Important Phone Numbers

• Call 911 First
• Then call the IowaDOT Traffic Management Center (TMC) at 515-237-3300

If you are unsure of what to do call 911.

If you are dispatched...
• Be certain you know the exactly where the incident is located.
• Be in touch with your supervisor if appropriate
• Be sure to get a contact number if you will be delayed
• Be ready to assist
• Have appropriate high visibility safety apparel on
• Report to incident command

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First on Scene? Size up the Scene

• Position your vehicle properly upstream of the incident.
• Collect all size up information and notify the TMC, 515-237-3300
• Your name and cell phone number
• What you are driving
• What is your exact location?
• How many vehicles are involved?
• How many people appear to be injured?
• Route? Circle One: NB SB EB WB
• Milepost? What lanes are closed?
• Are any of the following involved?
  • Cable Barrier  Steep Embankment  Concrete Median
  • Intersection  Roundabout  regular guardrail  bridge/culvert

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Do you see any of these hazardous material markings?

Always reference the Emergency Response Guide (ERG)

Size Up the Scene

Size Up the Scene

Size Up the Scene

Size Up the Scene
Move it!
Don your safety apparel before exiting your vehicle.
DO NOT MOVE IF SERIOUS INJURY OR FATALITY EXISTS.

Move the incident to a SAFE location (shoulder, median, emergency lane) if:
• Vehicles are operable
• There are no injuries or minor injuries
• No unidentified fluids leaking.

If possible, take photographs of the incident scene prior to moving any vehicles.

Iowa code 318.5 “An obstruction in a highway right-of-way which constitutes an immediate and dangerous hazard shall, without notice or liability in damages, be removed by the highway authority [IowaDOT].”

Iowa code 321.262 “Another person at the scene of the accident may remove a vehicle involved in the accident in accordance with this subsection to reduce the risk of a subsequent accident or to ensure the safety of persons at the scene of the accident.”

Iowa code 321.89 “A police authority, upon the authority’s own initiative or upon the request of any other authority having the duties of control of highways or traffic, shall take into custody an abandoned vehicle on public property and may take into custody an abandoned vehicle on private property.”

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• Work it where it is with a goal of clearing the travel lanes as soon as possible.
• Always turn wheels away from the incident space.
• Determine which of the following situations apply to you and use the appropriate diagram below to block the incident.
If using one of the blocking positions on the previous page, use judgment to allow a minimum of 5 car lengths between your vehicle and the incident scene to block it from upstream traffic.

Properly equipped vehicles may remove vehicles from the travel lane.

Use the following procedure to exit your vehicle:

- Turn on vehicle hazard lights and any emergency lights
- Put on all appropriate personal protective equipment (PPE)
- Check mirror for traffic
- Look back, check for traffic
- Open vehicle door slightly
- Open door only as much as needed and exit
- Close door and proceed to a safe area

Never trust approaching traffic in either direction

Never turn your back to approaching traffic

Maintain an awareness of:

- Where you are
- Where you can go (escape route)
- Where you can’t go (bridges, oncoming traffic, etc.)
- Never stand between vehicles
- Instruct civilians where to stay, out of harm’s way, alert!

YOUR GOAL IS TO ASSIST PEOPLE TO A SAFE LOCATION AS SOON AS POSSIBLE.
If you feel unsafe do not provide aid. Leave your vehicle and move to a safe position out of the roadway until the next responder arrives.

- Iowa Statute 613.17 protects all responders that provide aid:
  - A person, who in good faith renders emergency care or assistance without compensation, shall not be liable for any civil damages for acts or omissions occurring at the place of an emergency or accident or while the person is in transit to or from the emergency or accident or while the person is at or being moved to or from an emergency shelter unless such acts or omissions constitute recklessness.
  - Put on all personal protective equipment (PPE) prior to administering CPR.
  - If your vehicle is equipped with an AED, you know how to use it, and you estimate that the AED would help, based on your training, use the device.
  - If you are CPR certified and you estimate that CPR would help, based on your training, administer CPR.

- DO NOT RENDER AID, MOVE TO A SAFE PLACE OUT OF THE ROADWAY, AND CONTACT THE TMC IF:
  - The vehicle windows are up and the driver appears to be under the influence.
  - If the crash involves an electric vehicle and the battery appears comprised/leaking - use caution.

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As soon as Law Enforcement, Fire, or Emergency Medical Services arrive, brief them on actions taken since the TMC and/or 911 notification.

• Move your vehicle as directed by incident command
• Remain at incident command to represent your agency as part of Unified Command until:
  ▪ The incident commander instructs you to leave
  ▪ Another member of your agency relieves you

Contact the IowaDOT TMC with the following information:

• Information that has changed since the scene size up as soon as you can obtain it.
  ▪ The number of vehicles from each agency on scene
  ▪ The estimated duration for full or partial lane closures
  ▪ The estimated incident duration
  ▪ Any request for additional resources
  ▪ Any damage to the roadway or roadside features
  ▪ The location of the incident command post
  ▪ The location of any defined staging area
  ▪ The number of unmarked responder vehicles on the shoulder or in the lane near the incident
  ▪ Any deployed temporary traffic control devices
  ▪ Planned activities for the next operational period
  ▪ Weather conditions

Obtain the following and provide it to incident command:

• Estimated length of traffic queue
• Any implemented detours
• Any messages posted on nearby message boards, highway advisory radio, or 511
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• Any dispatched resources and estimated time of arrival
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- If your vehicle is equipped with temporary traffic control devices or flashing lights move it to the shoulder upstream of the incident.
- If your vehicle does not have flashing lights or temporary traffic control devices move it to the shoulder downstream of the incident.
- Focus on scene and traffic safety while first responders focus on rescue and removal.
- If your vehicle is downstream, remain at incident command.
- If your vehicle is upstream work safely to install temporary traffic control devices. The diagram and table below shows the ideal scene setup. Work to achieve this setup as the incident duration increases.

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**Distance From Transition Area To First Sign**

B. Distance between the first and second signs.

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**Distance From Transition Area To First Sign**

B. Distance between the first and second signs.
Ideal traffic incident management area for a two-lane roadway

Use of Hand-Signaling Devices by Flaggers

Preferred Method: Stop/Slow Paddle
Emergency Situations Only: Red Flag

TO STOP TRAFFIC

TO LET TRAFFIC PROCEED

TO ALERT AND SLOW TRAFFIC

Establish a Traffic Incident Management Area
Demobilization

Demobilization is different at every scene. However, demobilization for a short-term and intermediate incident should generally follow the progression shown below.

- All patients are transported.
- Fire activities are complete.
- Law enforcement activities are complete.
- HAZMAT situations are either cleared or long-term clean-up procedures are in place.
- Traffic incident investigation is complete.
- Towing and recovery activities are complete.
- Department of Transportation activities are complete.
- All lanes are open and available for travel or long-term work zone traffic control devices are in place.
- Ensure the TMC is notified of incident termination.
- Ensure any needed pink tags are placed.

Yellow truck – DOT truck
Gray truck – towing and recovery vehicle
- traffic cones
- denotes location of flagger

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- Law enforcement activities are complete.
- HAZMAT situations are either cleared or long-term clean-up procedures are in place.
- Traffic incident investigation is complete.
- Towing and recovery activities are complete.
- Department of Transportation activities are complete.
- All lanes are open and available for travel or long-term work zone traffic control devices are in place.
- Ensure the TMC is notified of incident termination.
- Ensure any needed pink tags are placed.

Yellow truck – DOT truck
Gray truck – towing and recovery vehicle
- traffic cones
- denotes location of flagger

Demobilization

Demobilization is different at every scene. However, demobilization for a short-term and intermediate incident should generally follow the progression shown below.

- All patients are transported.
- Fire activities are complete.
- Law enforcement activities are complete.
- HAZMAT situations are either cleared or long-term clean-up procedures are in place.
- Traffic incident investigation is complete.
- Towing and recovery activities are complete.
- Department of Transportation activities are complete.
- All lanes are open and available for travel or long-term work zone traffic control devices are in place.
- Ensure the TMC is notified of incident termination.
- Ensure any needed pink tags are placed.

Yellow truck – DOT truck
Gray truck – towing and recovery vehicle
- traffic cones
- denotes location of flagger
This page is intended to provide guidance to IowaDOT responders who may be on scene.

While incident clearance is occurring on-scene, IowaDOT personnel can assist with scene safety.

Monitor the following and report to the incident commander:

- Temporary traffic control devices are installed and functioning properly.
- Traveler information messages and TMC support reflect on-scene needs.
- Vests are worn by personnel (except firefighters if actively engaged and/or exposed to heat or fire).
- Emergency vehicle lighting is not reducing scene visibility for approaching motorists.
- Changing weather conditions are not impacting responder safety.
- The roadway will be safe for travel once the incident is clear.
- Personally owned vehicles and other non-emergency vehicles are removed as soon as practical.
- Additional arriving vehicles are parked downstream of the incident so no interference with temporary traffic control devices occurs.
- Use the incident checklists in this pocket guide to report infrastructure damages.
- The traffic management center receives updates every 30 minutes regarding expected incident duration, additional IowaDOT resource requests, and other relevant updated information.

**Pink Tag Process**

After responding to a crash on a primary road where state infrastructure is damaged, the responding officer will create a pink tag to attach to traffic barriers, lighting features, or signs that are damaged. The tags have the incident ID (where available), agency, responding officer, and date. In cases where multiple crashes occur in the same location, or a single crash damaging multiple features, multiple tags can be attached.

Maintenance field staff will then log an inspection of the damaged item, enter the new information from the pink tags as part of that process in our existing inspection application, and then a report will be generated for our claims management staff.

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**Assist with Ongoing Scene Safety**

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