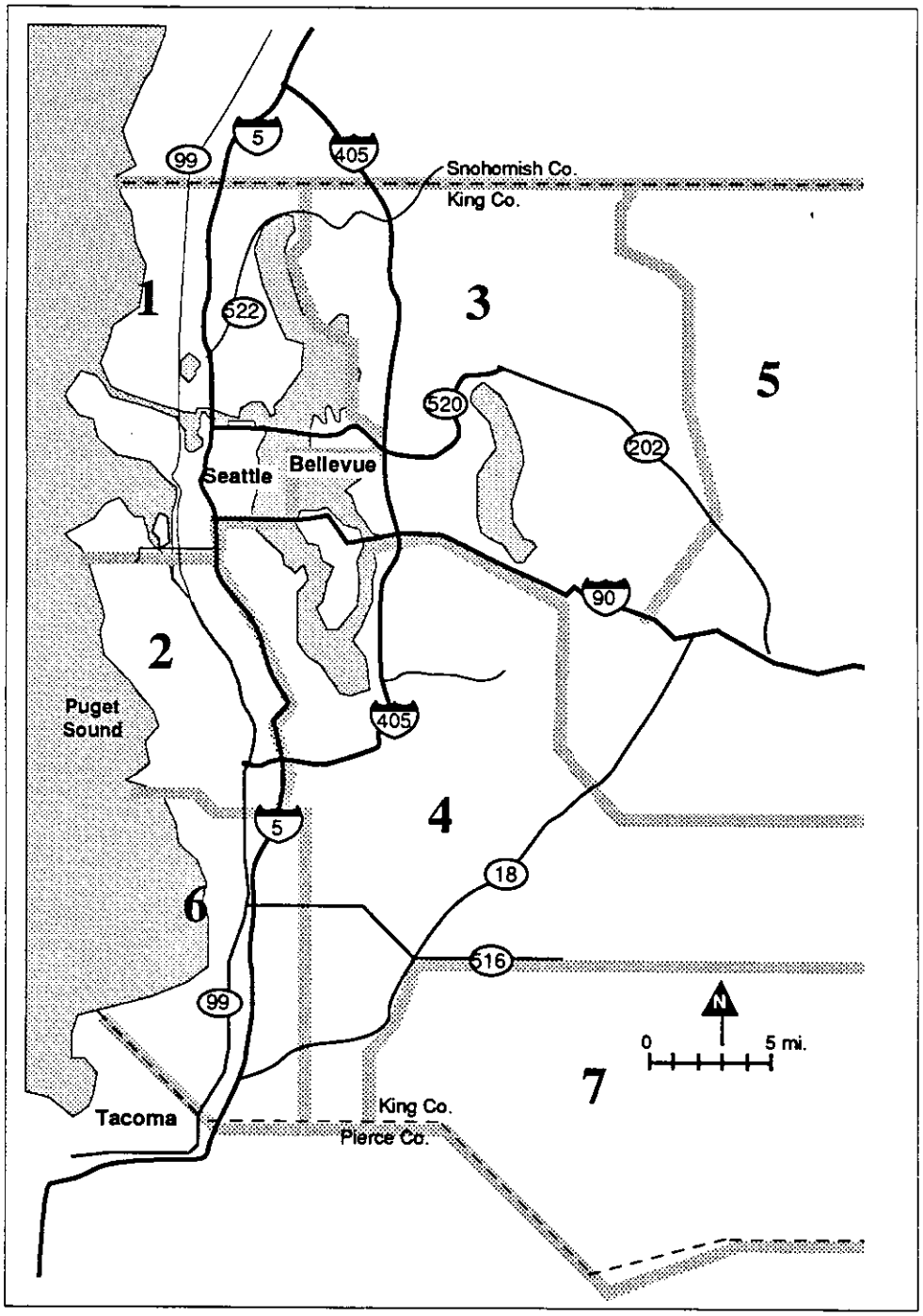
Area	*Address*	*Equipment*
Area 3	Everett Area Office 709 N. Broadway Box 627 Everett, WA 98207	
Monroe	14200 Cascade View Drive	Loaders, trucks, etc., may be based at various yards, but verification of availability should be obtained at area headquarters in Everett.
Skykomish	73930 NE Old Cascade Hwy Skykomish, WA 98288	
Area 4	Kent Area Office 26620 68th Ave. S. Kent, WA 98031	
Kent	26620 68th Ave. S. Kent, WA 98032	Incident response truck
Enumclaw	333 Griffin Ave. Enumclaw, WA	Loaders, truck, etc. may be based at various yards, but verification of availability should be obtained at area headquarters in Kent.
Crystal Creek		
Geneva	3722 S. 344th St. Auburn, WA 98002	
Renton	2740 N.E. 3rd Renton, WA 98055	
Area 5	Bellevue Area Office 10833 Northup Way NE Bellevue, WA 98004	
Bellevue	10833 Northup Way Bellevue, WA 98004	Dump truck, backhoe, sweeper, flusher

WSDOT Maintenance Sheds and Equipment
continued

Area	*Address*	*Equipment*
Ballinger	1025 N. 205th	Dump truck, front end loader, sweeper
Preston	29726 S.E. Preston Way Issaquah, WA 98027	Dump truck, front end loader
Spokane St.	450 S. Spokane St. Seattle, WA	Flusher, truck, boom truck, vactor

State Patrol Zones Within the Puget Sound Region

WSP office locations are provided under *Contact Lists* on pages 3-8 and 3-9.



The proper training of Incident Response Personnel is an integral part of successful incident response in the field. Therefore, education in the following areas is highly recommended.

Area	*Training*
CPR	Initial training course, with periodic refreshers or updates.
Basic first aid	Initial training course, with periodic refreshers or updates.
Radio communication, with emphasis on reporting	• Each agency trains its employees in its own communication procedures and terminology. • Briefing by Seattle Radio on its procedures.
Traffic control strategies	• WSDOT traffic control course. • Traffic control section in this manual.
Public relations	• WSDOT "Dealing with the Public" course. • See the Incident Response Team Leader.
Incident command system training	On-the-job training.
Basic hazardous materials identification training	• Hazardous Material Incidents section in this and manual. • Course available through WSDOT put on by the county fire department and hazardous material personnel.

Area	*Training*
Removal of disabled vehicles	Disabled Vehicle Removal section in this manual.
Working knowledge of how to use the equipment in the response vehicle	On-the-job training.
General knowledge of departmental procedures and policies of each of the responding agencies	On-the-job training.
Fatal or felony accident	Briefing from the WSP Accident Investigation Team

For incident response to work effectively in the field, the proper vehicles and equipment are needed.

Vehicles

Full-sized, four-wheel drive, extended cab pickup trucks with a utility box bed should be assigned to your team leader.

Equipment

Each response vehicle should have a standardized loading plan for uniformity. A copy of this loading plan should be kept in plain view. All storage compartments and containers should have a label detailing their contents. Each response vehicle should be stocked with the following equipment:

Containment Materials

- trash can full of absorbent
- trash can full of sand
- trash can full of diapers (white foam pads used to absorb diesel or oil)
- shovel
- broom
- coveralls
- spotting scopes (as opposed to binoculars)

Traffic Control Devices

- traffic cones with white reflective sleeves
- pylons with hashboards (for ramp closures)
- arrowboard mounted above the truck
- traffic vests, 3 or 4 extras
- flashlight w/fluorescent cones (for flagging)
- warning signs and stands
- safety vests
- flare igniter
- fluid pumping system with 55 gal. storage barrel

Communication Devices

- cellular telephone
- radio (low and high band), 3 or 4 extras

Other Equipment

- hard hats
- marking paint
- fuses
- camera and film
- flares
- backpack air blower (to remove glass from the scene)
- push bumper
- spotlights
- light bar
- electrical generator
- WSP-style first aid kit
- two large fire extinguishers (20 BC or larger)
- spare fuel can (5 gallons)
- loudspeaker
- storm awning

Documents

- *1987 Emergency Response Guide* (for HAZMAT situations)
- *MUTCD*
- *ATSSA Guide for Work Area Traffic Control*
- Thomas Brothers Maps
- *WSDOT Incident Response Guide - Field Reference*

Material Storage Sites

The Washington State Department of Transportation will set up four locations for material storage sites. These sites will contain various consumable supplies needed to deal with hazardous material incidents on the freeway system.

Location

TSMC 811 E. Roanoke Seattle, WA 98102		Existing
North State Patrol Office 15050 15th Avenue NE Seattle, WA 98155	(206) 545-6667	To be set up
South State Patrol Office 15666 Pacific Highway South Seattle, WA 98188	(206) 464-6317	To be set up
East State Patrol Office 2803 156th Avenue SE Bellevue, WA 98007	(206) 455-7700	To be set up

Contents

- kitty litter
- absorbent pads
- marking paint (fluorescent)
- plug and dike materials
- small booms

Restocking of Materials

The incident response engineer is responsible for keeping all of the storage sites stocked with materials. If a storage site is low on supplies, a field order form should be filled out as soon as possible.

Equipment from the Maintenance Area Offices

The equipment most often used from the maintenance area offices are large pieces of heavy equipment. Such items include the following:

- dump trucks
- front-end loaders
- sweepers
- sanders
- motor graders
- boom trucks
- cranes
- trucks with arrowboards

Additional supplies are also available from the maintenance area offices. These items include the following:

- road signs
- barrels
- flares
- portable telephones
- traffic cones
- flags
- portable VMS
- sand

Occasionally, the DOT cannot provide this equipment quickly enough for the Incident Response Teams or simply does not have a specific piece of heavy equipment available. During these times, you must obtain the equipment from other sources. Work with the Radio Room to request additional equipment. The Radio Room maintains contact lists for this purpose. The on-site incident response team leader has the authority to request rental equipment or equipment from other sources.

Source	*Contact*
Other municipalities	Notify the Highway Radio Operator to call the municipality dispatches.
Other counties	Notify the Highway Radio Operator to call the county dispatches.

Contents

Communication with people who can assist during incidents is extremely important. Usually dispatchers possess and maintain all of the contacts needed during emergency conditions. Therefore, all calls and requests should be made through the Highway Radio Operator to track and log all incident details. However, sometimes you may find access to the emergency numbers useful as a reference. After all, communication with those agencies allows corrective action to be taken as quickly as possible.

You and other on-site personnel should determine what will be needed immediately, as well as over the next few hours. Certain types of equipment may require time to get to the incident scene. Therefore, to save time, plan ahead to ensure that the appropriate agencies and equipment are available when needed.

Maintenance Superintendents and Supervisors

Area		*Location*	*Phone*	*SCAN*
Area 1	Superintendent	512 Sunset Drive Bellingham, WA 98225	**676-2100**	**738-2100**
	Supervisor	Bellingham	**676-2100**	
	Supervisor	Maple Falls Custer Shuksan	**599-2886** 366-5052 Use Radio	
	Supervisor	Alger	**724-3271**	
Area 2	Superintendent	1783 Cedardale Road Mt. Vernon, WA 98273	**428-1386**	**542-1386**
	Supervisor	Mt. Vernon Coupeville Newhalem Sedro Woolley	**428-1386** 678-5222 Operator 855-0373	 7-4336
	Supervisor	Mt. Vernon Hazel Arlington	**428-1386** 435-3695 435-4343	
Area 3	Superintendent	709 N. Broadway Box 627 Everett, WA 98207	**339-1780**	**261-1780**
	Supervisor	Everett	**339-1780**	**261-1780**

Area		*Location*	*Phone*	*SCAN*
	Supervisor	Monroe	**339-1773**	**261-1773**
			794-7235	
		Skykomish	677-2322	
Area 4	Superintendent	26620 68th Ave. S. Kent, WA 98031	**872-6470**	**252-6470**
	Supervisor	Kent	**872-6470**	**252-6470**
		Geneva	939-1532	
	Supervisor	Enumclaw	**931-3995**	**447-3995**
		Crystal Creek	663-2232	
		Renton	226-1532	
Area 5	Superintendent	10833 Northup Way NE Bellevue, WA 98004	**822-4161**	**658-7114**
	Supervisor	Bellevue	**455-7115**	**658-7115**
		Preston	222-5137	
	Supervisor	Ballinger	**776-6014**	
		Spokane Street	764-4254	443-4254
	Supervisor	Mt. Baker Ridge Tunnel	**587-5071**	**347-5071**
		Mercer Island Tunnel	587-5074	347-5074

Area	*Location*	*Phone*	*SCAN*
Facilities Engineer			
		768-5705	**493-5705**
Operations Engineer			
	15325 SE 30th Bellevue, WA 98007	**562-4030**	**638-4030**
Branch 6			
Equipment	6431 Corson Avenue S. Seattle, WA 98108	**768-5821**	**493-5821**
	Seattle TEF Shop	764-4003	443-4003
Branch 7			
Signals Maintenance	3700 9th Avenue S. Seattle, WA 98108	**764-4250** 764-4007	**443-4250** 443-4007
	Electronics Shop	764-4018	443-4018
	Seattle Electrical Shop	764-4018	443-4010
	Everett Electrical Shop	239-1777	261-1777
	Mt. Vernon Elec. Shop	424-3281	542-1577
Branch 9			
Bridge Maintenance	10833 Northup Way NE Bellevue, WA 98004	**822-4163** 822-4163	**658-7139** 455-7139
	Everett	339-1778	261-1778
	Evrgn Pt. Floating Bridge	822-4163	658-7139
	Lacy V. Murrow Bridge	822-4163	658-7139

Washington State Department of Transportation District 1

January 1990

Contact	*Location*	*Phone*	*SCAN*
Traffic Systems Manager	15325 SE 30th Place Bellevue, WA 98007	562-4251	638-4251
Incident Response Engrs	811 East Roanoke St. Seattle, WA 98102	464-5838	
Public Affairs Officer	15325 SE 30th Place Bellevue, WA 98007	562-4206	638-4206
Roadway Maint. Engr	15325 SE 30th Place Bellevue, WA 98007	562-4271	638-4271
Freeway Systems Engr	811 E. Roanoke Street Seattle, WA 98102	464-7592	
Highway Radio Operators	811 East Roanoke Street Seattle, WA 98102	764-4100	443-4100
Public Information	15325 SE 30th Place Bellevue, WA 98007	562-4136	638-4136
Operations Engineer	15325 SE 30th Place Bellevue, WA 98007	562-4030	638-4030

Washington State Department of Transportation: Headquarters

January 1990

Contact	*Location*	*Phone*	*SCAN*
State Traffic Engineer	1C20 Transportation Bldg Olympia, WA 98504	753-6090	234-6090
Chief Maintenance Engineer	1C4 Transportation Bldg Olympia, WA 98504	753-4776	234-4776
State Public Info. Officers	3D19 Transportation Bldg Olympia, WA 98504	753-2150	234-2150

Washington
State Patrol
King County

September1990

Zone	*Location*	*Phone*	*Cellular Phone*
Zone 1	North Precinct	455-7720	948-8774
Zone 2	South Precinct	455-7720	948-9797
Zone 3	Bellevue, WA	455-7741 455-7742	948-8789
Zone 4	Seattle, WA	464-6317	948-8788
Zone 5	North Bend, WA	455-7770	None
Zone 6	South Precinct	464-6317	948-9798
Zone 7	Enumclaw, WA	852-6154	None

Washington State Patrol North District

September 1990

Area	*Location*	*Phone*
Everett	3202 20th St. Everett, WA 98201	259-8585* 339-1700
Bellingham	2600 McLeod Road Bellingham, WA 98225	676-2076 259-8585
Monroe	209 E. Main St. Monroe, WA 98272	794-5800 259-8585
Burlington	1174 Chuckanut Drive Burlington, WA 98233	754-2004 259-8585
Oak Harbor	4086 400th Ave. W. Oak Harbor, WA 98277	675-0710 259-8585

*This number can dispatch from any location

Departments of Emergency Management

July 1990

Departments of Emergency Management are responsible for disaster management in natural, accidental, and intentional emergencies. These agencies have established comprehensive plans of action, supplies, equipment, and personnel available at a moment's notice. The coordinators can assist you if necessary.

Contact	*Location*	*Phone*	*SCAN*
King County			
EA 46	King County Courthouse Seattle, WA 98104	296-3830	667-3830
Office of EM	16623 SE 176th Place Renton, WA 98055	296-3858	667-3858
Pierce County			
DEM	930 Tacoma Avenue County-City Bldg, #B-33 Tacoma, WA 98402	591-7470	236-7470
Skagit County			
DEM	Co. Adm. Bldg., Rm 203 3rd and Kincaid Mt. Vernon, WA 98273	336-9403	554-9403
Snohomish County and South Snohomish County			
DEM, Snohomish Co	1907 Everett Avenue Everett, WA 98201	258-6461	
ESCA/SNOCOM	6204 215th St. S.W. Mountlake Terrace, WA 98043	776-3722	775-4545 SNOCOM Emergency

Hazardous Material Chemical Response Teams

October 1989

The EPA will deal with hazardous material spills in the bay area, and the DOE will respond to emergencies on the roadway. WDOT personnel do not directly call agencies other than the EPA and DOE for hazardous material response.

Environmental Protection Agency 24-hour environmental emergency	442-1200 or 442-1263
Department of Ecology 24-hour - Redmond	867-7000

Recovery Companies

December 1990

Only the WSP Dispatch or the Incident Response Team are authorized to call tow truck companies for recovering vehicles.

Contact	*Location*	*Phone*
Pete's Towing 15 to 20 people	21841 Pacific Highway South Seattle, WA 98108	West: 878-8400 East: 852-1050
Dick's Towing Max. = 45 tons	2012 S. 146th Street Seattle, WA 98168	234-6268 or 243-1647
Bill's Towing Max. = 60 tons	1240 South Sprague Tacoma, WA 98405	272-9393

Contents

Parking Incident Response Vehicles at the Scene

Maintaining traffic flow is an important part of dealing with an incident. With the exception of vehicles parked to secure the incident scene, your vehicle should be parked on the shoulder to keep from blocking any additional lanes of traffic. The main goal is to keep as many lanes of traffic open as possible.

The use of emergency flashing lights to alert oncoming motorists that an incident has occurred can be positive or negative, depending on the time of day. Flashing lights are a must when vehicles will be travelling on the shoulder or next to it at high speeds, especially at night. Flashing lights and rotators are also important aids in getting to the scene. However, flashing lights can distract motorists if they are used unnecessarily. The distraction causes increased congestion at the scene of the incident. Arrowboards should be set up once the incident response vehicle has arrived at the incident scene. Incident Response vehicles may use the following guidelines.

Use Flashing Lights

- If the incident occurs on freeway lanes.
- When vehicles are travelling on the shoulder.
- When traffic is passing by at high speeds.

Do Not Use Flashing Lights

- During the daytime when the light is sufficient for motorists to see the Incident Response vehicle.
- When traffic is already passing by slowly.

A command post is crucial for major incidents. This location becomes the center of all communication among and coordination of the responding agencies. The command post can be any location near the incident and may be as simple as the hood of a patrol car. A flag should be used to indicate the command post for easier identification. The Washington State Patrol should provide this flag. The location should be clear to all responding agencies through the use of communication channels. This way, everyone knows exactly where to report.

For some major incidents, large amounts of equipment may be needed to clear the area. These pieces of equipment arrive at the scene intermittently. To avoid confusion, a staging area must be created to organize the equipment and designate its use. The DOT will probably be the primary user of the staging area because most of the equipment comes from the Maintenance Division. The maintenance area office of the DOT should be told the location of the staging area so that no problems will arise when new equipment arrives.

The staging area site should be selected by both the incident commander and the agencies utilizing the staging area. Normally this area is at least 1/2 mile away from the incident area and near a shoulder so that it is not a further hindrance. Furthermore, agencies using this staging area should not have to weave through traffic to access it.

Removing vehicles that block the roadway can be a major step in opening lanes of traffic and relieving congestion. Push bumpers now provide incident response vehicles and patrol cars with the capability to push vehicles with various bumper designs off the roadway quickly and safely.

The longer congestion exists, the higher is the probability that a secondary accident will occur. Therefore, it is important for someone to clear the vehicle out of the roadway as soon as possible. Pushing vehicles off the roadway can be an effective and simple way of accomplishing this task.

You have the authority to clear obstructions to open the roadway as soon as possible. (RCW 47.32.130 says that the state is empowered to deem any object on a state highway dangerous to travel and remove it.) This may increase the state's exposure for potential tort action. However, your main concern is to work for the greater good of the motoring public, and this goal outweighs any damages to private property that could be incurred.

The recommended procedures for pushing vehicles off the roadway are as follows:

1. **Always** obtain driver permission before pushing the vehicle off to the shoulder (except if the vehicle is a hazard or interrupting the flow of traffic on a bridge facility).

2. Make sure that the driver knows of where you are pushing the vehicle. He/she must understand the direction to steer. Also, remind the driver that the power steering or brakes may not be functioning.

3. Guide the driver by giving instructions through the loudspeaker.

4. Push the vehicle to the nearest shoulder. Do not cross traffic to clear a vehicle unless it is absolutely necessary.

5. Ensure that the bumper connection is well fit.

6. Do not push the vehicle too quickly.

Push Vehicles When

- The vehicle is stalled or disabled, but its wheels are free to roll.
- The incident response vehicle has compatible bumpers or push bumpers.
- The vehicle is no larger than a pickup.
- The driver is capable of steering the vehicle to the side of the roadway.

Do Not Push Vehicles When

- The vehicle is too large to move.
- The wheels are locked. (We may push in a severe emergency.)
- The driver is not capable of steering the vehicle to the shoulder.
- There are injuries.
- The driver is suspected of being impaired by a substance such as alcohol.
- No shoulder or gore area exists within a reasonable distance to move the vehicle to.

If pushing the vehicle is not feasible, notify the WSP to call a tow truck.

Obtain Help

Notify WSDOT Dispatch to call the WSP for assistance. Inform Dispatch of all the incident details. They will call DOE for additional assistance.

Approach with Caution

Approach the incident scene upwind, and stay clear of all spills, fumes, vapors, and smoke. Do not assume that odorless vapors or fumes are harmless. Do not attempt to enter the incident scene until you are sure of what you are facing. Use spotting scopes to determine the type of material spill from a distance. You can **not** help others until the hazards have been completely identified.

Identify the Hazardous Material

Placards, container labels, shipping papers, and/or knowledgeable people on the incident scene can be valuable sources of information. Evaluate and consult them all. Use the *1987 Emergency Response Guidebook* for the following procedures.

A. Obtain the Material Identification Number
   1. Find the four-digit ID number on the placard or orange panel
   2. Find the four-digit ID number on the shipping papers or package. Shipping papers should be located in a pouch on the driver's door, in clear view of the truck driver's seat, or on the seat itself.
   3. Find the name of the substance on the shipping papers, placard, or package

B. Find the Guidance Number
   1. By using the ID number index (yellow pages)
   2. By using the Name of the Material Index (blue pages)
   3. By using the List of Explosives Guide
      page 46 Explosives A, B, and Blasting Agents
      page 50 Explosives C

NOTE:

- If you do not get a guide # page and see a placard, match it to the placards in the back of the manual and use that guide # page.
- If the substance is unidentifiable, notify the WSP to call DOE.

C. Follow Procedures

1. Find the procedures that correspond with the appropriate guide number (white pages with the orange rim)

Secure the Scene

Do not enter the hazardous area. Isolate the area to protect people and the environment. Prevent all unnecessary people from entering the scene. In conjunction with the WSP, set up the hazardous material structure as follows with green, yellow, and red zones.

RED:	The "HOT SPOT." No one should be allowed in this area unless specifically trained in HAZMAT identification and/ or clean up.
YELLOW:	This area is designated for the DOE and the Fire Department. These agencies set up their equipment and coordinate with their personnel on the scene.
GREEN:	This area is for the WSDOT. Incident Response Personnel can establish a command center, coordinate with all of the responding agencies, and set up traffic control around the affected area.

In the event of fatalities or suspected felonies (i.e., hit and runs), **extreme care** must be taken to preserve evidence at the scene. Traffic should be routed around all physical evidence (i.e., skid marks, broken glass, automobile parts) if possible. All response team members should be aware of this and take necessary precautions. Be careful of where you walk and what you move.

Please note that the medical examiner must examine any bodies before they can be removed from the incident scene.

The VMS and HAR systems help warn motorists of roadway/lane closures and other traffic incidents. The following is are a brief outline of the VMS/HAR procedures. Use the *Variable Message Sign (VMS) and Highway Advisory Radio (HAR) Systems Manual* by WSDOT, 1990 for more details and instructions.

Procedures	*Contact*	*Information*
1. Refer to Figures 1 and 2 on pages 4-12 and 4-13 for the locations of the VMS and HAR sites.		
2. Notify the DOT Highway Radio Operator of the incident.		
WSP Trooper	WSP Dispatch by radio (WSP Dispatch will notify DOT Highway Radio)	Provide the following: • specific incident details • the VMS sign number • the message desired • HAR sites, when needed
WSDOT Personnel	DOT Highway Radio using high band radio	Same as above
FOR EMERGENCIES:	DOT Highway Radio by phone 764-4100	Same as above

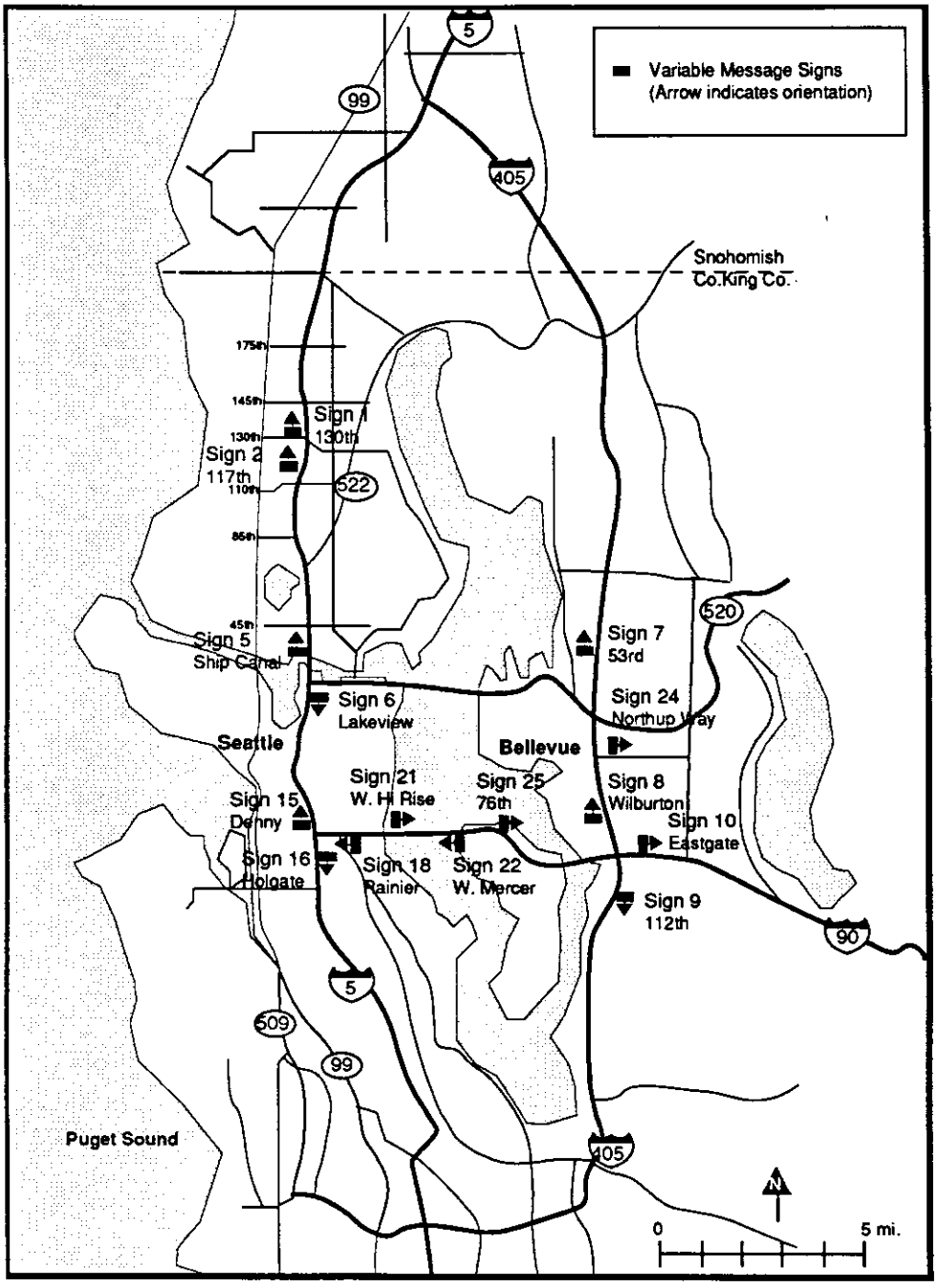
Procedures	*Contact*	*Information*
3. Inform the DOT Highway Radio Operator when the incident has been cleared. Request that the message(s) be deleted.		The message will be deleted as soon as possible.
4. Conduct a follow-up to ensure that the message(s) have been deleted.		

VMS and HAR are not to be used in place of traffic control, as outlined in the *Manual on Uniform Traffic Control Devices.*

Seattle Area Variable Message Sign Sites

January 1990

Seattle Radio
764-4100



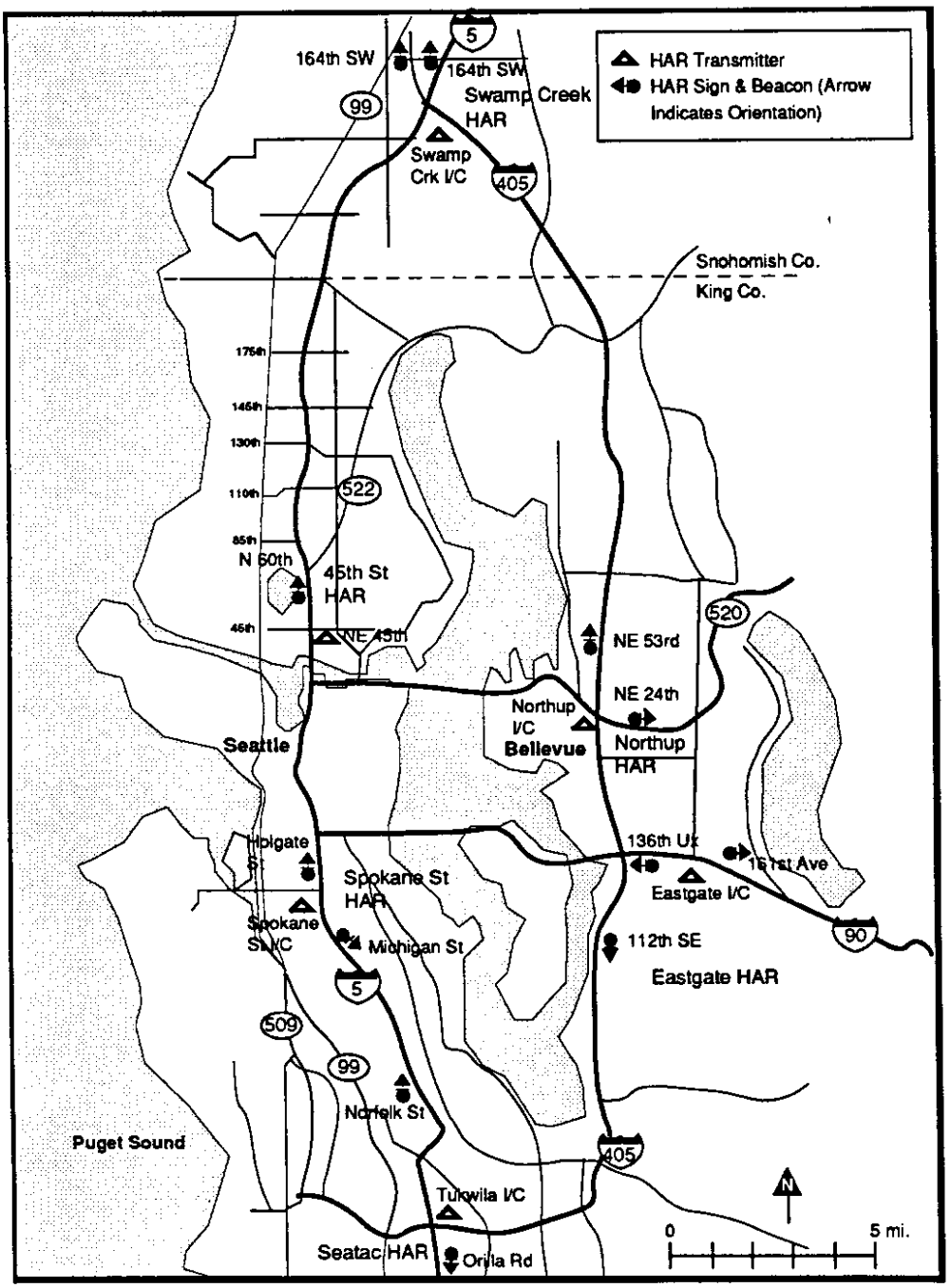
Other locations:

WB I-90 east of SR-18
NB I-5 south of SR-18
SB I-5 north of S. 320th

Seattle Area Highway Advisory Radio Sites

January 1990

Seattle Radio
764-4100



OSCCR: On-Scene Command and Communication Radio Network

Background

The WSDOT has acquired the OSCCR frequency for interagency communication. Although the program was established in 1986-87 by APCO, it has only been used extensively in the last 6 months. It is a valuable asset to incident response because a universal frequency for all agencies to share does not exist at this time.

Capabilities

OSCCR is a dedicated, on-site emergency frequency for use by dissimilar agencies at the scene of an incident (no base stations are allowed). Its capabilities allow it to transmit and receive communication among agencies over a range of 1-5 miles (portables - 1 mile, mobiles - 5 miles). OSCCR can be a powerful tool for quickly communicating incident details to all responding agencies.

Obtaining Permission for its Use

Other agencies are allowed to use the OSCCR network if they obtain a permit for its operation from the Department of Emergency Management. Any agency is granted permission, as long as it has a valid need for access to OSCCR. Agreements expire at the end of the licensed term. If an agency abuses its privileges, then the permit will be revoked and not renewed. Therefore, never use OSCCR to communicate with your own agency – use your dispatch or another frequency.

It is important to remember to use OSCCR only for emergency purposes. The OSCCR network causes interference to other channels. Most agencies accept this interference as a part of the OSCCR privilege.

Training

No official or formal training is required to use the OSCCR network. Each agency provides its own type of communication training for its employees. Only the head commanders of dissimilar agencies are allowed to use

OSCCR at the incident scene. Rules include speaking in a clear voice and using plain English (no agency jargon or lingo).

Agencies That Are Authorized to Use OSCCR (King County)

Washington State Department of Transportation
Washington State Patrol
King County Emergency Medical Services
Fire District No(s). 2, 10, 13, 16, 20, 25, 36, 39, 43
City of Des Moines Police Department

The decision makers of other agencies who need to use the OSCCR frequency during an on-scene, multi-agency emergency may use it as long as they abide by all of the OSCCR regulations. If these people need to be informed of details, they may be given a radio with the OSCCR frequency at the incident scene. This may occur only when the communication is deemed necessary by the WSDOT.

Other agencies who may be given access to the OSCCR frequency are are follows:

Fire Departments	Police Departments	Ambulances
Public Utilities	Department of Ecology	Hospitals
Municipalities		

Additional Information

Contact: Radio Engineer
Communication Planning
6431 Corson Avenue South
Seattle, WA 98108
768-5750 or
Olympia: 753-1787/SCAN 234-1787

During the course of a major incident, the media need to be informed. This contact can be best handled by a Public Affairs spokesperson. In this manner, the pressure to inform the public while dealing with the incident does not burden the personnel at the scene.

This spokesperson can more efficiently inform the media when you provide him/her with accurate and timely updates on traffic conditions, which, when passed on to the public, help to alleviate some of the congestion problems that the incident area may face. Thus, reducing the impacts of the incident by informing the media is a crucial part of incident management.

Assistance may also be attained from airborne traffic reporters in the area. Information about the current traffic conditions can be valuable in helping you get to the incident scene.

To maintain and improve the efficiency of the Incident Response Program, debriefing should occur immediately after the incident has been cleared. The main goals of these meetings are to critique the procedures used and any decisions made and to determine whether future responses could be improved in any way (i.e., by restructuring the procedures, adding extra resources, or modifying the paperwork).

Personnel in attendance should include the incident response personnel, State Patrol, Maintenance Division, fire department, and police, as well as any other responding agencies who were involved in the incident.

Below are some guidelines for conducting the incident response debriefing.

Setting Up a Debriefing

The WSDOT person in charge of the incident response is responsible for setting up the debriefing. After the incident has been cleared, notify all the agencies of the location of the debriefing session (usually the nearest restaurant). Conducting the debriefing immediately after the incident ensures that all of the affected agencies are present at the debriefing and efforts to schedule future meetings will not be necessary. If a debriefing meeting can not be scheduled immediately following the incident, then the meeting should be scheduled no later than 7 days after the incident.

Format

During each debriefing, the following steps may be appropriate, depending on the type of incident.

- Recreate the incident chronology.
- Each agency should offer input on the positive and negative aspects of the operation.
- Each agency should suggest possible improvements.
- Discuss the suggestions and determine what changes are needed.
- End discussions on a positive note.

Graphic Aids

Graphic aids or videotapes can be useful in reviewing incident response procedures. If these are not available, an area of interest map should be provided. This is most helpful when major incidents are reviewed at a later date.

Documentation

At least one person attending the debriefing should be in charge of documenting the results. The main point of documentation is to list the lessons learned and note any changes in procedure for future incidents.