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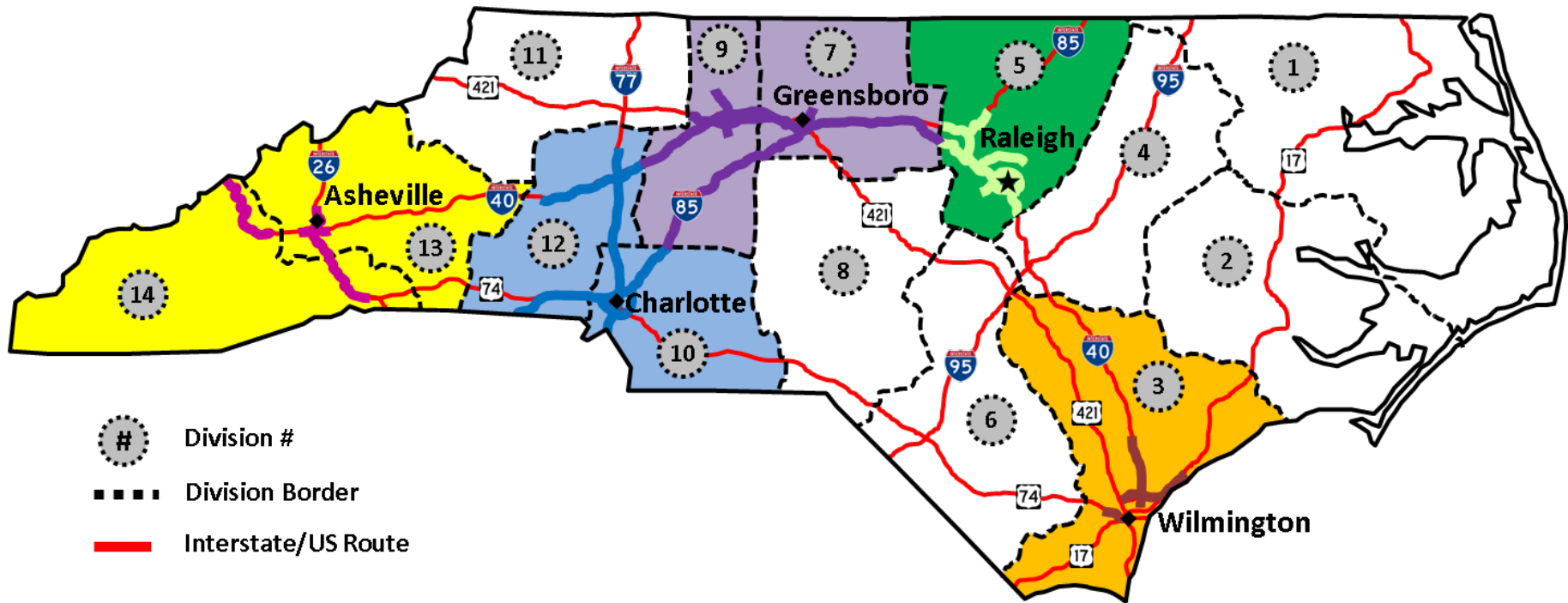
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Safety Service Patrol Idea Sharing Network – Session III: Training



NCDOT State Farm Safety Patrol



-  Division #
-  Division Border
-  Interstate/US Route



Services

Motorist Assistance



Incident Management & Traffic Control



Legislation

- Move Over (GS 20-157)
- Fender Bender (GS 20-166)
- Quick Clearance (GS 20-161)

This vehicle has been impounded, towing by the North Carolina State Highway Patrol as a service to the driver. The failure to remove this vehicle within 24 hours of the date and time noted below may result in the vehicle being towed and stored for safe keeping at the owner's expense.

Vehicle **FORD** License **AGX-102**
Location **I-40 RALEIGH WAKE**
Time **10:00 a.m.** Date **1/12** Car # **P-127**
Remarks **ABANDONED - REMOVE AFTER 24 HOURS**
This tag can be disregarded when searching for your vehicle.
HP-303 (New 0)



Nothing Compares



Demonstrated Need

BEFORE the Training Program



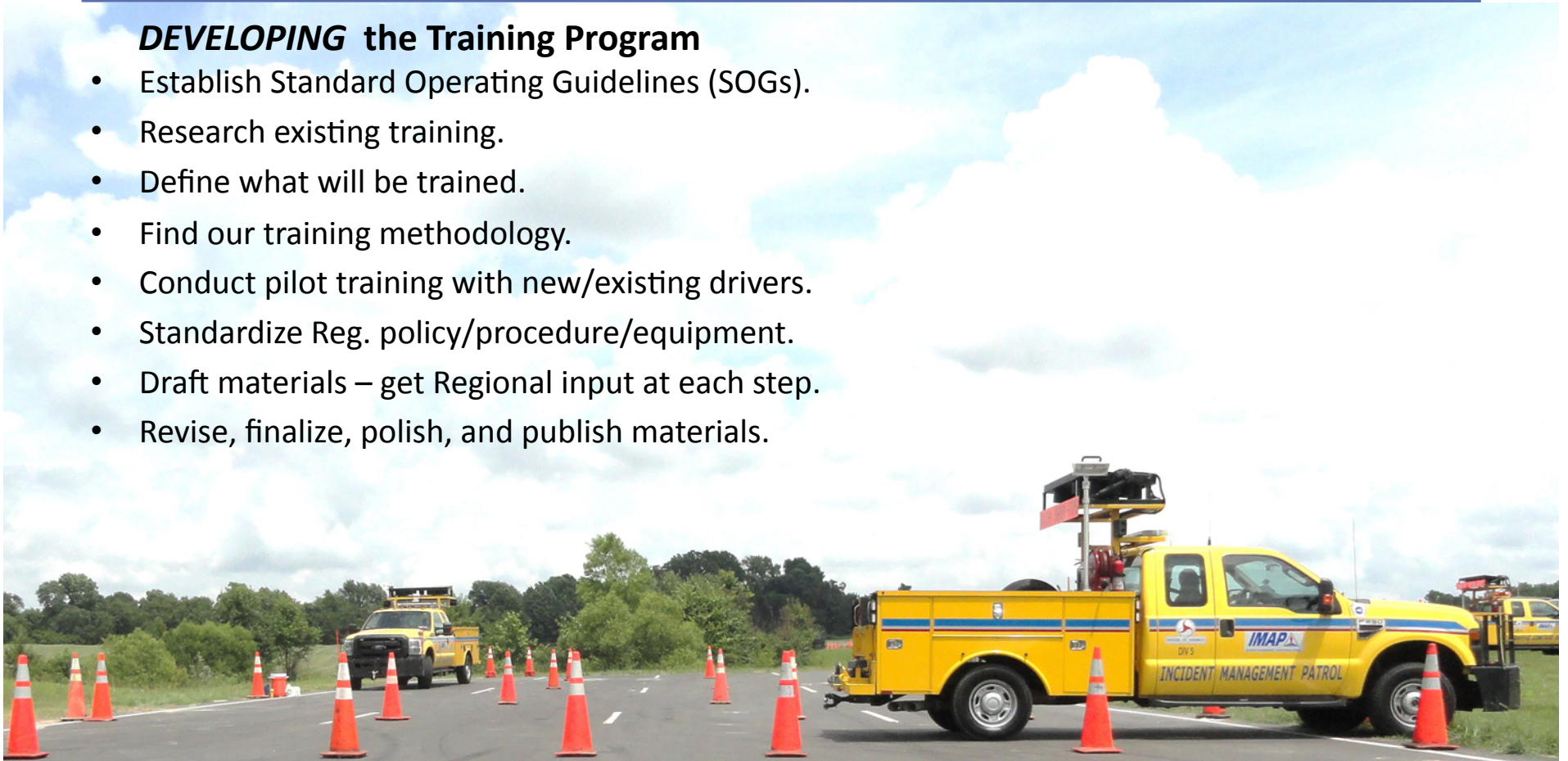
- Each Region trained their own
- Inconsistent
 - ...Driver to Driver
 - ...Region to Region
- Undocumented
 - ...What to train
 - ...Completion of Training



Development

DEVELOPING the Training Program

- Establish Standard Operating Guidelines (SOGs).
- Research existing training.
- Define what will be trained.
- Find our training methodology.
- Conduct pilot training with new/existing drivers.
- Standardize Reg. policy/procedure/equipment.
- Draft materials – get Regional input at each step.
- Revise, finalize, polish, and publish materials.



Courses (37)

General Education & Driver Expectations (GE)

- General Rules & Guidelines
- IMAP Dress Code
- Critical Thinking & Teamwork

Vehicles & Equipment (VE) courses

- Personal Protective Equipment (PPE)
- IMAP Vehicle & Maintenance
- IMAP Equipment Specifics
- Radio Hardware & Dispatch Protocol
- Driving Techniques
- 2-Wheel / 4-Wheel Drive
- Sand Truck & Snow Plow
- Portable Changeable Message Signs (CMS)

Motorist Assistance (MA)

- Changing Tires on Vehicles & IMAP Trucks
- Providing Fuel to Motorists
- Dispensing Quick Dry
- Transporting Motorists
- Jumpstarting Disabled Vehicles
- Cooling Systems & Overheated Vehicles

Temporary Traffic Control (TTC)

- Vehicle Positioning & Driver Approach
- Temporary Lane Closures & TTC Techniques
- Emergency Rolling Roadblocks
- Motorist Cooperation
- Center Lane Closures
- Entrance / Exit Ramps & Hills or Curves
- Queue Management

Incident Management (IM)

- Abandoned Vehicles & Signal 4
- Incident Priorities
- Push / Pull / Drag & Overturned Vehicles
- Debris Removal
- Vehicle Fires & Roadside Fires
- HazMat & Emergency Response Guidebook (ERG)
- Adverse Weather – Reporting & Basic Response

Communication Skills (COM)

- Handling Irate Motorists
- Interacting with Other Agencies
- Multi-Unit Coordination



Structure

IMAP Driver Assessment & Approval Checklist NC Department of Transportation
Field Training Guide
for IMAP Instructors

IMAP Driver Approval Request Form:

TRAINEE INFORMATION:				
TRAINING START DATE:	TRAINING END DATE:	COMPLETED ALL TRAINING? <input type="checkbox"/>	OJT CHECKLIST COMPLETE? <input type="checkbox"/>	ASSESSED BY SUPERVISOR? <input type="checkbox"/>
INSTRUCTOR NAME:			APPROVE DRIVER? <input type="checkbox"/>	INSTRUCTOR SIGNATURE:
INSTRUCTOR COMMENTS:				DATE:
IMAP SUPERVISOR FINAL RULING				
SUPERVISOR NAME:	APPROVE DRIVER? <input type="checkbox"/>	SUPERVISOR SIGNATURE:		
SUPERVISOR COMMENTS:				DATE:

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IMAP Field Training Guide

Certificate of Completion

This certificate presented to

John Smith

for successfully completing the
North Carolina Department of Transportation
 IMAP Driver training program on

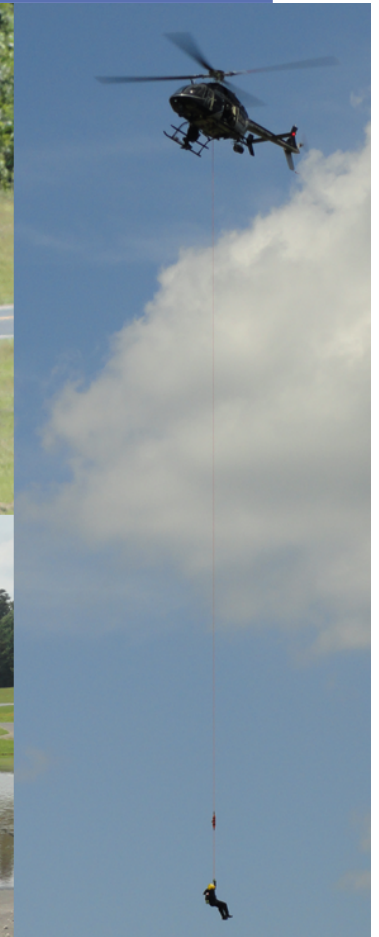
May 11th, 2015

Cliff Braam, PE, CPM
Traffic Operations Engineer

Melvin Dorsey
Statewide Incident Management Specialist



Best Practices

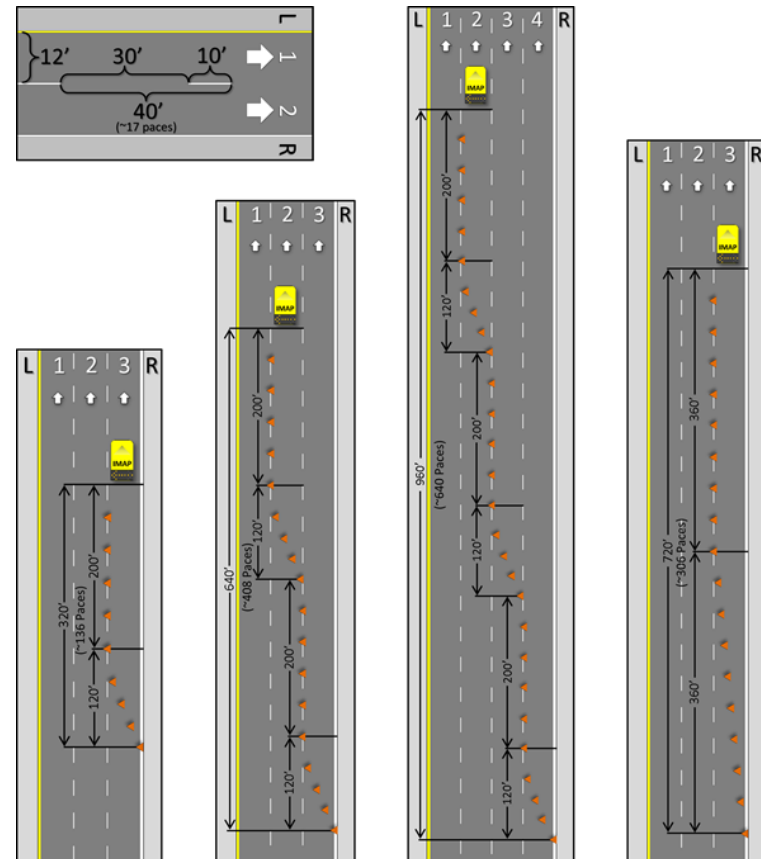


Best Practices

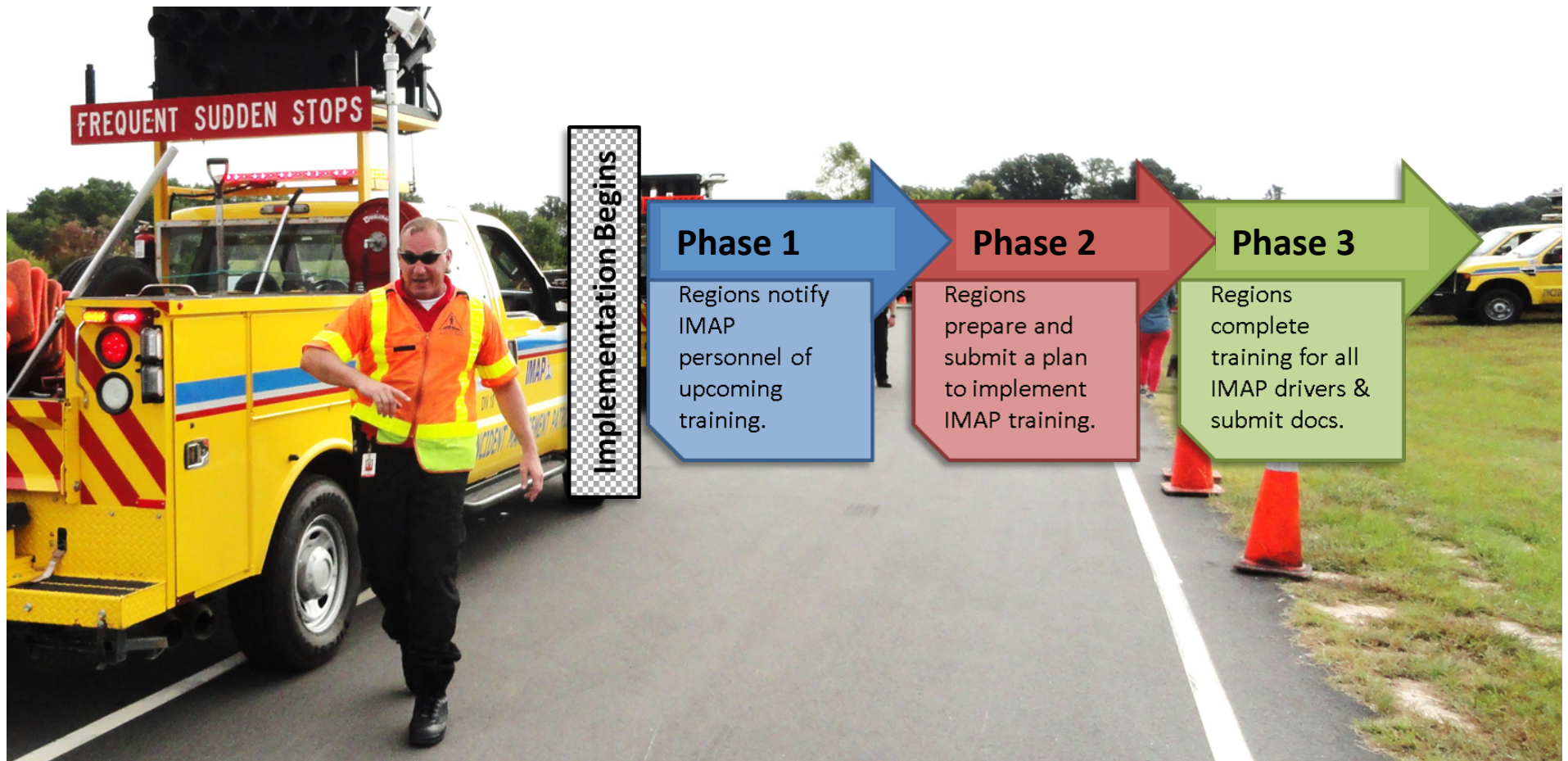
Regional Input in Development



Emergency TTC and MUTCD



Implementation



Conclusion

