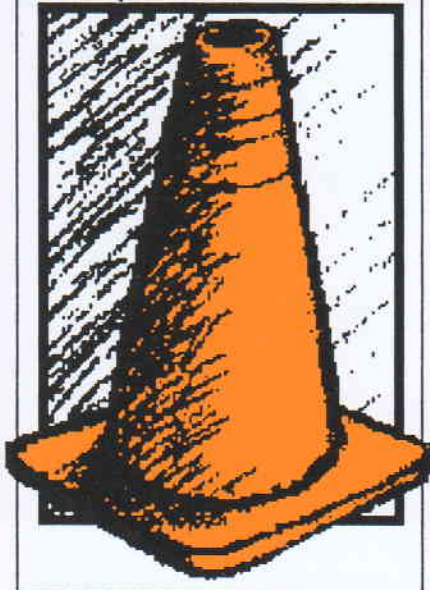


Incident Response Guide



Field Reference



Washington State
Department of Transportation

INCIDENT RESPONSE GUIDE

Field Reference

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Introduction

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 field guide outlines the appropriate steps to take in the event of an incident and all of the appropriate contacts in the area.

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, training programs, and vehicle and equipment requirements. Emergency contacts are also of great importance for efficient incident response; therefore, the guide also contains a list of all possible responding agencies' phone numbers.

Introduction

continued

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.

Items to Update

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 the last dates that items in this manual were revised.

<i>Item</i>	<i>Source</i>	<i>Revision Date</i>
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
Lines of Communication Charts (Day and Night)	Incident Response Engineer	Dec. 1990

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Introduction

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.

Acronyms

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

Acronyms

continued

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

Procedures

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Notes



Incident Response: *Daytime* *continued*

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.



Incident Response: *Daytime* *continued*

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.



Incident Response:

Daytime

continued

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* *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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: <ul style="list-style-type: none">• 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



Incident Response: Daytime continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• By radio: #1088, use high or low band system• By cellular phone: 940-3150• By pager (through Highway Radio only): #149 ↓	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. ↓



Incident Response: Daytime continued

Procedure	Contact	More Information
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2. continued



Maintenance Areas



Area 5 East
455-7114

Area 5 West
764-4254

Area 4
872-6470

Area 3
SCAN 261-1780

Public Affairs

Public Affairs Officer

- By phone: 562-4206 or
SCAN 638-4206





Incident Response: Daytime continued

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



Incident Response: Daytime continued

Procedure	Contact	More 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.



Incident Response: Daytime continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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)
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	Communication is by cellular phone.





Incident Response: Daytime continued

Procedure	Contact	More Information
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5. continued

Area 3

356-2089 OR
356-2097

Area 2

No cellular phones
currently available.

Area 1

No cellular phones
currently available.

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:

- If it is a major incident that requires additional heavy duty equipment, loaders, sand, or other materials.





Incident Response: Daytime continued

Procedure	Contact	More Information
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6. continued

- 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*.



Incident Response: Daytime *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
7. WSDOT personnel set up traffic control.		Incident Response Personnel and the Maintenance Technicians may work together. Refer to the <i>Traffic Control</i> 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.



Incident Response: Daytime continued

Procedure	Contact	More Information
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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



3 Contact List



Incident Response: *Daytime* *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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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.



Incident Response: *Daytime* *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
<p>13. The Incident Response Team Leader gets “Responsible Party” information from the WSP for KA.</p> <p>All Incident Response Team members must keep a log of their own time for KA.</p>		<p>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.</p>



Incident Response:

Daytime

continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
14. The Incident Response Team informs the Highway Radio Operator that the incident has been cleared.	<ul style="list-style-type: none">• By phone Highway Radio Operator Seattle, Station 10 764-4100 SCAN 443-4100• By radio Highway Radio Operator high or low band systems	



Incident Response: Daytime continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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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

2 General Information

3 Contact List



1 Procedures

Incident Response: Daytime continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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. 562-4020 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.



Incident Response: Daytime *continued*

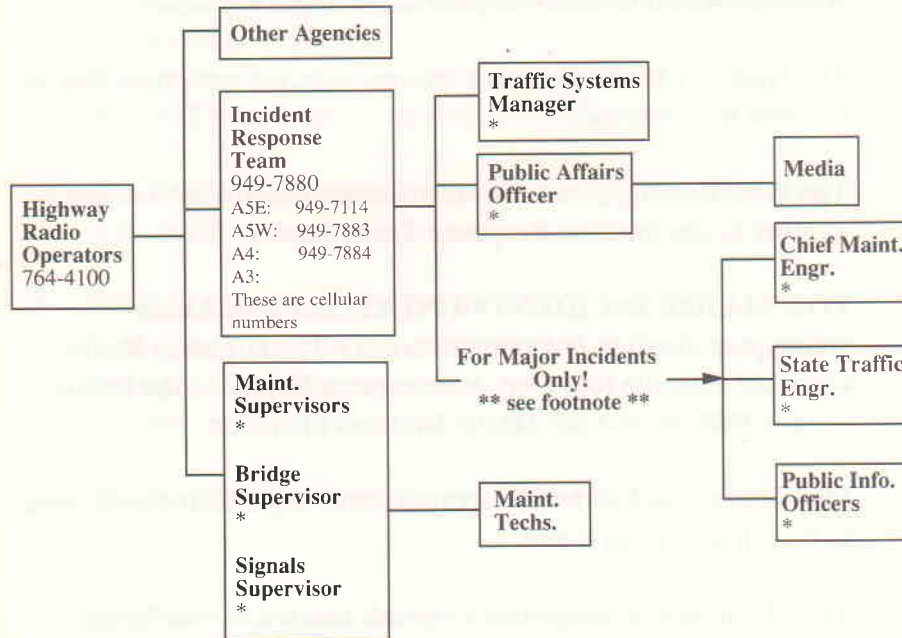
<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
17. The Incident Response Team Leader fills out two reports.		<ol style="list-style-type: none">1. Unplanned Roadway Closure Report2. Seattle Radio Room Unplanned Road Closure Report <p>Refer to the example copy and explanation of each report in this manual if necessary.</p>
18. The Incident Response Team and/or Maintenance and WSP personnel discuss the incident immediately after to improve future incident response.		<p>See the <i>Incident Response Debriefing</i> section of the manual for reference.</p> <p>Critiques or debriefing information should be passed on to all Incident Response team members for future reference.</p>

Notes



*Incident Response:
Nighttime
4:00 PM to 7:00 AM
Incident Response 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."



Incident Response: Nighttime

continued

Procedures 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 Team Leader.

3. **FOR MAJOR INCIDENTS ONLY!** (Incidents whose anticipated 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.



Incident Response: Nighttime continued

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.



Incident Response:
Nighttime
continued

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 that the 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 *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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: <ul style="list-style-type: none">• 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



Incident Response: Nighttime continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
<p>2. The Highway Radio Operator informs the personnel at right that an incident has occurred.</p> <p>↓</p>	<p>Incident Response Lloyd Showalter Incident Response Engineer</p> <ul style="list-style-type: none"> • By phone: (home) <p>Roger Steinert Incident Response Engineer</p> <ul style="list-style-type: none"> • By phone: (home) <p>Area 5 West 764-4254</p> <ul style="list-style-type: none"> • By radio: #1533 • By cellular phone: 949-7883 • By pager (through Highway Radio only) #148 <p>Area 5 East 455-7114</p> <ul style="list-style-type: none"> • By radio: #1550 • By cellular phone: 949-7882 <p>↓</p>	<p>Notify the Highway Radio Operator to call these people directly or obtain their home phone numbers.</p> <p>If possible, the Highway Radio Operator should also relay alternate routes to the scene when congestion is heavy.</p> <p>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.</p> <p>↓</p>



Incident Response: Nighttime *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
2. continued ↓	<ul style="list-style-type: none">• by pager (through Highway Radio only) #146 Area 4 872-6470 <ul style="list-style-type: none">• by radio: #1440• by cellular phone: 949-7884• by pager (through Highway Radio only) #147 Area 3 SCAN 261-1780 Maintenance Maintenance Supervisor of the area in which the incident occurs. <ul style="list-style-type: none">• By phone: (home) ↓	↓



Incident Response: Nighttime

continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
2. continued The WSP Radio Operator gives the responding WSP Trooper's number to the Incident Response Team Leader	District 1 Lloyd Showalter J701 Area 5 East J702 Area 5 West J703 Area 4 J704 Area 3 (not set up yet) J705	Communication is by radio: high band system only over an on-state frequency. The Incident Response Team Leader relays all information to the team on a need-to-know basis. You must use J numbers when communicating with the WSP. Areas 3, 4, and 5 are not permanently assigned to any specific person because these areas rotate their personnel.



Incident Response: Nighttime *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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 <ul style="list-style-type: none">• By phone: (home) Public Affairs Public Affairs Officer <ul style="list-style-type: none">• By home phone• By cellular: 949-8798 TSMC Traffic Systems Manager <ul style="list-style-type: none">• By phone: (home)	Notify the Highway Radio Operator to call these people directly or obtain their home phone numbers. Information for the PAO: <ul style="list-style-type: none">• 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



Incident Response: Nighttime

continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
<p>4.</p> <p>Members of the Incident Response Team respond in their trucks from home.</p> <p>The Maintenance Supervisor responds in a truck from home.</p>		<p>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.</p>
<p>5.</p> <p>While en route, members of the Incident Response Team communicate with the WSP Trooper by radio to obtain all pertinent details about the incident.</p>		<p>The IRT may verify incident details, as well as obtain new incident observations made by the WSP Trooper.</p> <p>(See list of information in Procedure 1)</p>



Incident Response: Nighttime *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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 <i>Area 5</i> 949-8997 OR 949-8996 <i>Area 4</i> 949-8944 <i>Area 3</i> 356-2089 OR 356-2097 <i>Area 2</i> No cellular phones currently available. <i>Area 1</i> No cellular phones currently available.	Communication is by cellular phone.



Incident Response: Nighttime

continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
<p>7</p> <p>The Maintenance Area Supervisor (or a representative) calls in additional maintenance technicians and equipment to the scene as necessary.</p>	<p>SEE MAINTENANCE DIVISION PHONE LIST</p>	<p>Conditions for additional personnel are as noted:</p> <ul style="list-style-type: none"> 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.





Incident Response: Nighttime *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
7. continued		<p>d. If additional traffic control becomes necessary.</p> <p>A list of available heavy equipment is located in this manual under <i>General Information - Equipment from the Maintenance Area Offices</i>.</p>
8. WSDOT personnel set up traffic control.		<p>Incident Response Personnel and the Maintenance Technicians may work together.</p> <p>Refer to the <i>Traffic Control Section</i> in this manual if necessary.</p>



Incident Response: Nighttime

continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
<hr/>		
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.
<hr/>		
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.



Incident Response: Nighttime

continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
11. The Incident Response Team Leader acts as the prime DOT spokesperson to the media.		<p>The Incident Response Team Leader can inform the media about road closures or types of traffic control implemented.</p> <p>All other comments regarding further details about the incident scene must be directed to the WSP.</p> <p>Incident Response Team members should refer all media questions to the Incident Response Team Leader or the WSP.</p>



Incident Response: Nighttime

continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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.



Incident Response: Nighttime *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
14. The Incident Response Team informs the Highway Radio Operator that the incident has been cleared.	<ul style="list-style-type: none">• 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.	<p>Public Affairs Officer (home #)</p> <p>Traffic Systems Manager (home #)</p>	Notify the Highway Radio Operator to call these people directly or obtain their home phone numbers.



Incident Response: Nighttime continued

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
16. FOR MAJOR INCIDENTS ONLY! (Incidents whose anticipated duration is 2 or more hours or that cause major road damage.)	Chief Maintenance Engineer (home #) State Traffic Engineer (home #)	Notify the Highway Radio Operator to call these people directly or obtain their home phone numbers.

The Highway Radio Operator notifies the personnel at right that the incident has been cleared.



Incident Response: Nighttime *continued*

<i>Procedure</i>	<i>Contact</i>	<i>More Information</i>
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 <i>Incident Response Debriefing</i> section of this manual for reference. Critiques or debriefing information should be passed on to all Incident Response team members for future reference.

Notes

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.

Procedures

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2 General Information

3 Contact List

Unplanned Roadway Closure Report

continued

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.

Unplanned Roadway Closure Report

continued

- 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.

Unplanned Roadway Closure Report

continued

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:
Location of incident: SR _____ M.P. _____ Date of incident _____ 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 _____ Non-Hazardous Material Spill
_____ - Accident - Multiple Vehicle _____ Police Activity
_____ - Fatal Accident Investigation _____ Other: What? _____
_____ - Hazardous Material Spill ID# _____

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? _____

2 General Information

3 Contact List

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Notes

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2 General Information

3 Contact List

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Incident Scene Status

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.

Traffic Control

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 traffic conditions.

Taper Formula

$$L = W \times S \quad \text{for 45 mph or greater}$$
$$L = (W \times S^2)/60 \quad \text{for 40 mph or less}$$

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

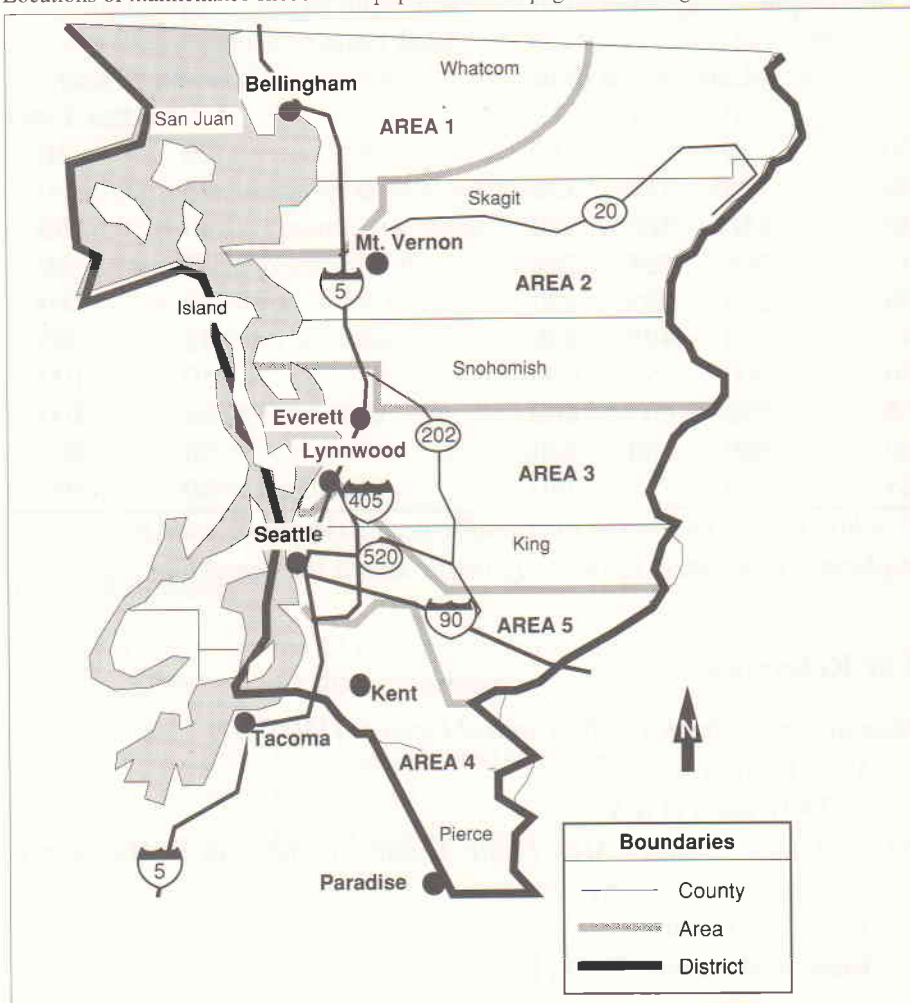
Services Association)

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 3-4 through 3-7.
Locations of maintenance sheds and equipment are on pages 2-7 through 2-9.



WSDOT Maintenance Sheds and Equipment

<i>Area</i>	<i>Address</i>	<i>Equipment</i>
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

General Information

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3 Contact List

WSDOT Maintenance Sheds and Equipment

continued

<i>Area</i>	<i>Address</i>	<i>Equipment</i>
Newhalem	502 Newhalem St. SR 20 Newhalem, WA 98283	Front end loader
Sedro Woolley	901 Bennett Sedro Woolley, WA 98284	Front end loader
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

WSDOT Maintenance Sheds and Equipment

continued

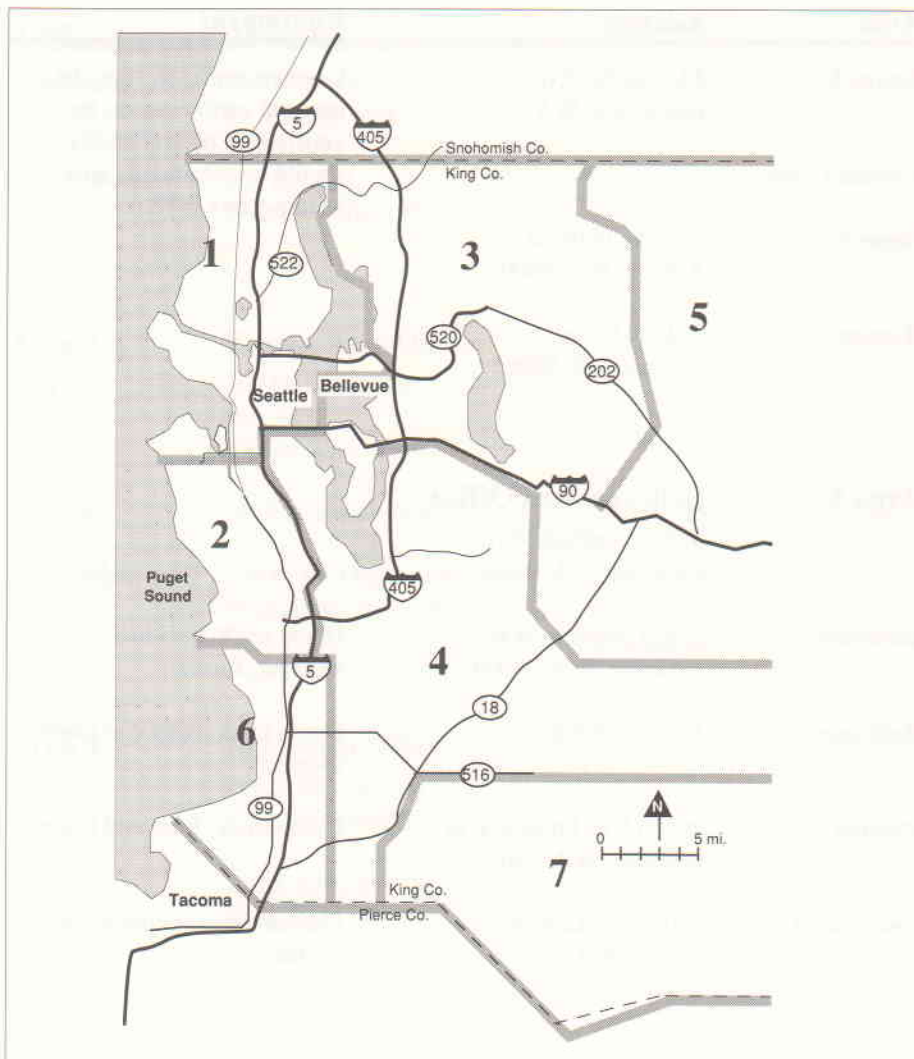
<i>Area</i>	<i>Address</i>	<i>Equipment</i>
Enumclaw	333 Griffin Ave. Enumclaw, WA	Loaders, truck, etc. may be based at various yards, but verification of availability should be obtained at area headquarters in Kent.
Crystal Creek		
Geneva	3722 S. 344th St. Auburn, WA 98002	
Renton	2740 N.E. 3rd Renton, WA 98055	
Area 5	Bellevue Area Office 10833 Northup Way Bellevue, WA 98004	
Bellevue	10833 Northup Way Bellevue, WA 98004	Dump truck, backhoe, sweeper, flusher
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

General Information

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3 Contact List

WSP office locations are provided under *Contact Lists* on pages 3-11 and 3-12.



Incident Response Vehicles

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

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

General Information

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Incident Response Vehicles

continued

- 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
- computer with personnel contact list and phone numbers
- WSP-style first aid kit
- two large fire extinguishers (20 BC or larger)
- spare fuel can (5 gallons)

Incident Response Vehicles

continued

- loudspeaker
- storm awning

Documents

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

Material Storage Sites

continued

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.

Equipment from the Maintenance Area Offices

continued

<i>Source</i>	<i>Contact</i>
Other municipalities	Notify the Highway Radio Operator to call the municipality dispatches.
Other counties	Notify the Highway Radio Operator to call the county dispatches.

☞ Contact List

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Introduction

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 Division
August 1989

<i>Area</i>	<i>Location</i>	<i>Phone</i>	<i>SCAN</i>
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Maintenance Superintendents and Supervisors

Area 1

Superintendent	512 Sunset Drive Bellingham, WA 98225	676-2100	738-2100
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Supervisor	Bellingham	676-2100	
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Supervisor	Maple Falls Custer Shuksan	599-2886 366-5052 Use Radio	
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Supervisor	Alger	724-3271	
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Area 2

Superintendent	1783 Cedardale Road Mt. Vernon, WA 98273	428-1386	542-1386
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Supervisor	Mt. Vernon Coupeville Newhalem Sedro Woolley	428-1386 678-5222 Operator 855-0373	7-4336
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Supervisor	Mt. Vernon Hazel Arlington	428-1386 435-3695 435-4343	
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3-4

Contact Lists

Maintenance Division

continued

Area	Location	Phone	SCAN
Area 3			
Superintendent	709 N. Broadway Box 627 Everett, WA 98207	339-1780	261-1780
Supervisor	Everett	339-1780	261-1780
Supervisor	Monroe Skykomish	339-1773 794-7235 677-2322	261-1773
Area 4			
Superintendent	26620 68th Ave. S. Kent, WA 98031	872-6470	252-6470
Supervisor	Kent Geneva	872-6470 939-1532	252-6470
Supervisor	Enumclaw Crystal Creek Renton	931-3995 663-2232 226-1532	447-3995

Maintenance Division

continued

<i>Area</i>	<i>Location</i>	<i>Phone</i>	<i>SCAN</i>
Area 5			
Superintendent	10833 Northup Way NE Bellevue, WA 98004	822-4161	658-7114
Supervisor	Bellevue Preston	455-7115 222-5137	658-7115
Supervisor	Ballinger Spokane Street	776-6014 764-4254	443-4254
Supervisor	Mt. Baker Ridge Tunnel Mercer Island Tunnel	587-5071 587-5074	347-5071 347-5074
Facilities Engineer		768-5705	493-5705
Operations Engineer			
	15325 SE 30th Bellevue, WA 98007	562-4030	638-4030

Maintenance Division

continued

<i>Area</i>	<i>Location</i>	<i>Phone</i>	<i>SCAN</i>
Branch 6			
Equipment	6431 Corson Avenue S. Seattle, WA 98108	768-5821	493-5821
	Seattle TEF Shop	764-4003	443-4003
Branch 7			
Signals Maint.	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 Maint.	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*

<i>Contact</i>	<i>Location</i>	<i>Phone</i>	<i>SCAN</i>
Traffic Systems Manager	15325 SE 30th Place Bellevue, WA 98007	562-4251	638-4251
Incident Response Engineers	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. Engineer	15325 SE 30th Place Bellevue, WA 98007	562-4271	638-4271
Freeway Systems Engineer	811 E. Roanoke Street Seattle, WA 98102	464-7592	
Highway Radio Operators	811 East Roanoke St. Seattle, WA 98102	764-4100	443-4100

Washington State
Department of
Transportation District 1
continued

<i>Contact</i>	<i>Location</i>	<i>Phone</i>	<i>SCAN</i>
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*

<i>Contact</i>	<i>Location</i>	<i>Phone</i>	<i>SCAN</i>
State Traffic Engineer	1C20 Transp. Bldg Olympia, WA 98504	753-6090	234-6090
Chief Maintenance Engineer	1C4 Transp. Bldg Olympia, WA 98504	753-4776	234-4776
State Public Information Officers	3D19 Transp. Bldg Olympia, WA 98504	753-2150	234-2150

*Washington State Patrol
King County
September 1990*

<i>Zone</i>	<i>Location</i>	<i>Phone</i>	<i>Cellular Phone</i>
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

<i>Area</i>	<i>Location</i>	<i>Phone</i>
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.

<i>Contact</i>	<i>Location</i>	<i>Phone</i>	<i>SCAN</i>
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King County

EA 46	King County Courthouse Seattle, WA 98104	296-3830	667-3830
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Office of EM	16623 SE 176th Place Renton, WA 98055	296-3858	667-3858
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Pierce County

DEM	930 Tacoma Avenue County-City Bldg, #B-33 Tacoma, WA 98402	591-7470	236-7470
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Skagit County

DEM	Co. Adm. Bldg., Rm 203 3rd and Kincaid Mt. Vernon, WA 98273	336-9403	554-9403
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Contact Lists

3-13

*Departments of
Emergency Management*
continued

<i>Contact</i>	<i>Location</i>	<i>Phone</i>	<i>SCAN</i>
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 SNOCOM Emergency	775-4545

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. WSDOT personnel do not directly call agencies other than the EPA and DOE for hazardous material response.

Environmental Protection Agency	442-1200 or
24-hour environmental emergency	442-1263

Department of Ecology	867-7000
24-hour - Redmond	

Recovery Companies

December 1990

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

<i>Contact</i>	<i>Location</i>	<i>Phone</i>
Pete's Towing 15 to 20 people	21841 Pacific Highway S. 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 S. Sprague Tacoma, WA 98405	272-9393

