TRAFFIC INCIDENT MANAGEMENT

FIELD GUIDE
1. First, call 911

2. Then call the Iowa DOT Traffic Management Center (TMC) at: 515-237-3300

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.
Wear appropriate high visibility safety apparel.
Report to incident command.
First on the scene? Size it up.

1. Position your vehicle properly upstream of the incident.

2. Collect the following, and call or email the TMC 515-237-3300 or IowaDOT.Traffic@iowadot.us

   • Your name and cell phone number?
   • Make and model of your vehicle?
   • Exact location of the incident? *(ex. Northbound I-35 shoulder at milepost 102 near Huxley)*
   • What lanes are closed?
   • How many vehicles are involved?
   • How many people appear to be injured?
   • Are any of the following involved?
     - steep embankment
     - intersection
     - roundabout
     - bridge/culvert
     - cable barrier
     - concrete median
     - regular guardrail
3. How many vehicles do you see?

- How many vehicles in each class do you see?
- How many are leaking fluid?
- How many are on fire?
- What are the vehicle positions (upside down, side, rolled)?
- Are animals involved?
- Is there spilled cargo?
4. Do you see any of these hazardous material markings? Always reference the Emergency Response Guide (ERG)

**EVACUATE NOW, CALL 911**
- Explosives
- Flammable gas
- Oxygen
- Explosives
- Explosives
- Inflammable solids
- Inflammable solids
- Infected substance
- Hot fuel oil

**EVACUATE IF LEAK VISIBLE, CALL 911**
- Flammable gas
- Oxygen
- Explosives
- Explosives
- Inflammable solids
- Inflammable solids
- Infected substance
- Hot fuel oil

**SECURE THE SCENE, STAY CLEAR**
- Radioactive
- Toxic
- Flammable gas
- Oxygen
- Explosives
- Explosives
- Inflammable solids
- Infected substance

SIZE UP THE SCENE
DO NOT MOVE IF SERIOUS INJURY OR FATALITY EXISTS.

1. Put on your safety apparel before exiting your vehicle.

2. 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

3. 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.”

FENDER BENDER
MOVE VEHICLES FROM TRAVEL Lanes

MOVE IT
Work it where it is with a goal of clearing the travel lanes as soon as possible.

1. Always turn wheels away from the incident space.
2. Determine which of the following situations apply and use the appropriate diagram below to block the incident.
   - If using one of the blocking positions below, 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

[Diagrams of vehicle positions and blocking scenarios]
3. Use the following procedure to exit your vehicle:
   • Turn on vehicle hazard lights and any emergency lights.
   • Put on all appropriate personal protective equipment.
   • 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.

4. Never trust approaching traffic in either direction or turn your back to approaching traffic.

5. At all times, maintain an awareness of:
   • Where you are.
   • Where you can go (escape route).
   • Where you can’t go (bridges, oncoming traffic, etc.).


7. 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 who 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."

1. Put on all personal protective equipment (PPE) prior to administering automated external defibrillator (AED) or performing CPR.
2. 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.
3. 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.
1. As soon as Law Enforcement, Fire, or Emergency Medical Services arrive, brief them on actions taken since the TMC and/or 911 notification.

2. Move your vehicle as directed by incident command.

3. 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.

4. Contact the 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.

5. 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.
   - Any reported secondary crashes.
   - Any dispatched resources and estimated time of arrival.
   - Any other situational awareness information provided by the TMC.
<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Command System</td>
<td>Flexible, scalable, all-hazards organization to allow multiple agencies and disciplines to work together</td>
</tr>
<tr>
<td>Incident Command Post</td>
<td>Physical location of incident commander</td>
</tr>
<tr>
<td>Incident Commander</td>
<td>Person responsible for the Incident Command System team</td>
</tr>
<tr>
<td>Unified Command</td>
<td>All involved disciplines and/or agencies are talking and setting common goals</td>
</tr>
<tr>
<td>Staging Area</td>
<td>Location of resources expected to be deployed within operational period</td>
</tr>
<tr>
<td>Incident Action Plan</td>
<td>Set of verbal or written objectives and specific communication roles</td>
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<tr>
<td>Single Command</td>
<td>Single lead agency or discipline with command on simple incidents</td>
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**Other Terms**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Upstream</td>
<td>Traffic approaching incident</td>
</tr>
<tr>
<td>Downstream</td>
<td>Traffic leaving incident</td>
</tr>
<tr>
<td>Manual on Uniform Traffic Control Devices</td>
<td>Publication regulating traffic control, including incident management</td>
</tr>
<tr>
<td>Traffic incident management area</td>
<td>From first warning sign to end of termination controls</td>
</tr>
</tbody>
</table>
If no discussion of vehicle location occurs do the following:

1. 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.

2. If your vehicle is downstream, remain at incident command.

3. 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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**Advanced Warning Area**

<table>
<thead>
<tr>
<th>Speed (MPH)</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>Total (Cumulative)</th>
<th>Shoulder Taper</th>
<th>Taper</th>
<th>Distance between Tapers (longitudinal)</th>
<th>Buffer (longitudinal)</th>
<th>Downstream Taper</th>
<th>Cone Spacing (ft)</th>
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<tr>
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<td>100</td>
<td>100</td>
<td>100</td>
<td>300</td>
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<td></td>
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A: Distance From Transition Area To First Sign
B: Distance between the first and second signs
C: Distance between the second and third signs

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ESTABLISH A TRAFFIC INCIDENT MANAGEMENT AREA
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**

Yellow truck - DOT truck

Gray truck - towing and recovery vehicle

- traffic cones

- denotes location of flagger

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 below.

1. All patients are transported.
2. Fire activities are complete.
3. Law enforcement activities are complete.
4. HAZMAT situations are either cleared or long-term clean-up procedures are in place.
5. Traffic incident investigation is complete.
6. Towing and recovery activities are complete.
7. Iowa DOT activities are complete.
8. All lanes are open and available for travel or long-term work zone traffic control devices are in place.
9. Ensure the TMC is notified of incident termination.
10. Ensure any needed pink tags are placed.

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.
Assist with Ongoing Scene Safety

This page is intended to provide guidance to Iowa DOT responders who may be on scene.

While incident clearance is occurring on-scene, Iowa DOT 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 Iowa DOT resource requests, and other relevant updated information.

Protect the Queue

Severe crashes can occur when vehicles waiting in the queue, or back-up, from an initial incident are involved in a secondary crash.

ALL RESPONDERS SHOULD WORK TO PROTECT QUEUED VEHICLES FROM BEING STRUCK BY DOING THE FOLLOWING:

1. Position a properly equipped “queue management” vehicle on the shoulder upstream of the incident with emergency lighting, vehicle hazard lighting, and other traffic management equipment activated.
2. Keep in mind sight distance for approaching motorists especially hills, curves, and line-of-sight obstructions.
3. Maintain a reasonable distance between the upstream queue management vehicle and the back of the queue.
Federal and state laws prohibit employment and/or public accommodation discrimina-
tion on the basis of age, color, creed, disability, gender identity, national origin, preg-
nancy, race, religion, sex, sexual orientation, or veteran’s status. If you believe you
have been discriminated against, please contact the Iowa Civil Rights Commission at
800-457-4416 or Iowa Department of Transportation’s affirmative action officer. If you
need accommodations because of a disability to access the Iowa Department of Trans-
portation’s services, contact the agency’s affirmative action officer at 800-262-0003.