COMET

ODOT 's Region 1
INCIDENT RESPONSE PROGRAM

STANDARD OPERATIONS & GUIDELINES

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GUIDELINES & PROCEDURES

Following applies to both Operators and Responders.

1. Introduction Into Comet

1.1. Introduction

In 1997 the Portland Metropolitan Area was ranked 15th (worst) among 39 urban areas examined in a traffic congestion study by the Texas Transportation Institute. Studies show that 60-65% of urban traffic congestion is caused by incidents. Researches estimate that in 1991 alone, the cost of delays caused by incidents in the Portland area was $240,000,000. The Oregon Department of Transportation's Region 1 has been developing a series of program elements in traffic management to directly address traffic congestion and incident delay. One of these programs is a comprehensive Incident Response Program called COMET. COMET is an acronym stemming from Corridor Management Team, representing a multi-jurisdictional, multi-disciplinary approach to incident management, and it has a 3-pronged focus.

First, COMET actively promotes incident prevention by aggressively pursuing statutory, policy, and procedural changes to facilitate early identification and removal of disabled and abandoned vehicles. Second, COMET employs peak period road patrols centered on motorist assistance and quick clearances of travel lanes. Finally, COMET encompasses the full range of incident response activities needed to minimize adverse traffic impact. Since the program is still fairly new, and as involvement with other agencies increases, it continues to undergo development, resulting in continuous changes to procedures. For these reasons, the information in this manual may contradict current adopted procedures. If this happens, the respective supervisor should be contacted to clarify the proper procedure.

1.2. Comet Defined

Incident Response consists of Corridor Management Teams (COMET) that operate special equipped vehicles to perform the functions of incident prevention, motorist assistance and incident management.

- **Incident Prevention –** COMET patrols major freeway corridors prior to peak commute periods removing hazards and abandoned vehicles. The objective is to have the travel lanes, median, and shoulders, clear before rush hour begins.
- **Motorist Assistance –** Responders provide immediate but limited motorist assistance for disabled vehicles. First priority is to push

disabled vehicles clear of the travel lanes for their safety of other motorist. Responders then provide their "quick fix" services free of charge, to include gas, water, jump-starts, help change a tire, etc. If the disabled vehicle cannot be fixed within 10 minutes, the responder will call for tow assistance, at motorist expense.

- **Incident Management –** For the time ODOT is dedicating specially trained personnel and equipment to incident response. Improved coordination and quicker clearing of incidents reduces the congestion and travel delay associated with road hazards and traffic accidents. COMET works in closed partnership with law enforcement, fire rescue and medical teams, and tow operators to provide safe and efficient traffic flow around an incident, including detour operations if need.

1.3. Mission Statement

1.3.1. ODOT's MISSION STATEMENT

- Provide an efficient, safe transportation system
- Enhance Oregon's economic competitiveness and livability
- Remain on the cutting edge of ITS
- Become the focal point for cities, counties and law enforcement agencies
- Increase motorist interest and involvement in traffic management
- Maintain an interactive "Real-Time" highway condition web-site
- Enhance motorist contact and service through the COMET program

1.3.2. ODOT's VALUES

PUBLIC TRUST

"We always act in the public interest, ensuring that funds entrusted to us are used to provide citizens with quality products and services at the least cost. We understand part of our jobs is to help preserve Oregon's unparalleled natural environment and exceptional quality of life."

EXCELLENCE

"We hold excellence – achieved through hard work, innovation, teamwork, creativity and prudent risk-taking – is our standard. Our success depends on the success of every employee."

RESPECT

"We foster positive internal and external working relationships. We listen. We exchange points of view openly and honestly. We strive for fairness in all of our actions. We recognize and appreciate that individuals are different, that diversity is an advantage. We absolutely do not tolerate discrimination in any form. These are the ways we value people."

SAFETY

"We strive to protect the safety of the traveling public, while promoting the health and safety of our work force."

1.4. Program's Priorities and Responsibilities

The three primary objectives of this program are to actively promote incident prevention by aggressively pursuing statutory, policy, and procedural changes to facilitate early identification and removal of disabled and abandoned vehicles. Second, COMET employs peak period road patrols centered on motorist assistance and quick clearances of travel lanes. Finally, COMET encompasses the full range of incident response activities needed to minimize adverse traffic impact.

1.4.1. Program Priorities

1. Public and crew safety
2. Traffic operations
   * Initiate motorist warning and notification
   * Optimize traffic flow past an incident
   * Detour or divert traffic
3. Clearing and clean-up
4. Investigation and Damage Assessment

2. Responders Defined

2.1. Responders' Duty Description

2.1.1. Incident Responder Duties

The purpose of a responder is to maintain a safe and efficient travel environment on Oregon's roadways by initiating and clearing traffic obstructions on highways ensuring safety for ODOT staff, the public, while facilitating efficient traffic movement. This position has inter-disciplinary leadership responsibilities as a first responder, on-scene commander at accident and incidents, direct and interact with private, public, and commercial vehicle motorist daily.

2.1.2. Job description

- Patrol freeways, highways, and roads in specialized Emergency Vehicles to identify traffic hazards, develop removal plans, and coordinate safe expeditious hazard removal.
- Provide minor road service assistance to motorist, clear disabled vehicles from travel lances, and coordinate tow requirements as necessary.
- Provide immediate response to any incidents or hazardous situation that jeopardize the safe and efficient movement of traffic. Provide on-scene leadership in situation assessment, traffic control, and coordinate incident response activities in adherence to Incident Command System.

- Provide emergency medical assistance at accidents, call for medical response teams, and take immediate action to protect emergency responders and the public. Supervise removal of wreckage, debris, and coordinate clean up.
- Initiate containment and removal of hazardous materials (vehicle operating fluids only) resulting from motor vehicle accidents or other incidents on the highway system.
- Assess incident impact on traffic flow, develop, and implement emergency traffic controls that safely optimize traffic movement through or around the incident location. Keep motorist informed using on-board variable message signs and through timely TMOC updates.
- Prepare and process incident reports, damage claims, and other paperwork to support incident investigation by ODOT and other agency staff. Record damage to highway structures or traffic control devices.
- Clear hazardous road conditions from travel lanes and assist in emergency road repairs. Initiate emergency road closures caused by weather, other natural disasters, and coordinate with TMOC and highway maintenance operations to restore safe conditions.
- Perform routine maintenance tasks that clear hazardous traffic situations – clear plugged drainage systems to eliminate high water hazard, removal of debris, dead animals form travel lanes, and emergency road repairs.
- Maintain equipment, shop facilities, vehicles, and tools in clean and serviceable condition.
- Participate as a member of incident response team: communicate, cooperate and enhance group effectiveness and participate in decision-making. Develop and maintain cooperative relationships with transportation staff to optimize timeliness and effectiveness of emergency response function. Participate as a member of a Corridor Management Team (COMET), a community outreach program to promote cooperation among emergency responders, neighborhood associations, media, public agencies, commercial operators and motoring public.
- Maintains regular and punctual attendance. Contributes to a positive and productive work environment. Establishes and maintains professional and collaborative working relationships with all contacts. Conduct himself/herself with honesty and integrity at all times.
- Operate a state vehicle in accordance with all Federal and State Laws, Dept. of Administrative Services, Agency policies, and program policies when not in emergency status. While operating in emergency status, follow all rules and guidelines as stated in this manual.

2.1.3. Working Conditions

Work is performed directly on the freeway and roadway systems, with high traffic volumes, single or multiple lanes, minimal to no shoulder areas, in urban or rural highways, speeds posting of 55 and 65 MPH. Work is performed outdoors, year round, in all weather and traffic conditions. Responders may be required to perform manual labor and operate equipment in the performance of duties. May be required to work extended hours due to emergency situations or increased temporary workload, and work shifts that may include nights and weekends. Position involves direct contact with the public, the media, police, fire/rescue

personnel, emergency medical personnel, and tow truck operators. Will be exposed to confused or emotionally-charged individuals. Responders are required to comply with personal appearance guidelines and rules of conduct. Responders may be exposed to hazardous spills and materials, as well as to persons who have been injured or fatalities. May be required to walk on rough terrain or uneven slopes, bend or stoop around structures or vehicles, and lift up to 50 pounds.

2.1.4. Decision Making

Decisions made by this position involve field activities related to motorist assistance and incident response, and most decisions must be made without supervisor input. Make timely and decisive actions in emergency situations as on-scene commander under the Incident Command System. Accidents and/or spills response decisions include critical emergency services, providing first aid, traffic control, detour assessment and supervision of wreckage removal and clean-up activities. Make key decisions on the best methods to minimize adverse impact to incidents on traffic flow without compromising public safety. Road patrol duties include exercising judgement and making decisions regarding hazard identification and removal, and proper application of Oregon revised Statutes and Administrative Rules regarding abandoned and disabled vehicles. Participate in incident critiques involving multiple response agencies and recommendations for improvements. Participate in crew team-decision-making.

A responder has high public exposure, often during high risk, high stress traffic emergencies. Responders make numerous decisions daily that affect the safety of other employees and the motoring public. Failure to properly assess, prioritize, and perform work in an appropriate manner could expose the department to liability. Frequent incidents involving emergency condition's as a front-line responder requires training in first aid, traffic control, HazMat procedures, public relations and ODOT policies.

2.1.5. Vehicle Expectations

The image of the comet program depends on several things. Our outwardly appearance is a high priority second only to our attitude towards our customers (the public).

1. The Comet truck must be kept clean inside and out. This means all drivers are responsible to keep the truck washed. How often depends on the weather conditions. During the RAINY season the truck will be washed at least 2 times a week. The VMS will have the Lexan plastic cleaned every 2 weeks.
2. The windows and the mirrors on the outside will be washed on a daily basis if needed or more often for proper visibility and safety. At least once a week the floorboards will be vacuumed, the dash and radios wiped down, and the glass (inside) cleaned.
3. Each Responder's outwardly appearance makes a **BIG** difference to how the public perceives us. A neat, clean, and pressed uniform will be worn.
4. Each Responder will make sure that the Comet truck is fueled, (gas cans too) restocked (fusees, grease sweep, paperwork etc.) and large

debris discarded at the end of their shift. This includes any backup trucks.

5. At the beginning of each shift it is the responsibility of each driver to conduct the proper vehicle inspection, e.g. check all the fluid levels, tire condition and inflation, operation lights, VMS, emergency lights, and siren. At this time they should also check supplies if another responder used the vehicle.

2.1.6. RESPONSES OF OTHER AGENCIES

Safe and efficient operations at an incident scene requires interaction with all agencies involved in the response effort. The COMET Incident Response program is a cooperative effort among all emergency response agencies in a given area. COMET personnel need to understand the basic responsibilities of the various agencies.

2.1.6.1. ON SCENE INTERACTION WITH OTHER AGENCIES

While on an incident scene, COMET Responders will be required to constantly interact with others, both from within and outside ODOT. Relationships have already been established with the troopers and officers seen on a daily basis. Establishing these associations with responders from other agencies goes a long way when it comes time to get the job done. If a relationship has been fostered with others on the scene, and everyone knows what to expect from each other, mutual trust and respect is built.

The various agencies usually work well together, but sometimes there is friction, and even disagreements, among people in different agencies. These may arise because the agencies have different objectives, or it may be a personality clash. COMET personnel should make the lead agency aware of the importance of clearing the incident and reopening blocked lanes; i.e., moving property-damaged only accidents off the roadway, or repositioning response vehicles. However, remember that certain incidents, such as those involving fatalities or hazardous materials, involve extended clearing times. Also, response personnel must be able to access their vehicles and equipment. If a disagreement begins with an individual, remain calm and state your side of the situation. Try to convince the person what you are trying to accomplish, such as opening the roadway, will benefit them as well. Once your case has been stated, and the other person's point of view has been heard, try to come to a decision about what can be done. The final authority rests with the incident commander.

Remember at all times that to these other agencies, and even to the public as a whole, you represent the Oregon Department of Transportation. Realizing this, it is important to maintain a professional level while interacting with others. Do not get into a shouting match. If a problem is experienced with an agency on the scene, contact a supervisor immediately and discuss what is happening. The supervisor will give guidance on how to proceed, and may come to the scene in person. If the problem is not resolved on the scene, it may be discussed at a team meeting or at a separate meeting with the agency involved. The management staff will work to ensure the situation is addressed and resolved to prevent it from recurring.

2.1.6.2. ODOT

The Oregon Department of Transportation is responsible for the maintenance, construction, and operation of the state maintained road system. The maintenance crews work on maintaining the roads includes minor repairs such as pothole patching and guardrail repair. ODOT maintenance also provides personnel and equipment to assist in incident recovery. If maintenance units are needed, relay the information to the TMOC and provide specific damage information or the situation that you're dealing with. This will allow maintenance to send out the proper personnel and equipment.

2.1.6.2.1.IDENTIFYING MAINTENANCE NEEDS ON AN INCIDENT SCENE

Incidents, including vehicle accidents, cause a great deal of damage to our highways. While on an incident scene you see this damage first hand. The damage basically falls into two different categories: 1) Major damage which requires immediate attention, and must either be repaired or minimized before the roadway or lanes can be reopened, and 2) Minor damage which can wait until normal maintenance working hours resume before it needs to be addressed. The difference between the two will most often be your decision. The most important factor to consider when making this decision is the safety of the motoring public.

On any incident that has an expected time frame of longer than 2-hours, maintenance forces will need to be contacted through the TMOC to take over the incident, and if all possible relieve our units.

2.1.6.2.2.Major Damage

Any maintenance needs that presents imminent danger to the public should be addressed immediately. By imminent danger, we mean the incident created a hazard that prevents the public from traveling the route safely. Some examples include damaged guardrail, barrier walls or attenuators, especially where the damaged item is sticking out or hanging over a lane of travel. These barriers were all originally designed and installed to protect the motorist from a hazard, whether it is a drop off, an embankment, or some fixed object, such as a bridge pier or sign structure. The extent to which the barrier is damaged, as well as the type of hazard being guarded against, should be considered when you determine if it presents an imminent danger. Other examples of imminent danger are STOP, YIELD, and DO NOT ENTER signs that has been knocked down, traffic signal or light pole that has been damaged. In any case, ask yourself, "If

someone hit that same spot before it was fixed, might they be killed or seriously injured?" OR "Could this problem cause an accident?" If the answer to either of these questions is yes, contact the TMOC as soon as possible; stress the extent of the damage and the hazard it is causing.

2.1.6.2.3.Minor Damage

Often, the damage done during an incident is minor in nature and can wait until later to be repaired. Some examples of this type of damage include minor damage to guardrail or damage to roadside directional signs (the roadside signs with the blue or green background). Report this damage to the TMOC as soon as possible so a report can be forwarded to the appropriate office during normal working hours.

2.1.6.3. City and County

Municipal agencies are responsible for the operation of their respective road systems. The agencies may control traffic signals at ramp intersections and along pre-planned detour routes. The TMOC will handle contacting the appropriate agencies.

2.1.6.4. Fire and EMS

COMET works closely with various Fire and EMS agencies throughout and sometimes beyond Region 1. When COMET is first to arrive, the Fire and EMS agencies depend on us to provide any information on the scene that would be helpful for the incoming units. Other agencies also depend on us to create a safe work zone for them to work in. Responders will need to position their trucks far enough behind the scene to allow room for arriving EMS units. The incident will flow smoother and build a better working relationship for future incidents with increased communications between Fire, EMS, and COMET. Currently, COMET and TMOC radios are programmed with all Portland fire Bureau frequencies. Responders are allowed to talk on Fire frequencies along with many other agencies when appropriate. When you do, keep radio traffic to a minimum and relevant to the incident. Also when doing so make sure that the frequency is not limited to police emergency traffic only.

2.1.6.5. Law Enforcement

Once again COMET has built a close working relationship with the various Law Enforcement agencies throughout and beyond Region 1. Working so closely with PPB and OSP allows us to talk on their respective channels. It is imperative that radio traffic be kept to a minimum and relevant to the working incident. Again, when talking on any Law Enforcement channel, make sure the channel is not limited to police emergency traffic only.

2.1.6.6. Portland Police Bureau

Bureau of Emergency Communications (BOEC) should dispatch a PPB unit to all accidents on the freeway until a first responder arrives on scene and advises that they are not needed.

When asking for a PPB unit response, give as much information as possible to the TMOC so the TMOC can let the BOEC dispatcher determine how many units to send and what code they should respond with.

2.1.6.7. The Public and Media

As a Responder you will encounter a situation that deals with the media. The two most common situations are out in the field during an incident and

scheduled ride-a-longs. Our Public Affairs Office holds training and has an information packet that aids you in becoming a better spokesperson. Review the information carefully, because what you say may have a large impact on the unit or ODOT.

2.2. Conduct

2.2.1. Responders' Conduct

The COMET is a professional unit, and will present itself as such to other agencies and the general public. As public employees of ODOT, we spend our customers'—taxpayers'—money. Therefore, we hold ourselves to a higher standard of conduct and scrutiny than employees in the private sector. People judge an organization by the behaviors of its individual members. Therefore, we conduct ourselves and our business to the highest ethical standards.

COMET personnel will follow basic etiquette while performing their duties.

- Responders shall maintain a courteous, respectful, and friendly disposition.
- Responders will not use profanity, abusive or obscene language.
- Responders shall use tact and patience in their official contacts.
- Responders shall be honest and truthful at all times and under all circumstances
- Responders shall interact in a professional and polite manner.
- Maintain effective and cooperative working relationships.
- Work in harmony with management, leadworkers, co-workers, maintenance crewmembers, and outside agencies in a collaborative manner that contributes to a positive, respectful, professional, and productive environment.
- Follow directives, verbal or written, established by your managers, supervisors, and leadworkers.
- Maintain open communication and interaction with those around you.
- Responders shall not indulge in intoxication liquor or drugs during a work shift, or while in uniform whether on or off duty, or have the affects of intoxication or drugs while on duty.
- If prescription medication will affect your ability to perform your duties in a safe manner, report it to your manager or supervisor before starting your shift.
- Responders shall not seek or accept any gratuities or any gratuitous service.

2.2.2. Professional Conduct

Putting the interest of ODOT and the unit first and not letting personal interest, feelings, and emotions interfere with decisions, practices, duties, and communications while on-duty.

2.2.3. Chain of Command and Communication

Each person has the responsibility to correspond or communicate with leadworkers and management appropriately. The chain of command will be used when crewmembers have concerns or issues.

- First, it is advised to take the issue to your leadworker. Leadworkers are the first level of command.
- If approaching the leadworker does not help, bring the issue to the next level of command. Do not skip a level, but go up through the level by level until the issue is resolved.
- Do not include individuals from outside the chain of command when they are not involved with the issue or any decision pertaining to it.

Written communications will be professionally written as defined in ODOT policy (Acceptable use of Information Related Technology, June 13, 2002). The following are procedures for communications of emails and written correspondence.

- Use of agency systems (Outlook, paging, software, computer word-processing, etc.) must not be false, unlawful, offensive, or disruptive. Disruptive is defined as; 1. To throw into disorder or confusion. 2. To interrupt or impede the usual course of harmony of….
- Do not use the reply to all email function to raise issues, concerns, or problems that should be dealt with individually.
- Do not use the reply to all email function whenever the correspondent will not likely reply back to all due to the content of the email.
- Do not use the CC: function when the intent is the same as the reply to all function as stated above.

2.3. Positive Public Image

2.3.1. Background

Responders and Operators operate in a high visibility environment, under public and media scrutiny from a population already critical of public agency services/employees. The public image of Region 1, and ODOT, is the image you project on the job. Every individual and agency that you come in contact with needs to quickly recognize, trust, and cooperate with responders and Operators in order for us to effectively do our job… in incident prevention, motorist information and assistance, and incident management.

2.3.2. Guidelines

The COMET program and the TMOC are highly visible aspects of the Intelligence Traffic System (ITS) program. To be as effective as possible, it is imperative to convey a positive image of ODOT while on the job. The following guidelines have been drafted to help accomplish this.

1. Present a clean, neat and orderly appearance.
    - Responders are the first line representatives with the public on the highways and are responsible for maintaining a clean and neat personal appearance.
2. Maintain and project a positive attitude at all times
3. Treat all contacts with courtesy and respect
    - Responders are expected to maintain composure under all circumstances… using mediation and conflict resolution techniques to handle irate or hostile citizens.
    - Don't argue with, or threaten, anyone. If the situation is getting out of control, you should back off, and have the person contact a supervisor, or request law enforcement to assist you.
4. Know and not exceed your authority
    - Responders will be familiar with the authority they have and are expected to use good judgement and common sense in selectively applying that authority to specific situations.

- These guidelines and procedures are the basis of authority for both responders and operators. You will be working in a highly volatile environment and frequently called on to make prompt decisions based on the situation. The agency will back your judgement, providing you have logically considered the appropriate guidelines and procedures contained in this book.

5. Do Not accept gratuities for services performed

   - Grateful motorist will often offer some sort of gratuity as thanks for the services you provide them. Thank them graciously and politely explain that you are, by law, unable to accept.

6. Not volunteer accident and/or incident information or offer "opinions" about them.

   - Your involvement at the scene is the State of Oregon's involvement… you must use good judgement in responding to questions or making comments that might be construed as "expert testimony." If asked, give only the facts and avoid expressing hunches, opinions, or feelings about what might have occurred – stick to the facts. If in doubt about what may be appropriate contact Public Affairs Office or your supervisor.

2.4. Appearance

Appearance and dress codes will be enforced any time a responder is on-duty in the field or attending any other agencies' event or meeting regardless of the day or time. Management reveres the right to define appearance and clothing standards.

2.4.1. Minimum guidelines

- Issued clothing
- Duty shirts tucked in
- Safety shoes and other items set for the crew and its members
- All clothes are expected to be clean and in wearable condition.
- All responders are expected to maintain proper hygiene.

2.5. Responders' Authority

It is very important that both responders and operators know where their authority comes from in the performance of their duties. Only Assistant District Managers and above have legal authority under Stat. Auth.: ORS 184.619 and 810.030 to impose any restrictions on State hwys. Responders and operators perform their duties with permission from District Mangers to oversee activities and make decisions that affect traffic within their districts. It is therefore imperative that responders and operators know what legal authority District Managers have within the Law. Decisions that affect traffic should never exceed that of a District Manager given the situation on hand. If a responder or operator's decision or authority is ever challenged, they will immediately contact the District Manager for that area. Brief the DM of the situation and if he/she is in agreement with the way the situation is being handled, actions of the responder and operator are now being applied legally.

ORS - 810.030 Imposition of restrictions on highway use; grounds; procedure; penalties.

(1) A road authority may impose restrictions described under this section on its own highways as the road authority determines necessary to do any of the following:

(a) Protect any highway or section of highway from being unduly damaged.

(b) Protect the interest and safety of the general public.

(2) Restrictions that may be imposed under this section include any of the following:

(c) Prohibition of the operation of any, or all vehicles, or any class, or kind of vehicle.

(d) Imposing limits on any weight or dimension of any vehicle or combination of vehicles.

(e) Imposing any other restrictions that the road authority determines necessary to achieve the purpose of this section. This paragraph does not grant authority to impose speed restriction.

(3) Any restrictions or limitations imposed under this section must be imposed by proper order. The restrictions or limitations are effective when appropriate signs giving notice of the restriction or limitation are erected. A sign giving notice of a restriction or limitation in an order shall be maintained in a conspicuous manner and shall be placed at each end of the highway or section of highway affected by the order and at such other places as is necessary to inform the public.

ORS - 810.010 Jurisdiction over highways; exception. This section designates the bodies responsible for exercising jurisdiction over certain highways when the vehicle code requires the exercise of jurisdiction by the road authority. This section does not control where a specific section of the vehicle code specifically provides for exercising jurisdiction in a manner different than provided by this section. Except as otherwise specifically provided under the code, the responsibilities designated under this section do not include responsibility for maintenance. Responsibility for maintenance is as otherwise provided by law. The following are the road authorities for the described roads:

(1) The Department of Transportation is the road authority for all state highways in this state including interstate highways.

(2) The county governing body is the road authority for all county roads outside the boundaries of an incorporated city.

(3) The governing body of an incorporated city is the road authority for all highways, roads, streets and alleys, other than state highways, within the boundaries of the incorporated city.

(4) Any other municipal body, local board or local body is the road authority for highways, other than state highways, within its boundaries if the body or board has authority to adopt and administer local police regulations over the highway under the Constitution and laws of this state.

(5) Any federal authority granted jurisdiction over federal lands within this state under federal law or rule is the road authority for highways on those lands as provided by the federal law or rule. [1983 c.338 §145; 1985 c.16 §45]

Closure of Highways

OAR - 734-020-0150

Temporary Closure or Conditional Closure of Highways

(1) When weather conditions or road conditions constitute a danger of highway damage or a danger to the safety of the driving public, the Chief Engineer, Region Manager, or District District Manager or Assistant District Manager may prohibit the operation upon such highway or section of a highway of any or all vehicles, or any class or kind of vehicles.

(2) Such prohibition of vehicles may result in total closure or conditional closures of highways or highway sections. Conditional closures may, in the discretion of the Chief Engineer, Region Manager, District Manager or Assistant District Manager, include but not be limited to prohibition of the following classes or kinds of vehicles:

(a) Vehicles or combinations exceeding a specified gross weight;

(b) Vehicles in combinations exceeding a specified length;

(c) Vehicles and loads exceeding a specified height;

(d) Combinations of vehicles or vehicles pulling trailers; or

(e) Vehicles, or certain classes of vehicles or combinations without tire chains.

(3) Closures or conditional closures should be accomplished by physically barricading or blocking the highway, with placement of appropriate warning signs or devices, and where possible signing indicating conditional closure with types of vehicles allowed or prohibited. Department of Transportation employees may be stationed, when practical, at the barricade to offer information and assistance, and to enforce a conditional closure. Whenever possible, law enforcement agencies should be contacted and their assistance requested to aid in the enforcement of the closure or conditional closure.

(4) Road closures and conditional closures are to exist only on a temporary basis and should be removed as soon as road conditions or weather conditions permit, the hazard has been removed, and the danger to the highway or the driving public no longer exists.

Stat. Auth.: ORS 184.619 & ORS 810.030
Stats. Implemented: ORS 810.030
Hist.: 2HD 1-1983, f. & ef. 1-7-83; HWY 2-1996(Temp), f. 3-7-96, cert. ef. 5-1-96; HWY 2-1996(Temp), f. 3-7-96, cert. ef. 5-1-96

Removal of Spilled Vehicle Loads and Wrecked Vehicles from Traveled Portion of State Highways

OAR - 734-020-0145

Removal of Cargo or Debris

(1) Whenever cargo is spilled or lost, or any other debris or items are deposited or left upon a state highway, any and all items, including wrecked, stalled or struck vehicles, trailers or cargo, which prevent safe passage in at least one lane of a two lane highway or one or more lanes in one direction of a multi-lane highway, are deemed to be obstructions which interfere with the maintenance and operation of state highways. As obstructions, these items are further deemed to interfere with the free flow of traffic and are a hazard to the motoring public. Such obstructions are found to be a threat to public safety (e.g., are impediments to emergency vehicles, create dangers of spillage of flammable materials and toxic substances, result in unexpected congestion and quick stops, and draw crowds of onlookers); and to result in public inconvenience; and, therefore, should be removed in the most expedient manner possible for the protection of the public. Under the general police power the Oregon Department of Transportation may remove such items or vehicles, or order such removed.

(2) Whenever such obstruction occurs, except in instances where the obstruction can be removed within a reasonable time without damage to the cargo or vehicles, the District Manager, or Assistant District Manager, or if both are not available, the Region Manager or other appropriate members of the Region Manager's staff, should be notified at once. A decision shall be made and approval must be received from one of the above individuals before department employees may take any action to remove the obstruction. In making the determination to remove the obstruction by department employees, and to return the highway to normal traffic operations the following considerations may be made, however, this list may not be exhaustive of all considerations and some may not be appropriate considerations in each instance:

   (a) Time of day the obstruction occurred and was discovered;

   (b) Location of the obstruction;

   (c) The hazard which it creates;

   (d) Weather conditions;

   (e) The type and condition of highway;

   (f) Traffic volume;

   (g) The type of vehicle, and the nature of the cargo or other items and any special characteristics of each which may impact on the extent of the hazard; and

   (h) Availability of equipment for removal of the hazard and types of equipment which may be reasonably available.

(3) If, after consideration of the above factors, a determination is made that removal of the obstruction by highway employees would be in the interest of the general public, the removal may be ordered. The method of removal and guidelines for the safe keeping of the vehicle, cargo or item shall be discretionary and are to be determined by the District Manager, in conjunction with law enforcement and environmental protection agencies when appropriate, and shall be immediately transmitted to the department employees at the scene of the obstruction.

(4) Alternative methods of removal by other than department employees may be considered. In considering this alternative, in addition to the above criteria, other considerations may include whether removal of the obstruction by the owner of the vehicle or cargo will result in further interference with highway traffic; protection of the cargo, vehicle or other items; resulting damage to highway property, including highway surface; the time required for removal and the likelihood of successful removal.

(5) The safety and convenience of highway traffic shall always be the major consideration; however, once the method of removal has been determined, the department employee shall take reasonable care to ensure that unnecessary damage does not occur to the vehicle, cargo or item which is being removed, while still utilizing the method of removal directed and taking reasonable precautions for removed items. All discretionary decisions for removal and method of removal shall be made in light of the nature of the hazard and the need for speedy removal, and the resources and equipment available for speedy removal.

Stat. Auth.: ORS 184 & ORS 366
Stats. Implemented: ORS 366.445 & ORS 810.030
Hist.: 2HD 11-1981, f. & ef. 10-2-81

ORS - 819.120 Immediate custody and removal of vehicle constituting hazard; rules. (1) An authority described under ORS 819.140 may immediately take custody of a vehicle that is disabled, abandoned, parked or left standing unattended on a road or highway right of way and that is in such a location as to constitute a hazard or obstruction to motor vehicle traffic using the road or highway.

(2) As used in this section, a "hazard or obstruction" includes, but is not necessarily limited to:

(a) Any vehicle that is parked so that any part of the vehicle extends within the paved portion of the travel lane.

(b) Any vehicle that is parked so that any part of the vehicle extends within the highway shoulder or bicycle lane:

(A) Of any freeway within the city limits of any city in this state during the hours of 7 a.m. to 9 a.m. and 4 p.m. to 6 p.m.;

(B) Of any freeway within 1,000 feet of the area where a freeway exit or entrance ramp meets the freeway; or

(C) Of any highway during or into the period between sunset and sunrise if the vehicle presents a clear danger.

(3) As used in this section, "hazard or obstruction" does not include parking in a designated parking area along any highway or, except as described in subsection (2) of this section, parking temporarily on the shoulder of the highway as indicated by a short passage of time and by the operation of the hazard lights of the vehicle, the raised hood of the vehicle, or advance warning with emergency flares or emergency signs.

OAR 734-020-0005

Manual on Uniform Traffic Control Devices

(1) In accordance with ORS 810.200, the Millennium Edition of the Manual on Uniform Traffic Control Devices, including Revision no. 1 dated December 28, 2001 (U.S. Department of Transportation, Federal Highway Administration) is hereby adopted by reference as the manual and specifications of uniform standards for traffic control devices for use upon highways within this state.

(2) The March 2002 Edition of the Oregon Supplements to the Manual on Uniform Traffic Control Devices is hereby adopted by reference as a register of supplements and exceptions to the Millennium Edition of the Manual on Uniform Traffic Control Devices.

(3) The Oregon Department of Transportation 1996 Short Term Traffic Control Handbook is hereby adopted by reference as a standard for short-term traffic control

3. Responders' Basics

3.1. The Basics for Responders

3.1.1. Background

Safety and situational awareness go hand-in-hand, and the use of good common sense will help make the handling of every incident event a methodical and comfortable process for both responders and operators.

3.1.2. Guidelines

Responders and operators will follow guidelines and procedures outlined in this section to ensure safety receives top priority in all activities and to standardize the flow of information during incident management.

3.1.2.1. Responder procedures for every incident:

1. Formulate a plan for the call (mental picture of location and possible traffic control)
2. Activate warning devices and VMS if appropriate
3. Position vehicle to optimize safety
4. Assess situation & develop a plan
5. Use the necessary traffic control devices
6. Keep the TMOC informed

3.1.2.2. Operator procedures for every incident:

1. Get accurate incident information
2. Determine priorities & resources
3. Dispatch Comet or inform maintenance
4. Monitor traffic operations
5. Keep motorist / media informed

3.1.2.3. TMOC contact with responders:

1. The operator will maintain contact with responders via the 800 MHz radios, Nextel Direct, or cell phones. Operators will also monitor movement of responders via the Advance Vehicle Location (AVL) system for reference of responders' location.
2. If the status of a responder is unknown at an incident or call, and there has been no contact with the responder for over 20 minutes, it is the operator's responsibility to initiate contact for a status check. If no verbal contact is made, the operator will page the responder. If there is

no response to the page within 5 minutes or so, the operator will dispatch another responder to the last known location. If necessary, the appropriate law enforcement agency may be contacted to perform a welfare check instead.

3. If the operator has an urgent concern and ODOT response time is excessive for the situation, operators may directly request a welfare check by law enforcement agencies.

3.2. Dispatching

3.2.1. Handling a Call

When a responder is given a call or comes upon a call, there is basic information that they must relay back to the TMOC. This information is required so dispatchers can input the correct information into TransPort (Advance Traffic Management System / Computer Aided Dispatching Software) and take the necessary actions.

Information which responders must give the TMOC

- Location
- Type of incident, DAV, Debris, Accident, etc.
- Affected lanes (if no lanes are given, it is assumed that it is on the shoulder)
- Number of vehicles involved
- Type of vehicles involved, sedan, pickup, van, tractor-trailer, etc.
- License plate number of the vehicle with applicable state.
- Plan of action, if applicable.

3.3. Safety Tracking

3.3.1. Background

Working on the highways is associated with high risk and requires the utmost attention to safety. Since responders will generally be working alone, radio contact with the TMOC is the best means of tracking their whereabouts and safety. The responsibility of a safe operation belongs to all ODOT personnel.

3.3.2. Guidelines

The TMOC is expected to know the location and operational status of each responder on duty and on-call. Responders and operators share responsibility for monitoring field operations using available communications equipment and

procedures. Maintenance crews are expected to report in and give their status when conducting activities on the freeways.

3.3.3. Responder responsibilities in respect to the TMOC

Responders will maintain radio contact, or be available by radio, with the TMOC anytime they are in service. Specific contact includes:

1. Maintain radio or phone contact with the TMOC at 15-20 minute intervals while engaged in field activities (calls).
2. Mandatory calls to the TMOC include:
    - Calling in or out of service from Lawnfield
    - Starting or stopping sweeps or area patrol activities
    - Arriving and departing incident locations
    - Leaving the vehicle with location, and estimated time of return.

Note that responders will carry their 800 MHz on their person anytime they leave their vehicle.

3.4. Responder Safety

All responders work alone in their capacity once they have completed their initial training. Working alone anywhere on the freeway system poses a much greater hazard to personal safety. All responders are responsible for conducting a risk-benefit analysis ranging from simply stepping out of your vehicle to dealing with Hazmat situations. The most contributing factor to ODOT employees' injuries and mishaps is not having the proper tools to handle the job at hand. Here are things that all employees' should follow.

- The first risk-benefit analysis must be conducted for the responder's own safety.
- The second risk-benefit analysis is for the public that we are serving.
- If the risk-benefit analysis is questionable, are there safer options immediately available?
- Does the responder have the necessary training to perform the task?
- Does the responder have the proper tools in working order to perform the task?
- Is the responder following standard or acceptable ODOT and crew practices?
- Are there any additional measures of precaution that a responder should consider?

3.5. Personal Protective Equipment (PPE)

Employees shall wear the appropriate PPE at all times. The following list reviews the basic safety equipment and when it should be used.

1. **Safety Vest** shall be worn whenever the employee is outside the vehicle on any roadway.
2. **Safety Shoes** are recommended with a steel toe and non-slip tread. Minimum requirement is shoes that cover the ankle and look appropriate.
3. **Safety Glasses** shall be worn whenever there is a risk of eye injury such as jump starting a battery, pumping diesel fuel or when a broom tractor is in operation.
4. **Work Gloves** shall be worn during any operation where there is a risk of abrasion, laceration, burns, blisters or puncture to the hands. This includes working on disabled vehicles, removing debris and placing traffic control devices.
5. **Hard Hat** shall be worn when exposed to danger from falling objects, flying material, overhead machinery, and under structures.
6. **Tyvek Suit** shall be worn when transferring diesel fuel.

The listing above is only a guideline for the use of PPE. It is not possible to list every instance where it is required. The lead worker, safety officer and supervisor has the authority and responsibility to direct additional requirements in order to maintain safety of the employee.

4. Communications – Radio / Media / Complaints

4.1. Radio System

Responders will work with two main radio systems, the 800 MHz and the High-band. The 800 MHz radio is primarily the incident response communication net for the Comet responders. The High-band system is to communicate with maintenance crews and the Oregon State Police. Consistent use of these systems requires discipline and brevity that is critical to our mission success.

The TMOC is known by many call-signs such as ODOT Dispatch, Comet Dispatch, and Station 1. Each call-sign represents a different service that we provide.

ODOT Dispatch

ODOT Dispatch is a call-sign that all other agencies know us by. We function under this call-sign as a central dispatch center for ODOT resources and assistance.

COMET Dispatch

Comet Dispatch is a call-sign that law enforcement agencies know us by. We function under this call-sign whenever we have responders on-duty and provide such a service.

STATION 1

Station 1 is solely used for communicating with ODOT maintenance and Comet personnel. This call-sign is part of the state wide ODOT dispatching system. Each numbered ODOT region has the same number for their dispatch center. Region 1 = Station 1, Region 2 = Station 2, etc.

4.1.1. Radio System General Operational Procedures

1. Before transmitting, be sure that the radio is on the proper channel, and that the volume controls are set for your listening convenience.
2. Make sure the channel is clear before transmitting.
3. Do not think on the air! Compose your short messages mentally prior to transmitting.
4. Do not use first names, use call signs instead.
5. Do not use profanity or obscene language while on the air!
6. Microphones should be placed approximately 2 inches from the lips to insure voice clarity and proper modulation while transmitting.
7. Speak in normal voice while transmitting; do not shout into the microphone.
8. Pronounce your words slowly and distinctly.
9. Avoid lengthy transmissions.
10. Initiate the call with the following format: unit being called <u>from</u> calling unit. The reason for this protocol is because ODOT crews share many radio channels and this allows the dispatch center, district offices, section offices, and field personnel who the transmission is intended for.

    Examples: "Station 1 - COMET 55" (800 MHz)

11. If the unit being called does not reply after the third call, sign off and wait at least two minutes before calling again. Do not increase or rise your tone on additional calling.
12. The responder will answer with call sign and location.

13. When answering a unit who is calling on the radio, it's permissible to answer the unit with only their call-sign.

    Examples: Unit - "Station 1 from Comet 55"
    (800 MHz)
    Station 1 – "Comet 55"
    Unit – "Station 1 from 2A58"

14. If a message is not clearly understood, ask the sender to repeat the message. Use of the phonetic alphabet may be required of the sender to insure clarity of the message.
15. When a message is received and understood, acknowledge by giving your call sign, station number, or time (Dispatch centers) only.
16. Joking, unprofessionalism, and personalized conversation, will not be initialized, encouraged, or carried on by an operator.

4.1.2. Emergency Channel (Panic Button) Procedures

The need for a uniform set of procedures for the 800 MHz Emergency Channel has become necessary. What follows is a set of step by step procedures to follow whenever this channel is used.

1. If a responder presses the panic button on the 800 MHz handheld radio, the alert should be considered a real emergency until it has been determined it is only a practice drill.
2. The operator that responds to the alert signal must first authenticate whether it is a real emergency.
    a. Contact the responder on the Emergency Net.
    b. If the responder answers back, ask them for their status.
    c. If they are Code 4, no further action is required.
    d. If a responder answers back with any thing else besides Code 4, continue with step 3.
3. If it is a real emergency or uncertain situation, the dispatcher is to immediately call the police and request an officer to be dispatched to the known site of the responder's emergency.
4. Once the police are dispatched, the operator may wish to notify on duty responders via Tactical Channel of the 800 MHz radio or by cellular telephone. The main dispatch channel will not be used, because the suspects may hear the radio transmission over the truck's radio.
5. At this point the operator that is working the situation should be relieved of further dispatch duties by other Operators. This

obviously can only happen providing there are more than one operator on duty.

6. As the situation develops and information comes in about the status of the emergency other services may be needed. A police officer, Comet responder, or maintenance personnel at the scene may order additional services.

7. During this emergency all other responders should not call the TMOC in an effort to find out the status. The TMOC Operators will be too busy at this time to take extra calls. Information will come out at the appropriate time.

4.2. Call Sign Assignments

TMOC ..……..……	Station 1 / ODOT Dispatch / COMET Dispatch / State Hwy
COMET 20……...…..	COMET/TMOC Manager
COMET 21…….……	Day Shift Responder Lead Worker
COMET 22-29 ….……..	Day Shift Responders
COMET 30…….……	COMET/TMOC Supervisor
COMET 31 …….....	Swing Shift Responder Lead Worker

4.3. Media Information Release

Purpose: To furnish accredited members of the media with pertinent and timely information that may be published, broadcast or televised.

1. On major incidents the TMOC automatically notifies the Region PIO via management group pages.
2. At major traffic incident scenes the investigating police agency will generally take the lead in releasing information to the media. ODOT personnel should find out who is the police agency PIO and direct the media to that person.
3. The regional PIO is available at all times for consultation on media relations. PIO can be reached by pager.
4. Communicate with other agencies on scene to coordinate the release of information and to ensure consistent flow of information.

4.3.1. Appropriate Information to Release:

- Number and type of vehicles involved (i.e. car versus semi)
- Hwy closure / blockage information
- Available detour routes
- Information regarding type of hazardous material involved
- Landslide / sinkhole information, estimate or size
- Time, date occurred and specific location of the incident
- Estimated time of hwy opening

4.3.2. Inappropriate Information:

- Name, address or any other personal information regarding victims, suspects, or witnesses to the incident
- Reason for incident, i.e. adverse road condition, driver error, or criminal act.
- Never assume or state cause of the incident (even if know)

4.4. Public Complaints

When responders receive a complaint from the public or other employees, they will forward the information to the TMOC or its management. The following explains the procedures that the TMOC has to follow for all complaints.

Depending on the type of complaint will depend on how it's handled by the TMOC. In all cases the person with a complaint should be directed to the appropriate office. However, during after-hours, if a person does not wish to re-contact the office during normal business hours, the operator will take the information and fax or email it to the appropriate office. Operators will gather the information regarding the complaint

including the person's name and contact phone number (if the person provides it). The complaint can then be faxed or emailed to the appropriate office. The operators' judgement will be required at times for those complaints that would normally require no action at all, e.g. congestion complaints, general road complaints, road work hours, etc..

TMOC/Comet Complaints

When receiving a complaint regarding an operator or responder, the person shall be directed to the TMOC Manager or Supervisor.

Maintenance Complaints

Any maintenance related complains shall be directed to the maintenance Section Office or its District Office.

Contractor Complaints

Any complaints regarding a contractor that is performing work for ODOT shall be directed to their appropriate project Manager's Office.

Permit Contractor Complaints

Any complaints regarding contractors doing work under an ODOT permit needs to be directed to the Permit Office of the section's boundaries.

Damage Complaints

The TMOC often receives complaints from motorists regarding their vehicle sustaining damage in a work zone. These types of complaints should always be directed to ODOT's Risk Management Office in Salem.

5. The Incident Command System (ICS)

ICS provides a standard process defining specific roles and responsibilities in incident management. ICS procedures quickly establish a consistent management structure within which responders and operators can function effectively and efficiently as a team.

Fire departments throughout the state and the nation are the forerunners in the use of the incident command system. Federal law requires that organizations that deal with hazardous material incidents must operate under an Incident Command System (ICS). The following information is provided for familiarization with basic ICS so COMET personnel will understand what is expected of them, and what to expect from others, under ICS.

Responders should use ICS principles as the basis for incident management. Responders shall maintain overall command until they are relieved by Fire, Police, another COMET responder, or until a supervisor or manager arrives at the scene and assumes command responsibilities. Responders will exercise ODOT on scene command responsibilities to include participation in a unified command structure with other emergency agencies and responders.

The purpose of ICS is to coordinate all emergency response action and activities for all agencies involved.

The Command Post (CP) is a location where all incident operations are directed. The command post may consist of a specially designed vehicle for the purpose or the use of a

truck, squad car, or other vehicle that is identified and known to all participants as the CP. Only one command post is required per incident and representatives from all operational agencies should be located at this site.

The Command function consists of those actions that involve directing, ordering, and/or controlling resources by virtue of explicit legal, agency, or delegated authority.

The head of the command function is the Incident Commander (IC), who is the person in overall charge of the event. All involved agencies will contribute to the command process under the general direction and coordination of the Incident Commander. Agency representatives, who have been delegated, full authority to make decisions on all matters affecting that agency's participation in the incident.

They work within the command function and decision-making processes with the IC at the CP. Incident commanders are selected on the basis of who has the primary authority for the overall control of the incident event. The incident commander may change at various stages of the incident. For example, in a hazardous materials event, the initial IC may come from the fire service. In the latter stages of clean up, this may be transferred to a representative environmental agency.

The ICS employs the concept of Unified Command in multi-agency operations. Unified command is a shared responsibility for the overall management of an incident as a result of multi-jurisdictional (crossing city, county, or state lines) or multi-agency operations. All involved agencies will contribute to the command process. This should not be confused with the concept of having one supervisor. The incident command system stresses the use of plain language in all communication exchanges. This eliminates the confusion that arises with the use of conflicting ten code systems.

In large or complex incidents, an Emergency Operations Center (EOC) may be opened to support field operations and coordinate activities involving several command posts at different sites. The EOC operates in conjunction with the Command Post and may coordinate support functions that are better handled away from the CP. Activities such as providing food and clothing for shelters is better handled from the EOC rather than a field CP.

The Staging Area is a resource marshaling area where units report while waiting for specific assignments and direction. If every piece of emergency equipment were to respond to the scene of an incident at the same time, the result would be chaos. Different personnel and resources are needed at different times. In addition, when they are needed, they must be available to respond in a controlled, organized, and effective manner. Only those resources that can be readily employed and utilized at the scene of the incident should be on the immediate scene. When responding to a large-scale incident, COMET may be asked to respond to the staging area and a specific location will be given at that time. After arriving at the staging area, check around to see if there is anyone to direct further, and monitor the radio for further instructions.

Why use ICS?

1. Ensure the safety of all personnel.
2. Ensure that someone is always in charge and there is a chain of command established
3. Conform to laws and standards. OSHA requires that an ICS be used at all Haz-Mat incidents.

4. Efficiently utilize resources from Police, Fire, EMS, public and private sectors.
5. Allows for better planning which results in more efficient and effective response activities.

INCIDENT MANAGEMENT PRIORITIES

1. Life Safety
2. Incident stabilization
3. Environmental and /or property conservation

6. Major Incident; On-Scene Command

A major incident that requires ICS is any incident in which more than one agency is directly involved with the incident on the highway.

ODOT's on-scene commander, or Incident Commander (IC), is the first ODOT employee on scene. IC responsibilities are turned over to the Frontline Supervisor or Manager once the responder has briefed them.

Operators and responders should remember that there would be IC's for each agency involved e.g. Police IC, Fire IC, ODOT IC etc. Depending on the type of incident, criminal or fire rescue, will depend on who has the overall IC responsibility.

6.1. Arrival at the Scene

The following information should be gathered by the ODOT Incident Commander (IC).

1. Who's the IC for police, fire, and traffic control? Where is the Incident Command Center (ICC)? For serious incidents involving safety of responders, or incidents with guns, the TMOC will find out where the ICC is and direct the ODOT IC there.
2. How long will the incident impact traffic to include any investigation?
3. Are there pre-planned detour routes for this area?
4. What is the appropriate detour for the incident? Is another Region involved or impacted?
5. What are the immediate impacts of the detour (local, etc.)?
    (a) The TMOC Supervisor will identify the global impacts.

(b) Maintenance employees may be needed to drive the detour for evaluation and status. Office personnel may also be used to drive detours if no maintenance is available.

6. What are the perimeters of the incident?
   (a) The TMOC will handle the global traffic advisory information and HTCRS reporting.
7. What ODOT resources are needed for traffic control? Traffic control assignment should begin.
   (a) People for on-scene traffic control.
   (b) People for immediate area traffic control.
   (c) The TMOC will help coordinate the global picture.
8. Tow, and crane assessments.
   (a) Have tows been ordered? If so, need company's name so TMOC can verify.
   (b) Have cranes been ordered? If so, need company's name so TMOC can verify.
   (c) How will tows/cranes access the incident scene, TMOC will relay access to companies.
   (d) If tows/cranes have not been ordered the TMOC will order them.
   (e) Damage Assessment
   (f) Once immediate action is taken and initial traffic control has been set-up, damage assessment should be accomplished.

Hazmat

Has non-ODOT Hazmat been called?

(a) FOSS Environment

(b) OERS

(c) Motor carriers

(d) DEQ

Note – The owner or company as the right to use their own HAZMAT resources if the response is reasonable.

Bridge / Structural

- Is this expertise needed? (licensed Inspector or bridge crew)

Electrical

- Is this expertise needed?

Utility

- What Utility companies are needed, Phone, Gas, Power etc.?

Highway Damage

- Who needs to be involved for damage repair, ODOT and/or contractors?

Clean-up

- What is appropriate clean-up action? (Sand, absorbent, dry ice, etc.)
- What equipment and people are needed?
- How fast will the clean up occur? What is ODOT's authority to get the road open? (See Responder's Authority Section)

Media

- Is a PIO needed on-scene or at the TMOC?

7. TMOC

The TMOC (Traffic Management Operations Center) – This is the "command center" staffed by dispatchers/operators. Freeway hazards and incidents are reported to the TMOC and where incident response and maintenance crews are dispatched. The TMOC centrally operates ramp meter, variable message signs (VMS), and closed circuit TV (CCTV) cameras to help manage traffic flow, and monitor a host of other sensors and communication services.

- **Ramp Meters** are signals at on-ramps that control the rate of vehicles entering the freeway to minimize mainline congestion and to improve safety for merging vehicles. The ramp meter system plan for the Portland area includes ramp meter control for each on ramp inside the urban growth boundary.

- **Variable Message Signs (VMS)** provide motorist information about traffic conditions on the freeway system to improve highway safety and enable informed decisions on travel alternatives. VMS's are strategically placed near major freeway to freeway interchanges to optimize alternate routing options.

- **Closed Circuit TV Cameras** are located on the freeways in strategic locations to monitor the traffic flow and for verification of incidents. CCTV cameras will play an important part in quickly resolving incidents by providing visual field intelligence so that the prompt action can be taken to resolve the incident and minimize traffic impacts in the interim. Full development of the CCTV system will provide point-to-point coverage of the entire freeway system in the Portland metro area.

- **Communications infrastructure provides communication between:**

    1. The TMOC and the field devices for actively managing the system;

    2. Our incident response and other emergency responders;

    3. Our jurisdictional partners, the City of Portland and Tri-Met Operations Centers (bus and light rail).

    4. The various modes of communication include fiber optic cable, conventional and cellular telephones, TV cable, and radio.

- **System software** is a software package that will integrate all the field devices (ramp meters, VMS, CCTV), as well as provide data collection, incident detection, and recommend preplanned response scenarios. It will

include a freeway system condition map that will display real time speeds, congestion, and incident information.

8. Code-3 ODOT Statewide Policy

The Comet trucks are classified as emergency vehicles and as such are authorized to use emergency lights and siren in the course of their duties. Responders must use discretion when operating emergency lights and sirens; commonly referred to as "running code".

A First Responder is defined as any public safety personnel that are dispatched to incident. (E.g. police, fire, medical, public works, Comet, or ODOT Incident Response).

ODOT Incident Response Vehicles will be operated in emergency vehicle status only by operators that have obtained ODOT Emergency Vehicle Operations Certification. During training, a non-certified operator may operate the vehicle in code 3 status under the supervision and guidance of a certified First Responder. The certified Responder must be in the vehicle with the non-certified operator at all times.

3 Types of Emergency Responses

Code-1: A general call, non-urgent, not blocking, no "impact to life or property". No lights or siren used, non-emergency status.

Examples

- DAV right shoulder abandoned or occupied
- Flat tire, gas delivery.
- When you will be the second or third responder on-scene.
- The incident is not one that is a threat to life or property.

Code-2: A need for assistance, urgent, but not an impact to life or property. Arrive quickly and timely to remedy a situation. Lights and siren may be used to negotiate stopped or slow traffic.

Examples

- Stalled vehicle in the left lane
- DAV blocking around a blind curve.
- Working your way through the queue of the backup.
- You are asked to step up a response.

Note: Code-2 is consider Code 3 status and carries the same liability as running Code 3 whenever the emergency lights and/or sirens are used. Although Code 2 is a lesser degree of Code 3 by our department's standards only, it cares the same legal responsibility and liability.

Code-3: A true emergency, injury or threat of more serious injury to person or major damage to property is imminent, incidents involving fatality, incidents that require securing a crime scene. Examples, confirmed injury accident, major rollover, vehicle striking structure causing damage. Major impact on traffic, multiple lanes blocked, HAZMAT spill, stalled and blocking with a high degree of likelihood of being struck.

Examples

- When you are responding to an injury or unknown of injury accident and you'll likely be the first responder on scene.
- When you are responding to a high level call and are told that you are the only responder dispatched to the call.
- Working your way through the queue of the backup.
- You are responding to a stall and blocking and are told it's a very hazardous situation which indicates that property and life are at risk. This would include occupants walking into traffic, other motorist skidding or swerving to avoid impact, etc.
- When another emergency agency on scene is requesting our immediate response.

Other Code–3 Guidelines

All responses are important and a risk/benefit analysis must be done. Will you get there any faster by going with lights and siren or will it create lateral problems.

Going fast for no reason and crashing does not do any good. You are there to solve the problem not be the problem.

Don't drive beyond your skills, experience, vehicle's ability, or over what current conditions will allow. Heavy traffic has no where to go. Lights and siren don't make your vehicle drive any better on wet, icy or snow covered roads.

Approaching intersections: Use extreme caution, stay on the left if all possible, change siren tone upon approach, use turn signal and stop prior to entering the intersection, look in all directions, make sure all traffic sees you and knows your intentions prior to continuing further. Go through intersection slowly tapping on air horn in conjunction with siren.

Freeway driving: All Code-3 driving shall be done in the left lane or left as best as possible. Maintain proper and safe following distance, be prepared for the motorist to yield to the left shoulder or median and for them to move into your lane.

Right shoulder: When the situation calls for using the right shoulder, do not use you siren. Motorists are taught to move to the right and may do so upon hearing the siren yet unable to see you. Instead use your horn or siren intermittently to catch peoples attention to your location and movement.

Rural or county road driving: Always pass on the left making sure it is clear prior to doing so. If crossing the centerline, make sure oncoming traffic is yield and beware of small driveways and roads that come into the road.

Always be cautious when responding and courteous to other drivers no matter how much they are frustrating you. Always be aware of your surroundings, front, rear, sides, and blind spots. Always use proper turn signals for all lane changes and turns necessary in your response.

Running any type of code on city streets should be avoided at all times. Unless it's near the on and off-ramps of a highway and working your way through a queue of the incident. The only possible exception is if you're the sole responder of an unknown or serious injury accident or following other EMS vehicles running code for the same call. This would include running code from the Region 1 Headquarter to the highway access points.

9. Code-3 Region 1 Supplemental

This is a Region 1 Supplemental to the State's Code-3 Policy. The following will apply to all personnel functioning as COMET Incident Responders in Region 1. These are additional restrictions that shall be followed and apply to either Code-2 or Code-3 status.

- At no time will a unit be driven in excess of 80-mph in emergency status.
- As outline in the Code-3 section of this manual, if a unit is justified in running in emergency status in city streets, the unit will not exceed 15-

mph over the posted speed limit. Exception – In convoy with other EMS agencies going to the same call.

- At no time will a unit exceed 15-mph over the posted speed limit on any non-freeway system.

This section covers the upper most serious type of calls that responders will respond to under ideal conditions. This is not authorizing or implying that units may respond in this manner for all emergency calls. Responders are to apply their Emergency Vehicle Operation Course training in all code runs as it applies to traffic conditions, weather, road conditions, nature of call, skill, experience, safety, and vehicle's ability.

For each 5-mph difference for a 10-mile distance (at a consistent speed) there is a 50-seconds difference. For example, at 70-mph for 10-miles = 14.1 min., at 75-mph for 10-miles = 13.33 min. which equals 50-second difference. When you add in traffic patterns, congestion, etc., you're savings is likely under 30-seconds.

10. Incidents In General

When an incident occurs, impacting the freeway, the responder overseeing that area is to handle the incident as effectively as possible. Although each incident is unique and is handled accordingly as the situation presents itself, the following are guidelines to be followed with each incident that occurs.

10.1. Incidents within the COMET corridor

10.1.1. TMOC

- When an incident is reported, the operator will obtain as much information available including location, direction, and lanes blocked. If reported incident is an accident, the operator will also ascertain whether or not there are injuries and whether Emergency Medical Services (EMS) are on scene. If EMS is not on scene, the operator will immediately contact the appropriate 9-1-1 agency and report the information.
- The operator will then try to verify the information by utilizing the Closed Circuit TV Cameras (CCTV) to obtain a visual.
- The operator will dispatch the appropriate COMET vehicle to the location with as much information as is available. If no COMET unit is available the information will be passed on to the appropriate law enforcement agency to handle the call.
- The operator will then enter the incident information into the computer. If a response plan is generated, the operator will accept or reject it according to the situation.
- The operator will make sure the appropriate VMS signs are activated correctly to pre-warn traffic of the incident.

- If the incident is blocking any of the travel lanes, the operator will then notify the Media and the appropriate District Office and maintenance section of the incident.
- The operator will maintain contact with the responding COMET unit and update the computerized information as appropriate. They will also support the COMET responder's requests at the scene. This may include, but is not limited to, dispatching back-up units, maintenance crews, assistance from local law enforcement agencies, and tow trucks.
- If the incident poses a major closure of a highway, or a partial closure, that is expected to last a long time, the information about the incident is to be entered into the HTRCS system.
- When an incident clears, the operator is responsible to make the appropriate notifications and to ensure the VMS's utilized are turned off. They will also update and close the incident out of the HTRCS system, and the TMOC computer system.

10.1.2. COMET

- The responder will acknowledge the call, and state the location from where he/she is responding from. Other responders who are closer or have better access may assume primary response.
- Upon arrival to the scene, the responder will give the TMOC the basic information that they require; size up the situation.
- The responder will follow the "The Basics" explained earlier.
- Determine if EMS is needed and if additional forces are need.
- Keep TMOC informed of your plans, actions, and updates.
- Clear the call when done with the TMOC.

10.2. Incident Environment

Working on the state highway systems is associated with high risk and requires a high level of awareness and attention at all time. Responders' work alone most of the time, therefore it is of the utmost importance that the TMOC know the location and status of the responder at all times. Radio contact with the TMOC is the best mode of communication in the TMOC being able to track your movement and ensure your safety. Nextel and landlines may also be used.

10.2.1. INCLEMENT WEATHER OPERATIONS

Performing incident response during inclement weather creates other challenges to the COMET responder. Snow/Ice and high water conditions both affects how ODOT and COMET operates. The responsibility of a safe working environment and operation belongs to all ODOT personnel.

As part of the COMET team and its related duties you will be required to work your regular scheduled hours as well as Winter/ Emergency Operations as needed. Working as an emergency responder there may be times when you will not get off at your regular scheduled time.

All responders need to come to work prepared to deal with incidents and emergencies that may last longer than their normal shift, thus meaning bring extra clothes, cash, food, water and other personal essential items. This may be due to unforeseen circumstances related to emergency incidents, natural or technological disasters, winter operations and other incidents beyond human control.

10.2.2. Snow and Ice

When patrolling in snow and ice, reduce speed and increase following distance while patrolling. Maintenance units will be responsible for spreading de-icier onto the freeways to speed up the melting process and sand to increase friction. Maintenance will also clear the snow from the roadway using snowplows where needed. Bridges are the major trouble spots on the freeways, icing over before the

roads do. If an unsafe area is encountered, notify the TMOC or maintenance units, giving the exact description and location of the problem.

During periods of snow and ice, there will be a high frequency of accidents. In order to keep the roadway safe and traffic moving, it may be necessary for you to spend only a short time at each incident; making sure that there are no injuries, clearing the roadway, notifying the proper agencies, and requesting resources. If an incident requires you to block a lane and control traffic, be sure that you place your vehicle upstream of the slick area that caused the accident, so that traffic doesn't hit this slick area and slides into you. This is especially true at icy bridges.

10.2.3. High Water

Reduce speed and increase following distance while patrolling in heavy rains and during flood watches. If water is pooling on the roadway due to flooding or storm water drainage problems and causing a traffic hazard, notify the TMOC of the exact location. If the high water is a result of a clogged inlet or drain, attempt to clear the obstruction if it can be done safely. If the drainage problem continues, mark the location and advise the TMOC to contact ODOT Maintenance. Block lanes where water is standing across them. If traffic crosses standing water at freeway speeds, it is likely a serious accident will occur.

COMET operates on the freeways of Region 1. These roadways are extremely dangerous due to high speeds and heavy traffic volumes. It is important to always consider traffic when operating on or along the freeway. Keep an eye on oncoming traffic and identify an escape route in every situation.

10.3. Initial Response

In Incident Response, the swiftness of the response is crucial in facilitating traffic control flow while lanes are restricted and in reopening lanes to restore normal flow as quickly as possible. Two tasks that affect the speed of the COMET unit are incident assignment and route selection.

10.3.1. Incident Assignment

Once the TMOC has received notification of an incident, confirmed by CCTV if available, the first task is to assign the incident to a COMET unit. Generally, the COMET unit responsible for the route on which the incident has occurred will respond to the call. However, some instances may require another unit to respond. Communication among COMET units is necessary to ensure the closest available unit is going to handle the call. If response time is greater than a few minutes for the assigned corridor unit, then the call will be given to closest unit if it's a hazardous call. Additional units may also respond if the first COMET unit request assistance.

There are many situations and incidents where TMOC operators or COMET responders should automatically send more than one unit. Any incident that would require a responder to setup traffic control far from the scene or access to the

scene will need to be controlled from other directions. In these cases communications between operators and responders is critical to determine which unit will respond to the actual scene while other units will provide traffic control. There should never be more than one responder at the scene of any incident. Once the first responder arrives and determines that additional resources or units are actually needed at the scene should additional units move in. Exception would include leadworkers to supervise less qualified or newly assigned employees.

Calls that may require more than the first assigned COMET unit and or assistance from Law Enforcement and maintenance crews.

- Transfer of diesel fuel
- Calls on the Marquam Bridge
- Calls to any of the various tunnels:
- Vista Ridge Tunnel, I-405/Hwy 26/, I-84 & I-205 areas.
- Terwilliger Curves
- Other locations or situations that have been deemed hazardous for only one unit to handle.

10.3.2. Route Selection

Once a COMET unit has been assigned to an incident, the next task is to select the best possible route to get to the scene. Extensive knowledge of the road system is a must. Factors that must be considered include the time of day and traffic volume, location of usable freeway shoulder and the viability of using side roads other than freeway.

Using the route on which the incident is located is usually best unless it is during peak traffic time. When traffic is backed up behind the incident, the COMET unit may opt to use the shoulder to access the scene quicker. However great care must be exercised while driving on the shoulder to avoid debris and to avoid potential accidents if a motorists pulls onto the shoulder.

During heavy traffic times it may be better to utilize the local road system to bypass congestion then returning to the freeway near the incident.

10.3.3. Incident Priority

Frequently, more incidents are being reported to the TMOC than the COMET units can handle. This is more evident during peak travel times and inclement weather. During these time the TMOC will prioritize the calls so that more serious calls are responded to first. The basic priority list is as follows:

1. Hazardous Materials spills
2. Accident with injuries
3. Accident, unconfirmed injuries
4. Vehicle fire

5. Accident, non injury
6. Disabled vehicle (blocking)
7. Debris
8. Assisting ODOT maintenance or construction crews

The objective of prioritizing is to ensure the incident that has the greatest negative impact on traffic flow is responded to first. The above is only a basic listing by incident type with information on the lanes blocked are unknown. Several other conditions affect the incident priority. The number of lanes blocked is the most important of these conditions.

Generally, any incident blocking a lane of travel takes priority over other incidents located on the shoulder. For example, a disabled vehicle blocking a travel lane has a higher priority than an accident where the vehicles are on the shoulder. Another factor to consider is the total number of travel lanes blocked versus number of lanes open. An incident blocking one of two lanes is more serious than an incident in another area blocking one of four lanes.

10.3.4. VEHICLE POSITIONING

The main objective of incident response is to provide a safe environment for incident victims, responders, and the traveling public while facilitating traffic flow on the freeway. The positioning of the COMET unit is an important factor in achieving this goal.

The initial placement of the COMET unit with the VMS is crucial in developing a safe and effective incident scene. The position of the COMET unit establishes the beginning of the Incident Work Zone. This is the area containing the incident and various response agency vehicles. When a COMET unit arrives on the scene the responder must allow room for other responders of various agencies to position and operate their equipment.

The length of the Incident Work Zone varies depending on several factors, including the incident type, location and severity. For example, a two-vehicle property damage only accident would only require space for placement of one or two law enforcement vehicles. On the other hand, an over turned tractor-trailer with injuries and a fuel spill would require a very large Incident Work Zone to contain the wreck and the spill as well as the numerous Fire, Police, EMS, and tows. Since the COMET unit defines the beginning of the Incident Work Zone it should be placed behind all other response vehicles and separating the response vehicles in the Incident Work Zone to keep them within a safe area. This will also prevent the vehicles from blocking the view of the COMET unit VMS and traffic control devices.

While the initial placement defines the Incident Work Zone, it also affects the effectiveness of the VMS. Obviously the best viewing location to see the VMS would be a straight line behind the unit. When the incident occurs within a curve, the COMET unit may need to be angled into the curve to allow oncoming traffic

to see the VMS better. The COMET responder should also be aware of how sunlight that is shinning directly on the VMS may affect the visibility to the motorist.

The issue of hills, valleys, and curves also impacts the placement of the COMET unit because it affects how well motorist can see the traffic control devices. If an accident occurs in a curve or in a backside of a hill, the COMET unit should be placed further upstream so on coming traffic can see the traffic control devices before entering the curve or cresting of the hill. In some cases, once the first unit is on scene and is in a curve or on the downside of a hill a second unit should be placed further upstream to increase sight distance so oncoming traffic can see the traffic control devices in time to react.

Another consideration when positioning the COMET unit is minimizing the impact on traffic. Use lanes already blocked by the incident or other response vehicles when and where possible. If additional lane must be blocked, reopen them immediately after completion of tasks that require the lane closure. As lanes are cleared of the incident open them as soon as possible and update the TMOC of the changes in the incident.

10.3.5. Monitoring Traffic Situation

Once the COMET unit and all necessary traffic control devices are in place, the responder should begin monitoring the traffic flow through the Incident Work Zone observing motorists reaction to the lane closure or traffic shifts.

The responder can note any problems evident and make revisions to the traffic control devices if needed. The responder should also advise other agencies if their personnel or equipment are in a hazardous situation.

10.3.6. Staging Area

In some cases it may be necessary to limit equipment on the scene due to limited space or the nature of the incident. A staging area will be established where units report to while waiting for specific assignment and direction. Other cases would be when COMET units need to meet to set up a rolling roadblock, meet law enforcement or to escort tow trucks into hazardous areas.

10.3.7. Leaving the Scene

As emergency vehicles exit the incident scene it may be necessary to stop traffic to help vehicles exit safely. When a COMET responder is ready to leave the scene, they will leave their emergency lights on until they have merged into traffic safely. Make sure to notify the TMOC once the incident has cleared up and you're in service.

11. Incidents – Minor

11.1. Disabled Vehicle (DAV)

11.1.1. Background

80% of all incidents are disabled vehicles. The disablement is usually due to the vehicle being out of gas, flat tire, overheat, and mechanical problems. Prompt identification and removal of disabled vehicles is a key element of our incident prevention and alleviation effort. This is because an incident on the shoulder of a 3-lane freeway reduces traffic capacity around 25%.

11.1.2. Responders Procedures

1. When approaching a disabled vehicle, responders will activate warning lights and VMS (HAZARD AHEAD / STALLED VEHICLE / RIGHT SHOULDER / USE CAUTION, etc.)
2. Position COMET vehicles to optimize responders' safety and carefully assess the situation.
3. Check-in with the TMOC with the following information:
    - Highway/milepost/structure or cross reference
    - Vehicle description/license plate
    - Impact to traffic and lane blockage
    - Intentions
4. Confirm nature of disablement with the driver of the vehicle.
5. Develop action plan… clear travel lanes if possible… advise the driver of the plan.
6. Get the driver's permission to push it clear of travel lanes.
    - Make sure motorist knows the plan… what to expect… what to do
    - Ensure the driver releases their brakes, unlocks the steering column, and knows that braking and steering will be hard.
    - Push at the lowest possible speed for the situation.
    - If travel lanes need to be crossed… don't hesitate to request backup… use caution when pushing.
7. Inform the TMOC of the plan.
8. Provide quick fix service if applicable… if vehicle is still disabled, offer to coordinate tow service (at owner's expense). The owner

always has the right to coordinate his own tow service provided the vehicle is no longer a hazard.

9. If the vehicle is in a safe location, the responder may allow the vehicle to remain until the owner makes proper arrangements. The vehicle will be time checked if left to remain.

10. Responders are authorized to transport stranded motorist off the highway system in their vehicles.

11. Keep the TMOC updated.

11.1.3. Taking Action

When you arrive behind a blocking disabled vehicle, ask the driver what the problem is. Determine whether the vehicle can be pushed to a safe area until a tow truck arrives. Do not be reluctant to push the vehicle out of the travel lane. Be diplomatic and professional in your persuasion of the owner to allow you to get it out of the road. A potential bumper scratch is insignificant compared to a multi-vehicle pile up. Note any and all damage before the push. Note the condition of the vehicle after the push.

- Do not exceed your ability.
- Do not get involved in a time consuming repair.
- Limit your time to 15 minutes in restoring the vehicle.
- Do not pour gas in carburetor, this will be the responsibility of the owner as there is a possibility of backfire or fire.
- Use your cellular phone to contact a ride or a tow for the subject if requested. Notify the TMOC of the incident disposition.
- Also see Section 3.4. Responders' Safety

11.1.4. Working on Motorist vehicles

Working on motorist vehicles on the shoulder or partially in the travel lane may be the most dangerous work that a responder will perform on the job. Not only is there a potential risk of traffic to striking you, the disable vehicle itself may pose a danger to the responder. Along with other sections of this manual, responders should take the following precautions when working on a motorist vehicle to include changing a flat tire.

- Responders shall avoid exposing their bodies into an open travel lane while working on any vehicle.
- Place your truck at least one truck (COMET truck) length behind the disabled vehicle which will act as your safety barrier if it's struck by another vehicle.

- Insure that the disabled vehicle is in park and its emergency brake set to avoid any possible movement.
- If the vehicle is on a steep ramp or bridge, the structure's vibration will likely cause the disable vehicle to shake and move.
- If having to change a tire on a steep ramp or bridge, use chokes on the vehicle or place your truck against their bumper preventing the disable vehicle from rolling or moving backwards. Note that this will remove your safety barrier if your truck is struck.
- Do not place your body under any vehicle while in the process of raising or lowering it with jacks.
- If there is a need to place your body under a vehicle after it's raised, insure that additional measures are taken like using jack-stands, wooden blocks, spare or flat tires under the vehicle and chocking the wheels. If the vehicle drops down for any reason, the secondary supports will catch the vehicle preventing the vehicle from hitting or pinning you. Responders will need to keep in mind that this action might be safer on a wide shoulder but perhaps unsafe on a narrow shoulder where the probability is higher that the disable vehicle might be clipped by a passing car.

11.1.5. Work Zones

Vehicles that are located in the work zone of the construction area must be relocated as soon as possible because:

- They impede the flow of traffic
- They create a dangerous situation for the vehicle, driver and passenger(s) and construction workers.

11.1.6. Transporting

1. ODOT can provide limited transportation to a disabled motorist.
2. Taxicabs maybe requested for the motorist, or Tri-Met passes may be given to a motorist after taking them to the nearest bus stop.
3. This service is not to be rendered to hitchhikers.
4. You may transport to the nearest exit with inside telephone facilities.
5. Passenger must wear seat belts.
6. When transporting, beginning and ending mileage must be reported to the TMOC.
7. Small children should be in a car seat according to law.

8. No one is to ride in the bed of your truck.
9. You may transport someone to a business or residence when these locations are within a couple of miles of the initial scene. This will only apply to transporting people who are using seatbelts or children who need to be in a child seat.
10. You may transport no more passengers than you have seats and seat belts for.
11. There are times when it's necessary to transport more passengers then there are seats available. Consider asking another unit or police to assist in transporting ahead of time. If other options are not available or feasible for the situation and transporting people away from the hazardous situation is called for, the following will apply in all cases, no exemptions.
    - Passengers will not interfere with the driver's ability to drive safely.
    - Passengers will be taken to the nearest exit and dropped off at a location with a phone.
12. Responders may use their judgement in where and how far they transport a motorist as long as the decision is reasonable and justified and the above reasons can be shown not to be practical. Responders will likely be asked to justify their decision when choosing this option.

11.1.7. Relocation, Push, Pull or Tow

Never use your truck as a tow truck. Fully explain to the owner what you are going to do and how you are going to do it. Make sure they understand exactly what is going to happen. Call for another COMET unit if necessary.

Push the vehicle no further than the closest ramp, or safest area away from a travel lane. Be careful with bumper alignment. After vehicle has been pushed into a safe area ask if you can be of any additional help.

11.2. Disabled Vehicles in Travel Lanes

As mentioned earlier, the blocking of a lane of freeway increases the risk of further incidents. This is true for a disabled vehicle in the lane as well as accident vehicles. Secondary accidents may occur as a result of the disabled vehicle in the lane, possibly involving the disabled vehicle itself. Therefore, removing the vehicle from the lane is crucial to the safety of the traveling public. A risk/benefit analysis needs to be conducted by the responder to determine if a vehicle should be moved.

11.2.1. Initial Response

If the vehicle is broken down in a lane and the COMET estimated time of arrival is long, TMOC should request a law enforcement unit be dispatched immediately to provide traffic control until COMET arrives.

11.2.2. Approaching the Scene

When approaching a disabled vehicle you must use caution when exiting from the interstate onto the shoulder, being aware of the traffic behind you.

Use caution and follow the appropriate practice for exiting the travel lane to reach the incident location. Turn on your appropriate turn signals and emergency lights. Exit the travel lane at a moderate rate of speed if possible. (Do not impede traffic behind you.) Once on the shoulder, decelerate and brake accordingly. Stop your truck far enough behind the disabled vehicle such that you can see the rear tires of the disabled vehicle or at least a vehicle's lengthen away. Put in "park" and apply parking brake. Inform TMOC that you have arrived on the scene before exiting your truck, check you rear view mirror and side mirror for on-coming traffic. Open door, look back and exit truck when it is safe to do so. Always approach the disabled vehicle from the side away from the travel lane when possible. Never turn your back on traffic. Plan an "escape route" in the event a problem does occur. Have a plan to get out of harms way safely.

Introduction

Once on scene identify yourself to the motorist, "Hi, I'm Joe with ODOT (hwy department, Comet, etc.)". Let them know that you're there to help them.

11.2.3. Ensure Safety

By wearing your day or night vest and appropriate attire you are ensuring your own safety. However, ask the motorist and passengers to stand behind the guardrail or well off the shoulders.

11.2.4. Medical emergencies are not an uncommon situation on the interstate.

Follow these suggestions.

- Ask what the problem is and listen to the motorist closely when the symptom is described.
- Inquire whether they would like for you to call an ambulance.
- Ask if they have failed to take any required medication.
- Get as much information as possible.

11.2.5. Assess the Situation

Inquire what the problem is with the vehicle. Ask whether help is coming. (If so, where are they coming from and what is their E.T.A?) Inquire whether you can help with repair, but allow no more than 15 minutes. If the hazard needs to be removed by some means and if it takes longer than 15 minutes, suggest calling a tow truck or family member. If necessary you may transport the subject to the nearest safe exit with inside telephone accommodations. COMET units also have Tri Met passes to give out. When transporting a subject always call in your beginning mileage and ending mileage to the TMOC.

11.2.6. Select Relocation Area

For details on selecting the relocation area, refer to removing Damaged Vehicles from Travel Lanes – "Relocation Area Selection."

11.2.7. Advise Vehicle Operator

Evaluate the disabled vehicle's condition to see if it may be pushed or pulled by the COMET truck or if it will require a tow truck. Ensure that the person who will assist in moving the vehicle(s) is fit to steer or drive the vehicle. This person should be physically and mentally fit and free of alcohol and drugs. The first option if conditions and situation allows is to push the vehicle by hand to the nearest safe location. If the vehicle needs to be pushed/pulled by the truck, tell the vehicle operator about the necessity to move the vehicle from the roadway, point out the relocation area selected, describe how it will be moved, and what action he or she needs to take to assist. If the vehicle operator will need to steer the vehicle, be sure to advise him of the increased difficulty in steering and braking. Use the COMET truck's public address system if possible to improve communication while the vehicle is being pushed.

11.2.8. Moving the Vehicle

Depending on the location of the disabled vehicle and the location of the relocation area, assistance from another COMET unit may be necessary to safely halt traffic while the primary unit moves the vehicle. Moving a vehicle will only be done with the owner's permission.

11.2.9. Assist Motorist

Once the disabled vehicle has been relocated, evaluate its condition and provide assistance.

If the disable vehicle is to be left on the shoulder of the hwy to wait for a tow truck or other assistance, ask the motorist if you may place a "Check Mark" on their vehicle to let other passing motorist that assistance as already been rendered. This will help reduce the number of additional calls to ODOT and 911 centers. If the motorist doesn't agree then leave some flares burning behind the vehicle to serve the same purpose.

11.2.10. Leaving the scene

Use caution and follow the appropriate practice for entering the travel lane from a shoulder. Turn on your appropriate turn signal while leaving your emergency lights on. Enter the travel lane when traffic flow allows. Use the shoulder to accelerate before merging into the travel lane if possible. Once you're in the travel lane at a safe speed, turn off your emergency lights.

11.3. Hazard / Debris Removal

The purpose of this section is to give responders some direction on what to consider when responding to debris or hazards that potentially could cause a hazard to the motorist on the highway system.

11.3.1. Evaluating the Hazard / Debris

- Conduct a risk / benefit analysis.
- Is the hazard or debris a true hazard or a perceived hazard to the motoring public?
- Can it be removed or alleviated safely by you?

11.3.2. Major considerations

1. Traffic volume
2. Location
3. Weather
4. Time of day
5. Type of Hazard / Debris
6. Site distance
7. Is additional equipment needed to make the operation safer, i.e. second COMET unit, Law Enforcement, crash truck, sweeper, maintenance crew, and vactor…etc?
8. Use of proper PPE.
9. Make a plan. Let other responders and the TMOC know of your plan.
10. Have a back up plan or an escape plan.

Your personal safety is the # 1 priority. When in doubt, call for help.

11.3.3. Removing from Roadway

Once on the scene, evaluate the type and size of the hazard or debris and the traffic conditions to determine the best actions. Always park upstream or downstream of the debris, never next to it, always leave an escape route open. Some debris such as small pieces or tire retread and wood splinters do not pose a threat to traffic and do not need to be removed. However, if traffic is observed to maneuver around it, remove it to avoid a merging accident. If the debris is small, manually move it of out the travel lanes. If it is too large to remove by hand attempt to move it by the tow strap, push bumper, or call for assistance. You may load debris on your truck and relocate it to a safer area if you can do it safely. Try to leave the debris in an area where it won't move back into traffic and maintenance may retrieve it without closing a lane.

11.3.4. Traffic Control

Another consideration in responding to hazard / debris calls is what type of traffic control is needed to safely remove it. When traffic volume is light and the debris is small enough to move, place the COMET unit on the shoulder and do not close any lanes. Always park upstream or downstream of the debris, never next to it, always leave an escape route open. Closely monitor traffic and enter the roadway only when a sufficient gap is available to safely remove the debris. A variation of this method is feasible during heavy traffic volume and low traffic speeds. Another option is to temporarily stop the traffic in the lanes with hand signals before removing the hazard / debris.

The "rolling roadblock" method usually is utilized in high-volume high-speed areas where site distance is limited. The primary Comet unit must include detailed information for the additional unit(s). Details of the exact location including the direction, mile marker, physical landmarks, mile posts, and/or exits. Include the staging area if applicable. The primary unit drives ahead towards the debris at a very slow speed allowing traffic to pass them. Secondary Comet units behind the primary unit drive extremely slow with the VMS up indicating "Do Not Pass" and block all traffic behind their units. The secondary unit(s) advises the primary unit which vehicle is the last one in the queue ahead of them. When the last vehicle in the queue passes the primary unit, they quickly drive ahead to the debris for removal. If a vehicle passes the secondary unit(s) roadblock while the primary unit is retrieving the debris, they will immediately advise the primary unit of the imminent danger. The primary unit advises the secondary unit(s) when they are cleared, and the secondary unit(s) release traffic. Keep the TMOC informed of the plan and details.

11.3.5. Disposal

Once moved out of the roadway, the debris must be properly deposed of. Objects may be left on the shoulder only if they represent no danger to vehicles using the shoulder and there is no possibility of the objects being blown back onto the roadway. Small objects may be thrown into the bed of the COMET vehicle and disposed of at the ODOT yard. Under no circumstances should debris be deposited in a dumpster that does not belong to ODOT. Larger objects should be moved off the roadway as far as possible and notify the TMOC.

Neither responders nor any other employee may keep debris or items found for personal use. All debris that is removed from the highway must be taken and dropped off at a maintenance yard. Anything that may contain value or the owner may attempt to find their property by contacting ODOT, is to be dropped off at the maintenance yard for which section it was removed from. Typically people who call ODOT are directed to call the maintenance section that it occurred in. The maintenance section holds on to the property for a certain amount time before processing or deposing.

11.3.6. Safety Precautions

Dangers inherent to debris removal include increased exposure to traffic, lifting heavy objects, and exposure to potentially dangerous materials. The exposure to traffic must be approached with caution. Minimize the exposure by positioning the COMET vehicle close to the debris or by using it to temporarily close lanes. If stopping vehicles, be sure the vehicle operators are aware of you and are stopping before crossing lanes. If unsure about personal safety, request assistance from another COMET unit or a law enforcement agency. Personal protective equipment should include work gloves and safety glasses to minimize exposure to debris material such wooden/metal splinters, insulation, etc. If debris is a tank, cylinder or barrel, treat it as a hazardous material unless absolutely sure it is not.

11.4. Moving Accident Vehicles From Travel Lanes

The blocking of a lane of freeway increases the risk of further incidents. In the case of an accident with no injuries, the safety of those involved and the rest of the motoring public is endangered due to the possibility of secondary accidents while the vehicles remain in the roadway. This section provides guidance and direction on the process of moving damaged vehicles from travel lanes. If the accident involves injuries or will likely involve a police investigation, the vehicles cannot be moved without police permission.

11.4.1. Check for Injuries

Once on the scene and properly set up, the COMET responder should check all involved people for the presence of injuries. Ask each individual if he/she is injured or needs medical attention. If any victim is unconscious or requests medical attention, relay the need for an ambulance to the proper communication center immediately and administer first aid as needed.

11.4.2. Ensure Vehicles are Movable

After confirming the absence of injuries, check the condition of the involved vehicles to see if they are movable. Some damage may appear worse than it actually is; a bent fender can be straightened out with a pry bar to allow tire clearance and a vehicle can be moved on flat tires for a short distance. Likewise, a vehicle that initially appears movable may in fact have to be removed by a tow truck. It is understood that damage to vehicles may occur as a result of clearing the road in an urgent manner; while all reasonable attempts to avoid such damage will be taken, removing the hazard is the highest priority.

11.4.3. Ensure the driver is fit to assist in the moving of the vehicle

Ensure that the person who will assist in moving the vehicle(s) is fit to steer or drive the vehicle. This person should be physically and mentally fit and free of alcohol and drugs.

11.4.4. Select Relocation Area

After verifying the lack of injuries and the vehicles are movable, the area must be selected to relocate the vehicles to. The location of the vehicles on the road system influences the final relocation area that the vehicle s will be moved to. Generally, if it is blocking the right lane, move it to the right shoulder. An accident vehicle in the center lane may be moved to either shoulder, whichever is safer. However, the safest site to relocate the vehicle varies, depending on the freeway cross section. The cross section includes the number and widths of lanes and shoulders. The vehicles should be moved across as few lanes as possible. Also, some sections have very narrow inside shoulders, not wide enough to safely leave a vehicle without COMET traffic control. In addition, freeways under construction do not always maintain the shoulders, having concrete barrier wall on both sides with no lateral clearance. Vehicles should be relocated to an area with shoulders if possible; if not, request a tow be dispatched, move the vehicles so that only one lane is blocked, and provide traffic control until the vehicles are removed from the lane. Lastly, always attempt to relocate all the accident vehicles to the same location i.e., on the same side of the road. This makes the accident investigation safer and easier for law enforcement, and facilitates better traffic movement.

11.4.5. Moving the Vehicles

Inform the drivers to move their vehicles from the roadway for their personal safety. Explain how this movement will take place. Be sure to include how the vehicle will be moved, where it will be moved to, and when to move it. For example, “Sir, in the interest of safety, law enforcement has asked that the vehicles be moved from the roadway. When I stop traffic in the other two lanes, you will drive your vehicle ahead and pull onto the right shoulder.” If the driver refuses to move the vehicle, advise law enforcement and wait until the officer arrives. If the accident vehicle cannot move under its own power, clear the road by using the COMET truck to push or pull the vehicle. Assistance from another COMET unit may be necessary to safely halt traffic while the primary unit moves the vehicle.

11.4.6. Standby for Law Enforcement

After moving all vehicles to a safe location, remain there until the investigating officer arrives; continue to provide traffic control if necessary. Brief the officer on any important information, including the site of the incident, and answer any questions posed. Then, if COMET personnel are no longer needed for traffic control purposes, clear the scene.

11.5. Road kill

Road kill is any dead animal on the State's right-of-way. Animals that are located in the travel lane are considered immediate hazards, depending on their size. Cats and small dogs would not be considered a high priority hazard. ODOT only deals with dead animals. For all live or injured animals, it's law enforcement responsibility to deal with them or dispatch them before we can disposal of them.

11.5.1. Pets, Wildlife, Property Road kill

Pets and wildlife are handled the same. They are disposed of by ODOT like they would for any wild deer. **Horses, cattle, sheep** etc., are considered property with a dollar value placed on it. Under these types of situations, law enforcement must be included. A police report is usually filed and the owner is liable for the cost of its disposal. If the owner is found while ODOT is still on-scene, the owner has responsibility for its removal and disposal.

In cases where an animal has been hit by traffic but is not dead, employees should request an officer, usually OSP or Sheriff, to respond to the scene and humanely kill the animal. If employees are comfortable doing so, they may take measures to prevent needless suffering of an injured and dying animal by dispatching it themselves. No firearms are allowed at any time.

11.5.2. Road kill in the Travel Lane

1. If small road kill is found, move it to the brush or landscape out of view of the motoring public. It may be transported in the bed of the truck for proper disposal, not in the cab of the truck.
2. For larger animals, move it to the landscape or shoulder and request that maintenance respond for its removal.
3. For large animals that require more than one person to move, request for backup and/or maintenance. With two units on scene, a tow strap can be used to drag the animal to the shoulder where maintenance can later respond for its removal.

11.5.3. Road kill on the Shoulder or State's Right-Of-Way

1. Road kill already on the shoulder on the State's right-of-way, report it to TMOC for proper removal by maintenance.
2. If the road kill is on the shoulder but there is indication that it is still a hazard, maintenance might be necessary for immediate removal.

11.5.4. Special Road Kill

1. Animals not regularly seen on highways such as cougars, elk, bears, deer with antlers, and eagles should be removed immediately.
2. Notify OSP and ODFW of the disposal site.

3. Notify OSP if there is meat that can be salvaged for human consumption. (OSP has indicated Elk is the only game practical to salvage).
4. Mark the disposal site with flagging, etc. if requested to do so by OSP or ODFW.

Under no situation should employees retain any animal or any animal body parts for personal use. Doing so is a violation of ORS 498.042.

11.6. Vehicle and Roadside Fires

Responding to a fire is a potentially dangerous incident that must be approached with a great deal of caution. Fires may involve passenger vehicles, tractor-trailers and their cargo, or roadside vegetation.

11.6.1. Evaluation and Response

When dispatched to an incident involving a fire, ensure that the fire department is contacted and that it is on the way. Once on the scene, evaluate the type and severity of fire and provide the appropriate response.

Occasionally, overheated vehicles are mistakenly dispatched as vehicle fires. If this is the case, relay this information to ensure that the fire department can cancel its response.

The most common vehicle fire begins in the engine compartment, either as a result of an electrical or mechanical failure. If the hood is not already up, release the hood latch if possible, but do not open the hood, and spray the extinguisher powder into the engine compartment, attempting to snuff out the fire. When the fire appears to be out, open the hood completely and thoroughly coat the engine. An another option to is to spray the extinguisher powder from underneath the vehicle and up into the engine compartment before approaching it from the top. Then observe the engine compartment to ensure the fire does not rekindle itself. A vehicle fire may start in other areas, including the passenger compartment or the undercarriage. Follow the same basic procedure; attempt to put out fire with fire extinguisher, and then monitor.

If fire is near the vehicle's gas tank, exercise more caution; if unable to quickly extinguish fire, establish a safety zone around the vehicle and wait for the fire department. Once the fire department arrives, relay any pertinent information on the incident, and then provide traffic control until the incident is cleared. Tractor-trailer fires are usually a result of overheated brakes, but also include the possibility of cargo fires. Brake fires usually occur due to the brakes locking up and then overheating; they usually burn out on their own and are no large danger. On the other hand, cargo fires are potentially very hazardous, depending on the type of material being transported. In the event of a cargo fire, maintain a safe distance and relay any pertinent information, including cargo description, to the fire department. You can identify the cargo by talking to the driver, labels or placards, or through observation.

Roadside fires are usually small brush fires caused by discarded cigarettes, an overheated vehicle, or a vehicle fire. Extinguish the fire if possible; if not, relay information to the fire department and stand by to provide traffic control. The above responses assumed the fire is small enough to handle with the fire extinguishers carried on the COMET vehicle. If, however, the fire is too large to safely fight with fire extinguishers, contact the fire department immediately, relay important information, and provide traffic control.

11.6.2. Fire Extinguisher Use

All COMET personnel should know the location of and how to use the fire extinguishers. Fire extinguishers should be inspected daily to insure they are properly charged, and the appropriate inspection tag filled out once per month. To operate fire extinguisher, first pull to remove the ring pin located on the trigger. Then aim the hose at the base of the fire and pull down on the trigger lever to discharge. Keep the extinguisher upright during use. Sweep the extinguisher hose back and forth, spraying the dry chemical agent across the base of the fire. Remember **PASS**: **P**ull the ring, **A**im at the base of the fire, **S**queeze the trigger, and **S**weep the extinguisher agent across the base of the fire.

Special notes – tires, bumpers with shock absorbing struts, and some type of materials used in bumpers may explode when heated by fires.

12. Incidents - Major

12.1. TMOC – Operator-In-Charge

Upon the onset of a major incident the operator will start by declaring they are dealing with a major incident. The Operator-In-Charge (OIC) will focus directly and solely on the incident. All maintenance crews, Sections and Comet responders not involved with the incident will be transferred to the other Operators. Other Operators will also handle all normal radio and phone traffic, and answer all incoming calls to screen them, transferring only calls regarding the incident to the Operator-In-Charge. During extremely long incidents the Operator-In-Charge may resume normal responsibility when things slow down.

12.1.1. Incident Procedures

- The operator declares a major incident becoming the Operator-In-Charge (OIC).
- All other operators will handle the OIC's normal radio and phone traffic. If there is only 2 operators on duty the OIC may turn over partial routine duties.
- The OIC will move the incident to ODOT Tac 1 radio channel.

- The OIC will continue control over maintenance members and Comet responders handling the incident.
- Other operators will screen as many calls as possible.
- Other operators will assist and support the OIC during the incident
- Although operators will pass information over to the OIC regarding the incident, other operators will maintain their own computer information Call-Box for any action or information they gather or receive. This will help in maintaining accurate information and avoid miscommunication.

12.2. COMET - Responder-In-Charge

Upon the onset of a major incident the responder will start by declaring they are dealing with a major incident. The first responder on scene will become the Incident Commander (IC) and will focus directly and solely on the incident. All maintenance crews, and other Comet responders responding to the incident will communicate with the IC. All other responders not involved with the incident will stay clear of the incident and its congestion unless dispatched to a call in the location.

Note – The first responder on scene is the IC until properly relieved of their duties. A Comet leadworker who arrives on-scene later may take over IC responsibilities, but it's strongly recommended that a leadworker simply over-see the situation and allow the first responder on-scene to continue IC responsibilities.

1. First responder on-scene becomes the IC.
2. The responder will state to the TMOC "Comet ?? will be in command"
3. Secondary responders will get permission from the TMOC and the IC to respond to the incident.
4. The TMOC and IC will determine the number of secondary responders.
5. Secondary responders will assist the IC by positioning the vehicles at stragistic positions and locations if needed.
6. A leadworker or senior responder should respond to the incident if it is determined they are needed.
7. The IC will handle the incident as they were trained and within their capacity.
8. Keep the TMOC updated.
9. For prolonged incidents over 2 hours. ODOT maintenance will be called to take over IC, traffic control, cleanup, and/or repair.

12.3. Fatal or Major Incidents

A fatality on any ODOT facility is considered a "Major Incident."

Major Incidents Include:

- Fatality on any ODOT facility
- Accident involving a school bus
- Major damage to ODOT structures
- 4 or more vehicles involved in any one incident
- Complete closure of ODOT facilities not planned by ODOT
- Dangerous HazMat spill requiring notification of OERS
- Any which either involves or causes injury to any ODOT employee

Immediate Considerations:

- Respond and verify the incident and the extent of closure.
- Field responders should give the TMOC the extent of situation and request assistance if needed.
- Render emergency medical aid to the injured within your ODOT's training level.
- If incident involves a semi (consider notification of motor carrier).
- Prepare action plan for traffic control and detours.
- Notify appropriate agencies.
- Secure the scene if applicable, keep unauthorized people from the scene.
- DO NOT give out any information on employees involved to anyone other than the appropriate managers. Refer all inquiries to the Public Information Officers.
- The Region Safety Manager and Region Maintenance Operations Manager will handle notifying the family of the situation. DO NOT talk to anyone about the details of the incident until the family has been contacted.

12.4. Detours

Emergency Detours: When an incident occurs on a state hwy and the need arises to detour traffic, determine whether a pre-existing detour route has already been established. The TMOC will be the focal point for detour information.

- Until a supervisor or manager arrives, the responder will need to work with the police, fire, or personnel in the field to determine a temporary detour.
- Select a route that allows return of traffic back to the main route with the least additional travel distance and time.

- Consider weight, size, and load restrictions.
- Capacity of alternate route: select a route that can handle the current traffic volume recognizing that peak hour volumes will likely exceed the capacity of the alternate route. Re-route if necessary or consider a second alternate route.
- Let detour personnel at the scene know if there are restrictions on the detour. They will let truckers know at the detour points.
- The operator will be responsible for updating information to the media and appropriate ODOT personnel. The HTRCS system will also be updated to reflect the closure and detour.
- When a supervisor or manager arrives, brief them on any actions that you have taken.
- If need arises to detour onto county/city roads:
- TMOC will notify the county / city if required to detour onto their roads and get their input for a possible preferred detour route.
- TMOC will confirm maximum size / weight of vehicles that can travel on that detour route. Notify detour personnel of limits and alternate routes for oversized traffic.
- Attempt to keep detour away from residential areas and areas with high pedestrian traffic, hospitals, school zones.
- TMOC will advise county / city when the incident has been cleared.
- State, county, and city signal managers can, in some cases, reset signals for a corridor that will allow smoother movement through the detour.

12.5. Incident Critiques

Incident Critiques are meetings of those people involved in an incident to share the accounts of what took place. The goal is to identify issues that affected the incident in a positive or negative way. An attempt is made to resolve and learn from negative actions and correct them. The greatest product from debriefs are for all those concerned to see the over-all picture of the incident and how each member fit into the puzzle. Understanding how others are involved and what their responsibilities are important to future incidents. It enables all parties involved to visualize the actions of others that are not directly connected to another. All copies from debriefs are kept in the training manual.

13. Tows

Towing operations is one of the most unique duties of Comet responders. Tows are not only for motorist assists, but also to remove hazardous vehicles under directives of ODOT, DAS,

the State of Oregon and Federal DOT/Highway regulations. In all cases responders can call the appropriate tow provider directly, but they must provide the TMOC with the required information.

13.1. Hazard Tows

When the responder comes upon a vehicle that falls under hazard tow definitions, the responder calls the Tow Desk for the Portland Metro Area or Multnomah County, and Station 2 for OSP tows outside of Multnomah County Area. The responder must provide the following information:

- Vehicle location
- Vehicle description including color/make/model
- State of issue / license number
- Last 5 numbers of the VIN (Vehicle Identification Number) (Only for OSP tows)
- The number of passengers when applicable
- Responders will give the same information that was given to the Tow Desk plus violations and tower.
- If a responder has to leave the vehicle for any reason prior to the tow arriving, the responder will drop at least one flare to aid the tow driver in locating it. The tow desk or Station 2 must be notified of Comet's departure.

13.2. Non-Preference Tows

When a responder comes upon a stranded motorist and is unable to aid in restarting the vehicle, they should ask if the motorist would like ODOT to call a tow for them. If yes, does the driver have a preference as to which towing service is called? If the motorist does not have a preference the responder will call the Tow Desk if in Multnomah County and Station 2 if outside the area.

When contacting the Tow Desk for a tow, specify that it is to be a non-preference tow and provide the following information:

- Vehicle location
- Vehicle description include color / make / model
- State of issue / License number
- Number of passengers that will be going with the tow driver. Also inform them of animals or other items that must be consider. (Note: In most cases tow trucks are able to carry only 2 passengers)

- The responder may ask TMOC or Station 2 to call a taxi for the extra passengers at the motorist expense, or allow them to use the cellular phone to make their own arrangements. In extreme financial cases the TriMet passes (carried by responders) may be provided to the motorist.
- The responder will provide the TMOC with the same information that was given to the Tow Desk plus the tower.
- The responder will provide traffic control as necessary to assure safety to all parties on the scene.

13.3. Accident Tows

Accident tows are also handled as Preference and Non-Preference tows. Preference tows may be considered if the provider can respond within a reasonable time if the vehicle is a hazard, around 30 minutes. When calling the Tow Desk for a vehicle that has been in an accident, the responder should ask for a non-preference tow for an accident and provide the following information:

- Extent of the damage to the vehicle, especially to the wheels and axles that may impact the way the tow driver can hook up to the vehicle.
- Vehicle location
- Vehicle description including color / make / model
- State of issue / license number
- Give the TMOC the same information to include the tower and if the motorist transported to a hospital?

By contract the tow companies must clean up accident debris "within reason." Tow trucks operating in Multnomah County are required to carry grease-sweep. On a major accident or spill the responder may be called upon to assist or request outside resources to expedite the clean up effort.

13.4. Owner Preference Tows

When dealing with a motorist, whose vehicle needs to be towed either because of an accident or a disablement, the responder must ask them if they have a preference on a tow company. A specified tow company or auto club is considered a preference tow. As with any tow request, provide the following information:

- Vehicle location
- Vehicle description including color/make/model
- State of issue / license number
- The number of passengers when applicable.
- Provide the TMOC with the same information including the tower.

13.5. Oregon State Police (OSP) Expired Tag Tows

When a responder stops at an abandoned vehicle that has been tagged either by another responder or an OSP officer, the orange tag will have all of the information needed to determine if the vehicle is ready to be towed.

1. The top line will tell the date and time after which the vehicle can be towed.
2. Tagged vehicles can only be towed between 0800-1700 7-days a week.
3. Call Station 2 via cellular phone with the following:
4. The OSP CAD number
5. The location of the vehicle
6. The vehicle description
7. The license plate number and state of issue
8. The color of the vehicle
9. The Tow Zone in which the vehicle is located.
10. Unlike other tow situations, the responder does not stay with the vehicle until the tow truck arrives. The tower may retrieve the vehicle anytime between the given hours.

13.6. Tow-By-The-Hour

In order to expedite the removal of stalled or abandoned vehicle during winter storms, COMET and/or TMOC will be requesting contract towers through the Tow Desk on a Tow-by-the-hour basis. When this service is needed, the next tower up in rotation will remove the vehicle off the hwy to a pre-arranged parking area. As soon as the first tower is engaged in a tow, the next tower up in rotation will be dispatched to the responder's location and so on through the rotation.

Towers must keep track of their time on scene – from arrival at the waiting area to dropping the vehicle at the parking area. Payment for these services will be guaranteed by COMET. Towers will send the bills to COMET at the Flander's address.

Vehicles will be taken to a pre-arranged drop off area at no cost to the motorist. Responders will keep a list of vehicles towed to verify the chargers to ODOT.

13.6.1. Drop-off locations

- I-5 on Breeze Hill, North Tigard interchange area. These vehicles can be taken through ODOT's access gate to an area along the north edge of Barbur Blvd.

- Marquam bridge area, vehicles can be dropped at ODOT's storage yard under the westside of the Marquam Bridge. Avoid parking vehicles in the area of the sand pile.

13.7. Tow Classifications: (general descriptions)

- "Class A" – (Small) Tow trucks capable of towing and recovery operations for passenger cars, pick-ups, small trailers or equivalent vehicles, (normal size passenger cars or pick-ups, etc.).
- "Class B" – (Medium) Tow trucks capable of towing and recovery operations for large trucks, trailers, motor homes or equivalent vehicles. (1 ton pick-ups, etc.).
- "Class C" – (Large) Tow trucks that are capable of towing and recovery operations for large size trucks, trailers, motor homes or equivalent vehicles, (Semi-tractors, etc.).
- "Class D" – (rollbacks) Flat bed tow trucks used for towing only.
    - "Class D-I" – (Small) Same restrictions as Class A.
    - "Class D-II" – (Medium) Same restrictions as Class B.
    - "Class D-III" – (Large) Same restrictions as Class C.

13.8. Abandoned Vehicles

Frequently, COMET investigates abandoned vehicles on the freeways. Usually, these vehicles are found on the shoulder or in the median, and do not cause a traffic hazard. However, occasionally a vehicle breaks down in a lane of travel, and the driver is not able to get it out of the lane or only partially out, and then the driver abandons it to get help. ODOT only has authority to tow vehicles that are in the travel lane no matter how slight that might be. Vehicles that are within the shoulder's fog line must be towed under OSP or another authority. As of this publication OSP has withdrawn their shared authority to tow vehicles outside of the travel line. The information below will remain in this manual in case this authority is returned to ODOT or the ORS is changed to include ODOT.

13.8.1. Hazard Tow

An authority under ORS 819.140 may immediately take custody of a vehicle that is disabled, abandoned, parked or left standing unattended on a road or highway right of way and that is in such a location to constitute a hazard to motor vehicle traffic using the road or highway.

As used in this section, a hazard or obstruction includes but is not limited to:

- Any vehicle that is parked so that any portion of the vehicle extends within the paved portion of the travel lane.
- Any vehicle that is parked so that any portion of the vehicle extends with in the highway.

- Of any freeway within the city limits of any city in this state during the hours **of 5:00 AM to 9:00 AM and 2:30 PM to 7:00 PM**
- Of any freeway within 1,000 feet of the area where the freeway exit or entrance ramp meets the freeway.
- Of any highway during or into the period between sunset and sunrise if the vehicle presents a clear danger.

Oregon Administrative Rules below may also apply:

- When any part is on or extends within the travel portion of any state highway.
- When any part is on or extends inside or median paved shoulder of a freeway.
- When any part is on or extends within a paved shoulder of:
- Any freeway or expressway within 1,000 feet of an exit ramp or entrance ramp gore area
- Any freeway ramp
- Any state highway not illuminated by pole mounted luminaries and the vehicle remains during or into the period between sunset and sunrise.
- Any state highway where sight distance is limited to 500 feet or freeway sight distance is limited to 1,000 feet due to roadway curvature.

A vehicle may still be towed for the above reasons even though a vehicle indicates short term disablement or indication that the owner or driver will return quickly under ORS 819.120

13.8.2. Off the Roadway

When the abandoned vehicle is off the roadway and not causing a traffic hazard, tag it with an abandoned vehicle sticker. While applying the tag to the vehicle, examine its condition. Examine the inside of the vehicle to be certain there is not a sick or disabled occupant; if unable to see inside, knock on the glass and listen for a response. If the abandoned vehicle has been vandalized or appears it may be stolen, report it to the TMOC including the vehicle description and location. If the abandoned vehicle is obstructing traffic or is causing a safety hazard, it may be towed immediately.

However, if the abandoned vehicle is not a safety hazard, COMET will OSP tag it. By law, the owner must remove the vehicle within 24 hours from the date and time written on the tag.

14. Hazardous Material Spills

Your safety is first priority. Do not enter the Hot Zone. Use all other methods to make a determination of what you're dealing with.

Determine if the incident is one of the following:

- Chemical Spill
- Diesel, oil spill (greater than 10 gallons**)
- Gasoline spill

- Train Derailment
- Flammable or Explosives
- Water Contamination
- Radioactive
- Gas Cloud
- Drug Lab
- Nuclear (White Train)

Immediate Considerations:

- Determine if there is a hazardous material spill, approach from upwind, upgrade, and observe from safe distance – use binoculars if necessary
- Examine I.D. Numbers, placard – refer DOT guide book
- Avoid contact with materials / fumes
- Determine exact location, number of injuries / fatalities
- What type / how many vehicles are involved?
- What is the substance spilled (refer D.O.T. Guidebook)?
- Is there any type of water way nearby (creek, stream, river, and drains)?
- Notify Region 1 Hazardous Material responder Standby by pager, Fire department, OERS
- Communicate objectives with other agencies
- Isolate the area and keep citizens out of safety perimeter
- Establish traffic control, barricades, detours, and request additional assistance / equipment if needed.
- Refer media on the scene to the PIO
- Gather data for ODOT's investigation, help clear the scene and open the hwy as soon as possible.

14.1. DIESEL FUEL SPILLS

COMET occasionally responds to incidents involving hazardous materials (HazMat), particularly diesel fuel spills. Most often, the spill occurs when a tractor-trailer wrecks and punctures one or both of its saddle tanks. This section will review only the proper response for such small-scale fuel spills. However, the possibility exists for COMET responders to respond to more severe HazMat incidents.

The first step in responding to a fuel spill is to determine if any lanes need to be blocked, and set up the proper traffic control. Remember that spilled fuel will cause

very slick pavement. Therefore, paved areas wetted with fuel should be blocked off. Secondly, assess the severity of the spill and notify the proper response agencies, including the fire department and the TMOC. Provide the TMOC with all the pertinent information, such as type and approximate amount of material spilled, and the spill location, so they can notify the proper agencies. If the spill covers a large paved area, request that ODOT Maintenance forces dispatch a sanding truck.

Next, work to contain the spill as much as possible using absorbent from your truck or dirt dug from the shoulder. Use the proper personal protective gear and equipment for the hazard, to include safety glasses and non-sparking tools. If unable to identify the leaking material, set up a large incident work zone to keep traffic away, and call the proper agencies. Maintain a safe distance until the fire department or HazMat unit declares the area secure.

14.2. ABANDONED TANKS, CYLINDERS, AND BARRELS

Incidents that COMET handles at times involves investigating abandoned tanks, cylinders, and barrels. Usually found on the shoulder of the freeway, these containers may hold hazardous materials. Whether the material inside these containers is hazardous or not, they should be treated as hazardous until proven otherwise. When responding to an incident involving tanks, cylinders, or barrels, always keep your personal safety and the safety of the public as the number one priority. First, determine what traffic control, if any is required, and implement it.

Attempt to assess the containers; without handling it, try to determine the contents and the condition of each. Then notify the appropriate response agencies. If unable to identify the contents of a leaking container, set up an incident work zone to keep traffic away, and call the TMOC to contact the proper agencies. Maintain a safe distance, upwind if gas is leaking, until the fire department HazMat unit declares the area secure.

15. ODOT Involved Property or Personnel

15.1. Vehicle Accident Involving a State Vehicle

A reportable accident is one in which any Department of Transportation owned vehicle is involved (whether in motion, stopped, parked or being unloaded or loaded) resulting in personal injury and/or property or vehicle damage.

If a vehicle is a rental or leased by the Highway Division, contact the Operations Office Purchasing Coordinator in Salem.

15.1.1. General:

Any accident involving a Department of Transportation owned vehicle must be reported and investigated promptly. If the accident also causes serious injury or death to any individual, the supervisor must be notified immediately. Taking color photographs as soon as possible at the scene of an accident is very important. Remember, accidents involving injuries require police investigation and vehicles should not be moved.

15.1.2. Procedure:

- Insure first aid is given or arranged. Provide for traffic control as needed.
- Notify appropriate law enforcement if needed.
- Notify the Section's Supervisor with details.
- The driver should only give the following:

- Name(s) and address (es) of driver(s), driver's license number(s), license of vehicle(s), and name(s) and address of occupant(s).
- Address for filing of damage claims;

  Department of General Services
  Risk Management Division
  Claims Section
  1225 Ferry Street S.E.
  Salem, Oregon 97310
  Telephone: 1-503-373-7475

- If there are any questions about an inquirer's official status, refer them to the TMOC Manager or Supervisor.
- Form 32 must be completed
- The insurance company shall be indicated as "Self-insurance Certificate No. 24"
- Policy holder's name shall be indicated as "State of Oregon, Department of Transportation."
- Equipment number shall be indicated in the body style box under YOUR VEHICLE (No 1).
- Employee Social Security Number and organizational unit (crew Number) shall be indicated in the upper right hand corner of the form.
- Supervisor on-scene is in-charge of notifying higher management, the investigation and completion of additional forms.

15.2. Injuries / Death and Work Related Accidents

All Comet responders will follow standard ODOT reporting procedures for injuries and accidents. The ODOT Incident Report (form 731-0353 (3/93)) will be used to document minor injuries. The Incident Report Form will be turned into your supervisor for signature.

Responders shall contact the TMOC immediately via radio/phone immediately for any injury while on-duty. The TMOC or responder will then contact the supervisor.

For injuries greater than minor and for any accidents, contact a supervisor immediately. Action by a supervisor and/or other employees is required. Forms that may be required for serious injuries and accidents are Incident Report (7361-0353 (3-93)), State Accident Insurance Fund (801), Employee Identification and Physical Assessment Report (734-1219B (0-93)), Accident Investigation Report (734-3928 (12-93)).

Injuries or accidents other than minor:

- Insure the injured are receiving first aid or arrange for any professional medical and/or ambulance service.
- If incident involves a vehicle accident with injuries or it is a fatal, notify law enforcement.
- Insure or arrange for a supervisor or manager to respond to location.
- Do not give out the name of the deceased to anyone under manager level, exceptions are the person's supervisor or above, Public Affairs, and Safety.

15.3. Traffic Signals

The majority of lighted signals serving highways and ramps fall into ODOT jurisdiction. On secondary highways, the signal may actually be under the jurisdiction of the city or county. Year after year signals are turned over to cities and counties; therefore, it is necessary to ask the TMOC to check to see if it is in ODOT's jurisdiction. If ODOT does not own the signal, have the TMOC notify the city, county, or 911 center for that location. If it does in fact belong to ODOT, the TMOC will take the following actions:

15.3.1. Traffic Signal Complaints

When reporting a malfunctioning signal, gather as much information about the problem as possible. This includes location, direction of travel, how many signal heads at the location, and which one is malfunctioning, and what the problem is. Once the information is gathered the electrical crew needs to be notified as soon as possible so they may schedule the repair. The TMOC will take necessary actions. The list below are considered immediate call-outs.

13.3.1.1. Signals

- The red is out on the signal head where only one signal head exists for that direction of traffic.
- Left turn red out where only one signal head exists.
- Cycling too fast where traffic cannot get through or a problem that is causing traffic to run a red light.
- Accident involving signal equipment. (Get any information possible on the responsible party).
- Exposed hot or bare wiring
- Signal in red flash
- One or more directions are all dark

- Signals all out – (dispatcher check with power company, nothing can be done until power is restored)
- A fatal or serious injury accident in a signaled intersection regardless of whether the signals are impacted
- Rail Road signal problems

13.3.1.2. Illumination

- Accidents involving illumination equipment. Get any information on responsible party. Never attempt to move a knocked down pole that has electricity unless you are absolutely sure there are no wires attached.
- Section of illumination is out – The operator will ascertain whether there is a power outage in the area prior to contacting the electrical crew.
- Bridge lift not working or problems that interfere with its operation.
- Tunnel / bridge illumination complete out – (Ask caller if illuminators light the highway or are they navigation or aerial lights)

13.3.1.3. Damage

For accidents where an ODOT responder will not arrive in time or EMS has cleared, the operator shall obtain a copy of the responding police officer's report to fax to the electrical crew or have the officer fax it directly to the crew.

13.3.1.4. Ramp Meters

Ramp meters allow vehicles to merge safely onto the highways and helps to reduce congestion from entering traffic. The electrical crew and the signal managers maintain ramp meters. The electrical crew is responsible for the physical maintenance such as burned-out lights or damaged equipment. The signal managers are responsible for problems with the timing or cycling of the ramp meters. In nearly all cases after-hours call-outs for ramp meter malfunctions are not done, although, there are some rare occasions and circumstances that it may be necessary and warranted.

15.3.2. Changing the settings on Signal Systems

In some cases the call-out person cannot repair problems. If a Comet responder is out, they may put the intersection into 4-way flash. However, it should never be put into 4-way flash without first talking with a member of the electrical crew. Switching it into 4-way flash may prevent the electrical crew from identifying the cause of the problem.

In some situations Comet responders may be requested to turn the ramp meter off. This is only to be done at the instructions and/or permission of the electricians, signal managers, or supervisor.

16. Emergency Operations Plan

ODOT's mission is to provide an efficient, safe transportation system that enhances Oregon's economic competitiveness and livability. The Emergency Operation Plan describes ODOT's preparedness for and response to emergencies that affect the state transportation system. The Plan also tells what ODOT will do to assist local governments during emergencies.

The ODOT Emergency Operation Plan is an "all hazard" plan. It is organized by emergency response function instead of hazard types.

16.1. Activation Levels

ODOT's response actions may be activated at four different levels, depending on the nature and severity of the emergency.

Level One- "Incident"- An incident that is within the capabilities of one Maintenance Section to handle.

Level Two "District wide Emergency" - An event that affects more than one Maintenance Section within a single District. May call for activation of a District Emergency Center.

Level Three " Region wide Emergency" - An emergency that affects more than one District within a Region. May call for the activation of the Region Emergency Center.

Level Four "Major Emergency"- A major, possibly statewide emergency in which there is an immediate threat to life or property. Both the Oregon Emergency Coordination Center and ODOT Agency Operation Center have been activated and the resolution of the problem may take precedence over all other ODOT activities.

When a Level Four- Major Emergency has been declared, designated representatives from each ODOT branch will report to the AOC. After the AOC has been activated selected representatives may be released with the permission of the Executive Deputy Director Chief Engineer or designee.

The purpose of the four activation levels is to help identify who within ODOT will be involved in responding to a specific emergency. The levels also help identify who will be in charge of ODOT's response to an emergency. Generally, the District Manager or other ODOT manager initially in charge of the response will determine the activation level.

Emergencies that require activation of the Oregon ECC are automatically considered Level Four Major Emergencies.

16.2. Who's in charge?

Level One and **Level Two** Emergencies- the District Manager or designee.

Level Three Emergencies- the Region Manager or designee.

Level Four Emergencies – Executive Deputy Director/ Chief Engineer or the Statewide Maintenance Engineer.

16.2.1. Natural Disaster

Large-scale natural disasters involve a host of agencies. Federal agencies support state agencies and state agencies support county agencies. By Oregon State Law the county has the primary responsibility for public protection. ODOT maintains responsibility for the transportation system, which is a cornerstone for resolving the situation and returning to normalcy.

Immediate Considerations:

- Scene evaluation – type of disaster, size, loss of life, injury and property destruction
- Notification of District Manager, Section Supervisor
- Evacuation considerations and aid to the injured
- Medic and Rescue Personnel
- Restrict access to danger area
- Media update
- Locate command post, communicate with other agencies
- Task assignment of personnel and equipment needs – advise the TMOC

Additional Considerations:

- List of personnel on scene, radio call signs, cell phone #'s
- List of agencies on scene, radio call signs, cell phone #'s
- Method of communication between agencies – liaison / radio's
- Permanent PIO established – consistency of information
- Mobile Communications Unit setup (Long term incidents – net radios)
- Support personnel established – recorder, messenger, logistics

16.2.2. Winter Operations

Storm Operations is a modified scheduling of the maintenance crews during times of adverse weather conditions to facilitate safe traveling conditions of the highway system. Working shifts are modified into two 12- hour shifts to

guarantee around-the-clock coverage to manage weather-related incidents. Maintenance crews not already working a 24-hour winter schedule, to include COMET responders, and TMOC operators, will adopt this schedule.

- Upon the announcement of winter starting (snow/ice storm) the TMOC and COMET will go into a modified work schedule of operations. This schedule may be used during flooding, high winds or some other severe condition, i.e. Earthquakes that threaten the conditions of the highway system.
- COMET responders' schedules may change to mirror that of maintenance workers. That is, they will go into two 12-hour shifts and remain on that shift until the maintenance personnel returns to normal schedules. A schedule will be developed and published to all districts and TMOC.
- The district maintenance offices will provide the TMOC with an accurate list of personnel with their work assignments and duties.
- The Operators at the TMOC will remind the District's crew of their responsibility of reporting weather conditions in their sections to the TMOC on the regular schedule. This is required to update Station 2 before each scheduled update of the statewide report. This report is updated five (5) times a day. The times of those updates are 0415, 0700, 0945, 1345, and 1945. Station 2 needs the updated information 30 minutes before they have to update the public report, which means that Station 1 needs the information 30 minutes ahead of that.
- COMET responders will monitor conditions on the hwy they are patrolling and keep Station 1 informed of any condition that might warrant special attention by maintenance forces.
- TMOC Operators should expect calls from both the Portland Police and OSP with information of trouble spots.
- Operators at the TMOC, COMET responders, and maintenance personnel will keep communications open with local maintenance jurisdictions, including the City of Portland maintenance forces for the purpose of coordinating efforts and staying informed about conditions on the local area. This information may be helpful in knowing what routes may be used for detours.
- The TMOC Operators will open communications with personnel from Washington DOT for the purpose of learning what conditions exist north of our border and for keeping their personnel informed about conditions on our hwy.

Region 1 maintenance uses the ODOT standards for winter maintenance as outlined in the Maintenance Guide Chapter 9 Snow and Ice. ODOT uses anti-icing and de-icing materials as a supplement to normal sanding operations. These chemicals are temperature and rain/water sensitive and are not effective during some weather conditions. Region 1 attempts to use these chemicals in the most effective way during adverse weather conditions. During significant weather events including ice, snow, flood, and earthquakes Region 1 maintenance will focus on keeping the roads open and will coordinate information at a Regional level to keep the media appraised of the current road conditions. This will include the reporting of adverse weather conditions on additional highways in the Portland Metropolitan Area. Crews use up-to-date weather information and visual observations to determine the appropriate time to begin plowing, sanding, and chemical anti-icing or de-icing operations, in accordance with Chapter 9 of the ODOT Maintenance Guide.

Manpower: Each section establishes a winter work schedule to balance between limited snow/ice control needs, as they arise, and other non-snow/ice maintenance tasks. Nevertheless, each section does have a pre-determine work plan to transition to around the clock for full snow removal/ice control. In case a section is faced with shortages of equipment or manpower, sections have agreements and plans with cities, counties, and contractors for outside support if the need arises.

Highway closure: Should a severe icing or snow event necessitate closure of any highway segment, the Section Supervisor, and/or the District Manager would advise the TMOC, Public Affairs and the respective Law enforcement agencies of the closure. Barricades and signage would be installed to initiate the closure; such closure being kept to a minimum consistent with the highway's designated level of service, the severity of the event and the available resources.

For complete details see the Region 1 Winter Operations Plan.

16.2.3. Road and Weather Reports

ODOT uses a code system for maintenance personnel to report weather conditions throughout their area. Although COMET Responders do not call in weather conditions into the TMOC, the system is explained below.

Weather Conditions Codes:

Code Message

1. Clear, no precipitation
2. Partly cloudy
3. Overcast
4. Ground Fog
5. Intermittent showers
6. Rain
7. Snow flurries
8. Snowing hard and continuously
9. Severe Weather Alert (give condition: i.e. Dust Storm, Blowing Snow –white Out, Freezing Rain, High Winds, Falling Trees, etc). Will trigger entry of a severe weather incident in TripCheck/HTCRS.

Road Surface Conditions:

Code Message

1. Bare pavement
2. Spots of ice
3. Black ice
4. Standing water or flooding on roadway
5. Slush, pack breaking up
6. Packed snow
7. (Intentionally blank)
8. Conditional Closure Chain required. Traction tires alone are not sufficient (Provide additional details)
9. Highway closed (Give location and details in the comment field.)

Restrictions:

Condition A = Carry Chains or Traction Tires

Condition B = Chains Required on vehicles towing or over 10,000 GVW

Condition C = Chains Required. Traction tires allowed in place of chains on vehicles under 10,000 GVW and not towing. Vehicles towing must use chains.

Commercial Restrictions:

Closed to all oversized movement due to (specify) ”road conditions” or “fog”. Note” Until further notice, we are NOT specifying closures due to wind.

Reported in sequence, the number for temperature, weather condition, road surface condition, new snow, and the total roadside snow.

If temperature is unknown, use double zero (00).

Examples: 2775-6-96, Condition B, Closed to all oversized movement due to road conditions”. Decoded, will mean “(27) temperature 27 degrees, (7) snow flurries, (5) packed snow, (6) 6 inches of new snow, and (96) 96 inches total roadside

snow", (Conditions B) Chains Required on vehicles towing or over 10,000 GVW, Closed to all oversized movement due to road conditions."

16.3. ODOT WEB Page (www.odot.state.or.us)

ODOT's Web Page is a great tool for both the general public and ODOT employees. The TMOC gets many calls daily from the public asking or searching for information. Most of the inquires from the public can be answered or found on the Web Page. Responders will find a wealth of information on the ODOT web page that will help them in their career, daily duties, and become more knowledge about ODOT in general. Below are just a few topics that are covered.

ODOT's Home Page

From the Home Page visitors will be able to select what Topic, Region, Mode, and Division they like to find information on. On the top left corner of the page visitors can click on the Travel Info. for Road Reports, Cameras, Construction, etc., it's here that you'll likely direct customers to.

Travel Advisor Page

Visitors will find information in the following catalogues:

◊ Road Reports ◊ DMV Links ◊ Snow-Park Areas ◊ Airports
◊ Road Work Schedule ◊ Oregon Buses ◊ To See and Do ◊ Rail
◊ Text Only Reports ◊ Rideshare ◊ Trucks ◊ Mileage Calculator
◊ Highway Cameras ◊ Winter Tire Laws

Links

◊ California Road Reports ◊ National Weather Service Oregon zone forecasts
◊ Idado Road Reports ◊ National Weather Service Oregon forecast
◊ Washington Road Reports ◊ Excite Weather Search
◊ Rain or Shine ◊ The Weather Underground

16.4. SCAN WEB

Surface Systems' SCAN WEB software allows operators to make proactive maintenance decisions to improve safety and services offered to the traveling public. The Roadway and Runway Weather Information System (RWIS) consists of remote sensing equipment, data processing and display software, pavement specific weather forecasts, equipment and software.

SCAN WEBB is a software program that collects data from sensors and Remote Processing Units (RPU). These units allow Operators to view road surface temperature, sub-surface temperature, air temperature, wind speeds, rain fall, humidity, visibility, and chemical saturation in moisture when deicing is used. With this data Operators advise section with information so they can make appropriate decision.

Operators will additionally use SCAN for Windows to read surface sensors to assist field supervisors to determine if sanding or deicing in necessary for any given area. RPUs will aid Operators to watch wind conditions on the bridges to keep highways open or closed to mobile home, over sized loads and semi-truck triple traffic.

17. Relations

17.1. Inter-Agency Cooperation

Inter-agency cooperation is the key to system wide traffic efficiency. Traffic can come to a complete stop without the cooperation of other local agencies even if the unit uses all available resource on hand within ODOT.

Other outside agencies have assisted us in accident response, debris removal, public notification, equipment usage, personnel forces, and at times actually performed tasks on our hwy when we are unable to do so. It is important when communicating with outside agencies to treat them as partners, because they can easily become our allies and must treat them as such.

17.2. Washington State Relations

The TMOC works closely with WASDOT because traffic can be affected by incidents on either side of the State line. WASDOT does have a 24-hour center and are located inside Washington State Police's dispatch center. WASDOT has several VMS that are southbound on I-5 and I-205. If an incident on our side requires us to warn motorist crossing over to Oregon, WASDOT will normally turn on their VMS's.

17.3. Oregon State Police (OSP) Relationships

In order to meet agreed upon issues with OSP, the TMOC operators should do the following when contacted by OSP:

- The operator should determine, based on the location of the incident, who can respond for ODOT.
- If a Comet responder is available, TMOC will advise OSP with an approximate time of arrival.
    - It will be OSP officers' decision to determine, once the ETA is provided, whether a COMET responder is still needed, based on the ETA provided to OSP.
    - A responder, COMET or maintenance, will be dispatched to any situation that OSP requests ODOT assistance, as per the attached guidelines.
    - When does ODOT need to be notified by OSP?
    - ODOT should be notified under the following circumstances:

- Damage to an ODOT property that needs to be repaired. This includes guardrail, light poles, bridges, culverts, pavement, fencing, etc.
- Anytime there is a fatal or serous accident.
- Detour assistance.
- Any major accident that occurs on the interstate system.
- Any accidents, incident, rock slides, or slides that will require clean up action by ODOT.
- Anytime there are impacts to the operation of the transportation system.

What action will ODOT take?

- ODOT will provide a responder in a timely manner. ODOT will respond with either a COMET or a maintenance person.
- ODOT will provide a representative to the command post, when necessary.
- ODOT will perform an investigation, as necessary for ODOT liability.
- ODOT can assure OSP that we will handle the appropriate traffic control when called on for assistance. When OSP asks for traffic control, ODOT will assume that this is the minimum safe distance away from the incident for our personnel and traffic. We are free to establish the best traffic control scenario for the public at better closure points (i.e. I-5 rather than Stafford Road). Having a representative at the command post will help facilitate the development of the best traffic control plan.
- ODOT will provide traffic management/operation functions such as posting messages on the Variable Message Signs (permanent and portable), and ODOT/Media pages as necessary.

What ODOT should expect from OSP?

- OSP would not ask ODOT to go into a situation that compromises our personnel safety.
- OSP is almost always ODOT's liaison to local police and fire jurisdictions.
- OSP will notify ODOT when the above actions require ODOT to be at the scene.
- OSP will perform an investigation for ODOT's needs.
- OSP will determine if post accident (not CDL) testing is necessary.
- OSP will work with their Western Regional Dispatch Center to provide accurate information. OSP can communicate directly with TMOC or our forces, if necessary.

17.4. Station 2 (Salem)

Station 2 is the Communication Center for Region 2. Their office is located inside the Oregon State Police dispatch center in Salem, Or. Station 2 was the dispatch center for Region 1 prior to the TMOC activation. In addition to their own regional radios, they have all State maintenance frequencies plus one mobile 800 MHz radio covering our

area. Station 2 is the backup for the TMOC if needed. We in turn are they're backup for their northern eastern region.

18. Standby and Call Outs

18.1. Notifications / Call-Outs

Each maintenance section has some type of call-out procedure. At the time of this publishing there is no standardized procedure that covers the whole Region. After-hours personnel can normally be reached by pager. The stand-by pager is passed to whoever has that duty for the time period. Stand-by personnel are required to answer their page within 10 minutes of receiving it. These guidelines are described in detail in the Region 1 Guidelines and Procedures for Paging and Managing Incidents on or Impacting the State highway System, August 16th, 2001.

Definitions

Normal Business Hours – TMOC is 24 hours while most maintenance crews are Monday through Friday, 0700 to 1530 hrs. There are crews that switch to 4-days a week, 10-hour shifts during the summer.

Urban Areas – The five urban sections are Baldock, East Portland, Milwaukie, North Portland, and Sylvan.

Rural Areas – Manning, Clatskanie, Estacada, Government Camp, Sandy, Cascade Locks, and Parkdale.

Section Supervision – The Section Supervisor is the person responsible for delegating work on the various section or area crews. An Area Manager ***, a Section Supervisor in most instances, may delegate these duties to another individual. Therefore the Section Supervisor, as used in the guidelines, is intended to include Section Supervisor or his/her designee.

Stand-by person – A person who is capable to safely respond to incident calls and handle them independently. It will be at the Section Supervisor's discretion to determine if individuals are able to perform the duties of a Stand-by person. The Stand-by person becomes a ***maintenance responder*** when they respond to incidents.

18.2. Responder On-Call / Call-out

18.2.1. TMOC

The TMOC has procedures in place to assist on-duty operators' when additional operators are needed. See the TMOC SOP for details.

18.2.2. COMET Responders

There are times when a responder will be placed on-call, or there might be times when additional responders are needed and can be called into work.

18.2.3. On-Call - When No Other Responder Is On Duty

When a responder is placed on-call, the responder normally takes his truck home with them. A responder will respond to a page within 10 to 15 minutes, and should be on the road within 10 to 15 minutes after that. The TMOC will activate a responder any time the operator feels that his equipment or service is needed at a scene. Operators may also call upon a responder when there is a high rate of stalled vehicles or accidents occurring for whatever reason, i.e. rain, snow, or heavy congestion. Any time a maintenance standby person or crew dealing with an incident request a responder for a period usually longer than 2 hours. Only the responder who's on-call will be activated.

TMOC will consider the following

- Will the heavy rate of calls continue for longer than 2 hours.
- Will weather conditions likely to continue or get worst.
- How long will it take for a responder to get on scene.
- Will the incident for which they're needed last longer than 2 hours.
- Is the truck's equipment needed at the scene (diesel transfer pump).
- Will responders' services expedite the clearing of the scene.
- Will responders' services help the general motoring public with detours, reducing congestion, and create a safer environment.
- Has an ODOT employee or other agency requested them?
- Is this something that cannot be handled by a maintenance standby person.

18.2.4. No On-Call And When No Other Responder Is On Duty

When a responder is needed, a responder may be called in to report to Lawnfield to get their truck and respond to an operator's request. Response time may be ½ to 1 hour before the responder is on the road. In this case, any time the operator feels that his equipment or service is needed at a scene, they may activate a responder to duty. Operators may also call upon the responder when there is a high rate of stalled vehicles or accidents occurring for whatever reason, i.e. rain, snow, or heavy congestion. Any time a maintenance standby person or crew dealing with an incident request a responder for a period usually longer than 2 hours.

Since this is an urgent need, the responder who can respond the quickest to Lawnfield should be considered. Operators should also, if possible, look at the Comet Calendar and determine who will be least impacted by their report to work time. For example, a dayshift responder should not be called at 2100 hours for a 5-hour incident if he must report to work at 0500 hours. However, if this can't be avoided, the operator may still call out this responder. The supervisor or manager will need to be notified to make special arrangements for this responder.

TMOC will consider the following

- Will the heavy rate of calls continue for longer than 2 hours.

- Will weather conditions likely to continue or get worst.
- How long will it take for a responder to get on scene.
- Will the incident for which they're needed last longer than 2 hours.
- Is the truck's equipment needed at the scene (diesel transfer pump).
- Will responders' services expedite the clearing of the scene.
- Will responders' services help the general motoring public with detours, reducing congestion, and create a safer environment.
- Has an ODOT employee or other agency requested them?
- Is this something that cannot be handled by a maintenance standby person.

Procedure

- Contact a responder leadworker and ask them who they should call out.

18.3. Consider the response time needed for availability.

- If a leadworker cannot not be reached in a timely manner, contact a responder who's availability and response time will be the shortest.
- Page the TMOC Manager, Supervisor, and leadworkers of your actions and which responder was activated.

18.3.1. When Another Responder Is On Duty

When a responder is needed, a responder may be called in to report to Lawnfield to get their truck and respond to an operator's request. Response time may be ½ to 1 hour before the responder is on the road. In this case, any time the operator feels that his equipment or service is needed at a scene, they may activate a responder to duty. Operators may also call upon the responder when there is a high rate of stalled vehicles or accidents occurring for whatever reason, i.e. rain, snow, or heavy congestion. Any time a maintenance standby person or crew dealing with an incident request a responder for a period usually longer than 2 hours. Any time an on duty responder request assistance or recommends another responder due to the workload.

TMOC will consider the following

- Will the heavy rate of calls continue for longer than 2 hours.
- Will weather conditions likely to continue or get worst.
- How long will it take for a responder to get on scene.
- Will the incident for which they're needed last longer than 2 hours.
- Is the truck's equipment needed at the scene (diesel transfer pump).
- Will responders' services expedite the clearing of the scene.
- Will responders' services help the general motoring public with detours, reducing congestion, and create a safer environment.
- Has an ODOT employee or other agency requested them?

- Is this something that cannot be handled by a maintenance standby person.
- Will the on-duty responder be tied up at a scene for an extended period of time, and if the activated responder is not needed at the scene, will the conditions of his service meet the requirements listed in the "No On-Call And When No Other Responder Is On Duty" section.

Procedure

- Communicate with the on-duty responder and get his recommendations. (The operator will make the final decision based on the global picture of activities)
- Contact a responder leadworker and ask them who they should call out, or ask the on-duty responder who should be called.
- Consider the response time needed for availability.
- Page the TMOC Manager, Supervisor, and leadworkers of your actions and which responder was activated

18.4. Hwy Structure Damage

Highway damage is normally directly linked to vehicle accidents. Since the TMOC is usually the first to be given notice on incidents that may involve highway damage, operators will need to know how to handle incidents that could result in State damage. Information must be gathered properly to allow ODOT to recover the cost of repairs from insurance companies. A Comet or maintenance responder will be dispatched to the incident. If law enforcement has cleared the scene, a responder will still be dispatch to the location.

1. A responder will respond to an incident where any indication of possible hwy damage may exist, e.g. barrier, guard rail, asphalt, light poles, signs etc..
2. If the incident is an on-going scene when the responder arrives, the responder needs to gather information from the responsible party or the police on-scene.
3. If the responder arrives and the scene has already cleared, the responder will assess the damage and start necessary paperwork. The operator will contact the law enforcement dispatch center and request a fax of the report or incident number depending on the agency. The information will be faxed to the appropriate maintenance section.
4. The responder will determine what actions are required regarding the damage, e.g. if immediate repair is needed or if it can wait until the next business day.
5. If the damage is extensive, or questionably compromises the safety of the highway, the responder must request that the Maintenance Section Supervisor be notified. The supervisor can access the damage and make arrangements for repair.

Structure Damage

Structures refer to highway overpasses, bridges, ramps, tunnels, and any other support for highway or pedestrian traffic. When these structures are damaged, the question of structure integrity is the main concern. The only one that can answer the question of structure integrity is a licensed inspector. The following is the information that is needed prior to contacting an inspector:

1. Was the structure actually hit? It needs to be confirmed by a responder.
2. Is the concrete chipped? How large are the chips or holes left in the concrete?
3. Are there chunks of concrete missing?
4. Is there rebar (steel bars) showing?
5. Is the steel support dented? How much, i.e. depth and wide?
6. Is the steel support bent? How many inches is it offset?
7. Report the information to the TMOC so the proper actions can be taken.

19. Construction

Construction projects on the state highway system are an ongoing process. Construction projects are contracted out to different construction companies. The contractors are responsible for all aspects of the project, but are overseen by ODOT, and the TMOC is a point of contact for outside agencies and the general public.

Construction projects are divided into 2 different categories. The first type is managed by the Region 1 Project Managers and involves contractors doing work for a state project. The second type are managed by the Permit Office and involve work being done on state right-of-ways for non-state reasons. (I.e. laying phone lines, water lines, etc.)

Project Managers

If there is a reported problem within an ODOT construction area, the TMOC will notify the assigned Project Inspector/Project Manager. The inspector is responsible for notifying the contractors about the problem and verifying its resolution.

Permit Office

Problems within construction areas overseen by the Permit Office are more difficult to resolve. During normal business hours the TMOC will contact the section or District Office that is affected. For after–hours TMOC will notify Frontline Supervisors, Assistant Supervisors, District Managers, or Assistant District Managers for any problems.

If there is an immediate hazard to the motoring public within a construction zone, a COMET responder or maintenance unit will be dispatched to quickly address the

situation until the appropriate contractor is notified. If the contractor is not reachable, it is the maintenance Section's responsibility to handle the problem. The maintenance section will then charge the contractor for the work.

20. Crew Policies and Practices

20.1. Facility

Responder share office space with the 2B Office staff and maintenance crews. Responders are to follow the rules set by the 2B office personnel and any additional rules set by our management. If a situation or concern regarding any ODOT facilities is noticed, the TMOC has a list of contacts for each maintenance section.

20.2. Shift Change

Although the majority of responders have the assigned vehicles, each responder must prepare to leave their vehicle and equipment in ready use if needed by another responder. All responders shall follow these rules:

- Clear food, drinks, and trash from the vehicle.
- Ensure the vehicle is stocked and fueled. This should be done prior to ending your regular shift and not on overtime. If re-stocking and fueling will fall on overtime, it's acceptable to leave the vehicle as is until the next day.
- E-mails should be read at the beginning of your shift, since computers are limited, it's acceptable to read them at the end of your shift. However, e-mails will be checked daily.
- Review the responders' bulletin board for any information or alerts.
- Check in and out of service on the radio individually.
- Ensure the crew room is secured if you're the last one to leave.
- It is everyone's responsibility to service garbage cans in the crew room and parking area.

20.3. Patrolling Corridors

Boundaries have been established outlining each of the corridors within our region. Typically there will be enough responders on duty for each shift to place one responder in each corridor. On days where there is a shortage of responders and not all the corridors can be filled with a responder, responders of the other corridors will share the responsibility of patrolling the empty corridor.

When one corridor is empty during a Monday through Friday schedule, coverage of this corridor is to take place by coordination between responders on duty at the time. When time allows, a responder will announce on the radio that they will be making a pass through the empty corridor. This allows other responders to hear and know who and when it's happening. After time as elapsed, the next responder will make the pass and

so on. This process is to be repeated during the whole shift. If one responder is handling a heavy call load, the other responders with smaller call loads will fill in. This might mean that one single responder would end up making all the passes through the empty corridor. However, the empty corridor will only have its primary highways patrolled leaving the secondary highways un-patrolled.

When there is only two responders on a shift, the corridors will be simply divided in half, each taking two corridors. During such times, only primary highways will be patrolled leaving secondary highways un-patrolled unless dispatched to a call.

Responders will avoid patrolling a corridor together. Responders are expected to stay in their assigned corridor unless needed. Responders needing to meet together shall do so near the core.

Unless otherwise stated or restricted, responders may change or swap corridors. Agreements can be done by any amount of time, e.g. 1-day, 1-week, 1-month, etc. When such agreements take place, the leadworker at minimum should be advised. Responders on weekends and graveyard may make their own agreements without prior permission unless otherwise stated or restricted.

20.4. Phone Usage

Phones and cellular phones are for official use. When using a cell phone to make personal calls the individual will be responsible for making payment on those calls. When receiving personal in-coming calls on cell phones, the individual will take note of the date and time to declare that call as personal on the monthly cell phone billing statement. Responders may receive and make local personal calls on fixed phones. If personal long-distance calls are necessary, responders may make collect calls or use personal phone card to make these calls. Personal calls will be limited to short duration and not interfere with duties. Updated or current ODOT policies will take precedence over any information written here.

20.5. Parking

Responders have been allowed to park their vehicles inside the barn under certain conditions and times. Since this a privilege allowable by the current 2B District Manager and subject to change, responder will follow the rules that have been set by the District Manager and any amendments made by our management to ensure this privilege is maintained.

Responders will park Comet trucks in appropriate parking spaces while at the Region 1 Headquarter building. Responders will first park their trucks in the spaces designated for “E-Plated” vehicles, second location will be in front of the building, and finally at meter parking (E-plated vehicles may park for free within the City of Portland, but may not exceed the maximum allowable time).

20.6. Ride-Along

The TMOC receives many calls regarding ride-a-longs with Comet responders. All persons outside ODOT should be referred to the TMOC Manager or Supervisor for arrangements. ODOT employees can usually talk directly to responders to arrange a ride-a-long. Responders will notify the manager or supervisor of the arrangements. Typically, ride-a-long are scheduled with leadworkers.

Restrictions

1. Only properly trained personnel who are qualified or certified to be on the Hwy system should be allowed to exit a Comet truck while on the hwy. Such individuals will have proper safety gear.
2. Those individuals not properly qualified or certified to be on the hwy system will only be allowed on the hwy under the direct supervision of the responder under safe conditions. Such individuals will still be required to wear safety gear.
3. If an individual fails to follow a responder's instructions regarding safety or any situation that interferes with responders' duties, the responder will end the ride-a-long.

20.7. Weapons

According to standard ODOT policy, no employee shall carry any type of weapon while on duty. While some responders are in various types of reserve units or part-time employment where they are authorized to carry a weapon, ODOT policy does not allow any weapons on any ODOT premises regardless of reserve status. For those who fall within this category and find themselves unable to secure their weapon(s) prior to reporting to work, they must make other arrangements to insure the weapon is not on ODOT property. Weapons secured in personal vehicles that are parked on ODOT property is still in violation of ODOT's policy.

21. Evacuation

There will be times when it is necessary to evacuate the TMOC e.g. fire drills, bomb threats, earthquakes, etc. In order to let everyone know that the TMOC is off the air, an operator will send out a page called " R1 Evacuation Group" from our paging system. Operators will follow these steps upon evacuation:

21.1. COMET Evacuation

Responders are stationed at the 2B District Office. Therefore, responders will evacuate the area as dictated by the 2B District Office's instructions.

21.2. TMOC Evacuation

1. The "R1 Evacuation Group" page will be sent out. It will say, "TMOC IS EVACUATING DUE TO (DRILL, FIRE, ETC.) EMERG. CALLS ONLY CP 503-969-6148; 503-969-7683 UPDATES WILL FOLLOW".
2. Station 2 will be asked to monitor the high-band until relocation can be established.
3. Place the 800 MHz hand-held radio to scan in order to listen to PPB (you may choose to call PPB over the radio and let them know that you have evacuated the center).
4. Responders will hold all radio traffic to a bare minimum, and hold off on activities of low priority, abandoned vehicles, tagging, time checks, non-hazardous debris, until the TMOC is back on the air.
5. If re-location to our back-up center was needed, TMOC will send a page stating "TMOC RE-LOCATED AT (give location), Ph ### - ####, BACK ON THE AIR".
6. TMOC will announce over the 800 MHz and on all channels on the High-band that the "TMOC HAS BEEN RE-LOCATED AT (give location) AND NORMAL RADIO TRAFFIC CAN RESUME WITH STATION 1".

7. TMOC will determine if a Region 1 Roll-Call is needed.

Maintenance Sections and Field Personnel

1. Until the TMOC as been reactivated or has been relocated, District Offices will assume all radio traffic and responsibility for their districts.
2. District Offices will answer any radio transmissions from their crews although they are asking for Station 1.
3. District Offices Staff and maintenance Supervisors will assist with radio traffic from their crew directed to Station 1.
4. Field crew personnel will direct their radio traffic to their District Office or section Office.

21.3. TMOC Reactivation

1. The TMOC will send the "R1 Evacuation Group" page saying; "TMOC HAS BEEN REACTIVATED AT REGION HQ."
2. TMOC will determine if a Region 1 Roll-Call is needed.
3. Operators will announce over the radios that Station 1 is reactivated.
4. Operators will gather missed calls from responders and make computer entries (catch-up) on major incidents or calls of concern.

Maintenance Sections and Field Personnel

1. Crew personnel will resume radio communication with Station 1.
2. Crew personnel will update the TMOC with any current activities.

21.4. Region 1 Roll-Call

Roll-Call is for conducting an over the radio roll-call of all maintenance section personnel and COMET responders. It is normally after a natural disaster has occurred, a drill, or when required by management. This is done on the highband radio system only for maintenance and the 800 MHz for COMET.

1. If the Roll-Call is a practice drill, it will begin and end with a radio broadcast of "This is a drill".
2. The TMOC will say, "Station 1 will be conducting a Region 1 roll-call in 10 minutes due to (give reason (omit if drill)…. All units are to hold non-emergency radio use".
3. The TMOC will contact each responder individually over the radio, Nextel, or cell phone.
4. Once complete the TMOC will say, "Roll-Call completed…. Normal radio use can resume".

22. Comet Equipment and Supply

22.1. Advanced Vehicle Location (AVL) System

Advanced Vehicle Location (AVL) system is a fleet management system that tracks vehicles and communicates data to the Operators' stations. It provides up-to-the-minute data and resolves situations as to who are the nearest Comet responders. This fully integrated information network of satellites, computers, communications equipment and software tools helps the TMOC become more efficient. The lists below are a few items that an AVL provides to the Operators:

- Where responders are located and who is the closest to respond to incidents.
- AVL System collects and stores data.
- Operators can view the history of where the responders have driven
- Operators can view and monitor vehicle information from on-broad sensors

For complete information and how to use the software refer to the "User Manuals Reference" book.

Responders shall keep the AVL unit on at all times from the time they leave Lawnfield until their return at the end of their shift. Responders shall not tamper with the units in the attempt to interfere with its transmission ability. AVL units that are not operational will be reported to the leadworker and to the TMOC at the beginning of their shift.

22.2. Portable Variable Message Sign (PVMS)

Portable Variable Message Sign (PVMS) are just like fixed or permanent VMS with the exception that they are mounted on a trailer or on a truck. All maintenance PVMS are on trailers while Comet responders have them mounted on their trucks. Not all PVMS are the same. Currently there are three or four types that are used in Region 1. Operators are able to remotely control most of maintenance's PVMS. Refer to the PVMS Manual for complete information.

This section is a supplement to the publication "Guidelines for the Operation of Variable Message Signs on State Highways" published by the Traffic Management Section, technical services, ODOT. This section is based on the "Guidelines" and on Part VI of the Manual on Uniform Traffic Control Devices (MUTCD), Standards and Guides for Traffic Controls for Street and Highway Construction, maintenance, Utility, and Incident Management Operations, 1988 Edition, Revision 3, 1993.

Definitions

A Variable Message Sign (VMS) is a traffic control device (permanent or portable) whose message can be changed manually, electrically, mechanically, or

electro-mechanically to provide motorists with information about traffic congestion, traffic accidents, maintenance operations, adverse weather conditions, roadway conditions, organized events, or other highway features (e.g., drawbridges, toll booths, weigh stations, etc.). Variable Message Signs are also referred to as Changeable Message Signs (CMS) and Dynamic Message Signs (DMS) in some publications.

Portable Variable Message Signs (PVMS) are signs that can be moved to a location as required. All PVMSs used on the state highway system shall meet specifications outlined in ODOT's *Specifications for Portable variable Message Signs.*

Conditions of Use

The purpose of a PVMS is to provide information for motorists to make decisions in response to traffic or adverse weather conditions. PVMS use should enhance ODOT's first priority: public safety. PVMS messages should be displayed only when some response or decision by motorist is required. The following will determine the relative priority of displayed messages on PVMSs:

1. Road and ramp closures and emergency situations
2. Incident or accident
3. Construction or maintenance operation
4. Adverse weather or environmental conditions
5. Traffic operations information associated with special events such as car shows or sports events
6. Travel time information

All PVMSs shall be operated under the authority of the Region Traffic Engineer, the District Manager, or Construction Project Manager and in accordance with this supplement and the manufacturer's instructions.

Restriction on PVMS Use

Public Service Announcements

PVMSs shall not be used for (PSA's) or advertising. A PSA, as it pertains to display on a VMS on the public roadway, is a brief message that does not require an immediate response but encourages the driver to change a future behavior that will contribute to transportation safety of air quality improvements. The message is designed to reinforce the theme of a concurrent public awareness campaign or to encourage the use of alternative transportation on the next trip or the following day.

Advertising Messages

Advertising messages, including tourist information, shall not be displayed on any PVMS.

Use for Special Events

If a special event is likely to impact traffic operations, a message may be displayed on a PVMS to inform drivers about exit and parking information. The message should avoid direct mention of a specific private establishment or event.

Messages Relating to Changes in Public Law

For the purpose of this section, information relating to changes in public law or traffic control, which, is determined by the District Manager or Project Manager to be necessary for the safety of the traveling public, is not considered to be a PSA. Such messages should be limited, if possible, to a single panel. Use or portable VMSs for such messages at freeway locations outside work zones should be avoided.

Test Messages

Test messages on PVMSs should not be displayed to traffic when not needed. They should be blank out or turned away from traffic.

Placement of PVMSs

1. A PVMS should be sited and aligned to optimize driver response.
2. PVMSs with displayed messages should be visible from ½ mile under ideal day and night conditions. Each sign should be legible for a minimum of 650 feet from all lanes for which the messages is intended.

3. Refer to *Traffic Control on State Highways for Short Term Work Zones* for guidance in placement of all signs used in work zones.
4. If two PVMSs are needed, they should normally be placed on the same side of the roadway separated by at least 1,000 feet.
5. PVMSs may be used without cones or barriers. Optional use of cones or barriers should follow practices given in the ODOT publication, *Traffic control on State Highways for Short Term Work Zones*.

Message Content

1. Each Region Traffic Engineer has the responsibility to approve non-routine or special messages to be displayed on PVMSs in his/her region. When it is necessary to display a message that is not on an approved list, the following factors should be considered:

    a. An advisory message should consist of a problem statement (e.g. accident ahead, construction zone) and an action statement (e.g. exit, prepare to stop) and may also include an attention statement if the message is being directed at a segment of drivers (e.g. thru traffic, all trucks).

    b. Unnecessary words (e.g., a, an, and the) should be eliminated and common abbreviations should be used without a period unless the intent of the message is unclear.

    c. Messages should be displayed in compatible units of information referred to as "chunks". For example:

Preferred:	*Avoid:*
THRU TRAFFIC	THRU TRAFFIC USE

    d. Single panel messages should be continuously displayed. Alternatively displaying a single panel messages and a blank panel implies to the observer that new information may be displayed.

    e. The entire message cycle should be readable at least twice at the anticipated operating speed.

    f. No more than two panels should be used.

    g. Numeric speeds should be avoided. Use messages like "**SLOW**" or "**REDUCE SPEED**".

    h. Distances may incorporate the fraction ¼, ½, or ¾ mile. Distance less than ¼ mile should be shown in feet (rounded to the nearest 100 feet). It may be preferable to refer to an exit number or use

"**NEXT EXIT**" or "**2nd EXIT**" rather than actual distances. Avoid local names or landmarks if possible.

i. Time display should relate to the standard 12-hours format using the "**AM**" and "**PM**" designation.

2. The Region Traffic Engineer should submit a request for additional messages to the State Traffic Engineer.

Approved Messages for Display on PVMS

COMET PVMS have pre-assigned messages but current models or future models may allow responders to custom make their messages. In these cases, responders need to follow these basic rules. Drivers need to know what they should do and a good reason for doing it. The message may be directed at all motorists or the drivers of specific types of vehicles, such as trucks or drivers going to specific destinations. The message may include distance information expressed in feet or miles.

REASON	ACTION REQUESTED
(NAME OF ROAD) CLOSED	CARRY TRACTION DEVICES
(NAME OR NUMBER OF EXIT) CLOSED	MOVE RIGHT / LEFT
BRIDGE CLOSED	PASS TO RIGHT / LEFT
CONGESTION	REDUCE SPEED
CONSTRUCTION	REDUCE SPEED (insert number) MPH
DENSE FOG	SLOW
EVENT PARKING	SLOW DOWN
FLOODING	STOP AHEAD
FREEWAY CLOSED	USE (alternate rd or exit or lane)
ICE	USE CAUTION
LEFT / RIGHT LANE CLOSED	
MAINTENANCE	
NEXT EXIT CLOSED	
RAMP CLOSED	
ROAD CLOSED	
SNOW PLOW AHEAD	
SWEEPER AHEAD	
WRECK	

Acceptable abbreviations

ACCS *Access*
AHD *Ahead*
BLKD *Blocked*
HWY *Highway*
CONST *Construction*
EXT *Exit*
FRNTG ROAD *Frontage road*
FWY *Freeway*
I *Interstate*
MI *Mile(s)*
MPH *Miles Per Hour*
N,S,E,W *North, South, East, West*
NBND TRAFFIC *Northbound (also SBND, EBND, WBND)*
PVMT *Pavement*
RD *Road*
RTE *Route*
SHLDR *Shoulder*
ST *Street*
TEMP RTE *Temporary Route*

22.3. Comet Forms and Flyers

Responders are out on the hwy to provide a service to the motorist. Some of the services that responders provide are to inform and assist the motorist. Here are some of the forms that are handed out and used by responders.

Traffic Accident and Insurance report – In non-injury accidents police are not needed unless one of the involved motorist doesn't have a driver's license or proof of insurance. Drivers' only have to exchange information and summit a report to the DMV if the damage is over $1,000.

COMET Flyer – This flyer not only tells about the COMET program, but also provides a Traffic Accident Information Exchange card.

COMET Survey—Whenever a responder comes in contact with a person in the course of performing his or her duties, they hand out a survey in order to get feedback on our service. It is also used to help management make changes and adjustments to our program. This form is currently not being used but may still be in existence.

23. Jumper Cable Procedures

Comments about jump-starts. These are recommendations made by a tow operator, he passed on some cautions regarding jump starts...seems like many of the newer cars have protective devices to guard their many computer chips.

23.1. Recommendations:

- Turn on some lights on the dead vehicle (dome light, whatever)
- Make certain the ignition on the dead car is OFF
- Disconnect any accessories – (cell phones known to burn up!)
- Connect jumper cables to batteries.
- Wait a couple of minutes to stabilize... and start the dead vehicle
- If a dead battery is warm, it may reflect internal shorting and burnout... the battery is most likely done for...

23.2. Explanations and examples:

With more sophisticated cars equipped with many on board computers we can do more harm then good.

- Lexus, $40,000 and up with a dead battery. If we hook up our cables and the voltage on the car has dropped below 10-11 volts and we then instruct the driver to turn over the engine while cranking in 16-18 volts, we'll most likely fry the computers. This is because the built in

protection device has been lost due to low voltage. Thus a law suit then follows for ODOT to buy the car because it can cost as much to repair the car's electronics as it would to buy the car.

Always talk with the driver and explain what could happen to their electrical system. Use the portable jumper unit for low voltage jumps on cars with high tech electronics or higher priced cars.

24. Required ODOT Training

24.1. Training

It's the responders' responsibility for applying the knowledge, techniques, procedures, and guidelines received in all training courses, manuals, policies, instructions, and/or On-The-Job training. Responders will incorporate these requirements into all aspects of their duties as needed for dealing with situations and incidents that they handle on a daily bases or for any incident or event that they may handle in the course of their job.

SA001035 Basic Safety Awareness

SA001009 CPR Certification renewal

SA001013 Defensive Driving

SA001018 First Aid/CPR

SAWB1222 New Employee Orientation to Safety

MA001657 Jump Starting (May also be done by OJT)

WE001085 Ethical Decision Making

WEWB1098 New employee Orientation On-Line

EM001801 First Responder Awareness Level

EM001802 First Responder Update Level

EM001808 First Responder Operation Plus

EM001802 Incident Command System Overview

EM001819 Emergency Bridge Inspection

SA1008 Chain Saw Safety – Initial

SA1013 Defensive Driving – Initial / 5 yr. Refresher

SA1017 Fire Extinguisher / Evacuation Procedures – Initial / Annual refresher

SA1022 Hazard Communication / Right-to-know

SA1021 Hazardous Material Awareness – Initial / Annual refresher

SA1024 Hearing Conservation – Initial / Annual refresher

SA1028 Lock Out/Tag Out – Initial

Medic First Aid Annual – Initial / Annual refresher

SA1040 Work Zone Traffic Control / Flagging Cert. – Initial / 3 yr.

SA001048 Bloodborne Pathogens / Infectious Disease Control

SA001047 Personal Protective Equipment.

SA001035 Back Safety Awareness

Emergency Vehicle Operation Course (EVOC)

25. State Hwy Numbering System

State Hwy Numbering System is used in ODOT to identify all highways in the state. There are Federal and other naming and numbering systems available, but they only deal with their Highways. For example, one Hwy may in fact have numerous names and numbers assigned to it has it crosses city and county lines. To resolve this problem, ODOT uses a numbering system to individually cover each segment of Hwy so that no two have the same identification. Become familiar with the ODOT system and know the major hwy in the metropolitan area.

25.1. Milepost Maps

Milepost is the physical distance of the surface of the road. Milepost start at 0 as a hwy enters a state from the South or the East (there are some exceptions). Exit numbers are in fact the closest whole number milepost, but are rarely the exact milepost. The following maps are mileposts that are commonly used to identify locations within our corridor.

26. Maps – ODOT Responsibilities

26.1. Regions

ODOT is divided into 5 Regions. Each region as it's own regional office. We are in Region 1 with our regional office located at 123 NW Flanders St. Portland, OR 97219.

26.2. Districts

Each region is then sub-divided into districts. Region 1 has 3 districts, 2A, 2B, and 2C. Each District has its own District Office.

26.3. Sections

Each district is further sub-divided into Maintenance Sections. Section boundaries are based on State Hwy coverage.

26.4. Corridors

Corridors are areas of a Hwy or road that defines a particular area. There are currently 9 Corridors within Comet's patrolling area.

26.5. Maps

26.5.1. Straight-line Charts

Several straight-line chart styles can be found and used in the TMOC. Straight-line charts are based on ODOT's hwy numbering system. These charts provide information on the design and structure of the hwy. Items that connect or come in contact with the highway are normally listed on these maps. Maps also show the

boundaries of Regions and Sections. The most current information can be found on ODOT's Intranet under TransViewer.

26.5.2. State and City Maps

The TMOC covers a large geographical area and maintaining current maps of cities and counties is difficult at best. To deal with this constant changing issue of up-to-date map availability, current maps of every city and county in Oregon can be found on ODOT's Intranet under Mapping.

27. Abbreviations Listing For Paging

&	And
@	At
# VEH'S	How many vehicles
1216	Vehicle Accident
1216 VS PED	Vehicle versus pedestrian
1216 W/INJ	Vehicle accident with injuries
1216A	Vehicle accident fatality
1216A X 2, 3…	Vehicle accident more that 1 fatality
1216R	Roll-over Accident
A, B, C, LN.	Hwy lanes from left to right
ABAND	Abandoned vehicle or semi etc
ACC RECON / ACC INV	Accident Reconstruction / Investigation
ARR	Arrived
ASSIST	Assistance or Assisting
ADM	Assistant District Manager
BLK ICE	Black Ice
BLKD	Blocked
BOTH DIR	Both Directions
BR	Bridge
CLACK 911	Clackamas County Communications
CLR	Clear or Cleared
CCTV	Close Circuit TV
CLSD	Closed
CMPLT	Complete
ON-SCN / ENRT	Crew Status.. On-scene / En Route
DEQ	Department of Environment Quality
NB/SB/EB/WB	Direction of travel
DAV	Disable Vehicle or motorist / Stall
DSP or DSP'D	Dispatch or Dispatched
DM	District Manager
DWN	Down
EMS	Emergency Medical Service
ETA	Estimated Time of Arrival
FNLPG	Final page
FYI	For Your Information
HAZMAT	Hazardous materials
HWY	Highway
INV	Involved
JCT	Junction
JWO	Just West of, Just East of, etc

LN	Lane
LF FLT ACT	Life flight activated
L/G or R/G	Left Gore Point / Right Gore Point
MP	Milepost
MUD SLD	Mud Slide
NFI	No further information
N.N.	Not needed
N.R.	Not Required
ODOT	Oregon Department of Transportation
OERS	Oregon Emergency Response System
OFF-RD-LT	Off the Road Left Side
OFF-RD-RT	Off the Road Right Side
OSP	Oregon State Police
PLZ CALL	Please call
PD	Police Department
PVMS	Portable Variable Message Sign
PTLD	Portland
PDX	Portland Int'l Airport
PPB	Portland Police Bureau
PIO	Public Information Officer
R/G or R/G	Right Gore Point / Left Gore Point
RMP	Ramp
RPT	Report
RQEST	Requested / Requests
ROCK SLD	Rock slide
SEMI	Semi-truck
SHT DWN	Shut down
STALL	Stalled Vehicle or DAV
STNDBY	Standby person or On-call person
TRAFF CNTRL	Traffic control
TMOC	Traffic Management Operation Center
UTL	Unable to locate
UNK	Unknown
UPDT	Update
VMS	Variable Message Sign
VEH	Vehicle
VEH VS PED	Vehicle versus pedestrian
WA CO 911	Washington County Consolidated Communication
WSDOT	Washington State DOT
WSP	Washington State Police

28. Manual's and other Abbreviations

AAA	Automobile Association of America
ADM	Assistant District Manager
AM	Area Manager
AM / A.M.	Ante Meridian / Before Noon
APB	All Point Bulletin
ASST	Assistant
ATMS	Advanced Traffic Management System
CAA	Canada Automobile Association
CCTV	Close Circuit TV
CDL	Commercial Driver License
CMS	Changeable Message Sign
COMET	Corridor Management Team
DAS	Department of Administrative Services
DAV	Disabled Vehicle
DEQ	Department of Environment Quality
DM	District Manager
DMS	Dynamic Message Signs
DMV	Drivers & Motor Vehicle Services
e.g.	Example
EMS	Emergency Medical Services
ETA	Estimate Time of Arrival

LED	Light-Emitting Diode
LEDS	Law enforcement Data System
MUTCD	Manual on Uniform Traffic Control Devices
OAR	Oregon Administrative Rules
ODOT	Oregon Department of Transportation
OERS	Oregon Emergency Response System
OIC	Operator In-Charge
OSHA	Occupational Safety and Health Administrative
OSP	Oregon State Police
PD	Police Department
PIO	Public Information Officer
PM	Project Manager
PM / P.M.	Post Meridian / After Noon
PPB	Portland Police Bureau
PSA	Public Information Announcement
PVMS	Portable Variable Message Sign
RMA	Rubber Manufactures Association
RPU	Reporting Processing Unit
RWIS	Road and Runway Weather Information System
SAIF	State Accident Insurance Fund

29. Regulation and Reference Listing

- Radio Communications Callbook; October 1995
- TransPort Traffic Management Software; September 1999
- Orbital Transportation Management System
- Guidelines for the Operation of Variable Message Signs on State Highways; January 2000
- Collective Bargaining Agreement OPEU; 1999-2001
- Region 1 Incident Response and On-Call Guidelines, maintenance and specialty crews; September 20, 1997
- Region 1 Guidelines and Procedures for Paging and Managing Incidents on or Impacting the State Highway System; August 16, 2001
- ORS 810.200 Uniform standards for traffic control devices; uniform system of marking and signing highways.
- ODOT's Supervisor's Handbook; 05/2000
- Guidelines for the Use of Portable Variable Message Signs on State Highways; January 2000
- ORS – Oregon Revised Statues
- OAR – Oregon Administration Rules
- The following are the Oregon Revised Statutes reviewed concerning the operation of O.D.O.T Emergency Vehicles as per ORS 801.260, ORS 820.350 AND ORS 820.370.
    - ORS 801.260 - Definition of an emergency vehicle.
    - ORS 816.010 - Authority to set standards for emergency lighting equipment.
    - ORS 816.280 - Warning Lights.
    - ORS 816.310 - Exemptions from lighting equipment requirements.
    - ORS 816.350 - Prohibitions on number and kind of light for certain vehicles.
    - ORS 820.300 - Ambulances and Emergency vehicles (application to traffic laws)
    - ORS 820.320 - Illegal operation of an emergency vehicle.
    - ORS 820.370 - Ambulance or emergency vehicle sirens.

30. Attachments

Attach 1. Traffic Section Organizational Structure
Attach 2. TMOC / COMET Organizational Structure